



# Annual Report

(7/1/2013-6/30/2014)

## VII. Service Objectives

- A. Conduct phone screenings for an average of 400 unduplicated families monthly seeking subsidized child care through SF3C.

The phone screening-update total for Fiscal Year 2013-14 is 4263 which is an average of 355 per month or 89% of the target or 118% of the revised target in February. The number of phone screening calls was generally in the high 300s from July until November 2013. The screening calls went down in November and December 2013, predominantly due to the holiday season which resulted in less use of the database as many contractor/providers were on vacation. The peak in May 2014 with 627 calls can be attributed to the introduction of robocall and Email communication with families.

- B. Conduct phone screenings and submit completed phone screening forms of eligible and interested families to Title 5 Contractors for an average of 150 families monthly. The total number of phone screening forms submitted for Fiscal Year 201-14 is 1534 which is an average of 128 per month or 85% of the goal. Phone screening forms are only sent to Title 5 Contractors or PFA Providers once the SF3C team receives a verbal confirmation of parental interest and eligibility for the slot. As the confirmation is via telephone, need and/or eligibility information cannot be verified until the in-person appointment.

- C. Perform "Enhanced Eligibility Determinations of 5 families per month for PFA Provider. The total number of eligibility certifications for PFA Providers for Fiscal Year 2013-14 was 109 which is an average of 9 per month or more than 100% of the target. It should be noted that while Title 5 Contractor certifications were greatly scaled down to 0 for the first quarter, the PFA certification requests have been on the increase and have nearly tripled in the fourth quarter.

- D. Provide a minimum of 8 SF3C trainings made available to staff from participating agencies. The total number of SF3C database trainings for Fiscal Year 2013-14 was 39 which is an average of 3.25 per month or more than quadruple the target. Attendees of the SF3C database trainings received both an individual username and password and learn the primary functions such as data entry and update, and searching and selecting eligible children for subsidies. Database trainings are provided to Title 5 Contractor, PFA Provider and collaborating CBO/FRC staff.

- E. Provide a minimum of 50 combined hours of technical assistance to staff from participating homeless and domestic shelters, family resource centers, Title 5 Contractors, PFA Providers and other CBO/FRCs. The total number of combined hours of technical assistance for Fiscal Year 2013-14 was 80 hours or more than 160% of the goal.



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(7/1/2013-6/30/2014)

## VIII. Outcome Objectives

- A. In a survey of families, to be conducted by the Grantee by March 31<sup>st</sup> of each FY, a minimum of 70% of the families will rate the services of the SF3C Need & Eligibility Specialist as “helpful” in understanding the subsidized child care eligibility list and subsidy options. Respondents will report a minimum of 3 on a scale of 1 to 5, 5 being “extremely helpful.”

The following survey question was sent to families by March 31<sup>st</sup>: How helpful was the SF3C staff when you spoke to them about possible child care opening and/or the next steps in the process?

The results in percentages are listed below from a scale from 1 to 5 with 5 being “extremely helpful.”

1. Unhelpful	15% (24)
2. Somewhat helpful	20% (33)
3. Helpful	30% (47)
4. Quite helpful	15% (24)
5. Extremely helpful	20% (30)
Total Responses	158

The total percentage of a minimum score of 3 or above is 65% which is a 20% increase from FY2012-13 survey results. In an effort to make this survey as simple as possible, we kept it to the single question above but rephrased the question so as to minimize possible confusion with SF3C and R&R services.

- B. In a survey of SF3C participating Title 5 Contractor staff, to be conducted by the Grantee by March 31<sup>st</sup> of each FY, a minimum of 75% of survey responses will indicate that the SF3C Need & Eligibility Specialist was “helpful” in placing children in open child care slots as requested by the Contractor. Respondents will report a minimum of 3 on a scale of 1 to 5, 5 being “extremely helpful.”

The following survey question was sent to Title 5 Contractors by March 31<sup>st</sup>: Please rate how helpful the SF3C Need & Eligibility Specialists have been in placing children into open child care slots upon your request.



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The results in percentages are listed below from a scale from 1 to 5 with 5 being “extremely helpful.”

1.	Unhelpful	0% (0)
2.	Somewhat helpful	14% (4)
3.	Helpful	17% (5)
4.	Quite helpful	14% (4)
5.	Extremely helpful	55% (16)
Total responses		29

Title 5 Contractor/PFA Provider staff gave the SF3C team 86% for a response rate of a score of 3 or above. The SF3C Need & Eligibility Specialists did not receive any responses of “unhelpful” or 1. While the somewhat ranking increased 14% from FY2012-13 survey result of 0%, the extremely helpful category increased 12% from 43%. The two of the four contractors/providers who marked the SF3C staff services were somewhat helpful experienced difficulty filling slots after doing multiple pulls on the database.