

## **Scope of Work**

### ***Early Learning Coalition of Palm Beach County***

In an effort to better understand and improve client experiences, the Early Learning Coalition of Palm Beach County (ELC-PBC) has partnered with the Early Childhood Policy Research Group (EPRG) at the Anita Zucker Center for Excellence in Early Childhood studies. With support of coalition staff, EPRG will evaluate the coalition's client experiences and its efficiencies in connecting and maintaining these clients' participation in services. The project will culminate in a final report on findings and recommendations on (1) how to improve service support and connection among clients and (2) how to improve and sustain better data collection for future analyses. EPRG will seek to answer the following evaluation questions which have been developed in collaboration with coalition staff:

- What is the prevalence of various pathways/referrals to accessing services?
- How long does it take to access services, start-to-finish, by each pathway?
- Where do application fall-off rates occur, by each pathway?
- To what extent does coalition staff support families in the application process?
- Did families change providers? Why? (Family satisfaction).
- Did families enroll in high quality?
- Are providers satisfied with ELC support services?
  - Payment Process
  - Quality Improvement Initiatives

The evaluation will rely on two types of data: administrative and survey. To obtain the relevant administrative data, EPRG will meet with coalition staff to review the data system and discuss various methods for collecting indicators necessary to the project. Additionally, EPRG will design two client surveys, one for families using services and one for providers providing services, to be administered with the support of coalition staff. The project will require the EPRG team to travel to Palm Beach County semi-annually to better support collaboration with coalition staff and data collection efforts.

#### **Deliverables**

There will be four deliverables whose due dates will be listed in the final contract. *Deliverable 1* will include the initial methodology, drafted survey, and a data access and quality report. *Deliverable 2* will include a mid-year report on the initial findings from administrative data and a report on initial survey response rates. *Deliverable 3* will include an initial report on findings from both administrative data and survey responses. Finally, *Deliverable 4* will include the final report of findings and recommendations.