

Community Services Bureau

Monitoring Report Summary

July 2024 – December 2024

Description:

Community Services Bureau (CSB) implements ongoing monitoring of its operations and services. This process: (1) using measures, tools, or procedures to implement the system of ongoing monitoring; (2) assigning staff and/or consultants to the ongoing monitoring of each services; (3) collecting, analyzing, and reporting on the program’s progress onwards 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 period of July 2024 – December 2024.

Summary of Monitoring Activities:

Monitoring was conducted for directly operated CSB centers and partners sites. This report highlights the data trends identified using monitoring tools focused on Classroom and Facility Environment, Education, and Comprehensive Services. During the program year July 2024 – December 2024, Community Services Bureau has maintained focus on health and safety of the children, families, and staff served. This is vital to ensuring quality learning, as one must be healthy and secure one’s environment to learn.

During the first period of monitoring, the staff continued to actively engage in data review. Their focus remained on strengthening relationships ensuring children are in healthy and safe environments and enhancing the connection between home and school.

Data sources utilized by the team during this monitoring period included classroom and facility observations and CLOUDS database reports.

Key Takeaways:

Analysis of the data across all tools and monitoring reveal the following insights:

- Parents are placing a greater importance in being proactive in the child success in Head Start.
- The information displayed at sites is clear, current and highly visible.
- Our standard for needs and eligibility are not only being met but are being exceeded.
- Improved data entry in comprehensive services.

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

<u>Monitoring Level</u>	<u>Monitoring Tool</u>	<u>Overall Compliance Period 2- 2023-2024</u>	<u>Overall Compliance Period 1- 2024-2025</u>
<u>Center Level Monitoring Tools</u>	Daily Classroom Health & Safety Checklists	99%	99%
	Daily Playground Safety Checklists	99%	99%
	*Weekly Facility Safety Checklists	98%	98%
	Monthly Playground Checklists	99%	99%
	Health & Safety Checklists	99%	99%
<u>Content Level Monitoring Tools</u>	Child Safety & Transition Monitoring	96%	98%
	CACFP Center Monitoring Review	92%	92%
	Onsite Content Area Monitoring Tool	98%	98%
	CEU Eligibility Monitoring Tool	94%	*
	Content Area File Monitoring- HS Eligibility	97%	*
	Content Area File Compliance (Education & Comp Services)	85%	87%
<u>Agency Level Monitoring Tools</u>	Center Monitoring	N/A	95%
	Needs & Eligibility Monitoring Tool	96%	99%
	Education & Comprehensive Service File Review	81%	88%
	Classroom Assessment Scoring System (CLASS)	+Below Average	+Below Average
	Curriculum Fidelity	+100%	N/A

- *No Data Collected
- +CLASS and Curriculum Fidelity observations are not measured by compliance vs. non-compliance, rather scaled by effectiveness.
- N/A indicates not conducted during the monitoring period.

DAILY CLASSROOM HEALTH & SAFETY CHECKLIST

About The Tool: The Daily Classroom Health & Safety 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 Classroom Health & Safety Checklist has thirteen (13) items to review.

Successful Outcomes:

- Overall compliance is **99%** for Period 1.
- All non-compliances occur at a rate of less than 1%.
- Teachers are ensuring they are meeting HS commitment to excellence.

Areas Needing Improvement

- Ensuring all door alarms are activated and operating properly.

Corrective Actions:

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

DAILY PLAYGROUND SAFETY CHECKLIST

About The Tool: The Daily Playground Safety Checklist is an observation tool used daily to ensure the playgrounds meet health & safety compliance regulations. The tool is completed by the designated teaching staff prior to the arrival of children. Once completed the checklist is directly logged into the database management system CLOUDS. The Daily Playground Safety Checklist has five (5) items to review.

Successful Outcomes:

- Overall compliance is **99%** for Period 1.
- Cases being below 2% demonstrate the proactive success done by the teachers to ensure the children can enjoy a safe and secure environment.

Areas Needing Improvement

- (04) Boundaries: Fencing or other barrier zone play areas are locked, secure, and in good repair, including gate latches and alarms. (1.57%)

Corrective Actions:

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

WEEKLY FACILITY SAFETY CHECKLIST

About The Tool: The Weekly 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 Weekly Facility Safety Checklist has eight (8) items to review. The Site Supervisor or designee will mark non-compliance on an item until issue(s) are resolved.

Successful Outcomes:

- Overall compliance was at **98%** for Period 1.
- 100% compliance of kitchen safety and bilingual posts resulting a clean and hazard free environment for staff and children.

Areas Needing Improvement

- (01) Outdoor environment is free of litter and unsafe debris (6.56%)
- (04) Alarms, if applicable and locks in hallways, front doors, and gates are in working order (5.21%)
- (07) The temperature log for the refrigerator has been completed daily for the week and is registered below 40F and the freezer below 0 F (3.28%)

Corrective Actions:

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

MONTHLY PLAYGROUND CHECKLIST

About The Tool: The Monthly Playground Safety Checklist is an observation tool to ensure the playground/outdoor environment meet health/safety compliance regulations. 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.

Successful Outcomes:

- Overall compliance is **99%** for Period 1.
- Majority of key indicators score below 2% demonstrating the playground were well maintained and structurally sound.

Areas Needing Improvement

- Timeline for addressing concerns regarding rust on playgrounds. (3.57%)
- TimeLine for addressing concerns regarding the condition of certain playground structures (2.68%)
- Timeline for addressing concerns regarding gates: latched and locked appropriately. (1.79%)

Corrective Actions:

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

HEALTH & SAFETY CHECKLIST-Quarterly

About The Tool: The Health & Safety Checklist is an observation tool to ensure the facility is free of hazards. The tool is completed quarterly by the Health Safety Officers (or designee) and Partners by inputting into the database management system CLOUDS. The tool has forty-nine (49) indicators to review for directly operated and forty-four (44) indicators to review for Partners.

Successful Outcomes:

- Overall compliance is **99%** for period 1
- 45 of 49 items had zero non-compliances.
- Concerns being below 1% reinforce that every safety goal is being met at a high consistency

Areas Needing Improvement:

- (47) Directly Operated Only: The expiration label on the disaster/earthquake supplies indicates the food and water items inside are not expired (5.78%)
- (05) The temperature in the refrigerator set below 40°F and the freezer below 0°F. (1.7%)
- (48) Directly Operated Only: Classroom doors to exterior/outside are alarmed and working. (test by sounding alarm). Mark N/A for Partner & Delegate Sites (1.7%)

Corrective Actions:

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

CHILD SAFETY & TRANSITION MONITORING TOOL

About The Tool: The CSB Child Transition & 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.

Successful Outcomes:

- Overall Compliance is **98%** for period 1.
- Indicators below 2% demonstrate existence of a comprehensive child safety and structured learning.

Areas Needing Improvement

- (10) The site/center parent communication board has current, relevant, and translated material posted. (8.33%)
- (13) CLOUDS review: A review in CLOUDS if the most recent site Weekly Facility Tool, Daily Classroom Health & Safety Checklist, and Daily Playground Checklist accurately reflect the findings in your observation today? (5.95%)

<ul style="list-style-type: none"> ➤ (9) Classroom Schedules are posted and followed (4.76%)
<p>Corrective Actions:</p> <p>Corrective actions taken at site level and no corrective action plan is required.</p>
<p>CHILD & ADULT CARE FOOD PROGRAM (CACFP)</p>
<p>About The Tool: 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-six (26) items to review.</p>
<p>Successful Outcomes:</p> <ul style="list-style-type: none"> ➤ Overall compliance: 92% for period 1 ➤ 100% compliance in regard to meals meeting nutritional value and portions being properly served.
<p>Areas Needing Improvement:</p> <ul style="list-style-type: none"> ➤ 3 top non-compliance are the following: <ul style="list-style-type: none"> ○ 22a. Were there problems noted in the prior site review? ○ 23a. Does this visit indicate that training is necessary at this facility? ○ 23b. If training is needed, state when and how it will be provided?
<p>Corrective Actions:</p> <p>Corrective actions taken at site level and no corrective action plan is required.</p>

<p>ON-SITE CONTENT AREA MONITORING TOOL</p>
<p>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 twice a program year by the Comprehensive Services Management Team (or designee) by inputting information directly into the database management system CLOUDS. The tool contains thirty-six (36) items to review.</p>
<p>Successful Outcomes:</p> <ul style="list-style-type: none"> ➤ Overall compliance is 98%. ➤ 22 of 36 items were 100% compliant.
<p>Areas Needing Improvement:</p> <ul style="list-style-type: none"> ➤ (15) The outdoor play area is free of hazards and arranged to allow children using adaptive devices to safely participate in play with peers. (15.91%) ➤ (17) If applicable: IFSPs/IEPs are child's file and on CLOUDS, YMCA West Sites, please check the child's file (9.09%)

- (18) Children who have an active Mental and or Disabilities referral have evidence of ongoing follow-up documented in CLOUDS. (6.82%)
- (26) Menus are current and posted for families to view (English and Spanish) (6.82%)
- (4) The lesson plan includes social emotional components that are evident in the classroom (5.68%)

Corrective Actions:

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

CONTENT AREA FILE COMPLIANCE (EDUCATION & COMPREHENSIVE SERVICE)

About The Tool: The Content Area File Compliance is a file review to ensure that the content areas that are related Health (Oral and Physical), Nutrition, Mental Health, Disabilities, Family Engagement, and Education are compliant in meeting state and federal guidelines. This is led by the Content Area Managers and Comprehensive Service Assistant Managers and Senior Management. The file review will be conducted on 100% of the files for Directly Operated, Partners and Delegate. This tool consists of nineteen (19) items to review.

Successful Outcomes:

- Overall compliance is **87%**.
- 100% compliance in home education assessments and positive guidance
- 96% compliance of family conferences ensuring the childhood development and family support are unified

Areas Needing Improvement:

- (6)(S)(L) Immunizations are up-to-date, blue card is entirely complete, immunization record matches the Blue Card if applicable and entered in electronic record systems. (41.18%)
- (2)(L)(H) Emergency information is present, complete, and applicable, matches electronic record system (35.29%)
- (7) (F) Dental exam is current, received within 90 days of enrollment and annually thereafter. If applicable, entered in electronic record systems. (25.49%)

Corrective Actions:

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

CENTER MONITORING

About the Tool: The QMU Center Monitoring Tool evaluates compliance across key areas such as staff documentation, health and safety, equipment standards, and family engagement. This tool supports continuous quality enhancement by providing actionable insights for corrective actions and ensuring holistic service delivery.

Successful Outcomes:

- Overall compliance is **95%**.
- High compliance in safety and operational standard

Areas Needing Improvements

- (38) Staff licensing files are present at the site and up to date with all required documents. (See Personnel Binder checklist). (80%)
- (08) Equipment, Toys, materials, supplies and furniture are safe, age and developmentally appropriate. (33.33%)
- (33) Site Parents Committee meets monthly. Minutes & agenda are available and posted. This can be marked N/A for State Only. (26.67%)

Corrective Action:

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

NEED & ELIGIBILITY

About The Tool: Quality Management Unit (QMU) reviews a random selection of files of enrolled children, in the current program year, five (5) files per funding model for each center using the Need & Eligibility Compliance Monitoring Tool. The tool contains twenty-one (21) items to review in each file.

Successful Outcomes:

- Overall compliance is **99%**
- Below 1% were the documents non-compliant

Areas Needing Improvement:

- CD-9600 Section V, VI, and VII completed, signed, and dated by parent and authorized staff. (3.19%)

Corrective Actions:

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

EDUCATION AND COMPREHENSIVE SERVICES FILE REVIEW

About The Tool: The Quality Management Unit reviews thirty percent (30%) of enrolled children, in the current program year, per classroom for each center using the Education and Comprehensive Services Compliance Monitoring Tool. The tool consists of areas related to Health (Oral and Physical), Nutrition, Mental Health, Disabilities, Family Engagement and Education. There are forty (40) items to review.

Successful Outcomes:

- Overall Compliance is **88%**
- 100% compliance in regard to home visits and family conferences

Areas Needing Improvement:

- (9) Subsequent Health exams are obtained and current to follow the EPSDT schedule and entered in electronic record systems) as appropriate. (62.77%)
- (4) (L) Health History and all annual updates present in file and completed no later than thirty (30) days of the new program year. If applicable entered record systems. (45.75%)
- (16) (F) For EHS/HS, Sensory (hearing and vision) and re-screens, if applicable, are complete within forty-five (45) days of enrollment and in file. (41.49%)

Corrective Actions:

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

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		2024 CSB Threshold	Federal Quality Threshold	Federal Competitive Threshold
Domain	Score	Score	Score	Score
Emotional Support	6.09	6	6	5
Classroom Organization	5.15	6	6	5
Instructional Support	2.63	3	3	2.30

Corrective Actions:

Corrective actions plan is required.