

PDG-R CCR & R Year 2

7/1/2021 - 6/30/2022

1. Host the revised Child Care Resource and Referral (CCR&R) and Cross-Sector Referral training modules and CCR&R Specialist Evaluation for up to 500 OEL-designated users annually on UF's LMS (Flamingo Learning platform).
2. Provide ongoing help desk/technical support to OEL-sponsored CCR&R and Cross-Sector Referral training modules users and CCR&R Specialist Evaluation throughout the Contract term at the service levels described herein.
3. Provide administrative support to include:
 - Monthly Help Desk Report to the OEL Contract and Project Managers in a format approved by OEL.
 - Monthly System Usage Report capturing OEL-designated users data for all five training modules including data from the Biweekly CCR&R Specialist Evaluation Report to the OEL Contract and Project Managers electronically in a format approved by OEL with the monthly invoice to document proof of service delivery and performance for the invoice period.
 - Biweekly CCR&R Specialist Evaluation Report to send to OEL twice a week (Tuesdays/Thursdays) by COB to include multiple choice scores and essay responses by the due date and in the format approved by OEL.
 - Weekly notification to CCR&R Specialists as identified by OEL of their evaluation results and outcome and include information on next steps for downloading the CCR&R Specialist Certificate in Flamingo or retaking the evaluation using language as approved by OEL.
4. Enhancement to LMS to automatically generate the CCR&R Specialist Evaluation results for each completed and scored CCR&R Specialist Evaluation submitted by each OEL-designated user. The enhancement to LMS will be made available by the due date listed in the OEL-approved Project Plan. The contractor will work with OEL CCR&R State Network staff to test the functionality before its effective date.
5. Make edits annually to the existing five training modules and/or CCR&R Specialist Evaluation content upon any federal or state rules, laws, or regulation changes that do not align with existing training and evaluation content.
6. Consider making edits bi-annually to the existing five training modules based on recommendations from cross sector referral agencies and/or other OEL partners.