Quality Assurance and Compliance
Onsite Monitoring Visit
for
Adult Education and Career and Technical Education

Suwannee County School District

November 29 – December 1, 2017

Final Report
January 23, 2018

Mr. Ted Roush, Superintendent
Suwannee County School District
702 2nd Street NW
Live Oak, Florida 32064

Dear Mr. Roush:

We are pleased to provide you with the final monitoring report for the career and technical education programs at Suwannee County School District. The final report will also be placed on the Quality Assurance and Compliance website at http://fldoe.org/academics/career-adult-edu/compliance.

We appreciate the leadership and professionalism demonstrated by your staff during our visit. If we can be of any assistance, please contact Tashi D. Williams, director of Quality Assurance and Compliance, at 850-245-9033 or Tashi.Williams@fldoe.org.

Thank you for your continuous commitment to improve educational services for Florida’s students.

Sincerely,

Rod Duckworth

RD/ls

Enclosure

cc: Mary Keen, principal, Riveroak Technical College
    Gloria Spradley-Brown, bureau chief, Grants Administration and Compliance
    Tashi D. Williams, director, Quality Assurance and Compliance
    LaStacia Spencer, program specialist, Quality Assurance and Compliance
    Michael Swift, program specialist, Quality Assurance and Compliance
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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 (QAC) 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 (USDOE) for Career and Technical Education (CTE) under the Carl D. Perkins (Perkins) Career and Technical Education Act of 2006, and for Adult Education (AE) under the Workforce Innovation and Opportunity Act (WIOA) of 2014. 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 pursuant to 34 CFR 76.770, Education Department General Administrative Regulations (EDGAR) and the Uniform Grant Guidance (UGG) for grant awards issued on or after December 26, 2014. The Florida Department of Education, Division of Career and Adult Education, is required to oversee the performance of sub-grantees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes).

Additional citations noting pertinent laws and regulations and authority to monitor are located in the 2017-2018 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 2017-18 program year. The manual is 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://fldoe.org/academics/career-adult-edu/compliance.

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 department and the division. 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 Quality Assurance and Compliance section may apply any specific monitoring strategy to any federal or state-funded provider at any time. There may be circumstances that may warrant onsite monitoring, desk monitoring review or other strategies regardless of a provider’s risk matrix score.

The monitoring strategy for the Suwannee County School District (SCSD) was determined to be an onsite visit. Notification was sent to Mr. Ted Roush, superintendent, on August 23, 2017. The designated representative for the agency was Ms. Mary Keen, CTE Director and Principal of Riveroak Technical College (RTC).

The onsite visit to the agency was conducted November 29, 2017 through December 1, 2017. The two representatives of the division present during the visit were program specialists, Ms. LaStacia Spencer and Mr. Michael Swift of the Quality Assurance and Compliance section.

V. SUWANNEE COUNTY SCHOOL DISTRICT

ENROLLMENT:

Fiscal Year (FY) 2015-16
AE: 151
CTE (possible duplication at program level): 3,827

The provider was awarded the following grants for FY’s 2015-16, 2016-17 and 2017-18:

**FY 2015-16**

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<th>Grant Number</th>
<th>Grant Amount</th>
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**FY 2016-17**

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VI. MONITORING ACTIVITIES

The monitoring activities included pre and post visit planning, an entrance and exit conference, records review, inventory review and interviews with administrators.

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

- Riveroak Technical College
- Branford High School
- Suwannee High School

Entrance and Exit Conferences
The entrance conference for the SCSD was conducted on November 29, 2017. The exit conference was conducted on December 1, 2017. The participants are listed below:

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<th>Name</th>
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<td>Julie Ulmer</td>
<td>Coordinator of CTE Student Services &amp; Community Affairs</td>
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<td>LaStacia Spencer</td>
<td>Program Specialist, QAC, FDOE</td>
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<td>Michael Swift</td>
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Interviews
Interviews were conducted with the administrative staff. All interviews were held during the course of the visit.

Records Review
Program, financial, administrative and student records were reviewed. A complete list is provided in section VII, item F. A minimum of 50 student records were reviewed. Policies and procedures were reviewed and discussed at various times during the visit.

VII. RESULTS

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

- Despite recent changes in administration, SCSD has seen continued growth in their CTE and AE programs in recent years.
- Administration is knowledgeable of state and federal grant requirements and has been focused on the development of procedures in order to correct and improve business practices.
• Professional development opportunities are provided to all CTE and AE staff regarding their respective programs.
• As a part of the district’s ongoing efforts in expanding its allied health programs, RTC will be offering Dietary Management beginning January 2018.
• There are plans to continue the expansion of the programs in both CTE and AE.
• There were no instances of fraudulent activities reported during this monitoring review.

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

• SCSD utilizes the FOCUS School Software System for the collection of various student data.
• SCSD utilizes the Test for Adult Basic Education (TABE) and Comprehensive Adult Student Assessment Systems (CASAS) tests for students enrolling into their program. The district has written procedures in place to ensure the security of testing materials.
• AE and CTE student data (including program completers, Literacy Completion Points (LCP) attainment and industry certifications) were verified during the course of the visit.
• SCSD was placed on a corrective action plan in FY 2016-17 due to failing to report English for Speakers of Other Languages (ESOL) Data for the past 5 years. The monitoring team discussed the changes that have been instituted in order to correct this issue, including:
  o The development of protocols for monitoring ESOL programs.
  o Implementing a new ESOL programs at RTC.
  o Providing ongoing training and holding regular meetings with ESOL instructors.
  o Focusing on cross-training administrative staff in order to increase awareness of programs.
  o Modifying FOCUS to house CASAS test scores.
• The monitoring team believes that the agency is taking the necessary steps in improving their ESOL reporting issues.
• There was a recent change in data staff within the past year. Staff was not able to attend the fall Workforce Education and District Data Advisory Council (WEDDAC) meeting but has received training from area data specialist and plans to attend the spring meeting.

C. CURRICULUM AND INSTRUCTION: refers to those elements that contribute to student learning and skill acquisition.

• SCSD had a 97.5% placement rate for CTE graduates in FY 2015-16.
• There has been a noticeable gain in nontraditional student enrollment within CTE programs.
• Dual enrollment is offered for local high schools students, including students in Hamilton and Madison Counties and those who are home schooled. Transportation is provided by Suwannee County Transit for students in Hamilton County and at Branford High School.
• AE/ESOL instructors receive TABE and CASAS certification in order better facilitate learning and assist with testing.
• Survey and focus groups are conducted in order to receive feedback on students’ perspective of their programs.
• SCSD has a transition specialist in place in order to assist students with developing an education plan in order to attain their career goals.
• State of the art equipment is being used in the classrooms to ensure that student learning is aligned with industry standards.
D. TECHNOLOGY AND EQUIPMENT: refers to a review of the technology and equipment used by students and instructors in the classroom; addresses access, availability, innovation, use and condition.

- Equipment purchased with grant funds were verified during the course of the visit and followed UGG standards.
- Per school policy, all equipment purchased over the $750 threshold is required to be tagged with a property decal. RTC tags all grant purchased equipment with a school decal regardless of price.
- Inventory is conducted on an annual basis.
- The agency has established procedures for inventory management.
- The equipment and teaching materials used in the classrooms are current and adequate for the number of students.
- There are future plans to purchase additional computers for AE/ESL programs at satellite locations.

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

- The Office of Equal Educational Opportunity (OEEO) for school districts is responsible for monitoring and overseeing civil rights compliance obligations. Should you have any questions or concerns, please contact the OEEO at 850-245-9556.

F. 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.

- Suwannee County School Board Policy Manual
- RTC Adult Education Student Registration and Enrollment Forms
- Suwannee County School District Uniform Grants Guidance Procedures Manual 2017-2018
- Adult Education Procedure Manual
- Promotional Program Material
- TABE Test Administrator Certifications
- Inventory Records and Supporting Documents
- Program Advisory Committee Guidelines, Meeting Agendas and Minutes
- Student Records
- Financial Records (Travel, Purchasing and Procurement)
- Verification of a sample of Student Industry Certifications
- Verification of a sample of AGE Completers and Non-Completers
- Verification of a sample of Postsecondary Adult Vocational Program (PSAV) Program Completers
- Verification of a sample of Secondary CTE Completers
- Employee Time and Effort Reports
- District Website

G. 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 records are currently maintained in the FOCUS School Software System. However, SCSD is currently in the process of transitioning to Skyward®.

SCSD has established policies and procedures for cash management regarding grant funds that includes purchasing and procurement, allowability of costs, travel, conflict of interest and fraud disclosure that were reviewed during the visit.

CTE secondary, postsecondary and AE grant funds are managed by RTC. Grant funds are reconciled on the district level monthly and reviewed by RTC staff daily.

The monitoring team verified that the proper procedures were taking place in approving grant purchases and grant funded travel expenses.

The monitoring team also reviewed requisition data, purchase orders and travel request documents and found these documents to be in accordance with federal, state and district policies.

H. COLLABORATION: refers to the collaborative agreements, partnerships or memoranda of understanding (MOU) that are in place to benefit an agency’s programs and students.

SCSD has strong ties within the community in order to offer various services to students, such as transportation vouchers, financial assistance for courses and testing, and mental health services.

SCSD has partnerships with area business and industry organizations and corporations in order to address labor market need and enhance the student learning experience, including:

- Advent Christian Village
- CareerSource North Florida
- Suwannee County Chamber of Commerce
- Suwannee County Economic Development Office
- Suwannee County Sheriff’s Office
- Suwannee Health
- Suwannee River Regional Library
- Suwannee Valley Electric Cooperative
- Vocational Rehabilitation
- St. Luke’s Episcopal Church
- Suwannee Builder’s Association
- And other area businesses that serve as guest speakers, advisory board members and provide internship opportunities for students

SCSD has articulation agreements with District School Boards of Hamilton, Lafayette and Madison Counties, Florida Gateway College, North Florida Community College and Santa Fe College.

SCSD has advisory boards for all CTE programs that meet regularly.

I. PERKINS LOCAL PROGRAM IMPROVEMENT PLAN: A Perkins local PIP is required when an agency does not meet 90% of its agreed-upon goals for individual performance measures.

The monitoring team met with administration to discuss current and future strategies regarding the Perkins core measure 5A1: Nontraditional Enrollment, in which 90% attainment was not satisfied in FY 2015-16.

The monitoring team feels that the administration is making the necessary steps towards improvement upon this measure.

Administration believed that this performance goal was met in FY 2016-17 and will be met for FY 2017-18.
Secondary Perkins Performance Measures 2015-16
In 2015-16, the agency met or exceeded all secondary measures. Therefore, a PIP was not required.

Postsecondary Certificate Performance Indicators 2015-16
In 2015-16, the agency met or exceeded all postsecondary measures except for the following. Therefore, a PIP was required:

- 5A1 Non-traditional Enrollment: Local Actual of 8.05% vs. Local Agreed of 13.00%

J. PROGRAMS OF STUDY: As part of the new DCAE assistance process, all agencies selected for a monitoring visit each project year will receive special technical assistance on Programs of Study (POS) and their development and implementation. The section of the monitoring protocol concerning POS has been expanded and the narrative and supporting materials for this section were collected prior to the onsite visit. During the monitoring visit to SCSD, Cathy Hammond, Bruce Harrington and Heather Conley from the Federal and State Initiatives (FSI) section of the DCAE discussed, via a conference call, submitted narrative and materials on POS with SCSD staff on Thursday, November 30, 2017. A summary of the conference call discussion compiled by the FSI team appears below.

Program of Study: Pharmacy Technician
- The Pharmacy Technician secondary program is a dual enrollment program with RTC, with students entering in their senior year of high school if they have either completed their requirements for graduation or are completing their academic requirements through the Suwannee Virtual School or the Florida Virtual School. Students must attend RTC full time.
- Students interested in the program prior to their senior year are encouraged to take rigorous academic courses, particularly in science and math, and courses in the Allied Health program.
- The only other Pharmacy Technician program in the entire area is at Florida Gateway College. Students come from Madison County and other parts of the region for the program.
- Due to background and drug screening requirements by clinical sites, the Board of Pharmacy, and employers, students are screened at the start of the program, with drug screening occurring at orientation and before clinical participation, and a criminal background check the first week. Students who fail these screenings are removed from the program, and students with questionable backgrounds are assisted in seeking preliminary clearance from clinical sites. The district has had to release students from the program due to failing the screening process every year since program inception in 2013-14, except thus far this year.
- There is similar screening for all health care programs, although the timing may be different.
- Students in the Pharmacy Technician program are the most likely to fail the drug screening.

Student Outcomes for 2014-15 and 2015-16
- RTC reported that seven out of eight students in 2014-15 and five out of nine students in 2015-16 completed the program.
- Staff reported a 100% pass rate for the Pharmacy Technician certification exam in both years.
- In 2014-15, five of seven program completers were working in retail pharmacies and three of five completers were working in retail/hospital pharmacies in 2015-16.

Employment After Graduation
- SCSD reports that Pharmacy Technician students are able to find jobs locally, many of which are jobs at clinical sites where they intern.
• Students are counseled that from the beginning of their clinical internships they are being viewed by employers as potential employees.
• In addition, the district networks across counties to find jobs for students, and the district reports excellent support from local employers.

Review of Program of Study
• The Pharmacy Technician Program of Study is currently under review, with teachers verifying that the required secondary academic courses are up to date.

SCSD Health Care Programs
Allied Health
• SCSD offers an Allied Health Program to secondary students, which is very strong at Suwannee High School. Students must commit in their freshman year.
• The program can lead to CNA licensure and students in the program have a 90% pass rate on the licensure exam.
• The postsecondary Licensed Practical Nurse (LPN) program at RTC holds two spots for completers of the secondary Allied Health program.
• Previously, few Allied Health students articulated to the LPN program. Staff reported that this is most likely because the registration deadline for the LPN program is in May, before the high school students have graduated high school, and students need to start the LPN program in the summer.

Other Programs in Health Care
• Dual enrollment is available for courses in RTC’s Pharmacy Technician and Patient Care Technician programs.
• RTC also offers a postsecondary Patient Care Technician (PCT) program. It is easier to get into the LPN program from the PCT program since seniors can take required courses in this PSAV program at RTC and be ready to enter the program in the summer.
• Completion rates are high for health care programs, with the exception of the Surgical Technician program. The district is developing a plan to improve completion in this program.
• SCSD reports a 98% COE placement rate for completers across all health care programs.

Advisory Councils and Local Business Involvement
• SCSD has an advisory committee for all health care programs that include industry, secondary, and postsecondary representatives. The committee works to ensure alignment of programs that results in seamless pathways between levels.
• There are also advisory committees for each of the individual programs, but these do not include additional instructors as they are prohibited by COE. Examples of industry representatives for the Pharmacy Technician program include local pharmacy owners, pharmacists, and pharmacy technician program graduates. The councils meet a minimum of two times a year.
• The North Florida Career Pathways Consortium (RTC, Big Bend Technical Center and school districts in the region) meets quarterly and has been helpful in bringing the regional partners together to collaborate on development of various aspects of POS. NFCC has opted not to participate in the Consortium. The participating agencies pool funds to support a coordinator for the Consortium. Collaboration through the Consortium increases sharing of information on CTE among partners and helps to reduce duplication of services and programs in the region.
Programs of Study Overall
- In defining a Program of Study, district staff emphasized the POS form as a snapshot of the process, a step-by-step guide showing every step the student needs to take to achieve their career goal, showing potential industry certifications, exit points, and ways to transition between levels in that pathway.

Postsecondary Articulation
- SCSD’s goal is to have all secondary programs link to postsecondary ones. They review programs at surrounding colleges to identify possible linkages. SCSD has the most problems getting articulation to postsecondary programs from their agricultural programs.
- SCSD has articulation agreements with local districts and several area colleges: Florida Gateway College, North Florida Community College (NFCC) and Santa Fe College.
- Currently, middle school industrial arts students have access to the NCCER certifications which will articulate to four related postsecondary programs at RTC.
- The district has developed a secondary Nails program for juniors and seniors. There is currently no POS for the program, but that is expected to be completed by the end of the academic year.

RTC Assistance with SCSD Secondary Programs
- RTC helps to keep some secondary programs operational so that students can complete them:
  - The Engineering Technician program is a secondary-only program, offered when the high school could no longer maintain the program.
  - RTC is also teaching out the high school’s robotics program.
  - This year RTC began offering secondary programs for the building trades to ninth graders.
- RTC is next to the high school, helping make these programs accessible to high school students.

Relevance of POS to Local Employers
- Local industry is greatly involved in the development of POS, and the Targeted Occupations List is also utilized in determining potential POS.
- Some programs are industry-driven.
- Before implementing requested programs, SCSD researches local need, and is careful not to oversaturate the market with graduates from each of their program areas.
- An example of an industry-driven program is the Certified Dietary Management (CDM) program, which was developed by request from local health care facilities. The district researched the need and found that there was only one other such program in the state, in Miami. This is a short 300 hour program with a starting pay of $18.00-$23.00 per hour.
  - While CDMs are not required at hospitals, they are required at long term care facilities, and increasingly hospitals see the benefits of CDM program completers.
- CareerSource is working on an agreement where the long term care facility would pay tuition, and CareerSource would reimburse the facility for 50 to 75% of the tuition for completers.
- SCSD estimates the total cost per student for the program to be about $1,450.00.

Promotion of CTE POS
- SCSD intends to create manuals for guidance counselors, including middle school and 5th grade counselors, to assist them in making students and parents aware of and generate interest
in all the available pathways and opportunities at RTC for dual enrollment. Teachers will have access to all POS.

VIII. REQUIRED RESOLUTION ACTIVITIES

ADULT EDUCATION

CAREER AND TECHNICAL EDUCATION

IX. SUMMARY

Once the fieldwork is completed, including receipt of requested information when applicable, a preliminary report is forwarded to the provider for review. Comments are accepted and considered at the discretion of the FDOE Quality Assurance and Compliance section. The final report is completed, forwarded to the agency head with a copy to the appropriate parties, and is posted on the department’s website at the following address: http://fldoe.org/academics/career-adult-edu/compliance.

Finally, the division issues a closure notice to the agency head and designated contact person. This notice indicates that all outstanding resolution items have been completed when applicable or that no further action is required.

On behalf of the department, the monitoring team extends our appreciation to all participants in the SCSD onsite monitoring visit. Special thanks are offered to Ms. Mary Keen for her participation and leadership during this process.
# Risk Scores Matrix for Districts Receiving Adult Education (AE) Grants

**Agency Name:** SUWANNEE COUNTY DISTRICT SCHOOL BOARD  
**Program type:** ADULT EDUCATION  
**Target Year:** 2015-2016  
**Monitoring Year:** 2017-2018

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**AGENCY RISK SCORE:** 184

*Data sources used for calculations: Prior to July 1, 2016*
Risk Scores Matrix for Districts Receiving Career and Technical Education (CTE) Carl D. Perkins Grants

Agency Name: SUWANNEE COUNTY DISTRICT SCHOOL BOARD
Program type: CAREER AND TECHNICAL EDUCATION
Target Year: 2015-2016
Monitoring Year: 2017-2018

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<th>Weight</th>
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AGENCY RISK SCORE: 172

*Data sources used for calculations: Prior to July 1, 2016