

# Wake County Quality Supplement

## Quality Improvement Activities & Resources (Centers)



As part of on-going eligibility requirements, programs with 4 or 5 Program Standard points are required to engage in a quality-improvement activity. The intent of participation is to help programs improve quality, as measured by Program Standard points. With upcoming changes to eligibility criteria, programs with 4 or 5 Program Standard points should seek to improve their point level in order to maintain supplements. Below is a list of potential quality-improvement activities. Programs required to engage in an activity will be asked to establish goals for quality improvement designed to increase Program Standard Points and select an activity that will directly help achieve these goals (*see the Quality Improvement Goal Tracking Tool included in this packet*).

**Programs that will enter their re-licensing window in the 2016-2017 Program Year will be required to submit an application for Technical Assistance through Child Care Services Association or Wake County Smart Start** to support quality improvement and re-licensing efforts. Due to limited availability, we encourage applicable programs to submit their TA application ASAP. If TA services are not available, programs in their re-licensing window should be placed on the waitlist for services and select an alternative quality-improvement activity that corresponds with their established goals.

Proof of participation in an approved activity along with established quality improvement goals must be submitted *within three months of a facility's initial application OR one month of renewal with the Supplement program*. Discontinuation of meaningful participation in a quality-improvement activity may jeopardize supplement payments (*see the Provider Agreement for the definition of meaningful participation*).

Activity Name	Agency	Description	Eligibility Criteria	Cost	Contact Info	Proof of Participation
<b>Accreditation Technical Assistance</b>	Child Care Services Association	On-site technical assistance designed to assist providers with the NAEYC accreditation process. Services include assistance with self study & staff portfolios, improvement planning, demonstration, support groups, and professional development planning.	<ul style="list-style-type: none"> <li>• 4- &amp; 5-Star centers</li> <li>• Serve children 0-5 yrs</li> <li>• Serve at least 1 child on subsidy</li> <li>• Have interest in applying for NAEYC accreditation</li> </ul>	None	For more information call (919) 403-6950.	Accreditation Contract

<b>Child Care Health Consultant Quality Improvement Program</b>	NC Child Care Health Consultants	Child Care Health Consultants (CCHC) focus on health, safety, and nutritional issues that occur in child care. The Quality Improvement program focuses on the personal care routines section of the Environmental Rating Scale as many facilities tend to score lower in this section of the scales. CCHC's can also provide expert guidance and technical assistance to child care providers on a wide variety of health and safety areas.	<ul style="list-style-type: none"> <li>• 1- to 5-Star centers</li> <li>• Serve children on subsidy.</li> </ul> <p><i>Priority given to centers with a higher subsidy rate and those who have not previously utilized the services</i></p>	None	Krista Barbour (919) 212-7572 krista.barbour@wakegov.com	Improvement Plan
<b>CLASS™ Assessment and Training</b>	Child Care Services Association	CLASS™ assessments are available upon request. Certified CLASS™ observers will complete a 90 minute observation using the CLASS™ PreK, Toddler or Infant tool. A written summary of scores will be provided. Training on CLASS™ is also required for those using CLASS to fulfill QI activity requirements for Supplements and is recommended prior to assessment. Several trainings on the CLASS™ are available. Please see the CCSA Training Calendar for more info.	<ul style="list-style-type: none"> <li>• 4- &amp; 5-Star centers</li> </ul>	Fees associated with assessments and training	For more information call (919) 967-3272 and ask for Diana Lloyd.	Summary of assessment scores  -AND-  Training enrollment confirmation from ABC Sign-Up system & certificate of completion
<b>Directors Leadership Academy</b>	Child Care Services Association	A year-long academy for center directors that provides training on the Program Administrators Scale (PAS). Center directors receive on-site technical assistance related to their administrative roles, meet monthly with a cohort of other directors, and receive individualized support to strengthen their leadership skills.	<ul style="list-style-type: none"> <li>• 4- &amp; 5-star centers</li> <li>• Serve children 0-5 yrs</li> <li>• Serve at least 1 child on subsidy</li> </ul>	None	For more information call (919) 403-6950.	Director's Leadership Academy Contract
<b>Healthy Social Behaviors Initiative</b>	Child Care Services Association	Provides technical assistance to teachers and directors in child care centers serving children who display challenging behaviors and/or those who wish to further develop pro-social behaviors in all children served. Services include specialized consultation, technical assistance and training to promote social and emotional competencies in all children.	<ul style="list-style-type: none"> <li>• 1- to 5-Star centers</li> <li>• License in good standing with the NC Division of Child Development &amp; Early Education.</li> </ul>	None	For more information, call (919) 967-3272 and ask for Jenna Nelson.	Healthy Social Behaviors Specialist Contract

<b>Infant Toddler Quality Enhancement Initiative</b>	Child Care Services Association	On-site technical assistance regarding infants & toddlers. Services include both in-depth and short-term options. Specialists also offer workshops on the Infant Toddler Environment Rating Scale (ITERS-R), Positive Guidance for Infants & Toddlers and more.	<ul style="list-style-type: none"> <li>• 1- to 5-Star centers</li> <li>• License in good standing with the NC Division of Child Development &amp; Early Education.</li> </ul>	None	For more information, call (919) 967-3272 and ask for Jenna Nelson.	Infant Toddler Specialist Contract
<b>Literacy Invites and Nurtures Kids' Success (LINKS)</b>	Motheread	Through training and follow-up mentoring visits, teachers enhance their own literacy skills and learn effective teaching strategies to use in their classrooms as well as how to involve parents in literacy activities at home. As part of the project, teachers also receive a curriculum, curriculum-linked picture books, and other literacy materials to enhance literacy practice and the classroom. Using this approach, early childhood educators show significant gains in their read-aloud strategies and literacy development activities.	<ul style="list-style-type: none"> <li>• 3- to 5-Star centers</li> <li>• Serve children on subsidy.</li> <li>• Have 5 or fewer Program Standard points</li> <li>• Programs cannot have received services within the last 3 fiscal years.</li> </ul>	None	Carolyn Dickens (919) 781-2088 cdmotheread@bellsouth.net	Director's Agreement
<b>Quality Enhancement Initiative</b>	Wake County Smart Start	Provides weekly on-site consultation and coaching for licensed three- or four-star facilities in Wake County who serve children receiving subsidy and who are willing to improve their star rating and program quality. Non-cash grants, based on the material needs identified through Environmental Rating Scale assessments, may be available to these centers.	<ul style="list-style-type: none"> <li>• 3- &amp; 4-Star centers</li> <li>• Operate in Wake County</li> <li>• Serve children on subsidy</li> </ul>	None	Sharon Clauss- (919) 851-9550 ext1600 <a href="mailto:sclauss@wakesmartstart.org">sclauss@wakesmartstart.org</a>	Quality Enhancement Agreement
<b>Quality Improvement Initiative</b>	Child Care Services Association	On-site technical assistance designed to assist programs with improving their current star- rating. Services include mock assessments, improvement planning, demonstration, and professional development planning.	<ul style="list-style-type: none"> <li>• 1-5-star centers</li> <li>• Serve children 0-5</li> <li>• Interest in improving star-rating through reassessment</li> </ul>	None	For more information call (919) 403-6950.	Quality Improvement Contract