

# Wake County Quality Supplements

## Quality Improvement Activities & Resources (FCCH)



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** 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*).

Quality Improvement Activities						
Activity Name	Agency	Description	Eligibility Criteria	Cost	Contact Info	Proof of Participation
<b>Professional Development Planning</b>	Child Care Services Association	Providers will receive one-on-one mentoring sessions where they will learn the foundations of PD plan development, set goals that tie back to improving program quality and Program Standard points, and identify steps (including coursework, trainings, etc.) for achieving these goals. DCDEE credit will be issued for participation in mentoring sessions.	<ul style="list-style-type: none"> <li>FCCH Provider</li> <li>Operating in Wake County</li> </ul>	\$50	Charlene Daye (919) 403-6950 or charlened@childcareservices.org	Copy of Professional Development Plan
<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>5 Stars</li> <li>Serve children 0-5 yrs</li> <li>Interest in improving star-rating through reassessment</li> </ul>	None	Call (919) 403-6950.	Quality Improvement Contract
<b>Child Care Health Consultant Quality Improvement Program</b>	NC Child Care Health Consultants	Child Care Health Consultants (CCHC) focuses 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 and homes</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