

Community Services Bureau
Monitoring Report Summary
January 2015

Description: Community Services Bureau implements a process of ongoing monitoring of its operations and services that 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 summary report reflects the compiled results of the monitoring conducted for the period of July 2014 through December 2014.

Summary of Monitoring Activities:

Monitoring was conducted for directly operated CSB centers, partner agency centers, and the Delegate Agency, First Baptist Head Start. This report highlights the monitoring results in the areas of Health and Safety, Comprehensive Services, Education, and Classroom Assessment Scoring System (CLASS) for preschool classrooms.

Data sources utilized by the team included: child and family files, classroom observations, CLOUDS database reports, and parent and staff interviews.

- **1033** Child and Family Files Reviewed
- **23** classrooms sampled for Health and Safety
- **52** directly operated, partner and delegate agency infant, toddler, and preschool classroom environments observed
- **38** classrooms received CLASS Observations completed between November-December

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HEALTH AND SAFETY	
Top Strengths:	<ul style="list-style-type: none"> ➤ Adult/child ratios are in compliance for age of children served and program model. ➤ Food allergies are accommodated. ➤ Emergency drills are conducted monthly.
Concerns:	<ul style="list-style-type: none"> ➤ In 12 instances of 14 observations, outdoor gate latches were not present, free of sharp wires or hazardous edges, or in working order to prevent children exiting without adult knowledge. ➤ In 8 instances of 14, playground/breezeway areas were not free from safety issues or hazards/hazardous materials that can cause injury to adults or children.
Corrective Actions:	Corrective actions were taken and validated.
NEED AND ELIGIBILITY	
Top 3 Strengths:	<ul style="list-style-type: none"> ➤ Children meet eligibility criteria established by the funding sources. ➤ Verification of age is present and matches CLOUDS child data sheet. ➤ All fields in heading information and section I on the CD-9600 are completed and checked.
Concerns:	<ul style="list-style-type: none"> ➤ In 17% of files reviewed, eligible income snapshot in CLOUDS did not reflect income and family size at initial enrollment. In 13% of files reviewed, Admission Agreement was not complete and income eligibility was not current, correct, verified or matched CLOUDS database.
Corrective Actions:	Corrective actions were taken and validated.
COMPREHENSIVE SERVICES	
Top 3 Strengths:	<ul style="list-style-type: none"> ➤ Access to file form is used by all staff every time they access a file and child and family files are locked to ensure confidentiality and are organized in accordance with protocol. ➤ Emergency information is complete, with at least two current contracts, printed on blue paper and updated at least annually.
Concerns:	<ul style="list-style-type: none"> ➤ In 45% of the files reviewed, physical exam forms were not current and entered into database. 33% of errors occurred due to Health History with consents not being completed or in CLOUDS.
Corrective Actions:	Corrective actions were taken and validated.
PRESCHOOL EDUCATION ENVIRONMENT	
Top 3 Strengths:	<ul style="list-style-type: none"> ➤ Gross motor equipment, greeting/departing and staff-child interactions ➤ Health practices; furniture for care; play, and learning; furnishings for relaxation; meals/snacks; toileting/diapering. ➤ Supervision for gross motor activities, positive discipline, and group time.

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Concerns:		
➤ No scores fell below CSB threshold to require corrective actions.		
INFANT/TODDLER EDUCATION		
Top 3 Strengths:		
➤ Free play; provisions for relaxation and comfort; room arrangement; greetings/departing		
➤ Nap time; furniture for routine care and play; fine motor.		
Concerns:		
➤ Lesson plans needed strengthening around individualization, posting the lesson plan, and following the lesson plan.		
➤ Strengthening needed around safety practices for minor and major safety hazards on the playgrounds and in classrooms and supervision issues.		
Corrective Actions:		
Corrective action plans were developed and validated.		
CLASS		
Domain	CSB Average Score	Current DRS Threshold <small>Based on lowest 10% of CLASS Scores of programs reviewed in 2014.</small>
Emotional Support	6.14	5.72
Classroom Organization	5.61	5.36
Instructional Support	3.22	2.20
CSB average scores exceed current Designation Renewal System threshold.		