

# QUALITY COUNTS

Striving for Five Star Early Learning



## Self-Study Packet for Family Child Care Programs

November 2008

Quality Counts is a quality rating improvement system designed and funded by The Children's Trust in partnership with the Early Learning Coalition of Miami-Dade/Monroe and the Early Childhood Initiative Foundation/Ready Schools Miami.

It is administered in collaboration with Florida International University, Family Central Inc., the University of Miami Mailman Center, Devereux Florida, the Children's Forum, the United Way Center for Excellence, the National Institute for Innovative Leadership, Miami-Dade County Community Action Agency Head Start and Early Head Start Division, and the Miami-Dade County Public Schools.

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## Part 1: Self-Study Instructions and Forms

If you have questions about the self-study  
please contact the Quality Counts office at 305-646-7242.

# Quality Counts: Striving for 5 Star Early Learning

## ***Part 1: Self-Study Instructions and Forms***

### **INTRODUCTION TO THE SELF-STUDY PROCESS**

Welcome! The Quality Counts team is pleased that you are ready to start working on your self-study for the quality rating improvement system. Be sure to review the Quality Counts Manual for more information about the project. Visit the Quality Counts website at [www.elcmdm.org/QualityCounts](http://www.elcmdm.org/QualityCounts).

### **STANDARDS**

The self-study materials in this packet are directly related to the Quality Counts Standards, provided in the Quality Counts Manual. Benchmarks are defined at **5 Star** levels for the following areas, which help improve child outcomes:

- Learning Environment
- Staff Qualifications
- Program Administration

### **WHY DO A SELF-STUDY?**

Quality Counts understands that improving early childhood programs starts with YOU. Completing the self-study will help you:

- Become familiar with the Quality Counts Standards and with the tools used in the formal assessment
- Create a snapshot of your program to see how you stand in relation to the 5 Star benchmarks of quality
- Illustrate achievement of quality

### **ASSISTANCE**

Technical Assistance Specialists are available to help you complete this packet.

- **Technical Assistance and Career Advising:** are brought to you through the University of Miami Mailman Center.

These specialists offer self-study training as well as on-site support to your program.

### **SELF-STUDY FORMS**

This self-study packet has 6 forms to help you gather and organize the information. Instructions are provided for each form.

Make copies of the forms before filling them out. These forms are also on the Quality Counts website at [www.elcmdm.org/QualityCounts](http://www.elcmdm.org/QualityCounts).

### **QUALITY IMPROVEMENT**

**Self-study + Formal Assessment + Your Program Priorities = Quality Improvement Plan**

**If you have questions about the self-study please contact the Quality Counts office at 305-646-7242.**

### **ORGANIZING THE SELF-STUDY**

- Create a way to organize your self-study materials such as a 3-ring binder or a box of hanging files with a section labeled for each of the three component areas.
- Place copies of required documents in the binder or file box in the appropriate section so the formal assessor can verify the information on your forms.

### **AFTER FINISHING THE SELF-STUDY**

- Be sure to call your Technical Assistance Specialist when you have completed all the forms and collected all the documents.
- Make a copy of EVERY form and document (not including the instructions) for the Assessment Team.
- Your Technical Assistance Specialist will then arrange for a formal assessment by Devereux Florida Inc. The Assessment Team will:
  - Verify the information from your self-study for the component of Program Administration
  - Complete a formal rating on your program using the Family Child Care Environment Rating Scale-Revised (FCCERS-R)
  - Enter all of this information into WELS, the database for this project.
- The Quality Counts Career Center will verify and enter Provider Qualifications into the Training Registry. An individual transcript and a program report will be generated for you.
  - A report with your baseline results will be given to you within 2 - 4 weeks.
  - Your Technical Assistance Specialist will meet with you to review the baseline report.

After completing the self-study and formal assessment, your technical assistance specialist will work with you to develop a quality improvement plan (QIP). Your QIP will help you access support needed for quality improvements.





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## Learning Environment

# Learning Environment

## Environmental Rating Scale

### Information about the Environment Rating Scale

The Learning Environment is evaluated for Quality Counts by using the Environment Rating Scale.

**Completion of classroom self-assessments using the Environment Rating Scale is NOT required for the initial self-study.**

However, the Environment Rating Scale is essential to the Quality Counts process. During each year of participation, your program needs to complete self-assessment of your program using the Rating Scale as a key part of your quality improvement activities.

The initial self-study provides a rather quick baseline snapshot of your program. It can take time to become familiar with the Environment Rating Scale, and take even more time to gain the skills to use it to assess your program and make plans for improvement based on the findings.

**See Part 2** of this packet for information about using the Environment Rating Scale for self-assessment.

### FCCERS Trainings

Trainings on using the Family Child Care Environment Rating Scale-Revised are offered through your Technical Assistance Specialist.

### About the Scale

The Environment Rating Scale looks at the many interactions that go on in a program between staff and children, among the children themselves, and the interactions children have with the materials and activities. The Scale also looks at features such as space, schedule, furnishings and materials that support these interactions.

The version for the Environment Rating Scale used for Family Child Care:

- Family Child Care Environment Rating Scale-Revised (FCCERS-R): ages birth – 12 years

The FCCERS-R booklet describes the scoring criteria, and includes the score sheet.

### PUBLICATION INFORMATION

Harms, T., Clifford, R., & Cryer, D. (2007). *Family Child Care Environment Rating Scale-Revised*. Teachers College Press: New York.



# QUALITY COUNTS

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## Staff Qualifications

# Instructions: Training Registry Information Form

Quality Counts programs participate in the early care and education **Training Registry**, an extensive database of information about the early childhood workforce. Staff qualification documentation for the provider/operator is recorded in the Training Registry.

Licensing requires that every Family Child Care program must have an identified substitute, and that every Large Family Child Care Home program must have an employee in addition to the Operator. However, the Standards for the Provider Qualifications component are applied only to the Operator/Owner as Provider.

The Technical Assistance Specialist working with your program will review the documents you gather and help determine if documentation is complete or if materials are missing.

Quality Counts programs receive a program transcript from the Registry, to assist in professional development planning. This report summarizes the educational achievements of the provider/operator. Individuals can access transcripts of their training and educational history from the Registry, and use this information for career development planning.

- Make a copy of the Registry Information Form for yourself, the provider/operator.
- The Quality Counts Career Center will verify the documents and get the information entered into the Registry. In order for that to happen, you must complete and sign the Registry Information Form.
- The Department of Children and Families (DCF) Child Care Training Office will transfer an individual's DCF transcript into the Registry. The DCF information includes the certificates for the state-mandated 45-hour training, and may include the DCF Staff Credential. Because DCF as well as institutions of higher education use social security numbers to classify individual data, your social security number is required for Registry participation, as well as your signature on the Participant Agreement.

**If you are unclear about how to fill in the forms, please work with your Technical Assistance Specialist or contact the Quality Counts office at (305) 646-7242. For questions concerning educational qualifications, call the Quality Counts Career Center at (305) 644-4058.**

# Training Registry Information Form

Quality Counts Career Center Training Registry for Early Care and Education

PARTICIPANT INFORMATION			
Legal First Name	MI	Legal Last Name	Previous/Maiden Name
Date of Birth (mm/dd/yyyy)	Social Security Number		Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Home Mailing Address			Apt No.
City	State	Zip	County
Home Phone (     )		Personal Email	
Work Phone (     )		Work Email	
RACE	ETHNICITY	PRIMARY LANGUAGE	SECONDARY LANGUAGE
<input type="checkbox"/> American Indian/Alaskan <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Two+ races (multi-racial) <input type="checkbox"/> Other: _____	<input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Haitian <input type="checkbox"/> Other: _____ <hr/> <b>COUNTRY OF ORIGIN</b> <hr/> _____	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Haitian Creole <input type="checkbox"/> Portuguese <input type="checkbox"/> French <input type="checkbox"/> Italian <input type="checkbox"/> Other: _____	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Haitian Creole <input type="checkbox"/> Portuguese <input type="checkbox"/> French <input type="checkbox"/> Italian <input type="checkbox"/> Other: _____
<p><i>The descriptive information provided above is used to compile demographic information of participants as a whole. Individual demographic data will not be released. Your social security number is changed to a participant ID number in the Registry; it will not be released to any party; it will only be used to request your training information from the Department of Children and Families (DCF) and to verify college transcripts. If you do not have a SSN, please provide the number used by DCF to store your child care training records.</i></p>			
PROGRAM INFORMATION			
Program Name and License #		Program Start Date at this site (mm/dd/yyyy)	Funding for children you serve <input type="checkbox"/> Head Start /Early Head Start <input type="checkbox"/> VPK <input type="checkbox"/> School Readiness <input type="checkbox"/> Other: _____
Ages of children you work with MOST (20 hrs or more per week)		Number of months per year worked at this center _____	
<input type="checkbox"/> Infants (0 - 12 months) <input type="checkbox"/> VPK/Pre-K (4-5 year olds) <input type="checkbox"/> Toddlers (13-24 months) <input type="checkbox"/> School Age <input type="checkbox"/> 2-3 year olds (24-36 mos.) <input type="checkbox"/> Mixed Age Group <input type="checkbox"/> Preschool (3-4 year olds) <input type="checkbox"/> Not direct care		Hourly Wage \$ _____ or Annual Salary \$ _____ I am the sole source of income for my family: <input type="checkbox"/> Yes <input type="checkbox"/> No I am a current recipient of: <input type="checkbox"/> WAGE\$ <input type="checkbox"/> T.E.A.C.H. <input type="checkbox"/> QC Career Center Scholarship	
What benefits do you offer? (if applicable) Insurance: <input type="checkbox"/> Health <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Life Paid: <input type="checkbox"/> Vacation <input type="checkbox"/> Holidays <input type="checkbox"/> Release for training <input type="checkbox"/> Sick leave Other: <input type="checkbox"/> Tuition reimbursement <input type="checkbox"/> Conference and training fees <input type="checkbox"/> Retirement			
PARTICIPATION AGREEMENT			
<p><i>I certify that all information provided to the Registry, attached to this form and/or future updates provided to the Registry, is and will be true and correct. I understand I am responsible for the information I provide to the Registry. I understand that the Children's Forum, Inc. and The Children's Trust will protect the confidentiality of personal information provided, to the extent permitted under state and federal law. I do hereby give the Children's Forum, Inc. and The Children's Trust permission to access my child care training information held by the Florida Department of Children and Families (DCF) and to access my transcripts/degrees from training institutions and colleges-universities attended. I do hereby indemnify the Children's Forum, Inc. and The Children's Trust and their employees and agents against any claims whatsoever arising out of or connected with the information.</i></p>			
Participant Signature			Date Signed
<p><b>The Registry Information Form will not be processed without your signature.</b></p>			
Advisor	Registry ID#	OFFICE USE ONLY	
		Date	

# Instructions: Individual Staff Qualifications Reporting Form

1. Make a copy of the Individual Staff Qualifications Reporting Form for yourself, the provider/operator.
  2. Identify on the form all the education levels achieved.
  3. Record the date each certificate, diploma, etc. was achieved. Note expiration date if applicable (such as Director Credential or FCCPC (formerly CDA-E) that require renewal every 5 years).
  4. Attach a copy of the certificate, diploma with transcript, etc. to the Individual Staff Qualifications Reporting Form for every educational level achieved.
    - a. Please do not attach the individual certificates for the DCF mandated 40-hour child care training modules. The one-page DCF transcript is considered reliable documentation and should be provided.
    - b. *High School or GED:* Attach a copy of the diploma. Credit may be given the first year without the actual diploma if it has been requested, but by the second year the diploma must be in hand. If a higher degree has been achieved, documentation of High School is not needed. *Note that the proof of High School completion required for college admission may be more stringent than it is for Quality Counts.*
    - c. *Department of Children & Families (DCF) Staff Credential:* A staff credential can be obtained by any one of five ways: an active Florida Child Care Professional Certificate (formerly a CDA-E); an active Florida Department of Education (DOE) Professional Certificate; an active National CDA; a higher degree (Associate, Bachelor, etc.) in field; or a higher degree out-of-field with at least 6 credits taken in the field of early childhood education (ECE) + 480 hours of early childhood work experience.
  - d. *College degree or credits:* Transcripts listing all classes taken as part of a degree (not just the degree certificate) must be provided. Because it can take time to receive official transcripts, unofficial transcripts from colleges and universities are accepted, but official transcripts must be requested.
  - e. *9 or 18 credits in ECE:* On the copy of each individual transcript, please mark the ECE courses with a pen or highlighter. Also highlight the type of degree and/or major, if applicable.
  - f. *Enrollment in training:* Describe the program and attach proof of enrollment. This may be a payment receipt or a partial transcript.
  - g. *National CDA:* Your National CDA credential must be current and not expired. For instructions on how to obtain this credential, see the website of the Council for Professional Recognition: [www.cdacouncil.org](http://www.cdacouncil.org).
  - h. *In-service training:* Many types of training count for in-service training hours. Remember to record college courses you may be taking. Also record any training you are enrolled in. The DCF Form 5268 may be used for documentation as long as all certificates/documentation are attached. Provide documentation for all in-service training hours completed in the past 12 months.
5. Use the completed Individual Staff Qualifications Forms to complete the Staff Qualifications Summary Form (see next form), and place the completed form, with the appropriate documentation attached, in your self-study binder or file box.

If you have completed one of these options, but do not currently hold a DCF Staff Credential, credit may be given the first year, but by the second year it must be applied for and received. Complete DCF Form 5211 (found at <https://training01-dcf.myflorida.gov/cclpolicy/FormsandApplications/FSP5211.pdf>) and submit the application with verification to the DCF Child Care Program Office's Credential Unit.

*Note: Providers with at least 60 college credits with 18 credits in ECE but no degree awarded are considered to meet the criteria of having a DCF Staff Credential or higher for Quality Counts.*

**If you are unclear about how to fill in the forms, please work with your Technical Assistance Specialist or contact the Quality Counts office at (305) 646-7242. For questions concerning educational qualifications, call the Quality Counts Career Center at (305) 644-4058.**

# Individual Staff Qualifications Reporting Form

Quality Counts Career Center Training Registry for Early Care and Education

<b>Name</b>	<b>Start Date</b>		
<b>Average # of hours worked per week in the position of Provider/Operator:</b>			
<b>Program Name (as it appears on license):</b>			<b>Today's Date</b>
<b>CERTIFICATES, DEGREES AND CREDENTIALS</b> <i>(Check all levels achieved and attach appropriate documentation to this form)</i>			
<b>Training Completed</b>	<b>Date Completed</b> <i>and expiration date if applicable</i>	<b>Institution Attended</b> <i>and location (city, state, country)</i>	<b>Document Type attached</b> <i>(diploma, transcript, certificate, DCF 5206)</i>
<input type="checkbox"/> <b>High School Diploma or GED</b>			
<input type="checkbox"/> <b>DCF Staff Credential</b>			
<input type="checkbox"/> <b>National CDA</b> <input type="checkbox"/> <b>CDA-E</b> <input type="checkbox"/> <b>FCCPC</b> <input type="checkbox"/> <b>Other:</b> _____			
<input type="checkbox"/> <b>Associate (AA or AS) degree</b> <i>(note specialization)</i>			
<input type="checkbox"/> <b>60 College Credits</b> <i>(in lieu of Associate degree)</i>			
<input type="checkbox"/> <b>Bachelors degree</b> <i>(note specialization)</i>			
<input type="checkbox"/> <b>Master's degree</b> <i>(note specialization)</i>			
<input type="checkbox"/> <b>For degree or 60 credits: 18 credits in early childhood?</b> <input type="checkbox"/> <b>Yes</b> or <input type="checkbox"/> <b>No</b> <i>(transcript required—unofficial accepted)</i>			
<input type="checkbox"/> <b>Foundational Level (I or II) Director Credential</b>			
<input type="checkbox"/> <b>Advanced Level Director Credential</b>			
<b>ENROLLMENT IN TRAINING OR EDUCATION PROGRAM</b> <i>(List program of study the staff person is currently enrolled in. Attach documentation to this form)</i>			
<b>Course or degree program</b> <i>(ex. FCCPC/CDA, Associate)</i>	<b>Enrollment Date(s)</b> <i>(and expected completion date)</i>	<b>Institution(s) Attending</b>	<b>Document Type attached</b>
<b>IN-SERVICE/TRAINING IN THE LAST YEAR</b> <i>Must meet DCF requirements for approved topics. Attach ALL documentation to this form. List all contact hours of in-service training, number of CEUs obtained and number of college credits successfully completed for this staff person in the 12 months prior to today's date. Do not duplicate any training hours in multiple categories; even if you received CEUs and contact hours for the same training, you may only count it in one category. Note: 1 college credit = 15 in-service hours; 1 CEU = 10 in-service hours (Use the formula in row "D" to obtain total)</i>			
<b>A. Total number in-service contact hours</b>	<b>Dates</b>	<b>Institution(s)</b>	<b>Document Type</b>
_____ in-service hours	From: _____ To: _____		
<b>B. Total number CEUs</b>	<b>Dates</b>	<b>Institution(s)</b>	<b>Document Type</b>
_____ X 10 = _____ in-service hours	From: _____ To: _____		
<b>C. Total number of college credits</b> <i>(in any subject)</i>	<b>Dates</b>	<b>Institution(s)</b>	<b>Document Type</b>
_____ X 15 = _____ in-service hours	From: _____ To: _____		
<b>D. Add the calculated number of in-service hours in the above three categories to obtain total number of in-service hours.</b>	A: _____ + B: _____ + C: _____ = D: _____ <b>Total in-service/Training</b>		

# Instructions: Staff Qualifications Summary Form

The Provider Qualifications Summary Form requires you to compile the information for both the credentials you may have achieved, as well as the total hours of in-service training you have completed in the past 12 months. Using the Quality Counts Standards for Provider Qualifications, you will figure out the Levels achieved for both parts: A. Credentials, and B. In-service Training. Then the two scores are averaged, by adding them together and dividing by 2. This number is then compared to the point ranges to determine the overall points for Provider Qualifications.

## **A. Determining Level Achieved for Provider Credentials.**

1. Review your educational accomplishments and check off any credentials achieved.
2. Beginning at Level 1, check off each level 1 – 5 that is accurate for you. All previous levels must be achieved to check off the next level. (If you have achieved the DCF Staff Credential, you would check off boxes 1-4.)
3. Record the highest Level that is accurate, and write that level 0-5 in the space provided. This is the level your program has achieved for this item.

## **B. Determining Level Achieved for In-service Training.**

1. Record the total number of hours of in-service training you have completed during the past 12 months.
2. Beginning at Level 1, check off each level 1 – 5 that is accurate for you. All previous levels must be achieved to check off the next level.
3. Record the highest Level that is accurate, and write that level 0-5 in the space provided. This is the level your program has achieved for this item.

## **Calculating Points for Provider Qualifications Section.**

- Add together the achieved Level for both of the elements (Provider Credentials, and In-service Training).
- Average the points by dividing the sum by 2. For example, a provider earned  $4 + 3 = 7$ .  $7$  divided by  $2 = 3.5$ .
- Identify the overall points for Staff Qualifications by using the point range at the end of the section. In this example, the program will get 4 points for Staff Qualifications.

**Figuring Bonus Points.** Up to 2 bonus points may be earned for a qualified provider/operator. To qualify for bonus points the provider/operator must work full-time and have a Bachelor's degree or higher including 18 credits in ECE. Record 2 points in this section if you meet these qualifications.

**Transfer the overall points for Staff Qualifications and the number of bonus points (if any) to the Quality Counts Summary Worksheet at the end of Part 1 of this packet.**

*Note: For the two parts of staff qualifications, the level relies on licensing requirements. In general, family child care homes with no major Licensing violations for personnel will achieve at least 1 point for Provider Qualifications.*

DCF Staff Credential requirement: Includes the Birth-Five Florida Child Care Professional Credential-FCCPC (formerly the FL CDA-Equivalent), the DOE Early Childhood Professional Certificate (ECPC), national CDA or equivalent national early childhood credential, Associate degree or higher in ECE or related field, Associate degree or higher out of field with 6 credits in ECE plus 480 hrs experience. See the website of the Department of Children and Families-DCF child care training: [www.myflorida.com/childcare/training](http://www.myflorida.com/childcare/training).

**If you are unclear about how to fill in the forms, please work with your Technical Assistance Specialist or contact the Quality Counts office at (305) 646-7242. For questions concerning educational qualifications, call the Quality Counts Career Center at (305) 644-4058.**

# Provider Qualifications Summary Form

Complete this form using the Provider Qualifications Reporting Form

<b>Program Name</b>	<b>Date</b>
---------------------	-------------

**NOTES**

- You will need a calculator to complete this section. Round decimals to 2 places (0.564 rounds to 0.56).
- If Licensing requirements are not met for an element, the score is 0.
- Levels are cumulative; all previous levels must be met to go to the next level.

\* For definition of DCF Staff Credential see the website of DCF: [www.myflorida.com/childcare/training](http://www.myflorida.com/childcare/training) or p. 15 of this self-study packet.

**A. Provider Credentials**

**Check credentials achieved:**

Enrolled in training for DCF Staff Credential\*       National CDA  
 DCF Staff Credential\* (CDA-E or higher)       9 college credits in ECE

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>Meets Licensing Requirements</b>	<b>Meets Licensing Requirements</b>	<b>Provider is enrolled in training for a DCF Staff Credential*</b> <i>(If already achieved, check box)</i>	<b>Provider has a DCF Staff Credential* or higher</b>	<b>Provider has a national CDA or at least 9 college credits in ECE</b>

**A. Highest level achieved for Provider Credential: 0-5 (use grid above)**

**B. In-Service Training**

**Total number of in-service hours completed in past 12 months** \_\_\_\_\_

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>Meets Licensing Requirements</b>	<b>Provider has completed 15 hours total annual in-service training</b>	<b>Provider has completed 20 hours total annual in-service training</b>	<b>Provider has completed 25 hours total annual in-service training</b>	<b>Provider has completed 30 hours total annual in-service training</b>

**B. Highest level achieved for In-Service Training: 0-5 (use grid above)**

**Overall points for Staff Qualifications**

**A**  + **B**  = **Total:** , **divided by 2 =**

Reference this number on the grid below to determine total overall points for Provider Qualifications

<b>1 Point</b>	<b>2 Points</b>	<b>3 Points</b>	<b>4 Points</b>	<b>5 Points</b>
0.5 - 1.49	1.5 - 2.49	2.5 - 3.49	3.5 - 4.49	4.5 - 5

**Points for Provider Qualifications (use grid above): 0-5**

Transfer this number to the Quality Counts Summary Worksheet (Page 20, # 1).

<p><b>Bonus Points</b></p> <p>2 bonus points are awarded for the provider holding a Bachelor's Degree or higher with 18 credits in ECE working full time in the program.</p> <p><i>If applicable, transfer this number to the Quality Counts Summary Worksheet (Page 20, # 3).</i></p>	<p><b># BONUS POINTS</b></p> <div style="border: 2px solid black; width: 60px; height: 45px; margin: 0 auto;"></div>
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## Program Administration

# Instructions: Program Administration

1. Look at the Program Administration Form. Check off the items you can document. You must be able to check off all items of each level to achieve that level and move on to the next.
2. Put together the evidence for each item you check off. These items should go into your self-study binder or file box.

The written policies may be included in a family handbook, staff handbook, personnel manual, or in a comprehensive policy and procedures manual for your program.

- The handbook or manual must be available and easy for the formal assessor to look at.
- The form provides space to record the page of the handbook or manual where the written information is located.
- If applicable, please note which document the page numbers refer to, such as Procedures Manual, Family Handbook, etc.
- If items are in more than one document, please note that on the form.
- For items not in a handbook or manual, a copy of each item must be provided and placed in the self-study binder or file box.

3. Based on the items you check off and can show, determine the level for the Program Administration Section. You must be able to check off EVERY item in EVERY section and subsection to achieve that level. Begin at 1, and check off each Level that is accurate for your program.
4. **Transfer the Level (0-5) for Program Administration to the Quality Counts Summary Worksheet at the end of Part 1 of this packet.** In this case, Levels are exactly equal to points.

*Note: Quality Counts only verifies the existence of written policies and procedures; the actual content is not evaluated. A Technical Assistance Specialist may support your efforts to improve the content and scope of written policies, if desired.*

**If you are unclear about how to fill in the forms, please work with your Technical Assistance Specialist or contact the Quality Counts office at (305) 646-7242.**

# Program Administration Form

<b>Program Name</b>	<b>Date</b>
---------------------	-------------

## LEVEL

**Notes:**

- You must be able to check off **ALL items in every section and subsection** to achieve that level and move on to the next.
- Beginning at 1, use the Level column on the left to check off level(s) achieved.
- Items may be included in a comprehensive policy and procedures manual, personnel manual, family handbook, and/or other written policies. When Pg. # \_\_\_\_\_ is located next to an item, if applicable you may record the page number(s) of that policy from your manual or handbook rather than providing a copy. Note which document the Pg # refers to. Please be sure the handbooks or manuals are included with your other self-study materials.
- If no page number is listed, a copy of the document must be included in the self-study binder or file box.
- If you do not meet all items in Level 1, a score of 0 is received.

**1**

**Provider maintains children's records.**

- Individual file for each child enrolled
- File contains at minimum an enrollment form and medical information (physical, immunization record) AND
- Discipline Policy is given to parents AND

**Risk management plan is in place. Written risk management action plan includes:**

- Description of what to do in the event of fire, hurricane/severe weather, and flood Pg. # \_\_\_\_\_
- Plan for communicating with parents during an emergency Pg. # \_\_\_\_\_

**2**

- Parent-Provider agreement is in place and includes information about fees and hours of service AND
- Financial recordkeeping system includes method for recording revenue and expenditures AND
- Provider has current membership in a local, state, regional, or national early childhood or family child care association

**3**

**Families have an opportunity to evaluate the provider in writing at least annually**

- Copy of program evaluation form or survey used
- Sample of completed forms representing 30% of families OR summary of an evaluation/survey completed in the past year. AND
- Brief annual business plan is written
- Projected annual budget (past year OK, numbers may be deleted)

**4**

**Family Handbook is written and includes:**

- Philosophy of the program Pg. # \_\_\_\_\_
- Schedule of operations including daily opening-closing hours and holidays Pg. # \_\_\_\_\_
- Payment policies including payment due dates; fees for late pick-up (if any) Pg. # \_\_\_\_\_
- Nutrition policies concerning food provided by the program, food brought from home, allergy precautions Pg. # \_\_\_\_\_
- Illness and medication policies Pg. # \_\_\_\_\_
- Emergency procedures Pg. # \_\_\_\_\_

**5**

**Provider portfolio includes:**

- Information illustrating the program
- Record of trainings completed by the provider
- Letters of recommendation or referrals from other families

**Highest Level Achieved for Program Administration 0-5:**

*(Level = Points in this section)*

**Transfer this number to the Quality Counts Summary Worksheet (Page 20, # 2).**



# QUALITY COUNTS

Striving for Five Star Early Learning



## Quality Counts Summary Worksheet

# Instructions: Quality Counts Summary Worksheet

## Figuring your preliminary points

The Quality Counts baseline assessment score is based on a point system. For each area you can figure out how many points you might earn when the formal assessment is done.

1. Using the summary forms for each section, transfer the points onto the Quality Counts Summary Worksheet:
  - Transfer the number of points for Provider Qualifications and Program Administration (up to 5 points each) to the Points column
  - From the Provider Qualifications Summary Form, transfer the number of Bonus Points (up to 2).
2. Total up the number of points.
  - This is a partial score. The points for Learning Environment are provided when the formal assessment is completed.

## Please let your Technical Assistance Specialist know that you are done with the self-study:

- All your forms are complete.
- All documentation is gathered.
- You have made a copy for the assessors.

## Next Steps After the Self-Study is Completed

### Formal Assessment

The Quality Counts Assessment Team will contact you a few days after you complete your self-study. They will give you a two week window for coming to do the formal assessment. The Assessment Team will come to your program unannounced within this window and spend the better part of a day completing the formal assessment.

The assessment team will complete the environment rating scale on your program and verify your self-study materials.

You will receive a report of the formal assessment within 2 - 4 weeks. Your Technical Assistance Specialist can answer any questions you might have about the formal assessment.

### Quality Improvement Plan

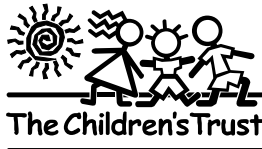
The results of the formal assessment, your self-study, and priorities you have for your program will provide direction for your Quality Improvement Plan. Your Technical Assistance Specialist can help you develop this.

Your quality improvement plan will help you plan activities and access supports to help your program be successful providing high quality early care and learning services.

**Thank you for all of your hard work to complete the self-study. We are looking forward to working with you on the next steps.**

# Quality Counts Summary Worksheet

Center Name	Date
Component	Points
<b>1. Provider Qualifications</b> <i>(from page 14)</i>	<input type="checkbox"/>
<b>2. Program Administration</b> <i>(from page 17)</i>	<input type="checkbox"/>
<b>3. Bonus Points</b> <i>(from page 14)</i> 2 bonus points for the provider (operator) with a Bachelor's degree or higher with 18 credits in ECE working full time in the program	<input type="checkbox"/>
<b>Subtotal Estimated Points</b>	<input type="checkbox"/>
<b>Learning Environment c/o Formal Assessment</b> FCCERS-R points _____ X 4 = _____	
<b>"Plus" designation for current Gold Seal</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	



# QUALITY COUNTS

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## **Part 2: Using the Environment Rating Scale for Quality Improvement (FCCERS-R)**

## Part 2: Using the Environment Rating Scale for Quality Improvement

The learning environment is evaluated for Quality Counts by using the Environment Rating Scale.

Many programs find it helpful to do their own self-assessment with the Environment Rating Scale in addition to the formal assessment.

Completion of a program self-assessment using the environment rating scale is NOT required for the initial self-study. However, the environment rating scale is essential to the Quality Counts process.

Between the first formal assessment and the second, you need to complete a self-assessment of your program. Such self-assessment is a key part of your ongoing quality improvement activities. It is best for you to evaluate your own program so you can be involved in deciding what changes are most important to work on. **The form on the next page, the Environment Rating Scale Classroom Record, can be used to keep a record of the program assessments you have completed.**

### Overview of the Environment Rating Scale

The Environment Rating Scale describes “how to” deliver programs that meet children’s needs, and is a very valuable tool for quality improvement work. In brief phrases the Environment Rating Scale describes appropriate practices for the entire spectrum of early care and education.

**The Environment Rating Scale is designed to ensure that children have three things:**

- Protection of their health and safety
- Warm and responsive interactions
- Opportunities for learning through a variety of experiences.

To evaluate Family Child Care Programs, there is a specific tool, the **Family Child Care Environment Rating Scale-Revised (FCCERS-R)**, for covering ages birth to 12 years.

**There are 7 subscales or areas:**

- Space and Furnishings
- Personal Care Routines
- Listening and Talking
- Activities
- Interaction
- Program Structure
- Parents and Provider

For each subscale, there are multiple “Items” describing key areas needing attention within a subscale. The FCCERS-R has 38 Items. For each of the Items, there are a number of “indicators.” The indicators are brief descriptions of best practices, carefully expressed in a few concise words.

The indicators are arranged in order to describe inadequate practices up to excellent practices.

**There is a 7-point scale with 4 levels of care identified:**

- Inadequate (0-1 points)
- Minimal (2-3 points)
- Good (4-5 points)
- Excellent (6-7 points)

The Environment Rating Scale is a valid and reliable tool for determining the quality of children’s programming. It is widely used across the United States, and is used in many countries. It is translated into several languages, including Spanish.

#### FCCERS Training

Training on using the Environment Rating Scale is offered to all participants in Quality Counts by your Technical Assistance Specialist.

### Evaluating your Program

1. Complete training about using the Environment Rating Scale.
2. You will be provided with the Environment Rating Scale booklet. The score sheet is included and can be photocopied.
3. Plan ways to be free of teaching responsibilities long enough to complete a program self-assessment. This may be done over several days, completing one subscale or part at a time.
4. Schedule time to review your findings and develop a plan for improvement.
5. Use your Quality Counts Technical Assistance Specialist to work with you in implementing changes.

# Environment Rating Scale Program Record

## FCCERS-R

The "Overall Score" is the sum of all item scores divided by the number of items scored. Fill in the information on this form using the completed score sheet for your program.

<b>Program Name</b>	<b>Overall Score:</b> _____														
<b>Teacher</b>	<b>Subscale Scores</b>														
<b>Date Completed</b>	<table style="width: 100%; border: none;"> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Space and Furnishings</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Personal Care Routines</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Listening and Talking</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Activities</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Interaction</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Program Structure</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> <tr> <td style="padding: 2px 10px 2px 20px;"><b>Parents and Provider</b></td> <td style="text-align: right; padding: 2px 10px 2px 20px;">_____</td> </tr> </table>	<b>Space and Furnishings</b>	_____	<b>Personal Care Routines</b>	_____	<b>Listening and Talking</b>	_____	<b>Activities</b>	_____	<b>Interaction</b>	_____	<b>Program Structure</b>	_____	<b>Parents and Provider</b>	_____
<b>Space and Furnishings</b>	_____														
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<b>Activities</b>	_____														
<b>Interaction</b>	_____														
<b>Program Structure</b>	_____														
<b>Parents and Provider</b>	_____														



# QUALITY COUNTS

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**If you have questions about the self-study  
please contact the Quality Counts office at 305-646-7242.**