

Community Services Bureau Monitoring Report Summary February 2019

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 2018 through December 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, Curriculum Fidelity, 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.

- **447** child and family files reviewed
- **13** classrooms sampled for center monitoring
- **48** directly operated, partner and delegate agency's infant, toddler, and preschool classroom were observed for curriculum fidelity
- **40** classrooms received CLASS Observations completed between November-December

Center Monitoring

Top 3 Strengths:

- Adult/child ratios are in compliance for age of children served and program model.
- Daily health checks are evident as children arrive.
- All staff and children are in attendance and signed into CLOUDS.

Areas Needing Improvement:

- Site Parent Committee meets monthly - minutes & agendas are available and posted.
- Meal counts are complete and correct.
- Current emergency cards are readily available in one place.

Corrective Actions:

Corrective actions were taken and validated.

NEED AND ELIGIBILITY

Top 3 Strengths:

- Child meets eligibility criteria established by the funding source(s).
- Recertification must not be done at least annually- before the 12 month certification period has expired.
- Verification of age is present and matches CLOUDS child data sheet.

Areas Needing Improvement:

- CD-9600 Section IV: Contracted child(ren)'s gender, adjustment factor code, ethnicity, race, language, program code, type of care, and provider code are noted.
- Notice of Action is complete, current, and matches 9600/9600S and Admission Agreement.
- CD-9600: Section V, VI, and VII completed, signed, and dated by parent and authorized staff.

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.
- Sensory re-screens are completed within two weeks of the first screening and within 45 days of enrollment.
- Child and family files are locked to ensure confidentiality.

Areas Needing Improvement:

- Immunizations are up-to-date, match Blue Card (with Personal Belief Waiver/Medical Exemption form if applicable), and entered on CLOUDS.
- CLOUDS Health History including the consents section is completed.
- 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.

Corrective Actions:

Corrective actions were taken and validated.

EDUCATION FILE

Top 3 Strengths:

- Education referrals, family meetings, and re-screens are documented in file and CLOUDS.
- Toddler Transition Plan: Updated at 33 months.
- Toddler Transition Plan: IFSP information is included.

Areas Needing Improvement:

- Parent Conferences: First (90 days) and included individualized goals for child and parent/child home activities. Parent Conference is entered into CLOUDS on the Visit tab.

- First DRDP Assessment conducted within 60 days and in file (please ask site supervisor if not found in file).
- ASQ-3 Screening is conducted within 45 days of child's initial enrollment and form is completed, scored, signed, in file, and on CLOUDS.

Corrective Actions:

Corrective actions were taken and validated.

PRESCHOOL CURRICULUM FIDELITY

Top 3 Strengths:

- **Physical Environment:** The environment is healthy, safe and clean.
- **Teacher-Child Interactions:** The teacher establishes a positive classroom climate.
- **Teacher-Child Interactions:** Teaching assistant(s) interact(s) with children in positive ways that support development and learning.

Areas Needing Improvement:

- **Use:** The teacher follows guidance on Book Discussion Cards related to complex or sophisticated stories.
- **Physical Environment:** Interest areas are attractive, available as a choice daily, and supplied with an adequate amount of developmentally appropriate, well-maintained materials.
- **Teacher-Child Interactions:** The teacher uses both child initiated and teacher planned experiences to effectively guide children's language and literacy learning.

Corrective Actions:

Corrective action plan will be developed and validated.

INFANT/TODDLER CURRICULUM FIDELITY

Top 3 Strengths:

- **Structure:** Individual and small-group experiences are planned flexibly to address the individual strengths, needs and interest of children.
- **Structure:** The daily schedule and weekly plans are flexible and include a balance of types of experiences and settings.
- **Families:** The teacher establishes a meaningful partnership with families to support each child's healthy development and learning.

Areas Needing Improvement:

- **Use:** The teacher uses Mighty Minutes effectively to foster relationships and support development and learning during brief moments in routines and experiences.

Corrective Actions:

No corrective action plan is needed.

CLASS

Domain	CSB Average Score	CSB Threshold	Federal Threshold Based on lowest 10% of CLASS Scores of programs reviewed in 2017.
Emotional Support	6.60	6	5.7024
Classroom Organization	6.20	6	5.3264
Instructional Support	2.84	3	2.3095

CSB average scores exceed current Designation Renewal System threshold. Scores of programs reviewed in 2018 has not yet been released by the Office of Head Start (OHS).