

Community Services Bureau  
Monitoring Report Summary  
February 2016

**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 2015 through December 2015.

**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.

- **788** Child and Family Files Reviewed
- **22** classrooms sampled for Health and Safety
- **48** directly operated, partner and delegate agency infant, toddler, and preschool classroom environments observed
- **37** classrooms received CLASS Observations completed between November-December

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<b>HEALTH AND SAFETY</b>
<p><b>Top 3 Strengths:</b></p> <ul style="list-style-type: none"> <li>➤ Head counts are completed, current &amp; accurate; counts in binder are complete.</li> <li>➤ Children brush teeth (w/ breakfast for AM classes, w/ lunch for PM and Full-Day classes).</li> <li>➤ Adult/child ratios are in compliance for age of children served and program model.</li> </ul>
<p><b>Concerns:</b></p> <ul style="list-style-type: none"> <li>➤ No concerns.</li> </ul>
<b>NEED AND ELIGIBILITY</b>
<p><b>Top 3 Strengths:</b></p> <ul style="list-style-type: none"> <li>➤ Verification of age present and matches CLOUDS child data sheet.</li> <li>➤ Child meets eligibility criteria established by the funding source(s).</li> <li>➤ Parental declaration(s) are complete and signed.</li> </ul>
<p><b>Concerns:</b></p> <ul style="list-style-type: none"> <li>➤ Notice of Action complete, current, and matches 9600/9600S and Admissions Agreement.</li> <li>➤ E-filed eligibility and recertification documents are current on CLOUDS and match the file.</li> <li>➤ Next due dates on CLOUDS under the Enrollment/Recertification tab are accurate and match documents in the file.</li> </ul>
<p><b>Corrective Actions:</b>            Corrective actions were taken and validated.</p>
<b>COMPREHENSIVE SERVICES</b>
<p><b>Top 3 Strengths:</b></p> <ul style="list-style-type: none"> <li>➤ Child and family files are locked to ensure confidentiality.</li> <li>➤ Discipline policy and positive guidance plan are followed and in file.</li> <li>➤ Re-screens are completed within 2 weeks of the first screening and within 45 days of enrollment.</li> </ul>
<p><b>Concerns:</b></p> <ul style="list-style-type: none"> <li>➤ Physical exam form is current, completed, signed, date stamped with date received and entered on CLOUDS.</li> <li>➤ CLOUDS Health History with consents section is completed.</li> <li>➤ Dental assessment is part of “well-baby/child check” (physical exam) and entered into CLOUDS.</li> </ul>
<p><b>Corrective Actions:</b>            Corrective actions were taken and validated.</p>
<b>PRESCHOOL EDUCATION ENVIRONMENT</b>
<p><b>Top 3 Strengths:</b></p> <ul style="list-style-type: none"> <li>➤ Personal Care Routines: Meals/Snacks</li> <li>➤ Interaction: Staff-child interactions</li> <li>➤ Language Reasoning: Encouraging children to use language</li> </ul>
<p><b>Concerns:</b></p> <ul style="list-style-type: none"> <li>➤ Activities: Understanding written numbers.</li> <li>➤ Activities: Math materials and activities</li> </ul>

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<b>INFANT/TODDLER EDUCATION</b>		
<b>Top 3 Strengths:</b>		
<ul style="list-style-type: none"> <li>➤ Activities: Promoting acceptance of diversity.</li> <li>➤ Program Structure: Provisions for children with disabilities.</li> <li>➤ Listening &amp; Talking: Helping children use language.</li> </ul>		
<b>Concerns:</b>		
<ul style="list-style-type: none"> <li>➤ Program Structure: Lesson Plans</li> </ul>		
<b>Corrective Actions:</b>		
Corrective action plans were developed and validated.		
<b>CLASS</b>		
<b>Domain</b>	<b>CSB Average Score</b>	<b>Current DRS Threshold</b> <small>Based on lowest 10% of CLASS Scores of programs reviewed in 2015.</small>
Emotional Support	6.35	5.6562
Classroom Organization	5.81	5.2708
Instructional Support	3.27	2.2261
CSB average scores exceed current Designation Renewal System threshold.		