

# **Community Services Bureau**

## **Monitoring Report Executive Summary**

### **August 2023**

#### **Description:**

Community Services Bureau (CSB) implements ongoing monitoring of its operations and services. This process includes: (1) using measures, tools, or procedures to implement the system of ongoing monitoring; (2) assigning staff and consultants to the ongoing monitoring of each service; (3) collecting, analyzing and reporting on the program's progress towards its own goals for quality; and (4) following-up on and correcting any weaknesses identified through ongoing monitoring. This is conducted through a multi-level monitoring system of (1) Center Level; (2) Content Area Level; and (3) Agency Level.

This summary report includes compiled results of the monitoring conducted for the period of January 2023-June 2023.

#### **Summary of Monitoring Activities:**

Monitoring was conducted for directly operated CSB centers, partner agencies, and the Delegate Agency, YMCA of the East Bay. This report highlights the data trends identified using monitoring tools focused on Classroom & Facility Environment, Education, Comprehensive Services, and file review. During the Program Year 2022-2023, Community Services Bureau has had an increased focus on the health and safety of the children, families, and staff served.

Data sources utilized by the team include child and family files, classroom & facility observations, and CLOUDS database reports.

#### **Top Trends**

Analysis of the data across all tools and monitoring levels shows the following:

- Overall improvement in compliance across monitoring tools.
- Positive interactions between teachers and children continues to be observed.
- Ongoing professional development focused on health, safety, and supervision is visible in the overall monitoring data.
- Preventable non-compliances continued to decrease during Period 2.

The table below provides an overview of each monitoring tool included in the Semi-Annual Report.

| <b><u>Monitoring Level</u></b>                    | <b><u>Monitoring Tool</u></b>                                                       | <b><u>Overall Compliance Period 1</u></b> | <b><u>Overall Compliance Period 2</u></b> |
|---------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------|
| <b><u>Center Level Monitoring Tools</u></b>       | Daily Facility Safety Checklists                                                    | <b>45%</b>                                | <b>97%</b>                                |
|                                                   | Daily Teacher Playground Checklists                                                 | <b>88%</b>                                | <b>98%</b>                                |
|                                                   | Daily Health & Safety Classroom Checklists                                          | <b>96%</b>                                | <b>99.9%</b>                              |
|                                                   | Monthly Playground Checklists                                                       | <b>66%</b>                                | <b>99%</b>                                |
| <b><u>Content Area Level Monitoring Tools</u></b> | Child Safety & Transition Monitoring                                                | <b>97%</b>                                | <b>98%</b>                                |
|                                                   | CACFP Center Monitoring Review (Directly Operated Only)                             | <b>95%</b>                                | <b>97%</b>                                |
|                                                   | Health & Safety Checklists                                                          | <b>48%</b>                                | <b>99%</b>                                |
|                                                   | Onsite Content Area Monitoring Tool                                                 | <b>94%</b>                                | <b>95%</b>                                |
|                                                   | CEU Eligibility Monitoring Tool                                                     | <b>83%</b>                                | <b>90%</b>                                |
|                                                   | CEU Over Income Eligibility Monitoring Tool                                         | <b>83%</b>                                | <b>92%</b>                                |
|                                                   | Senior Administrative Management (SAM) Tool                                         | <b>92%</b>                                | <b>98%</b>                                |
| <b><u>Agency Level Monitoring Tools</u></b>       | <b><u>File Review:</u></b> Need & Eligibility                                       | <b>93%</b>                                | <b>N/A</b>                                |
|                                                   | <b><u>File Review:</u></b> Comprehensive Services                                   | <b>85%</b>                                | <b>N/A</b>                                |
|                                                   | <b><u>File Review:</u></b> Education                                                | <b>91%</b>                                | <b>N/A</b>                                |
|                                                   | Center Monitoring                                                                   | <b>N/A</b>                                | <b>93%</b>                                |
|                                                   | Personnel Binder File Review                                                        | <b>N/A</b>                                | <b>97%</b>                                |
|                                                   | Infant/Toddler Environment Rating Scale (ITERS)                                     | <b>*Above 6</b>                           | <b>N/A</b>                                |
|                                                   | Early Childhood Environmental Rating Scale (ECERS)                                  | <b>*Above 6</b>                           | <b>N/A</b>                                |
|                                                   | <b><u>Home Visiting Program</u></b>                                                 | <b>100%</b>                               | <b>100%</b>                               |
|                                                   | Head Start Health & Safety Screener                                                 | <b>91%</b>                                | <b>N/A</b>                                |
|                                                   | <b><u>Fidelity Review:</u></b> Child Nutrition Unit Health & Safety Monitoring Tool | <b>75%</b>                                | <b>100%</b>                               |
|                                                   | Classroom Assessment Scoring System (CLASS)                                         | <b>*Above Average</b>                     | <b>N/A</b>                                |
|                                                   | Curriculum Fidelity: Infant & Toddler                                               | <b>N/A</b>                                | <b>94%</b>                                |
|                                                   | Curriculum Fidelity: Preschool                                                      | <b>N/A</b>                                | <b>92%</b>                                |

\*ITERS, ECERS, and CLASS observations are not measured by compliance vs. non-compliance, rather scaled by effectiveness. This is further explained in each of their respective sections below.

### DAILY FACILITY SAFETY CHECKLIST

**About The Tool:** The Daily Facility Safety Checklist is an observation tool to ensure the overall childcare facility space meets the safety component daily. The tool is completed daily by the Site Supervisor/Manager (or designee) by inputting information directly into the database management system CLOUDS. The Daily Facility Safety Checklist has ten (10) items to review. The Site Supervisor or designee will mark non-compliance on an item until issue(s) are resolved.

**Successful Outcomes:**

- Overall compliance: **97%**
- Compared to 2022-2023 Period 1:
  - Overall compliance increased by 25.92%.
  - Top three (3) facility safety indicators reported in Period 1 increased in compliance.
  - Eight (8) out of ten (10) indicators improved.
  - Most improved: Indicator 3, presence of rust, improved by 15%.
  - Nine (9) items were under 5%.
- There are zero (0) indicators above 25%.

**Areas Needing Improvement**

- Facility Issues: (03) Environments are free of rust

**Corrective Actions:**

Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.

### DAILY TEACHER PLAYGROUND CHECKLIST

**About The Tool:** The Daily Teacher Playground Safety Checklist is an observation tool to ensure the playgrounds meet the safety component daily. The tool is completed on daily basis and prior to the arrival of children by the opening or designated teaching staff by directly inputting into the database management system CLOUDS. The Daily Teacher Playground Safety Checklist has seven (7) items to review.

**Successful Outcomes:**

- Overall compliance: **98%**
- Top three non-compliant items from Period 1 show improvement.
- Five centers were 100% compliant, compared to two centers in Period 1.

**Areas Needing Improvement**

- Timeline for correcting non-compliances in CLOUDS.
- Boundaries: Fencing or other barrier zone play areas are locked, secure, and in good repair, including gate latches and alarms.

**Corrective Actions:**

Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.

### DAILY HEALTH & SAFETY CLASSROOM CHECKLIST

**About The Tool:** The Daily Health & Safety Classroom Checklist is an observation tool to ensure the classrooms meet the safety component daily. The tool is completed daily and prior to the arrival of children by the opening or designated teaching staff by inputting into the database management system CLOUDS. The Daily Health & Safety Classroom Checklist has seventeen (17) items to review.

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| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall compliance: <b>99.9%</b></li> <li>➤ All non-compliances occur at a rate of less than 1%.</li> </ul>                                                                                                                                                             |
| <b>Areas Needing Improvement</b> <ul style="list-style-type: none"> <li>➤ No items from the tool were 100% compliant.</li> </ul>                                                                                                                                                                                                             |
| <b>Corrective Actions:</b><br>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.                                                                                                                                                                                                   |
| <b>MONTHLY PLAYGROUND CHECKLIST</b>                                                                                                                                                                                                                                                                                                          |
| <b>About The Tool:</b> The Monthly Playground Safety Checklist is an observation tool to ensure the playground/outdoor environment meet the safety component. The tool is completed monthly by the Site Supervisor/manager (or designee) by inputting into the database management system CLOUDS. The tool has sixteen (16) items to review. |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall compliance: <b>99%</b></li> <li>➤ Seven items were 100% complaint during Period 2.</li> <li>➤ Indicators with non-compliances occur at a rate below 5%.</li> </ul>                                                                                              |
| <b>Areas Needing Improvement</b> <ul style="list-style-type: none"> <li>➤ Timeline for addressing concerns regarding rust on playgrounds.</li> </ul>                                                                                                                                                                                         |
| <b>Corrective Actions:</b><br>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.                                                                                                                                                                                                   |

| <b>CHILD SAFETY &amp; TRANSITION MONITORING TOOL</b>                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p><b>About The Tool:</b> The CSB Child Transition &amp; Safety Monitoring tool is an observation tool to ensure that key health and safety practices are implemented by program staff. This tool was designed to be a multi-level monitoring tool and is used by the Management Team and Site Supervisors. The tool contains fifteen (15) items to review.</p>                                                                                                   |
| <p><b>Successful Outcomes:</b></p> <ul style="list-style-type: none"> <li>➤ Overall compliance: <b>99.97%</b></li> <li>➤ 100% compliance in Positive Teacher/Child interactions, showing compliance with Child’s Personal Rights and Standards of Conduct.</li> <li>➤ 13 centers were 100% compliant, compared to 10 in Period 1.</li> </ul>                                                                                                                      |
| <p><b>Areas Needing Improvement</b></p> <ul style="list-style-type: none"> <li>➤ Two indicators over 5% non-compliance rate: <ul style="list-style-type: none"> <li>○ (14) Safe Environments are evident: clean, no hazards, uncluttered walls (from postings) and uncluttered tops of shelves (10.5%)</li> <li>○ (7) Classroom Transition Tracking Sheet (or designated form) correctly documents number of children transitioning (5.3%)</li> </ul> </li> </ul> |
| <p><b>Corrective Actions:</b></p> <p>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.</p>                                                                                                                                                                                                                                                                                                             |
| <b>CHILD &amp; ADULT CARE FOOD PROGRAM (CACFP)</b>                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>About The Tool:</b> CSB Content Area Manager – Nutrition Manager or Designee conducts the CACFP Center Monitoring Review of CSB directly operated centers three times a year during the program year using the Center Monitoring Review Report Tool. The tool contains twenty-three (23) items to review.</p>                                                                                                                                               |
| <p><b>Successful Outcomes:</b></p> <ul style="list-style-type: none"> <li>➤ Overall compliance: <b>99%</b></li> <li>➤ 18 of 23 items were 100% compliant, up from 17 during Period 1.</li> <li>➤ Sites that had previous non-compliances showed correction prior to their follow up visit.</li> </ul>                                                                                                                                                             |
| <p><b>Areas Needing Improvement:</b></p> <ul style="list-style-type: none"> <li>➤ Two sites needed corrective action taken within 60 days of their visit. <ul style="list-style-type: none"> <li>○ Recommended training includes modeling making a plate &amp; eating with children.</li> </ul> </li> </ul>                                                                                                                                                       |
| <p><b>Corrective Actions:</b></p> <p>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.</p>                                                                                                                                                                                                                                                                                                             |
| <b>HEALTH &amp; SAFETY CHECKLIST</b>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>About The Tool:</b> The Health &amp; Safety Checklist is an observation tool to ensure the facility is free of hazards. The tool is completed monthly by the Health Safety Officers (or designee) and quarterly from Partners by inputting into the database management system CLOUDS. The tool has forty-five (45) indicators to review for directly operated and thirty-eight (38) indicators to review for Partners.</p>                                 |
| <p><b>Successful Outcomes:</b></p> <ul style="list-style-type: none"> <li>➤ Overall Compliance: <b>99.9%</b></li> <li>➤ 36 of 45 items had zero non-compliances, up from 27 in Period 1.</li> <li>➤ Five centers were 100% compliant.</li> </ul>                                                                                                                                                                                                                  |

**Areas Needing Improvement:**

- Two indicators over 5% non-compliance rate:
  - (39) Safe Environments are evident: clean, no hazards, uncluttered walls (from postings) and uncluttered tops of shelves (39.8%)
  - (37) The indoor and outdoor of the center are clean and kept free of undesirable and hazardous materials (i.e. pooled water) (6.3%)
- Consistent tool completion at required intervals for all sites.

**Corrective Actions:**

CSB Corrective Action Plan and Root Cause Analysis is required and will be validated.

**ONSITE CONTENT AREA MONITORING TOOL**

**About The Tool:** The CSB On-Site Content Area Monitoring tool is an observation tool to ensure that program staff implement key comprehensive service practices in the classroom. The tool is completed quarterly by the Comprehensive Services Management Team (or designee) by inputting information directly into the database management system CLOUDS. The tool contains thirty-seven (37) items to review.

**Successful Outcomes:**

- Overall compliance: **94.9%**
- 11 of 37 items were 100% compliant, up from 9 in Period 1.
- Seven centers were 100% compliant, up from four in Period 1.

**Areas Needing Improvement:**

- Twelve indicators over 5% non-compliance rate:
  - Nine items are related to having current, relevant, and translated materials on Center Licensing /Parent Boards (indicators 12, 14, 11, 09, 04, 10, 30, 36, 13)
  - Other indicators over 5% include:
    - IFSPs/IEP's are on file for children who have one.
    - All medication is current and stored with dose instructions from the medical provider.
    - Timely follow up is evident for children who have an active referral for disabilities.

**Corrective Actions:**

Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.

**CENTRALIZED ENROLLMENT UNIT (CEU) ELIGIBILITY MONITORING TOOL**

**About The Tool:** The Centralized Enrollment Unit (CEU) Eligibility File Monitoring tool is an observation tool to ensure child meets eligibility and need for Federal and State guidelines. The tool is completed by CEU's Comprehensive Services Assistant Manager or designee. Four (4) files are reviewed monthly, and information is saved directly into the database management system CLOUDS. The tool contains eight (8) indicators to review.

**Successful Outcomes:**

- Overall Compliance: **90%**
- 2 Centers that were monitored were 100% compliant.

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| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ Five (5) out of eight (8) indicators have non-compliance rates over 5% <ul style="list-style-type: none"> <li>○ Two (2) of those indicators have non-compliance rates over 20%</li> </ul> </li> </ul>                                                                                                                                                                                                                                                    |
| <b>Corrective Actions:</b><br>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>CENTRALIZED ENROLLMENT UNIT (CEU) OVER-INCOME FILE MONITORING TOOL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>About The Tool:</b> The Centralized Enrollment Unit (CEU) Over-Income Eligibility Monitoring tool is an observation tool to ensure that child meets income eligibility. The tool is completed on files that exceed the Federal Poverty Level by the ERSEA Analyst (or designee) by inputting information directly into the database management system CLOUDS. The tool contains four (4) items to review. Some of the items indicate top five (5) areas of non-compliance from 2022 QMU Need & Eligibility Monitoring, Period 2. |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall compliance: <b>92%</b></li> <li>➤ Eight (8) out of eleven (11) centers that were monitored were 100% compliant.</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ One indicator had a non-compliance rate over 10%: <ul style="list-style-type: none"> <li>○ (3) All areas of income worksheet are completed, correct, and signed (13.6%)</li> </ul> </li> </ul>                                                                                                                                                                                                                                                           |
| <b>Corrective Actions:</b><br>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>SENIOR ADMINISTRATIVE OBSERVATION TOOL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>About The Tool:</b> The Sr. Administration Observation Monitoring tool is an observation tool to ensure that program staff implement components related to cleanliness of facilities, active supervision, and teacher/child interactions. The tool is completed by the Sr. Administration Team (or designee) that consists of Division Managers, Deputy Director, and Interim Bureau Director, by inputting information directly into the database management system CLOUDS. The tool contains seventeen (17) items to review.   |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall Compliance: <b>98%</b></li> <li>➤ Seven (7) centers that were observed were 100% compliant, up from two (2) centers in Period 1.</li> <li>➤ Eleven (11) of seventeen (17) items were 100% compliant, up from 4 items in Period 1.</li> </ul>                                                                                                                                                                                                           |
| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ Four indicators had non-compliance rates at or over 5%: <ul style="list-style-type: none"> <li>○ (11) Parent Board current (15%)</li> <li>○ (10) Classroom &amp; common areas are free of clutter (7.5%)</li> <li>○ (8) White boards utilized properly (5%)</li> <li>○ (14) Schedules are posted/followed (5%)</li> </ul> </li> </ul>                                                                                                                    |
| <b>Corrective Actions:</b><br>Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                          |

| <b>*NEED &amp; ELIGIBILITY (Period 1)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p><b>About The Tool:</b> Quality Management Unit (QMU) reviews a random selection of five (5) newly enrolled children (if available), in the current program year, per funding model for each center using the Need &amp; Eligibility Compliance Monitoring Tool. The tool contains twenty-four (24) items to review in each file.</p>                                                                                                                                                                                                                                                                                                                          |
| <p><b>Successful Outcomes:</b></p> <ul style="list-style-type: none"> <li>➤ Overall compliance is 93.5%</li> <li>➤ Two (2) centers were 100% compliant.</li> <li>➤ Compared to 2021-2022 Period 2: <ul style="list-style-type: none"> <li>○ Top 3 non-compliances in 2021-2022 Period 2 increased in compliance.</li> <li>○ Most improved: Indicator 7 improved by 9.65%</li> <li>○ There are zero (0) indicators above 25%</li> <li>○ 11 items improved.</li> </ul> </li> </ul>                                                                                                                                                                                 |
| <p><b>Areas Needing Improvement:</b></p> <ul style="list-style-type: none"> <li>➤ Highest non-compliance item: (04) (L) Admission Agreement is in file/CLOUDS, complete, signed, updated, and hours match CLOUDS, (S) NOA, and (S) CD 9600/9600S.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>Corrective Actions:</b></p> <p>Corrective actions taken at site level and no corrective action plan is required.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>*COMPREHENSIVE SERVICES (Period 1)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>About The Tool:</b> The Quality Management Unit reviews ten (10) newly enrolled children (if available), in the current program year, per Comprehensive Services Clerk using the Comprehensive Services Compliance Monitoring Tool. The tool consists of areas related to Health (Oral and Physical), Nutrition, Mental Health, Disabilities, Family Engagement, For Partners and Delegate, the Comprehensive Services Compliance Monitoring Tool has been individualized. Therefore, the number of items to review in each tool, varies from 18-78 indicators. Percentile of compliance relates to the specific monitoring tool used for each center.</p> |
| <p><b>Successful Outcomes:</b></p> <ul style="list-style-type: none"> <li>➤ Overall Compliance is 84.94%</li> <li>➤ One Center out of seventeen was 100% compliant with the tool</li> <li>➤ Compared to 2021-2022 Period 2: <ul style="list-style-type: none"> <li>○ The top two non-compliances increased in compliance by approximately 34%</li> <li>○ Decreased number of Corrective Action Plans by 4.</li> </ul> </li> </ul>                                                                                                                                                                                                                                |
| <p><b>Areas Needing Improvement:</b></p> <ul style="list-style-type: none"> <li>➤ Consistent completion and electronic entry of forms pertaining to Health, Immunization, and Emergency Contact Information</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Corrective Actions:</b></p> <p>Corrective Action Plan and Root Cause Analysis is required and will be validated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>*EDUCATION (Period 1)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



**About The Tool:** Quality Management Unit (QMU) reviews a random selection of five (5) newly enrolled children (if available), in the current program year, per classroom for each center using the Education Compliance Monitoring Tool. For Partners and Delegate, the Education Compliance Monitoring Tool has been individualized. Therefore, the number of items to review in each tool, varies.

**Successful Outcomes:**

- Overall Compliance is 90.88%
- Six items were 100% compliant
- Compared to 2021-2022 Period 2, the top three non-compliances increased in compliances by above 25%

**Areas Needing Improvement:**

- Consistent completion and electronic entry of forms pertaining to Initial Home Visit, ASQ-SE, and ASQ3

**Corrective Actions:**

Corrective Action Plan and Root Cause Analysis is required and will be validated.

*\*This program year CSB moved to revise the file review procedures and through this has utilized the second monitoring period to pilot revised tools and procedures re file monitoring. While file reviews did occur, the data varied due to multiple tool revisions over the monitoring period.*

## CENTER MONITORING

**About The Tool:** The Quality Management Unit conducts Center Monitoring in all centers and observes thirty percent of classrooms during the program year using the Center Monitoring Tool. This tool observes multiple areas of classroom and facility health & safety, active supervision, and file review. The tool contains thirty-six (36) indicators to review.

### Successful Outcomes:

- Overall compliance: **92.5%**
- Eleven (11) out of thirty (30) centers were 100% compliant with the tool.
- Compared Program Year 2021-2022:
  - Overall compliance increased by 2.54%
  - Top three (3) Center Monitoring Indicators reported in 2021-2022 increased in compliance.
  - Nine (9) out of thirty (30) centers increased in compliance.
  - Twenty-Two (22) out of thirty-six (36) indicators increased in compliance.
  - Most improved indicator by 31.94%: *24, Site Parent Committee meets monthly - minutes & agendas are available and posted.*

### Areas Needing Improvement:

- 5 items were above 25% Non-Compliant:
  - 23, Parent interest surveys tallied & top 10 are presented at Parent Committee Meetings.
  - 36, Staff personnel binders are current and up to date with all required documents.
  - 14, Children brush teeth w/breakfast for AM classes, w/lunch for PM and Full-Day classes (schedule changes will require AD approval).
  - 15, Toothbrushes are stored in clean covered holders, not touching each other and are handled in a sanitary manner.
  - 22, Health & Safety Checklist conducted monthly for Directly Operated or quarterly for Partners.

### Corrective Actions:

CSB Corrective Action Plan and Root Cause Analysis is required and will be validated.

## PERSONNEL BINDER

**About The Tool:** The Quality Management Unit conducts a random selection of Personnel Binder once a year, using the Personnel Binder Monitoring Tool. The tool contains seventeen (17) indicators to review in each personnel binder.

**Successful Outcomes:**

- Overall % compliance: **92.50%**
- Seven (7) out of forty-one (41) Personnel Binders were 100% compliant.
- Nine (9) out of seventeen indicators were 100% compliant.
- Compared to Program Year 2021-2022:
  - Overall compliance increased by 3.7%
  - Nine (9) out of seventeen (17) indicators improved.
  - Most improved indicator by 20.59%: 16, Mandated Reporter - General Child Care Training. Every two years
  - No Corrective Action Plan is required this Program Year compared to last Program Year with two.

**Areas Needing Improvement:**

- **Two indicators had a non-compliance rate above 5%**
  - Mandated reporter training, every to years (19.5%)
  - Mandated Reporter- General Child Care Training, every two years (7.3%)
    - While documentation of these items was not present in the on-site file as required, it is not indicative that the training has not been completed.

**Corrective Actions:**

Corrective actions are consistently taken at the site/facility level; no corrective action plan is required.

**INFANT/TODDLER ENVIRONMENT RATING SCALE (ITERS) (Period 1)**

**About The Tool:** The Quality Management Unit conducts observations in infant/toddler classrooms using the Infant/Toddler Environment Rating Scale (ITERS) once per year for 30% of infant/toddler classrooms. The ITERS is a tool used to evaluate the overall quality of infant/toddler care programs. This tool contains thirty-three (33) indicators in six (6) sub-scales focused on space and furnishings, personal care routines, languages and books, activities, interaction, and program structure. Items are rated on a scale of 1-7, with a score of six to seven being excellent.

**Successful Outcomes:**

- Overall scoring average for the county is 6 (excellent).
- All sites scored five (5) or higher for each subscale.

**Areas Needing Improvement:**

- No areas to improve.

**Corrective Actions:**

No corrective action plan is required.

**EARLY CHILDHOOD ENVIRONMENT RATING SCALE (ECERS) (Period 1)**

**About The Tool:** The Quality Management Unit conducts observations in infant/toddler classrooms using the Early Childhood Environment Rating Scale (ECERS) once per year for 30% of preschool classrooms. The ECERS is a tool used to evaluate the overall quality of early care and preschool programs. This tool contains forty-three (43) indicators in seven (7) sub-scales focused on space and furnishings, personal care routines, language-reasoning, activities, interaction, program structure, and parents and staff. Items are rated on a scale of 1-7, with a score of six to seven being excellent.

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| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall scoring average for the county is 6 (excellent).</li> <li>➤ All sites scored five (5) or higher for each subscale.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ No areas to improve.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Corrective Actions:</b><br>No corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>HOME BASED – SOCIALIZATION &amp; HOME VISIT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>About The Tool:</b> The Quality Management Unit conducts a home visit and a socialization observation once a Period to the Home Based Program that is subcontracted through an agency. The Home Visit Observation Checklist includes a set of ten (10) items to observe between the home educator and the family that includes, family’s well-being, home visitor modeling or encouraging the parents use of an E-Parenting strategy, etc. The Home Based Socialization Checklist includes nine (9) items to observe. Items observed during socialization include on whether parents were engaged in planning the socialization, activities foster peer conversation and other social-emotional development skills, to support children’s school readiness, etc. |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ The Socialization &amp; Home Visit continues to meet all indicators with 100% compliant.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ No areas to improve.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Corrective Actions:</b><br>No corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>HEAD START HEALTH &amp; SAFETY SCREENER (Period 1)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>About The Tool:</b> The Quality Management Unit conducts the Head Start Health & Safety Screener monitoring in all centers during the program year using the Head Start Health & Safety Screener Tool. The tool contains sixty-five (65) items to review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall Compliance with the monitoring tool is <b>91%</b>.</li> <li>➤ 5 Centers that were monitored were 100% compliant with the tool.</li> <li>➤ 11 of 65 items were 100% compliant.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

**Areas Needing Improvement:**

- 6 items were above 25% Non-Compliant:
  - 33, Agency or FCC Home maintains current parent or guardian and emergency contact list. Staff carry list on field trips and during evacuations.
  - 26, Emergency supplies, including parent and emergency contact information, first aid kits, and fire safety supplies are readily accessible to staff.
  - 1, All areas are safe, clean, and free from pests.
  - 38, Premises are kept free of undesirable and hazardous materials and conditions. Indoor and outdoor premises are inspected prior to each use by children.
  - 49, Complete background checks are conducted for all staff at least once every five years unless there is a more stringent system to ensure child safety; health exams must be periodically completed as recommended and required by state, tribal, or local requirements.
- Timeline for correcting non-compliances in CLOUDS

**Corrective Actions:**

Corrective Action Plans and Root Cause Analysis is required and will be validated.

**CHILD NUTRITION UNIT (CNU) DAILY FACILITY CHECKLIST**

**About The Tool:** The Quality Management Unit conducts the Child Nutrition Unit Health & Safety monitoring of CSB Central Kitchen located at Brookside Center, in the program year using the CNU Health & Safety Monitoring Tool that the unit uses on a daily basis. The tool contains twenty-two (22) items to review.

**Successful Outcomes:**

- All indicators validated show 100% compliance

**Areas Needing Improvement:**

- No areas to improve.

**Corrective Actions:**

No corrective action plan is required.

**CLASSROOM ASSESSMENT SCORING SYSTEM (CLASS)**

**About The Tool:** The Quality Management Unit (QMU) conducts CLASS monitoring to a sample of preschool classrooms using the CLASS Tool. The Classroom Assessment Scoring System (CLASS®) is an observation instrument that assesses the quality of teacher-child interactions in center-based preschool classrooms. CLASS® includes three domains or categories of teacher-child interactions that support children's learning and development: Emotional Support, Classroom Organization, and Instructional Support. CLASS® is scored by trained and certified observers using a specific protocol. Following their observations of teacher-child interactions, CLASS® observers rate each dimension on a 7-point scale, from low to high.

- Scores of 1-2 mean the quality of teacher-child interactions is low. Classrooms in which there is poor management of behavior, teaching that is purely rote, or that lack interaction between teachers and children would receive low scores.
- Scores of 3-5, the mid-range, are given when classrooms show a mix of effective interactions with periods when interactions are not effective or are absent.
- Scores of 6-7 mean that effective teacher-child interactions are consistently observed throughout the observation period.

| Countywide Total Average Domain Score |       | 2022-2023<br>CSB<br>Threshold | Federal<br>Quality<br>Threshold | Federal<br>Competitive<br>Threshold |
|---------------------------------------|-------|-------------------------------|---------------------------------|-------------------------------------|
| Domain                                | Score | Score                         | Score                           | Score                               |
| Emotional Support *                   | 6.39  | 6                             | 6                               | 5                                   |
| Classroom Organization                | 6.09  | 6                             | 6                               | 5                                   |
| Instructional Support                 | 4.44  | 3                             | 3                               | 2.30                                |

**Corrective Actions:**

Corrective actions taken at site level and no corrective action plan is required.

**CURRICULUM FIDELITY- INFANT/TODDLER**

**About The Tool:** The Quality Management Unit conducts classroom observations to ensure teachers and caregivers are implementing the Head Start approved and research-based curriculum Creative Curriculum. Creative curriculum supports the development of the whole child in the areas of daily routines and meaningful learning experiences in mathematics, language and literacy, cognitive and physical development, science and technology, the arts, social studies, English-language acquisition, and social-emotional development. The tool contains seventeen (17) items to review. The tool is scored by subscales in low, medium or high fidelity. High fidelity is considered anything over 90%.

**Successful Outcomes:**

- Overall compliance: **94%**
- The compliance rating shows that classrooms are implementing curriculum according to the standards as researched.

**Areas Needing Improvement:**

- The subscale of "Use" of the tool is rated 77%, which is medium fidelity.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Corrective Actions:</b><br>No corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>CURRICULUM FIDELITY- PRESCHOOL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>About The Tool:</b> The Quality Management Unit conducts classroom observations to ensure teachers and caregivers are implementing the Head Start approved and research-based curriculum Creative Curriculum. Creative Curriculum supports the development of inquiry, exploration, and discovery as the foundation of all learning and delivers academic rigor alongside social-emotional development and cognitive development. The tool contains eighteen (18) items to review. The tool is scored by subscales in low, medium or high fidelity. High fidelity is considered anything over 90%. |
| <b>Successful Outcomes:</b> <ul style="list-style-type: none"> <li>➤ Overall Compliance: <b>92%</b></li> <li>➤ The compliance rating shows that classrooms are implementing curriculum according to the standards as researched.</li> </ul>                                                                                                                                                                                                                                                                                                                                                           |
| <b>Areas Needing Improvement:</b> <ul style="list-style-type: none"> <li>➤ The subscale of “Physical Environments” of the tool is rated 84%, which is medium fidelity.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Corrective Actions:</b><br>No corrective action plan is required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |