


May 3, 2019

MEMORANDUM

TO: Florida's Early Learning Coalitions, Early Learning Coalition Board Chairs, Redlands Christian Migrant Association

FROM: Rodney J. MacKinnon, Executive Director 




SUBJECT: **Administrative Memorandum 2019-11**

We are pleased to provide the following information from the Office of Early Learning that contains notifications of interest. Please distribute to others as appropriate.

<u>TITLE, SUMMARY AND ADDITIONAL INFORMATION, IF APPLICABLE</u>	<u>ACTION REQUIRED</u>
<p><u>Applications and Data Services</u></p> <p>EFS Mod Workshop Series - <i>Reminder</i> The EFS Mod team recently hosted a series of workshops for coalition staff on various topics.</p> <p>Sessions were recorded and may be retrieved here. For those who require an external SharePoint link, please go here.</p> <p><u>Note:</u> Some of the information is subject for removal in order to protect personally identifiable information.</p> <ul style="list-style-type: none"> ✓ SR Attendance and Reimbursement, Wed., April 24, at 3 p.m. to 4:30 p.m., EDT ✓ Provider Profile and Contracting, Thurs., April 25, at 10:30 a.m. to 12:00 p.m., EDT ✓ Coalition Transfers, Mon., April 29, at 3 p.m. to 4:30 p.m., EDT <p>Additional workshop sessions are coming soon!</p>	<p>Please share this information with your staff and interested stakeholders.</p>

RODNEY J. MACKINNON
EXECUTIVE DIRECTOR, OFFICE OF EARLY LEARNING

250 MARRIOTT DRIVE • TALLAHASSEE, FL 32399 • 850-717-8550 • Toll Free 866-357-3239 • www.FloridaEarlyLearning.com

<u>TITLE, SUMMARY AND ADDITIONAL INFORMATION, IF APPLICABLE</u>	ACTION REQUIRED
<p><u>Applications & Data Services (continued)</u></p> <p>Service Desk Ticketing System to the Coalitions - Update</p> <p>As discussed on the April 18 statewide project call, OEL is in the process of rolling out the new Service Desk ticketing system to the coalitions. We would like to have the coalitions establish a primary and secondary contact to submit production support tickets through the <u>new Service Desk Portal</u>.</p> <p>Please use this survey link to submit your coalition’s primary and secondary contact information at https://www.surveymonkey.com/r/5FJRL6Q.</p> <p>The contacts can expect the following responsibilities:</p> <ul style="list-style-type: none"> – Be the central point of contact for coalition staff, providers and OEL to triage and collect EFS Mod system issues. This will help elevate duplicate tickets submitted. – Create and Manage EFS Mod production support service request as needed. – Perform user acceptance testing for the prior to deploying the Service Desk portal to production. – Manage coalition user access to view Service Desk tickets within the portal. <p>This new functionality will give more visibility to the coalitions for production support tickets they have submitted. Several benefits of the new process will allow coalitions to:</p> <ul style="list-style-type: none"> – Set the priority of the ticket. – Allow coalitions to select options to what is the system issue. Example: the ability to select if which portal is having an issue or if its’ an enterprise issue. – See the status of their tickets. – Coalitions will be able to acknowledge if the service request was completed by allowing the coalition’s point of contact to close or reject the ticket once they have received the acknowledgement email that their request has been completed. 	<p>Please share this important update with your staff regarding this new function for production support tickets.</p> <p>Please enter your selected primary and secondary contact using the survey monkey link.</p>
<div style="display: flex; align-items: center;">  <div style="text-align: center;"> <p><i>National Provider Appreciation Day</i></p> </div> </div> <ul style="list-style-type: none"> – Friday, May 10, is National Provider Appreciation Day. Earlier this week, coalition communication contacts were sent a toolkit, flyer and social media cover to help plan next week to include showing appreciation for Florida’s early learning educators. – In addition to recognizing providers on social media next week, the Office of Early Learning will recognize providers by sending a “thank you” email to Florida’s providers on Friday, May 10. 	 <p><i>Thank You</i></p> 

<u>TITLE, SUMMARY AND ADDITIONAL INFORMATION, IF APPLICABLE</u>	ACTION REQUIRED
<p><u>School Readiness Policy and Programs</u></p> <p>School Readiness Curriculum Reviewers Needed - Second call for reviewers Reviewers must meet the qualifications below and be available to travel to Tallahassee for one of the review sessions (September 2019).</p> <p>Each member of the committee must complete the OEL-approved Florida Early Learning and Developmental Standards: Birth to Kindergarten training (2018).</p> <p>In addition, committee members must:</p> <ul style="list-style-type: none"> - Hold a bachelor’s or higher degree in Early Childhood Education, Child Development, Elementary Education, Educational Leadership, or a related field, and must have held their current position for at least two years. Five years of relative employment experience may substitute for the above educational requirement. - Not have any financial interest in any curriculum he or she reviews; - Not have any personal interest in any curriculum he or she reviews (such as employment of the individual or his or her relatives, as defined by Section 112.3143, F.S., by the submitter in any capacity, or certification of the individual or his or her relatives as a trainer in the use or application of the curriculum within the past three years); - Contact OEL to provide updated information when qualifications change or to request removal from consideration for selection when an individual no longer wishes to participate in the curriculum review process. <p>Please contact Gregory.Allerellie@oel.myflorida.com for a copy of the curriculum committee application and more information.</p> <p>School Readiness Policy Eligibility Training</p> <p>The SR Policy team will be hosting an eligibility training via webinar on Wed., May 8, 2019, at 3 to 5 p.m. EDT.</p> <p>The training will review the following topics:</p> <ul style="list-style-type: none"> - 12 Month Eligibility - Loss of Purpose for Care - Eligibility Documentation - Coalition Portal and Eligibility <p>Coalition staff that are involved in the eligibility determination process are encouraged to attend. Please register for the eligibility training at https://attendee.gotowebinar.com/register/1303320800048180737</p> <p>After registering you will receive a confirmation email containing information about joining the webinar.</p>	<p><i>There is still time to answer the call!</i></p> <p>If you have already contacted Greg for a copy of the curriculum committee application, thank you.</p> <p>Please share this training opportunity with your staff involved in the eligibility determination process.</p> <p>Register Today!</p>

RJM/bb