

## **Community Services Bureau Monitoring Report Summary August 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 January 2018 through June 2018.

### **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.

- **367** child and family files reviewed
- **20** classrooms sampled for center monitoring
- **52** directly operated, partner and delegate agency infant, toddler, and preschool classroom environments observed
- **30** classrooms received CLASS Observations completed between March-April

## Center Monitoring

### Top 3 Strengths:

- All staff and children in attendance are signed into CLOUDS.
- Head counts are completed, current and accurate; counts in binder are complete.
- Daily health checks are evident as children arrive.

### Areas Needing Improvement:

- Current emergency cards are readily available in one place.
- Parent committee meets monthly - minutes & agendas are available and posted.
- Required emergency drills are conducted monthly.

### Corrective Actions:

Corrective actions were taken and validated.

## NEED AND ELIGIBILITY

### Top 3 Strengths:

- Child meets eligibility criteria established by the funding source(s).
- Child and Family Files are locked to ensure confidentiality.
- Files are organized in accordance with cover sheets.

### Areas Needing Improvement:

- Family Handbook receipt complete, signed and updated annually.
- Admission Agreement is complete, signed, updated, and hours match CLOUDS, (S) NOA, and CD 9600/9600S.
- Income eligibility is current, correct, verified and matches CLOUDS.

### Corrective Actions:

Corrective actions were taken and validated.

## COMPREHENSIVE SERVICES

### Top 3 Strengths:

- All subsequent sensory screenings for returning children are completed per the EPSDT Schedule.
- Response to referral (CSB502) in file and documented in CLOUDS, including giving copy of parent's rights.
- At minimum, one Family Meeting is completed if family expressed concerns "In-Crisis".

### Areas Needing Improvement:

- Ensure up-to-date child health status. Health Examination - Well Child Check (CSB207) is current, completed, signed, date stamped with the date.
- 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:

- Education referrals, family meetings, and re-screenings are documented in file and CLOUDS.
- Home Base Only: Home Visit Report.
- Toddler Transition Plan: IFSP information is included.

### Areas Needing Improvement:

- 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.

- Parent Conferences: First (90 days) and included individualized goals for child and parent/child home activities.

**Corrective Actions:**

Corrective actions were taken and validated.

**PRESCHOOL EDUCATION ENVIRONMENT**

**Top 3 Strengths:**

- **Personal Care Routines:** Greeting/Departing
- **Interaction:** Staff-Child Interactions
- **Program Structure:** Group Time

**Areas Needing Improvement:**

- **Space and Furnishing:** Child-related display
- **Personal Care Routines:** Toileting/Diapering
- **Language Reasoning:** Using language to develop reasoning skills

**Corrective Actions:**

Corrective action plans were developed and validated.

**INFANT/TODDLER EDUCATION ENVIRONMENT**

**Top 3 Strengths:**

- **Activities:** Fine Motor Skills & Art
- **Personal Care Routines:** Greeting/Departing
- **Listening and Talking:** Books

**Areas Needing Improvement:**

- **Personal Care Routines:** Diapering/Toileting

**Corrective Actions:**

Corrective action plans were developed and validated.

**CLASS**

<b>Domain</b>	<b>CSB Average Score</b>	<b>CSB Threshold</b>	<b>Federal Threshold</b> Based on lowest 10% of CLASS Scores of programs reviewed in 2017.
Emotional Support	6.51	6	5.7024
Classroom Organization	6.06	6	5.3264
Instructional Support	2.94	3	2.3095

CSB average scores exceed current Designation Renewal System threshold.