

## **Community Services Bureau Monitoring Report Summary December 2021**

**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 2021 through December 2021.

### **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 Need and Eligibility, Comprehensive Services, Education, Family Child Care Homes, and Environment Rating Scale. During the Program Year 2021-2022, Community Services Bureau continues making modifications to address COVID-19 to ensure the health and safety of the children and staff that we serve.

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

- **84** child and family files reviewed for Need & Eligibility
- **86** child files reviewed for Comprehensive Services
- **153** child files reviewed for Education
- **98** client files reviewed for Eligibility in the Low Income Home Energy Assistance Program
- **43** infant, toddler and preschool classrooms were observed using Environment Rating Scale Tool
- **6** family child care homes for environment and education monitoring

## NEED AND ELIGIBILITY

### Top 3 Strengths:

- No corrective action plan is required for Period 1.
- Top three non-compliant items from PY 2020-2021 improved this program year.
- Child meets eligibility criteria established by the funding source(s).

### Areas Needing Improvement:

- CD-9600 Child Care Application: Items missing on Section IV Contracted child(ren)'s gender, adjustment factor code, ethnicity, race, language, program code, type of care, and provider code.
- CD-9600 Child Care Application: Items missing on all fields in heading information and section I

### Corrective Actions:

Corrective actions were taken and validated at site level.

## COMPREHENSIVE SERVICES

### Top 3 Strengths:

- The Health Examination, Health Exam (CSB207-IT/PS), is obtained within 30-days of initial enrollment improved by 22.20%
- TB Clearance is obtained within 30 days of initial enrollment. If not, a Termination-NOA is issued on the thirty-third day improved by 21.21%
- Ensuring up-to-date child health status. Health Examination - Health Exam (CSB207-IT/PS) is/ are signed/ stamped by medical professional, including the signature/ stamped date improved by 15.39%

### Areas Needing Improvement:

- Data Entry Accuracy between the files and CLOUDS.
- Verifying the completeness and accuracy of Health History.

### Corrective Actions:

Corrective actions were taken and validated.

## EDUCATION FILE

### Top 3 Strengths:

- First DRDP completed within the needed timeframe improved by 6.59% compared to Program Year 2020-2021.
- Parent Conferences improved by 5.87% compared to Program Year 2020-2021.
- 100% compliant on the item related to Toddler Transition Plan being updated at 33 months.

### Areas Needing Improvement:

- Verifying the completeness and accuracy of ASQ:SE2 and ASQ-3 Screening forms.
- Verifying the completeness and accuracy of Initial Home Visit form.

### Corrective Actions:

Corrective actions were taken and validated.

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

### Top 3 Strengths:

- No corrective action plan is required for Period 1
- Electronic files were well organized
- All files met eligibility criteria

### Areas Needing Improvement:

- The client's priority points are complete and assessed correctly.
- The total monthly energy burden is complete and assessed correctly.

**Corrective Actions:**

Corrective actions were taken and validated.

### INFANT/TODDLER ENVIRONMENT RATING SCALE

**Top 3 Strengths:**

- **Listening & Talking:** Helping children understand language
- **Parents and Staff:** Provisions for professional needs of staff
- **Parents and Staff:** Staff interaction and cooperation

**Areas Needing Improvement:**

- **Personal Care Routines:** Greeting/departing (due to COVID-19)

**Corrective Actions:**

Corrective action plan will be developed and validated when all classrooms are observed.

### PRESCHOOL ENVIRONMENT RATING SCALE PRESCHOOL

**Top 3 Strengths:**

- **Space and Furnishing:** Furniture for care, play & learning
- **Interaction:** Discipline
- **Interaction:** Staff-Child Interactions

**Areas Needing Improvement:**

- **Personal Care Routines:** Greeting/departing (due to COVID-19)
- **Activities:** Sand/Water
- **Activities:** Dramatic Play

**Corrective Actions:**

Corrective action plan will be developed and validated when all classrooms are observed.

### FAMILY CHILD CARE HOME

**Top 3 Strengths:**

- **Provider-Child Interactions:** Small and large group times are well organized
- **Learning Environment/Room Organization:** There are enough materials in each area for several children to work together. Materials are stored in consistent places and are easy for children to find, help themselves to, and put away.
- **Room Display:** Displays reflect children work and activities. Artwork is reflective of the children's own creations. Photographs of children doing activities are evident.

**Areas Needing Improvement:**

- Items related to Lesson Plans

**Corrective Actions:**

Corrective action plan will be developed and validated when all classrooms are observed.