

**ELC-Manatee
Provider Advisory Group – Provider Meeting Notes
November 19, 2009**

Provider Advisory Group 12:00 noon – 12:30 pm and at end of training presentation

1. Ange Harber opened the meeting up by reviewing the prior meeting's notes. There still seems to be unanswered questions/concerns regarding the ELC monitoring visits. In particular, the lack of consistency with the Exit Interview process and the untimeliness of receipt of the actual written findings. In some cases, the turnaround time has been a month or more. The communication between ELC monitors and staff is still a problem as well. Ange stated that she will try to set up a meeting with the Quality Team. Other providers said that they too would like to attend.
2. Ange did get to meet with Sharon Oakes, Fred Bruneau and Paul Sharff a few weeks prior to the meeting. She reported the following:
3. Regarding payments—when school aged children come for a full day, (when school is closed); providers have not been receiving that payment amount. There will be a new form for the parent to complete for these particular days, which will be available from the ELC web-site. It must be completed and then faxed to the ELC.
4. Several providers mentioned the difficulty they were having reaching ELC staff this week. Ange shared some of the reasons that she had heard about certain staff's absences, ranging from attending conferences, to family emergencies, illness. The providers would like to see the following occur:
 - a. All staff who are away to attend conferences, to change their voice mail to explain that, and to name a back up person on the recording.
 - b. Some extensions—203, and 250 do not have any identifying information. Providers were told that all ELC phone extension numbers would have a recorded message.
 - c. A change in ELC's operating hours, to include night time hours for the benefit of the working parents.
5. Ange closed the open section of the meeting, by explaining another payment-related issue. If a facility is cited for supervision or ratio violations, no payment will be received for any of the School Readiness children in that classroom, for that day.
6. Ange added after the training session that the ELC office is upgrading its computers, and have offered the older ones to any providers who don't already have one.

**Provider Meeting - Training – 12:30 pm – 1:30 pm
"Training Update" Venise Duchesne, Pinellas County Schools**

1. Ms. Duchesne is employed through the Pinellas County Schools which is responsible for the DCF required training for this area. She is mandated to update providers annually, and brought many helpful schedules and handouts. She explained that the Lakewood Ranch Campus of the State College of Florida is currently offering the 40 hour course, and will probably do so again in March 2010. Students must register and take all of the modules, cannot take them individually here.

2. There is now a community-based training alternative---modules can now be taken at The Children's Academy of Southwest Florida, 26th Street West location. The cost is \$15/module, including the books. Payment can be taken to the first night of class. You must still register for these through the DCF web-site. CASWF may also offer another series of modules in April through June 2010. SCTI (Sarasota County Technical Institute) also offers the modules for \$15 each.
3. But even better news---Venise stated that the exams will start being offered on site the after the first 5 classes ends, then after the Preschool 10 Hour Module. The fee remains the same.
4. A question was raised about the requirements regarding a person who returns to child care after many years, completed only the 20 hours as was required at that time. How long do they have to complete the other 20 hours in order to be current? Venise stated that she wasn't sure, Licensing should know. Licensing had told her 120 days was given to complete those hours.
5. Regarding on-line courses: There are no refunds or transfers, these courses offer no feedback, Venise strongly recommended that providers encourage new staff to take the Instructor-Led courses instead.
6. There are some fairly new 10 hour modules---Guide to Record Keeping Standards for Quality in School Aged Programs, and Fire Safety and Preparedness. These can be taken either as part of the initial training or as In-Service. These can be taken for CEU Credit by doing the following:
 - a. Complete the whole online course
 - b. Complete the online survey
 - c. Select "Earn CEUs" button on Your Transcript. You will be connected to an assessment which you have 3 attempts to pass. Passing is a score of 80% or higher. This assessment is free.
7. Exam sites - There are 4 sites. The frequency of exams is as follows:
 - a. Every month at Congregational United Methodist Church on 26th St. West
 - b. Every other month at the State College of Florida site at Lakewood Ranch; this is actually listed with a SARASOTA location on the web-site
 - c. Every 2 to 3 months at the Manatee Community Action Agency location.
 - d. Every 3 months at the Venice location
8. The cancellation policy has gone from 10 days to 7 days notification in order to not lose the fee paid. In an emergency situation, Venise can be called first thing Monday morning, and you could still receive the credit. Be sure to print, bring your Confirmation letter with you to the testing site, as they will no longer be mailed. The rules for the exam session were reviewed:
 - a. Arrive 30 minutes early, as testing begins at 9 a.m. sharp.
 - b. No personal items, except a translation dictionary are allowed.
 - c. ADA accommodations can be met with proper medical documentation
 - d. Proper identification with all names the same!!! (list is on handout)
9. Venise reported that the Child Care Training Information is no longer staffed by The Children's Forum; it is directly under the Department of Children & Families. The phones

are staffed from 8a.m to 6 p.m. on weekdays, except for holidays. You can no longer leave a message.

10. A question was asked about a new requirement that all staff with CDAs must have an Associate's Degree by 2011. Venise stated that the legislators set that as a goal, as a best practice, but it is not in law at this time!! She suggests providers call Dr. Stuckey at the State College of Florida to get any further information such as the Statutes or codes that contain this information.

Next Meeting Date

Thursday, December 17, 2009

6:30 pm – 8:30 pm

Manatee United Methodist Preschool

315 15th Street East

Bradenton, FL 34208

Training: Alex Chavez, Great Florida Insurance, "What Kind of Insurance Do I Need?"

RSVP requested to aharber@elc-manatee.org or to meckenrod@elc-manatee.org

With the RSVP, please advise about any issues you would like to discuss.