

Early Childhood Evaluation Advisory Subcommittee Meeting

June 18, 2018
3:30-5:00 p.m.

First 5 San Mateo County
1700 S. El Camino Real, #405
San Mateo, CA 94402

Committee Members/F5SMC Commissioners: David Canepa, Neel Patel, Louise Rogers

Grantee Representatives: Heather Cleary, Peninsula Family Service; Carol Elliott, Community Gatepath

Staff: Kitty Lopez, Michelle Blakely, Jenifer Clark

Minutes: Jenifer Clark

AGENDA

	Item	Presenter
1.	Agenda Review & Announcements	Clark
2.	Approval of the April 16, 2018 Early Childhood Evaluation Advisory Subcommittee Meeting Minutes (Attachment 2)	Rogers/All
3.	Update on Persimmony Contract for FY 2018-2020 (Attachment 3)	Clark
4.	Updates: Ongoing Evaluation Activities <ul style="list-style-type: none"> ▪ Systems Change Survey Administration ▪ Qualitative Study of Access to Child Care for Children with Special Needs (Attachment 4)	Clark
5.	Discussion: Ensuring that All Our Children Count in Census 2020	Clark
6.	Next Steps	Rogers/All
7.	Adjourn	Rogers
Next Meeting Date(s): <i>August 20th</i> <i>October 15th</i>		

FIRST 5 SAN MATEO COUNTY**Early Childhood Evaluation Advisory Subcommittee****Meeting Minutes****April 16, 2018**

Commissioners Present: David Canepa (via phone), Louise Rogers
Commissioners Absent: Neel Patel
Grantee Representative(s): Heather Cleary, Carol Elliot
Staff: Kitty Lopez, Jenifer Clark

1. Agenda Review & Announcements

The agenda was approved with no changes.

2. Approval of the February 2018 Early Childhood Evaluation Advisory Subcommittee Minutes

Minutes were approved with no changes.

3. Discussion: Systems Change Survey Administration

The group discussed a draft of the proposed Systems Change Survey currently in development, with implementation planned within the next month or two. This survey has been administered twice in the past, in 2011 and 2013. The information is used to create network maps of the agencies funded by F5SMC and to hear our partners' assessment of various aspects of the system of care for young children and their families. Topics covered on the survey include:

- Availability and quality of services for children and parents
- Availability and quality of services for providers
- Degrees of partnership among F5SMC funded programs
- Facilitators of and barriers to strong collaborations between programs

Subcommittee members discussed a number of questions pertaining to survey development, including the level of detail that will provide the clearest responses, how the information gathered can be used during Strategic Planning, how broadly to disseminate the survey, and appropriate respondents.

Grantee Representative Carol Elliot suggested a survey administration tool called PARTNER (Program to Analyze, Record, and Track Networks to Enhance Relationships) which she heard about at the recent Help Me Grow National Conference. The tool was developed by researchers at the University of Colorado, Denver, to simplify the collection, analysis, and interpretation of network data. For a nominal fee, the tool is available for use by public agencies and non-profits.

4. Qualitative Study of Access to Child Care for Children with Special Needs

The group also discussed plans for a qualitative study on access to early learning programs for children with special needs. The study will involve key informant interviews, and focus groups with parents and with providers. Commissioners and grantee representatives provided feedback and suggestions for topics that should be covered in the interview and focus group protocols. In particular, Grantee Representative Heather Cleary surfaced the issue of risk and trauma to teachers who have children with special needs among their students.

5. Next Steps:

- Jenifer Clark will look into the PARTNER Tool as a cost-effective way to administer the Systems Change Survey and analyze the data.
- Jenifer will revise the Key Informant Interview Protocol for the study of Access to Child Care for Children with Special Needs and begin scheduling/conducting the interviews.
- Next Scheduled Meeting: June 18, 2018, from 3:30-5pm, at the F5SMC Offices.

EXHIBIT A – SCOPE OF WORK

1. Scope of Work/Purpose

The Commission is contracting for use of an online software application. Use of the software allows the Commission to capture client-level and program-level information.

2. Specific Requirements for Service Delivery

The Contractor shall provide (A) limited and non-exclusive license to use contractor's Software, (B) hosting of the server necessary to run Software, (C) train-the-trainer training, software support, and online training videos, and (D) unlimited customization of reports, assessments, and field values as described in this Exhibit A.

2.1. PERSIMMONY POINT OF CONTACT

- 5.1.1. **Contact Information:** Persimmony International, Inc.
Attn: [Michael Kogus](#)
33 Endless Vista
Aliso Viejo, CA 92656
Phone (949) 770-5551
Email: michael@persimmony.com

2.4. AUTHORIZED LICENSING PER NAMED USER

All access and use of Software by the Authorized Users is subject to the terms of the non-exclusive, non-transferable license for the purposes of processing by internal data related to program and contract planning, development, management, monitoring and evaluation.

- 2.4.1. Authorized Users may not use the Software for any purpose other than those expressly authorized hereunder. The uses that Authorized Users shall not make of the Software include, but are not limited to: (i) using the Software to provide data processing services to any third-party persons; (ii) making copies of the Software for distribution to third-parties; (iii) reverse-engineering or decompiling the Software for the purpose of designing, or developing a Software competitive with Contractor's Software.
- 2.4.2. Contractor shall provide software support, database access, and all other services described in this Agreement solely to "Authorized Users."
- 2.4.3. Commission bears the sole responsibility of ensuring that only Authorized Users access Software.
- 2.4.4. Commission shall be responsible for setting up new users and/or agencies (assigning passwords and creating shortcuts, etc.) and the ongoing addition/deletion of new/existing users and/or agencies.
- 2.4.5. Contractor shall guarantee that the License Fees for Authorized Named Users are inclusive of all fees for:
- 2.4.5.1. System Maintenance and Programming
 - 2.4.5.2. ASP Operations
 - 2.4.5.3. User Licenses

- 2.4.5.4. Software Customization Support
- 2.4.5.5. Server Software Licenses
- 2.4.5.6. Server Hosting
- 2.4.5.7. Server Maintenance
- 2.4.5.8. Database Administration and Backups

2.5. SUPPORT AND TRAINING

- 2.5.1. Contractor shall provide First (1st) Tier Admin Support and Second (2nd) Tier End-User Support to Commission. Contractor provides comprehensive 1st Tier Admin Support to the Commission's identified Software Administrator(s) and 2nd Tier Admin Support for all Authorized Users if the Commission's Software Administrator(s) is unable to troubleshoot the Users database problems.
- 2.5.1.1. **1st Tier Admin Support:** If the Commission's designated Administrator(s) has questions about the Software, they have unlimited access to their project manager(s) and Contractor's technical support team via phone, online or e-mail from 8:00 AM to 5:00 PM Monday through Friday, excluding Commission holidays. Typical response times are within two-to-four hours of initial request. Emergency assistance is available seven (7) days a week, twenty-four (24) hours a day covering system failures or other emergency needs of the Commission.
- 2.5.1.2. **2nd Tier Support:** If an Authorized User has questions about the Software their first call is to the Commission's Administrator(s). Because the majority of questions from Authorized Users involve assessment inquiries or password re-sets and not 'how to use the system' Contractor is 2nd Tier Admin Support to these users. If the Commission's Administrator(s) is not able to answer or solve the Authorized User's question about the application, the Commission's Administrator(s) will call the Contractor's Project Manager to help resolve the issue.
- 2.5.2. Contractor shall provide the following training options for the Commission's Administrator(s) and key Commission users:
- Train-The-Trainer and Technical Support:** Contractor's Project Manager(s) will train the Commission's Administrator(s) and key Commission staff and provide technical assistance and product training during the initial 'migration of data' phase and throughout the term of our Agreement. The Commission's Administrator(s) will be trained to use the Software's "Shadow Tools" to share the user's screen so they can see things first-hand (to actually see the users screen) and virtually apply hands-on technical assistance, if needed, to safely and securely manage the user's computer and applications. Additionally, when the Commission's Administrator(s) has questions about the system (adding new surveys, questionnaires, assessment, reports, and any other customization of the existing fields within the system) they have unlimited access to the Software's technical support via phone, online or e-mail from 8:00 AM to 5:00 PM Monday through Friday, excluding Commission holidays as well as contacting assigned Contractor's Project Manager(s).

- 2.5.3. Contractor shall, provide the following training options for all authorized Commission users:

Just-In-Time Video Training: Contractor will provide all Authorized Users access to video training twenty-four (24) hours a day, seven (7) days a week that provides training “just in time” for the any of the data entry screens in the system. The SHOW ME videos provide step-by-step demonstrations on how to enter data, run reports and setup new fields; all at a pace that is comfortable for the user who can stop, repeat or get back to any portion of the video training at any time.

2.6. SOFTWARE SUPPORT

Contractor shall provide support in, and troubleshoot, system problems in accordance with the following specifications:

- 5.6.1. Online support requests made by the Commission’s Administrator(s) (“Requestor” for the purposes of this support provision) received through e-mail or online form submissions will be responded to via either one of the three modes of communication: (1) telephone; (2) e-mail; or (3) remote desktop technology, depending on the nature of support request and discretion of Contractor for which support method it deems reasonable. Requestor will be solely responsible for all telephone, internet and other communication charges that Requestor incurs from any support related activities. If Contractor deems remote desktop support necessary, using the remote desktop technology, Requestor will be solely responsible to ensure that Requestor’s network does not block access for use of such technology by Contractor.
- 5.6.2. The Commission’s Administrator(s) can access free technical support via phone or via e-mail during Contractor’s regular business hours of 8:00 AM to 5:00 PM Pacific Standard Time, Monday through Friday, excluding national holidays. Typical response times are within two-to-four hours of initial request. Contractor cannot be held liable for extended delays in technical support response times related to acts of God, third party communication systems failures and other unforeseeable events which may impact response times.

2.7. PERSIMMMONY DATABASE CUSTOMIZATION

- 5.7.1. Contractor shall during the term of this Agreement provide **reasonable customization*** at no additional fee to all existing database functionality in order to meet the needs of Commission; including customization of the following modules and features within the Software:
- 5.7.1.1. Modifications and Customizations to the existing fields within the First 5 and Client Modules;
 - 5.7.1.2. Unlimited number of assessments/surveys to assist authorized program users collect data on the clients they serve; and an
 - 5.7.1.3. Unlimited number of customized point-and-click or export reports that pull data from the modules listed above.

** Reasonable customization includes modifications to any/all of the data fields currently within the database. If a request is made to make custom changes to fields not currently in the database and would require an undue amount of time and effort not anticipated at the time of entering into this agreement, then both parties would agree upon the scope of those changes and Contractor would provide an estimate of time and fees to complete that work.*

2.8. DATA EXPORTS

- 5.8.1. Contractor shall during the term of this Agreement provide data exports (in .txt or .xls formats that can be generated by the Commission Administrator(s) at any time) of all Commission-owned data within the database at no additional fee. Data export requests by authorized Commission staff may be requested throughout the term of this Agreement provided that these requests are made with reasonable notice and time for Contractor to export the data.

2.9. HOSTING SERVER ACCESSIBILITY AND UPTIME

- 5.9.1. Contractor agrees to host Software on its servers for the term of this contract.
- 5.9.2. Contractor is not responsible for user's computer hardware or software failures which restrict the users' ability to access the software.
- 5.9.3. Contractor agrees to provide twenty-four (24) hour access to its server; server access may be unavailable in the event of routine maintenance (routine maintenance should be scheduled outside of Commission business hours 6:00 PM to 6:00 AM), unexpected hardware failure, malicious attacks such as denial of service attacks, or other unforeseeable events which restrict outside access to the server.
- 5.9.4. Contractor agrees to perform routine backups of all data and maintain these backups for a reasonable amount of time.
- 5.9.5. Commission agrees to reasonably maintain all client computers which access Contractor's server to be free of viruses, worms, or other malicious software.

2.10. PERFORMANCE

- 5.10.1. Contractor shall configure, support, and, allow access to and train users on its Software for Commission to enter data into the Contractor's software and allow Commission to query data, run reports and analyze data using the Software. Completion of the Tasks or Milestones contained within the Project Plan satisfies the Contractor's performance requirements of this Agreement.

EXHIBIT B – PAYMENT SCHEDULE

1. Compensation

Payment for these services described in Exhibit A - Statement of Work will be on a fixed price basis after Commission review and acceptance of original invoice in accordance with this Exhibit B - Payment Schedule.

2. Payments

The Commission will review each invoice before payment. Only invoices that include the information described in this Exhibit B– Payment Schedule shall be eligible for payment. Each invoice the Commission approves will be paid and shall constitute full payment for the deliverables for which the invoice was submitted.

3. Invoices

3.1 INVOICE SUBMISSION

3.1.1. Contractor shall submit invoice to the Commission by the 15th day after the end of the previous quarter.

FY2018-2019

Component	Payment Schedule		Total Price	
	Period	Amount		
Licensing, Hosting and Maintenance Fees	07/01/18 – 09/30/18	\$23,314	\$93,256.00	
	10/01/18 – 12/31/18	\$23,314		
	01/01/19 – 03/31/19	\$23,314		
	04/01/19 – 06/30/19	\$23,314		
	07/01/18 – 09/30/18	\$910		
Technical Support	10/01/18 – 12/31/18	\$910	\$3,640.00	
	01/01/19 – 03/31/19	\$910		
	04/01/19 – 06/30/19	\$910		
	Maximum Amount Payable			\$96,896.00

FY2019-2020

Component	Payment Schedule		Total Price	
	Period	Amount		
Licensing, Hosting and Maintenance Fees	07/01/19 – 09/30/19	\$23,314	\$93,256.00	
	10/01/19 – 12/31/19	\$23,314		
	01/01/20 – 03/31/20	\$23,314		
	04/01/20 – 06/30/20	\$23,314		
	07/01/19 – 09/30/19	\$910		
Technical Support	10/01/19 – 12/31/19	\$910	\$3,640.00	
	01/01/20 – 03/31/20	\$910		
	04/01/20 – 06/30/20	\$910		
	Maximum Amount Payable			\$96,896.00

Key Informant Interview Protocol for Qualitative Study on Access to Child Care for Children with Special Needs

Intro:

As you know, children with special needs often have trouble finding or remaining in early learning settings that will accept them and can meet their needs. [INSERT ADDITIONAL INTRODUCTORY LANGUAGE]

1. Please describe the agency you work for, your role at that agency, and the work that you do to help improve access to early learning environments for children with special needs.
 - a. Prompts: Do you work directly with the families who are seeking child care/preschool? Do you work directly with the early learning programs/providers who may be enrolling the children? If so, how? If not, who does? Are you typically looking for an initial placement for a child? Trying to find a placement because the child has been asked to leave their current setting? Trying to support a provider who has a child/children with special needs already enrolled in her program?
2. What types of special needs are most common among the children you work with/hear about in this capacity?
3. What types of providers do you typically work with? FCCH providers? Center-based providers? Private programs? Publicly-funded programs such as Head Start or CSPP?
4. What are the reasons that families are seeking care for their children with special needs?
 - a. Prompts: So the adults can work? To get a break? For their child's social or emotional development? For their child's cognitive, intellectual, or academic development?
5. What types of concerns do family members have about early learning environments for their children with special needs?
 - a. Prompts: Concerns about the physical environment? About the social-emotional environment? About behavioral management? About support for their child's cognitive and intellectual development? About cost? About transportation? About the provider? About the other children or families in the program?
6. When you talk to providers, what kinds of concerns do they have about having a child with special needs in their program?
 - a. Prompts: Concerns about the physical environment? About the social-emotional environment? About behavioral management? About support for the child's cognitive and intellectual development? About resources? About liability? About the family? About the other children or families in the program? About licensing issues such as ratios? About teacher stress-levels?

7. In your experience, how does the presence of a child/children with special needs impact the other children and families in the early learning environment? Please discuss benefits as well as challenges.
 - a. Prompts: Do you think that the parents/family members of typically-developing children are aware of the benefits of having a child with special needs in the classroom?
8. In your experience, how does the presence of a child/children with special needs impact the teachers or other staff at the early learning program? Please discuss benefits as well as challenges.
 - a. Prompts: Do you think that early learning teachers/staff are aware of the benefits of having a child with special needs in the classroom?
9. What do you think would make it easier for children with special needs to find and stay enrolled in an early learning setting that meets their needs?

Some Key Facts about the Census

1. Traditionally Hard-to-Count (HTC) populations that overlap with our client population include:
 - Children ages 0-5
 - Non-English-Speaking Individuals
 - Homeless Individuals
 - Low-Income Individuals
2. The census is used to apportion representation in the House of Representatives. Undercounting California residents during the census could lead to us losing a seat in the House.
3. The census is used to determine funding amounts for Federal dollars that flow to the States. It is estimated that each uncounted resident leads to a loss of \$1,800 of funding to the State per person per year. Given that over 800,000 Californians were uncounted in the 2010 census, this translates into more than \$14.4 billion of lost Federal funding over 10 years. Programs relevant to our work that are funded using Census counts include:
 - SNAP (food stamps)
 - National School Breakfast & Lunch Programs
 - TANF (welfare)
 - Section 8 housing programs
 - Head Start
 - Title 1 grants to schools
 - Special Education grants, including funding for infants & families and grants to preschools
 - Child Care & Development Block Grants
 - S-CHIP (Child Health Insurance)
 - Maternal & Child Health Services Block Grants
 - Child Welfare Services and grants to address abuse and neglect
 - Mental Health Services & Advocacy
 - Services addressing violence against women and family violence
4. Several current socio-political trends are likely to make it even more difficult to get an accurate count of all HTC California residents:
 - The possible addition of the “Citizenship Question” in the context of current Federal immigration policy and climate
 - The housing crisis has led to increases in homelessness, people living in non-traditional or illegal residences, and/or multiple families sharing a household, all of which complicate the data collection process
 - Transition to a primarily online data collection protocol