



**Quality Assurance and Compliance
Onsite Monitoring Visit
for
Adult Education and Family Literacy**

Hernando County School District
May 20-22, 2013

Final Report

FLORIDA DEPARTMENT OF EDUCATION



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August 6, 2013

Dr. Lori Romano, Superintendent
Hernando County School District
919 North Broad St.
Brooksville, Florida 34601

Dear Dr. Romano:

We are pleased to provide you with the final monitoring report of the career and technical education programs from our visit. 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 Rick Lockenbach, J.D., program specialist with Quality Assurance and Compliance, at 850-245-9025 or via electronic mail at rick.lockenbach@fldoe.org.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Rod Duckworth".

Rod Duckworth

RD/pr

Enclosure

cc: Denise Moen
Rick Lockenbach, J.D.

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Florida Department of Education
Division of Career and Adult Education

**Hernando County School District
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 and Compliance section 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 FDOE 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 plan 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). The Florida Department of Education, Division of Career and Adult Education is required to oversee the performance of district school boards in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes).

Additional cites noting authority to monitor and pertinent laws and regulations are located in the 2012-2013 Quality Assurance Policies, Procedures, and Protocols, Module A, Section 1.

III. QUALITY ASSURANCE POLICIES, PROCEDURES, AND PROTOCOLS

The Quality Assurance Policies, Procedures, and Protocols was revised in the 2012-13 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 that assigns a rating for the level of risk. A risk matrix, identifying certain operational risk factors, is completed for each provider. The risk matrix for each program monitored 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 Hernando County School District was determined to be an onsite visit. On October 26, 2012, notification was sent to Superintendent Bryan Blavatt. The designated representative for the agency was Denise Moen, supervisor of Adult and Community Education.

The onsite visit to the agency was conducted on May 20-22, 2013, by two representatives of the Quality Assurance and Compliance section of the division: Program Specialists Rick Lockenbach, J.D., and Dr. Shahrokh Massoudi.

V. HERNANDO COUNTY SCHOOL DISTRICT

2011-12 Adult Education Enrollment: 436 (duplicate count)

The provider was awarded the following grants for fiscal years 2010-11 and 2011-12:

2010-2011

ADULT EDUCATION GRANTS

<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
EL/ Civics	\$33,599	\$0
Adult General Education	\$193,716	\$0

2011-2012

ADULT EDUCATION GRANTS

<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
EL/ Civics	\$39,966	\$0
Adult General Education	\$239,852	\$118.99

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

<http://www.hernandoschools.org>.

VI. MONITORING ACTIVITIES

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

Onsite Visits

Members of the team made onsite visits to the following locations:

- Grace World Outreach Church, Brooksville
- HEART Literacy, Brooksville
- Nature Coast Technical High School, Spring Hill

Entrance and Exit Conferences

The entrance conference for the district was conducted on May 20, 2013. The exit conference was conducted on May 22, 2013. The participants are listed below:

	Title		Exit Conference
Agency Participants			
Justa Bozman	secretary	X	X
Miriam Gomez	literacy specialist	X	X
Julia Thomas	literacy specialist	X	X
Jackie Torres	literacy specialist	X	X
Linda Starkey	secretary	X	X
Denise Moen	supervisor of Adult and Community Education	X	X
FDOE Monitoring Team			
Rick Lockenbach, J.D.	program specialist	X	X
Dr. Shahrokh Massoudi	program specialist	X	X

Interviews/Observations

Interviews were conducted with the administrative staff, instructional staff, program and transition specialists, and students. There were 17 interviews and seven observations that were conducted. A minimum of two interviews and observations were completed at each site. All interviews and observations were held during the course of the visit.

Records Review

Program, financial and administrative records were reviewed. A complete list is provided in Section VIII, Section G. A minimum of 10 student records were reviewed. Some policies and procedures were reviewed at the agency's website and discussed at various times during the onsite visit.

VII. RESULTS

Hernando County School District
May 20-22, 2013

A. **ADMINISTRATION** refers to the management and/or supervision of programs, structure of programs and services, grant oversight, and other administrative areas.

- The supervisor of Adult and Community Education is proactive in pursuing adequate resources for the Adult Education (AE) program and is an experienced, committed administrator.
- A regular meeting schedule that includes administrative staff, literacy specialists, and teachers has facilitated strong communication within the AE team.
- The AE program has a number of experienced teachers, literacy specialists, and administration, each with a wealth of knowledge of the AE program.
- Administration strongly encourages staff development for teachers, including paying for participation in conferences, workshops, and online instruction.
 - Persons attending conferences and workshops must share information from the staff development they have attended.
- AE staff conducts an annual yard sale to raise funds to provide food for classes during breaks.

CONCERNS AND RECOMMENDATIONS

Concern: It is difficult to read the road-side sign for the classes at the HEART Literacy site due to small lettering.

Recommendation: Evaluate the need for a sign that provides increased visibility.

FINDINGS

No findings of non-compliance were noted at this time.

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

- The monitoring team reviewed the process for data collection and reporting, including written procedures.
 - The review included a sample of students who earned literacy completion points in the agency data base.
- Teachers and administrators use data program improvement for such purposes as tutor needs, class size, and student progress.
- The AE coordinator and other AE staff are proactive in reviewing data collection and reporting to ensure data accuracy.
- The district is following FDOE assessment policy for the administration of Comprehensive Adult Student Assessment Systems and Test of Adult Basic Education.

- According to the district’s National Reporting System (NRS) Report for the 2011-12 school year, more than 50 percent of Adult Basic Education (ABE) students were completers for all ABE levels.
 - According to the NRS report, the program has met or exceeded overall completion levels for the state of Florida for the past two years.

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

None

C. CURRICULUM AND INSTRUCTION refers to those elements which contribute to student learning and skill acquisition. It also addresses student and instructor observations.

- There is a strong tutor program; tutors are used at all levels of instruction, which helps to keep the student-instructor ratio low.
- Instructional materials are current and are being used by students.
- Teachers employ varied instructional strategies based on student needs.
- Interaction between teachers and students was very positive.
- Minors are required to attend at least two classes to facilitate student progress.
- Classes are located on both sides of the county, with morning and evening classes at four locations to help adults conveniently access classes.
 - Two locations are within walking distances of low income housing, and one is close to two homeless shelters.
- The General Education Development® (GED®) testing site is housed at one of the class locations and is centrally located in the county.
- English for Speakers of other Languages classes are well attended by students, who represent diverse nations and cultures.
- Beginning this fall, the district will offer post-secondary career and technical education classes at Nature Coast Technical High School, increasing post-secondary opportunities for students enrolled in AE.
- There is a strong emphasis on Florida CHOICES, as students routinely use computers to access Florida CHOICES online career development resources.

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

Concern: While Florida CHOICES is being used to assist students with career development, other efforts to promote career pathways for AE students are limited.

Recommendation: Review efforts to strengthen encouragement of post-secondary education and other career opportunities for students, including the opportunity to enroll in post-secondary adult vocational (PSAV) certificate programs without a high school diploma.

See Section IX of this report for further technical assistance.

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

- The district leases computers through Dell.
- Each AE site has a computer lab for students.
- Other equipment, including video players, is used in classrooms.
- Students can access Florida Adult and Technical Distance Education Consortium (FATDEC) online instruction both in their AE class and in other locations where they have computer access.

FINDINGS

No findings of non-compliance were noted at this time.

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.

- Buildings are well-maintained, spacious and accessible for student use.
- Computers are integrated into instruction.
- Literacy specialists provide substantial support to students and teachers in areas including instruction, guidance and financial assistance.

FINDINGS

No findings of non-compliance were noted at this time.

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.

- Non-discrimination notices were broadly posted.
- Notices cover all required protected classes.
- There is awareness of who to contact if there are issues relating to discrimination or harassment.
- District new employee staff development covers non-discrimination and sexual harassment.

FINDINGS

No findings of non-compliance were noted at this time.

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. Samples of financial and programmatic records are reviewed.

- Travel
- Financial policies and procedures
- Personnel Activity Reports and certifications for personnel
- Student records
- Agency database
- Agency website
- Advisory committee minutes
- Non-discrimination policies
- Student recruitment materials
- Student code of conduct
- AE student folder
- Data collection and reporting procedures

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

None

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

- Financial procedures providing for secure internal controls are in place.
- A sample of purchasing process and purchase orders and agency procedures was reviewed, as well as a sample of travel and travel procedures.
- Financial staff for the program, including the internal bookkeeper, is experienced and knowledgeable.
- A P-card is being used consistent with agency policies, with oversight by the program bookkeeper.
- All federal AE funds were at least 90 percent expended for the last two years.

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

None

J. COLLABORATION refers to the collaborative agreements, partnerships, or Memoranda of Understanding that are in place to benefit an agency's programs and students.

- Free child care is available for AE students due to United Way funding.
- The program has secured financial assistance through partnerships to cover tuition and GED test fees for students who cannot afford these costs.
- The local literacy coalition meets five times a year for agency sharing and has been a springboard for creative solutions; agency resources are shared with AE teachers and other staff.
- Multiple partners are involved in the annual reading festival that creates greater awareness of the AE program.
- Grace World Outreach Church provides classrooms for the AE program at their facility at no cost to the school district.

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

None

K. STUDENT PERSPECTIVE – The team meets with groups of students, and their perspective is presented as a portion of this report.

- Student comments overall were very positive about the program, teachers and literacy specialists, and accessibility of classroom sites.
- Students are very appreciative of and proud of their AE program.
- Students are getting the support they need from all levels, instructional and administrative, and indicated there was a high level of responsiveness.

FINDINGS

No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS

1. Concern: There is interest in having more days of classroom instruction available to students.

Recommendation: Evaluate the need for and resources to support additional days of classroom instruction.

2. Concern: While a number of teachers provide supplementary assistance during the summer, several students requested additional assistance during the summer when classes are not in session.

Recommendation: Ensure that students are aware of their ability to access FATDEC online instruction and provide other resources for students during the summer break.

3. Concern: More computers are needed in classrooms.

Recommendation: Evaluate the need for and additional resources available to obtain additional computers for AE classrooms.

4. Concern: Students expressed a high level of anxiety about the new GED[®] Test that takes effect January 1, 2014.

Recommendation: Assess strategies to lessen this anxiety for students.

VIII. REQUIRED RESOLUTION ACTIVITIES

ADULT EDUCATION

1. Corrective Action Plan – The district is not required to complete a corrective action plan.
2. Action Plan – The agency must provide an action plan (Appendix B) to address the concerns noted in the focus areas A, C and K in Section VII of this report.

Once the corrective action or action plan is submitted, reviewed and approved, the leader of the onsite visit is responsible for the regular follow-up with the agency's designated representative to ensure that resolution is complete.

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.

- For expanded career pathways opportunities for AE students, contact Lisa Williams at lisa.williams@fldoe.org or 850-245-7884.

X. REMARKS or POSITIVE PRACTICES

The following are additional comments made by the Quality Assurance Team in regard to the monitoring visits: AE students are receiving a high level of support, including agency referrals, financial assistance, and other social services assistance; tutors in classrooms; and assistance from literacy specialists. Classes are located in convenient, accessible sites.

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. Finally, the division 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 district's onsite monitoring visit. Special thanks to Denise Moen, supervisor of Adult and Community Education, for her participation and leadership in this process.

Appendix A
Adult Education

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2010-11)	\$ 2,000,001+	8	4 x 6	24
	700,001 - 2 million	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2010-11)	Number of grants	2 x 2 = 4	4 x 6	24
Number of grants with 10% or more of unexpended funds (2010-11)	Number of grants	0 x 5 = 0	0 x 4	0
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	10 x 10	100
	11-15 findings	8		
	5-10 findings	6		
	1-4 findings	4		
Change in Director within the last two (2) fiscal years.	Yes = 1 No = 0	0 x 10 = 10	0 x 4	0
TOTAL Level of Risk				148
Score				

Appendix B
Hernando County School District Resolution Plan
Adult Education

Type of Plan	Strategies	Person Responsible	Projected Date of Completion
<p>Corrective Action Plan Finding(s): None</p>			
<p>Action Plan Concern(s):</p> <ol style="list-style-type: none"> 1. It is difficult to read the road-side sign for the classes at the HEART Literacy site due to small lettering. 2. While Florida CHOICES is being used to assist students with career development, other efforts to promote career pathways for AE students are limited. 3. There is interest in having more days of classroom instruction available to students. 	<p>Barry Crowley forwarded this request to facilities director and they are working on this.</p> <p>Send out letters to 2012-13 students advertising new PSAV classes.</p> <p>All teachers will promote new and future PSAV classes.</p> <p>We will be surveying teachers, volunteers and students this semester for the possibility of increasing class hours; however, budget must be able to support more hours and students are already given the opportunity to attend all four</p>	<p>Justa Bozman/Barry Crowley/Roland Bavota</p> <p>Justa Bozman/Marilyn Holloway/Heather Thorpe</p> <p>All teachers</p> <p>Miriam Gomez/Jackie Torres/ Julia Thomas/ new Adult Education Director</p>	<p>December 31, 2013</p> <p>July 20, 2013</p> <p>October 15, 2013 December 5, 2013</p> <p>Surveys completed by December 20, 2013</p>

<p>4. While a number of teachers provide supplementary assistance during the summer, several students requested additional assistance during the summer when classes are not in session.</p> <p>5. More computers are needed in classrooms.</p> <p>6. Students expressed a high level of anxiety about the new GED® Test that takes effect January 1, 2014.</p>	<p>class locations.</p> <p>Students and teachers will be surveyed regarding the possibility of extending classes until June 30, if the budget will support this enhancement.</p> <p>Plan with TIS to purchase two computers.</p> <p>Teachers and guidance counselors will be preparing and discussing the new GED 2014 and allotting at least two hours/month per student for computer time to enhance skills.</p>	<p>Miriam Gomez/Jackie Torres/ Julia Thomas/ new Adult Education Director</p> <p>New Adult Education Director</p> <p>All teachers, Janie McAlpine</p>	<p>December, 2013</p> <p>June 20, 2014</p> <p>December 20, 2013</p>
<p>Technical Assistance Needed and/or Provided:</p>			
<p style="background-color: #cccccc;"></p>			
<p>Plan submitted by (name and title): <u>Denise Moen, Supervisor of Adult, Community Ed., & Volunteer Programs</u> Date: <u>7/30/13</u></p>			
<p>Plan accepted by: <u>Ellen McCarron, Director of Quality Assurance and Compliance</u> Date: <u>7/30/13</u></p>			
<p style="background-color: #cccccc;"></p>			
<p>Status of Resolution Plan (to be completed by DOE staff)</p>			
<p>Date</p>	<p>Status of Plan Completion</p>		