



Quality Assurance and Compliance Monitoring

Adult Education and Family Literacy

Calhoun County Public Library

Final Report
February 8, 2010

FLORIDA DEPARTMENT OF EDUCATION



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February 10, 2010

Ms. Rita Maupin, Director
Calhoun County Public Library
17731 NE Pear Street
Blountstown, Florida 32424

Dear Ms. Maupin:

We are pleased to provide you with the Final Report of Monitoring of the Adult Education and Family Literacy Program from our visit on December 9, 2009. The report will also be placed on our Web site at <http://www.fldoe.org/workforce/compliance.asp>.

We appreciate the leadership and professionalism demonstrated by you and your colleagues during the review process. If my staff can be of any assistance, please contact Eileen L. Amy, Director of Quality Assurance and Compliance. Mrs. Amy may be reached at 850/245-9031, or via electronic mail at Eileen.Amy@fldoe.org.

Thank you for your continuing commitment to improve services for Florida's students.

Sincerely,

A handwritten signature in cursive script, appearing to read "Loretta Costin".

Loretta Costin
Interim Chancellor

LBC/ela

Enclosure

Cc: Eileen L. Amy
Rick Lockenbach

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Florida Department of Education
Division of Career and Adult Education

**Calhoun County Public Library
Adult Education and Family Literacy
Quality Assurance Monitoring Report**

I. INTRODUCTION

The Florida Department of Education (FDOE), Division of Career and Adult Education (Division), in carrying out its roles of leadership, resource allocation, technical assistance, monitoring and evaluation, is required to oversee the performance and regulatory compliance of recipients of federal and state funding. The Quality Assurance section of the Bureau of Grants Administration and Compliance (Bureau) is responsible for the design, development, implementation and evaluation of a comprehensive system of quality assurance including monitoring. The role of the Quality Assurance System is to assure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is incumbent upon the Division to monitor the use of workforce education funds and regulatory compliance of providers on a regular basis.

II. AUTHORITY

The Florida Department of Education receives federal funding from the U.S. Department of Education for Adult Education and Family Literacy under the Adult Education and Family Literacy Act of 1998. FDOE awards sub grants to eligible providers to administer local programs. FDOE must monitor providers to ensure compliance with federal requirements, including Florida's approved state plans for CTE and adult education/family literacy. Each State shall have procedures for reviewing and approving applications for sub grants and amendments to those applications, for providing technical assistance, for evaluating projects, and for performing other administrative responsibilities the State has determined are necessary to ensure compliance with applicable statutes and regulations (34 CFR 76.770).

Additional cites noting authority to monitor and pertinent laws and regulations are located in the 2009-10 *Quality Assurance Policies, Procedures, and Protocols*, Module A, Section 1.

III. QUALITY ASSURANCE POLICIES, PROCEDURES, AND PROTOCOLS

The *Quality Assurance Policies, Procedures, and Protocols* (Manual) was revised in the 2009-10 program year. The draft Manual was provided to each provider prior to the monitoring visit. The final Manual provides a summary of each facet of the monitoring design and the process. It also contains protocols that may be used as agencies are monitored or reviewed. References may be made to the Manual in this document; it is located on the Division's Web site at <http://www.fldoe.org/workforce/cte0910.asp>.

IV. PROVIDER SELECTION

Various sources of data are used throughout the implementation of the Quality Assurance System. The monitoring component of the system is risk-based.

Risk Assessment is a process used to evaluate variables associated with the grants and assign a rating for the level of risk to the Florida Department of Education and the Division of Career and Adult Education. A Risk Matrix, identifying certain operational risk factors, is completed for each provider. The Risk Matrix is located in Appendix A. The results of the Risk Assessment process and consideration of available resources are used to determine one or more appropriate monitoring strategy(ies) to be implemented.

The monitoring strategy for Calhoun County Public Library was determined to be an on-site visit. Notification was sent to Ms. Rita Maupin, Director of Calhoun County Public Library, on October 9, 2009. The designated representative for the agency was Ms. Rita Maupin.

The on-site visit to the agency was conducted on November 8, 2009, by two representatives of the Quality Assurance Section of the Division: Mr. Rick Lockenbach and Mr. Tashi Williams.

V. Calhoun County Public Library

The total student enrollment for Adult General Education in 2007-08 was 30. The provider received no AEFLA funding in 2009-10 and was awarded the following grants for FY 2007-08 and 2008-09:

2007-2008 ADULT EDUCATION GRANTS

<u>Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
073-1918-8CH01	Literacy Education for Households	\$102,020	\$39,785.43

2008-2009 ADULT EDUCATION GRANTS

<u>Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
073-1918-9CH01	Literacy Education for Households	\$102,020	\$62,531.99

Additional information about the provider may be found at the following Web address: <http://www.ccpl-fl.net>.

VI. MONITORING ACTIVITIES

The monitoring activities included a pre-visit planning conference call; entrance conference; interviews with administrators and support staff; record reviews; and an exit conference. As the program has been discontinued, there were no students or teachers available for interview, nor was an observation possible.

On-site Visit

Members of the team made an on-site visit to the Calhoun County Public Library in Blountstown, Florida.

Entrance Conference

The entrance conference for the Calhoun County Public Library was conducted on December 8, 2009, and included:

- Ms. Rita Maupin, Library Director
- Ms. Kim Tanner, County Clerk for Calhoun County
- Ms. Joyce Thomas, Library Bookkeeper
- Ms. Pam Kahle, Library Records keeper, and
- Ms. Lavaine Williams, Coordinator.

Interviews

Interviews were conducted with all staff that attended the entrance conference, plus an additional library staff member. Interviews were held during the course of the visit, other than a supplementary interview after the visit. As this program is no longer funded, it was not possible to interview teachers and former students.

Exit Conference

The exit conference for the Calhoun County Public Library was conducted on December 8, 2009, and included everyone attending the entrance conference other than Kim Tanner.

VII. RESULTS

*Calhoun County Public Library
December 8, 2009*

A. ADMINISTRATION refers to the management and/or supervision of programs, grant oversight, access and equity and other administrative areas.

- The Calhoun County Public Library is an entity within Calhoun County Government.
- The library director was responsible for the development of and oversight of this grant as an employee of Calhoun County, including expenditure of funds.
- Library director supervised staff that administered the federal grants funded under AEFLA.
- The library had difficulty retaining certified teachers during the two grant years, resulting in an inability to obtain all AEFLA funds earned as a result of performance in the first grant year.
- The library desires additional funding to expand on current family literacy efforts.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

See Section IX of this report for further technical assistance.

B. DATA refers to all the components of the data system, including data collection, entry, and reporting. The use of data in program decision-making is also explored and commented upon.

- The library used the LACES (Literacy Adult and Community Education System) data management system from Proliteracy Systems, Inc. for student data management and program improvement purposes.
- At least two library staff were familiar with this system and able to explain how student records were entered and accessed, including pre-and post-test results, including showing how student records were entered for students that had been in the program.
- Student data from LACES was used for program improvement purposes.
- Several library staff received training on LACES.
- Since it is considered a valuable resource, the library continues to pay an annual fee to retain LACES even though their family literacy program is no longer funded.
- Florida DOE staff was impressed with the capabilities of LACES and staff usage of this data system.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

C. CURRICULUM/INSTRUCTION refers to those elements which contribute to student learning and skill acquisition. Student and instructor observations were not possible, as this grant is no longer funded.

- Student instruction was individualized and placement was based on assessment results.
- Computer-based and commercial written materials were used for instruction, and parents were able to take home parenting materials appropriate based on the family's need.
- Adults and their families learned to use Microsoft Word and Excel.
- Family literacy materials with an emphasis on parenting and assisting children in their education were provided to parents.
- Student goals were identified in the student records that were reviewed.

- The library continues to provide family literacy activities twice a week for the community, including Parent and Child Together (PACT) and story time for parents and children from birth to third grade.
- One room in the library contains extensive family literacy resources.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

D. TECHNOLOGY/EQUIPMENT refers to a review of the technology and equipment used by students and teachers in the classroom; addresses access, availability, innovation, use and condition.

- The library has wireless Internet access.
- The library contains a computer lab for instruction that was in use during the visit, as well as computers in another location within the library, with the following programs available to library patrons and others with Internet access:
 - Learn-A-Test, an interactive collection of practice tests and tutorial courses for General Educational Development (GED), Scholarship Aptitude Test (SAT), professional and other exams
 - GCF (Goodwill Community Foundation, Inc.) Learn Free computer, technology, and life skills training in English and Spanish
 - GED Online
 - Verizon Literacy for volunteers, teachers, and parents
 - Audio books and other online resources available through NetLibrary
 - Online reference data bases, including family literacy resources from *Just Read, Florida!* and reading resources from several Calhoun County Schools
- Laptops are available for checkout for use within the library.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

E. LEARNING ENVIRONMENT encompasses all aspects of the physical environment where classes are held. Describing the learning environment may also attempt to capture the vision, philosophy, and character that is observed on the campus or in the classroom.

- As one of the few rural libraries to be built in recent years and in Florida, this library has different rooms to serve the needs of library patrons young and old, including:
 - For youth –
 - A school readiness room
 - Computer lab
 - Youth stacks
 - For adults –
 - Stacks
 - Study tables and
 - Computer lab.
- The library is new and the furniture and furnishings provide an inviting environment for students and other patrons.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

F. ACCESS AND EQUITY refers to compliance with the requirements of federal non-discrimination laws as relating to recruitment, enrollment, participation, and completion of programs.

- Staff interviewed was familiar with county non-discrimination policies, which are posted, including who the complaint would be addressed to
 - Staff receives ongoing training on these policies.
- In an effort to address multiculturalism, the library contains areas with holiday decorations for Christmas, Chanukah, and Kwanzaa.
- Non-discrimination notices are contained within printed materials.
- Outreach was done to recruit persons with different ethnic backgrounds and recruitment materials were printed in Spanish and English.
- Staff was able to attend PAEC (Panhandle Area Education Consortium) multicultural training.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

G. RECORDS REVIEW refers to a review of the records and documents that evidence compliance with federal and state rules and regulations. Both financial and programmatic records are reviewed.

- The following records were reviewed while visiting the Calhoun County Public Library:
 - Student handbook
 - Recruitment and other written materials, including brochure, newspaper article, and public service announcement
 - Electronic and written student records
 - Scrapbook of program activities
 - Procurement policies
 - Travel policies
 - Staff development attendance

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

H. FINANCIAL refers to aspects of the federal fiscal requirements that providers must meet when expending federal funds, including a financial management system, a procurement system, and an inventory management system.

- Monthly and year-end expenditure reports reviewed
- Payroll records – sample provided
- Travel documentation – sample provided
- Other grant expenditures reviewed
- County has system with multiple levels of review, including board approval, before expenditures are approved
- DOE staff discussed with library staff the substantial percentage of grant funding unexpended for both grant years
 - \$39,785.43 unexpended out of a \$102,020 AEFLA grant for 2007-08
 - \$62,531.99 unexpended out of a \$102,020 AEFLA grant for 2008-09

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

I. COLLABORATION refers to the collaborative agreements, partnerships, or memoranda of understanding to benefit an agency's programs and students.

- Calhoun School District provides an adult education class on-site with AEFLA funding.
- The library's Web site is funded through Library Services Technology Act (LSTA) funding.
- The local cooperative extension service provides nutrition education at the library.
- The library has a long history of using volunteers as tutors for adult literacy.
- In partnership with the Florida Literacy Coalition, Inc., the library has obtained AmeriCorps VISTA volunteers to support their literacy efforts.
- The library partners with the Florida Literacy Initiative to provide services for families with adults who possess limited English proficiency.
- Health department and other agencies visit the library to help patrons meet basic human needs.

FINDINGS

No findings of non-compliance were noted.

CONCERNS AND RECOMMENDATIONS

None.

VIII. REQUIRED RESOLUTION ACTIVITIES

ADULT EDUCATION

No resolution activities are required.

IX. TARGETED TECHNICAL ASSISTANCE

Targeted technical assistance may be provided to support full compliance and systemic change for program improvement. Staff is encouraged to contact Division staff to assist their efforts toward systemic change.

Additional resources to support adult and family literacy efforts:

- Future AEFLA grant funding opportunities – John Occhiuzzo at john.occhiuzzo@fldoe.org
- Partnerships with non-profits (Dollar General Stores Foundation and other foundation grants)
- Florida Department of Education
 - Grant-seeking resources to locate grants, including signing up for the Funding Opportunities newsletter, at <http://www.fldoe.org/grants/gtd/gsrp.asp>.
 - Grant-writing resources at <http://www.fldoe.org/grants/gtd/gwrp.asp>.
- Florida Literacy Coalition funding site at http://www.floridaliteracy.org/grants_and_funding_funders.html.

X. REMARKS

Library and other county staff are to be commended for their assistance in preparing for the visit, as well as prompt assistance provided after the visit. The library should be commended for their holistic approach to serving the community, a rural area with substantial poverty. According to data from the *United States 2000 Census*, the county median household income in 2000 was \$23,271, compared to a national average of \$41,994.

XI. SUMMARY

Once the field work, including receipt of requested information is completed, a draft report is forwarded to the provider for review. Comments are accepted and considered. The final report is completed and forwarded to the Agency Head with a copy to the appropriate parties. The Bureau's site visit co-leader monitors and conducts follow-up activities, if required, to assure issues have been satisfactorily completed within the stated timelines. Finally, the Bureau issues a Closure Notice to the Agency Head and designated contact person. This notice indicates all outstanding items have been completed.

We want to extend our appreciation to all participants in the Calhoun County Public Library's on-site monitoring visit. Special thanks to Rita Maupin for her participation and leadership in this process.

**Appendix A
Calhoun County Public Library
Risk Matrix**

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2007-08)	\$ 2,000,001+	8	X 6	= <u>24</u> <i>(total points)</i>
	700,001 - 2 million	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2007-08)	Per grant	2	X 6	= <u>12</u>
Number of grants with 10% or more of unexpended funds (2007-08)	Per grant	5	X 4	= <u>0</u>
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	X10	= <u>0</u>
	11-15 findings	8		
	5-10 findings	6		
	1-4 findings	4		
Key organizational change within the last two (2) years.	Director	10	X 4	= <u>0</u>
TOTAL Level of Risk Score				36