

Community Services Bureau Monitoring Report Summary February 2018

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 August 2017 through December 2017.

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 Center Monitoring, Need and Eligibility, 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.

- **671** child and family files reviewed
- **16** classrooms sampled for center monitoring
- **62** directly operated, partner and delegate agency infant, toddler, and preschool classroom environments observed
- **31** classrooms received CLASS Observations completed between November-December

Center Monitoring
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Head counts are completed, current and accurate; counts in binder are complete. ➤ Surveillance monitor shows clear, unobstructed views of classrooms, entrances and playgrounds. ➤ All staff and children in attendance are signed into CLOUDS
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Current emergency cards are readily available in one place. ➤ Toothbrushes are sorted in covered holders, not touching each other and are handled in a sanitary manner. ➤ Required emergency drills are conducted monthly.
Corrective Actions: Corrective actions were taken and validated.
NEED AND ELIGIBILITY
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Child and Family Files are locked to ensure confidentiality. ➤ Child meets eligibility criteria established by the funding source(s). ➤ Files are organized in accordance with cover sheets.
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Income eligibility is current, correct, verified and matches CLOUDS. ➤ Admission Agreement is complete, signed, updated, and hours match CLOUDS, (S) NOA, and CD 9600/9600S. ➤ Eligible income snapshot in CLOUDS reflects income and family size.
Corrective Actions: Corrective actions were taken and validated.
COMPREHENSIVE SERVICES
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Copy of the goals and objectives of IEP/IFSP is provided to the teacher. ➤ Positive Guidance Policy Step Letter to Parents (CSB521), and Positive Guidance Plan (CSB134B) are followed and in file. ➤ All subsequent sensory screenings for returning children are completed per the EPSDT Schedule.
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Ensure up-to-date child health status. Health Examination - Well Child Check (CSB207) is current, completed, signed, date stamped with the date received/reviewed and entered in CLOUDS. ➤ CLOUDS Health History including the consents section is completed. ➤ (F, P/S) Dental exam is current, completed, signed, date stamped with the date received/reviewed and entered in CLOUDS.
Corrective Actions: Corrective actions were taken and validated.

EDUCATION FILE
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Education referrals, family meetings, and re-screenings are documented in file and CLOUDS. ➤ Kindergarten Transition Meeting, if applicable. ➤ Toddler Transition Plan: IFSP information is included
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ ASQ-3 Screening is conducted for newly enrolled children only within 45 days and form is completed, scored, signed, and in file and CLOUDS. ➤ (ASQ-SE) is conducted for newly enrolled children within 45 days during home visit with parent and completed in file and on CLOUDS. ➤ Initial Home Visit completed and in file. (First 45 Days)
Corrective Actions: Corrective actions were taken and validated.
FCC ENVIRONMENT & EDUCATION
Top 3 Strengths: <ul style="list-style-type: none"> ➤ All areas under Learning Environment/Room Organization ➤ All areas under Outdoor Area ➤ All areas under Provider-Child Interactions
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Child individualization is evident on lesson plans. ➤ Health, safety, nutrition social environment and mental health activities and discussions are reflected on the weekly lesson plans. ➤ Language and literacy, math, art, science, writing, music and movement, gross motor, and fine motor activities are reflected on the lesson plan.
PRESCHOOL EDUCATION ENVIRONMENT
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Personal Care Routines: Greeting/Departing ➤ Interaction: General supervision of children ➤ Program Structure: Provisions for children with disabilities
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Space and Furnishing: Child-related display ➤ Personal Care Routines: Health practices ➤ Language Reasoning: Using language to develop reasoning skills.
Corrective Actions: Corrective action plans were developed and validated.
INFANT/TODDLER EDUCATION ENVIRONMENT
Top 3 Strengths: <ul style="list-style-type: none"> ➤ Space and Furnishing: Indoor Space ➤ Listening and Talking: Helping children use language ➤ Program Structure: Provisions for children with disabilities
Areas Needing Improvement: <ul style="list-style-type: none"> ➤ Interaction: Discipline
Corrective Actions: Corrective action plans were developed and validated.
CLASS

Domain	CSB Average Score	CSB Threshold	Federal Threshold Based on lowest 10% of CLASS Scores of programs reviewed in 2017.
Emotional Support	6.50	6	5.7024
Classroom Organization	6.17	6	5.3264
Instructional Support	3.25	3	2.3095

CSB average scores exceed current Designation Renewal System threshold.