



Quality Assurance and Compliance Monitoring

Adult Education and Family Literacy

Florida Literacy Coalition

**Final Report
June 20, 2011**

FLORIDA DEPARTMENT OF EDUCATION



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June 20, 2011

Mr. Gregory Smith, Executive Director
Florida Literacy Coalition
250 North Orange Avenue
Suite 1110
Orlando, Florida 32801

Dear Mr. Smith:

We are pleased to provide you with the Final Report of Monitoring of the Adult Education and Family Literacy programs from our visit on March 14, 2011. The report will also be placed on our website at <http://www.fldoe.org/workforce/compliance.asp>.

We appreciate the leadership and professionalism demonstrated by your staff during the review process. If we can be of any assistance, please contact Eileen L. Amy, Director of Quality Assurance and Compliance. Ms. Amy may be reached at 850/245-9033, 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 that reads "Loretta Costin".

Loretta Costin

LBC/ela

Enclosure

CC: Tashi Williams

Table of Contents

I.	Introduction.....	1
II.	Authority... ..	1
III.	Quality Assurance Policies, Procedures, and Protocols	1
IV.	Provider Selection	1
V.	Florida Literacy Coalition	2
VI.	Monitoring Activities.....	2
VII.	Results.....	2
VIII.	Findings... ..	5
IX.	Summary.....	5

Florida Department of Education
Division of Career and Adult Education

**Florida Literacy Coalition
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 adult education/family literacy. The Florida Department of Education, Division of Career and Adult Education is required to oversee the performance of district school boards/college boards of trustees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes (F.S.)).

Additional cites noting authority to monitor and pertinent laws and regulations are located in the 2010-11 *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 2010-11 program year. The Manual was provided to each provider prior to the monitoring visit. The 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 website at <http://www.fldoe.org/workforce/compliance.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.

In some cases, specifically with Community- and Faith-Based Organizations (CBOs and FBOs) including Career and Technical Student Organizations (CTSOs), the evaluations of the risk factors result in similar scores. Therefore, such organizations may be evaluated on a periodic and/or cyclical basis as determined appropriate by the Division. For on-site visits, agencies may be chosen to fit in with regularly scheduled travel or scheduled separately as determined by the Director.

Due to a scheduled visit to a local provider, the monitoring strategy for the Florida Literacy Coalition was determined to be an on-site visit. Notification was sent to Mr. Gregory Smith, Executive Director, Florida Literacy Coalition on November 16, 2010.

The on-site visit to the agency was conducted March 14, 2011 by three representatives of the Quality Assurance Section of the Division: Ms. Eileen L. Amy, Director of Quality Assurance and Compliance and Program Specialists, Ms. Sheryl Walden and Mr. Tashi Williams.

V. FLORIDA LITERACY COALITION

The Florida Literacy Coalition (FLC), Inc. – Florida's Adult and Family Literacy Resource Center, is located in Orlando, Florida and supports the important work that adult education, literacy agencies and organizations are doing throughout the state. They provide volunteer and student referrals, professional development opportunities and a venue for sharing information, resources and promising practices. They support organizations interested in starting literacy programs. They also support the delivery of quality instruction to adults and families who need to develop their reading, writing and English language skills. Special emphasis is placed on supporting community, library and faith-based literacy organizations with their training and program development needs.

ADULT EDUCATION GRANTS

<u>Year and Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
2008-09 764-1929A-9PL01	Leadership	\$ 300,000	\$ 0.00
2009-10 764-1920A-0PL01	Leadership	\$ 300,000	\$ -0.11
2010-11 764-1921A-1PL01	Leadership	\$ 307,000	

Additional information about the provider may be found at the following web address:

www.floridaliteracy.org

VI. MONITORING ACTIVITIES

The monitoring activities included pre-visit planning conference calls; entrance conference; interviews with administrators and staff; record reviews; and an exit conference.

Entrance and Exit Conference

The entrance and exit conferences for the Florida Literacy Coalition were conducted on March 14, 2011; the following persons were present at both meetings:

Mr. Gregory Smith, Executive Director
Ms. Pamela Logsdon, Bookkeeper
Ms. Erin Balleine, Resource Specialist
Ms. Yari Payne, Education and Training Coordinator
Ms. Naomi Soto, Health Literacy Coordinator
Mr. Macario Garcia, AmeriCorps VISTA member
Ms. Kara Sammons, Intern
Ms. Eileen Amy
Ms. Sheryl Walden
Mr. Tashi Williams

Interviews/Observations

An in-depth group interview was conducted with the administrators and staff during the course of the visit.

Records Review

Administrative, Financial and Program records were reviewed. A complete list is provided in Section VII. Some policies and procedures were reviewed and discussed during the course of the visit.

VII. RESULTS

Florida Literacy Coalition
March 14, 2011

- Annual needs assessment of community-based literacy organizations is conducted to help provide guidance and direction to FLC's work.
- For the 2009-2010 year, the FLC conducted 60 workshops attended by 1,644 practitioners and volunteers.
- The FLC offers professional development opportunities which provide literacy practitioners and volunteers with tools to enhance program quality through training sessions which include:

- ESOL and Basic Literacy tutor training
 - Tutor training grant material for community-based organizations' (CBOs) literacy programs
 - Tutor and teacher in-service webinars
 - Teacher and tutor activities include:
 - Train the trainer courses (3-day) part online training (part 2)
 - Online tutor training course
 - Pro-literacy certification – The national adult literacy organization Laubach and Literacy Volunteers of America joined together and reworked the certification process for good tutor training; the workshop uses the FDOE frameworks for train the trainer. Pro-literacy certification only certifies the trainers and not the tutors.
 - Motivating and retaining adult learners
 - Diversity training
 - Volunteer literacy tutor symposium
 - Grant writing
 - Trainer coaching corps
 - Free Web sources
 - The Art of Conversation: Can We Talk?
 - Annual Literacy Leadership Institute for CBOs
 - Effective vocabulary instruction for the struggling adult learner
 - Strategic reading instruction to improve comprehension of struggling readers
 - Public relations and volunteer recruitment
- Leadership Institutes focus on the programs and administrators in community-based organizations.
 - Needs assessment of registrants is done prior to Leadership Institute
 - CBOs network and share information
 - Topics covered over two and a half day periods, include leadership for Board members, fund development, student retention and program evaluation.
 - Provides information for volunteers; organizations wanting to expand
 - The FLC strives to promote student involvement and leadership; they work to educate and support adult learners interested in contributing back to their programs and communities. Initiatives include:
 - Literacy Ambassador Training Program
 - Adult Learner Day at the Florida Literacy Conference
 - Statewide Student Essay Book which included over 540 submissions in 2011
 - Student activities include leadership activities promoted at workshops and media interviews in local newspapers.
 - The FLC hosts the Florida Literacy Conference which offers a wide range of training and networking opportunities to literacy practitioners and volunteers. In 2010 it was attended by 453 people, 80 sessions; a variety of tracks are available to serve varied consumers.
 - The FLC promotes literacy through the statewide toll-free literacy hotline.
 - Used to promote reading and raises awareness about literacy issues in Florida
 - A trained referral specialist provides on-call information about education programs and volunteer opportunities throughout the state.
 - 1,635 Hotline referrals in 2009-2010
 - 26,245 Online referrals in 2009-2010
 - Resources are developed, distributed, and made available to community organizations.
 - Uses good judgment for accessing and disseminating various materials as resources
 - Newsletter – three print and two e-newsletters a year; e-blasts; discussion lists
 - Social networking including Facebook, Twitter, and the Florida Literacy blog
 - 130 different materials, posters, bookmarks, curricula, and longer publications

- The Resource Center website provides informational updates and access to a wide range of resources. It logged 216,000 visitors in fiscal year 2009-2010.
- DOE grant, *Staying Healthy*, written at 4th-5th grade level to reach more customers
 - Simple content, practical, with a number of images
 - Used by over 110 programs; downloaded over 73,000 times
 - Correlated to CASAS and Florida ESOL standards
 - New units on Women's Health and Coping with Stress are to be developed
- The Florida Literacy Board members serve for two years and are elected at the annual meeting.
- Financial and programmatic records were reviewed to determine compliance with federal and state rules and regulations. The following were reviewed:
 - Program, financial and administrative records
 - Some policies and procedures were reviewed at the agency's website and discussed at various times during the on-site visit
 - Annual Report can be found on the FLC website
 - Grant deliverables
 - Invoices
 - Travel
 - Screenshots
 - Training plans and schedules
 - Face-to-face workshop/training documents
 - Professional development
 - Virtual workshop
 - Workshops for tutors
 - Face-to-face meetings
 - Regional training council meeting minutes
 - Virtual meetings
 - Information resource services
 - Technical assistance
 - Documentation of purchases
 - Project summaries/DOE 499s
 - Ledger of expenses
 - Quick Books is used for Financial Management System
 - Documentation of expenditures was organized and complete
 - Invoice four times per year; quarterly report summary sheet
 - Paid by reimbursement
 - Travel documentation met the established guidelines
- The agency collaborates with many various agencies throughout the state in an effort to benefit the agencies' programs and students.
 - Florida Parks Service, DOE, and other partners to host five state park events for Adult Literacy Month
 - FLC was able to expand on the *Staying Healthy* curriculum through the development of a statewide health literacy initiative supported by a three-year grant for \$360,000 from Blue Cross and Blue Shield of Florida. This grant provides health literacy training and mini grants to community ESOL and family literacy programs.
 - Website state partner of the U.S. Department of Education LINCS system
 - AmeriCorps VISTA programs:
 - 12-member organizations that receive full-time Americorps VISTA positions
 - The FLC has two Americorps VISTA positions that support programs in the resource center including marketing, volunteer/student recruitment, financial literacy and career pathways/transitions.
 - Adult Learner Advisory Committee is in place and serves as a means to stay focused on the needs and interests of students
 - FLC has a number of collaborative partnerships with various agencies, some of which are listed below:
 - TechNet

- The Orlando Magic
- ProLiteracy America
- Second Harvest Food Bank
- IBM to make Reading Companion software grants
- Moffit Cancer Center
- ACE of Florida

Additional information about Florida Literacy Coalition programs and services can be obtained by reading the organization's annual report at www.floridaliteracy.org/AnnualProgramReport.pdf

VIII. FINDINGS

There were no findings of non-compliance found during the on-site visit. Therefore, no resolution activity is necessary.

IX. 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 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 Florida Literacy Coalition's on-site monitoring visit. Special thanks to Gregory Smith for his participation and leadership in this process.