

QUALITY COUNTS

Striving for Five Star Early Learning



Update Report Booklet for Family Child Care Programs

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 Community Action Agency Head Start and Early Head Start Division, the Miami-Dade County Public Schools, and Redlands Christian Migrant Association-RCMA.

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Update Report

WELCOME TO QUALITY COUNTS RENEWAL

We appreciate your participation in Quality Counts. We trust that you are benefiting from being a part of this exciting initiative. Together, we are confident we can improve the quality of early care and education programs for young children in Miami-Dade County

Quality Counts is a brand new initiative. We are all working together to implement Quality Counts and making improvements as experience shows changes are needed. We appreciate the flexibility of all programs that agreed to participate in the early stages, and thank you for continuing to share what is learned so that continual improvements can be made.

Formal assessment for Star Rating is required every 3 years, not every year. All programs participating in Quality Counts must complete an Update Report every year to maintain active status in the initiative.

Based on your program's status reflected in this Update Report, a program may request Star Rating assessment sooner in order to proudly advertise your Star level achievement. For many programs it can take more than a year to raise quality up one or more Star levels.

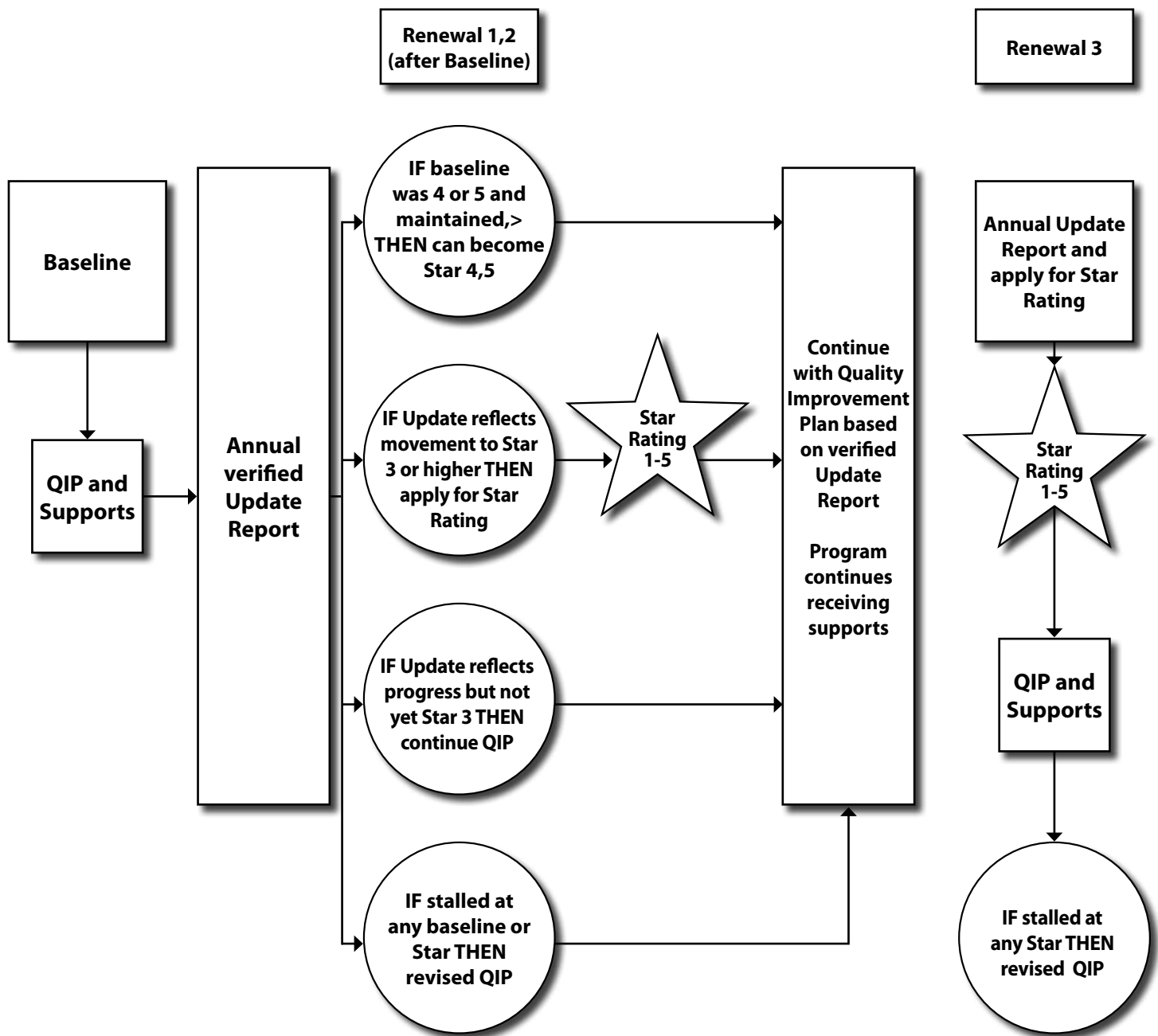
This booklet provides the instructions and forms for completing your annual Update Report.

Please do not hesitate to contact the Quality Counts office –the “Hub”-- at the Early Learning Coalition of Miami-Dade/Monroe with any concerns or suggestions for improving the Quality Counts experience (phone 305-646-7242 or email qualitycounts@elcmdm.org).

The Quality Counts process overall

1. New programs enter Quality Counts by completing a Self-Study. Programs are then formally assessed, resulting in a Baseline score. Based on the Self-Study and formal assessment, programs develop a Quality Improvement Plan (QIP) to guide a process of reflection and continuous quality improvement (CQI), with the help of Quality Counts support services.
2. Each year every program must complete an Update Report. This happens at the anniversary date of beginning the first Quality Improvement Plan (QIP). *Note: The technical assistance specialist working with your program can identify your anniversary date.*
3. Based on the Update Report, programs may apply for a Star Rating if the Update Report reflects Star 3 or higher, and/or likely movement to a higher Star (3 and above).
4. Star Rating must be completed at least every 3 years, regardless of the results of the Update Report.
5. After the Update Report is accepted by the Quality Counts Hub at the Early Learning Coalition, then the program is eligible for a Support Grant or Achievement Award.
6. Because Quality Counts focuses on continuous improvement, programs that do not reflect continuous progress must work with the Quality Counts Hub and other partners to develop an alternate quality improvement plan.

Quality Counts Renewal Process



Star Rating minimum every 3 years

Overview of the Update Report

The Update Report attempts to capture an accurate picture of your program, just like the original Self-Study. The results of the Update Report and any formal assessments can help show progress since the beginning of your involvement with Quality Counts.

The Update Report requires you to complete the Self-Study Packet and prepare a new or updated binder or file-box. You may choose to start over each year, or add to your existing Self-Study binder. Either way, please make sure that your materials are up-to-date and accurately reflect your program at the time of the Update Report.

Sections of the Update Report

1. Self-Study
 - a. Learning Environment
 - b. Provider Qualifications
 - c. Program Administration
2. Update Report Self-Study Summary Worksheet
3. Status Report
 - a. Licensing status
 - b. Professional Development
 - c. Support Grant – Achievement Award
4. Application for Support Services
5. Certification and Application for Star Rating

How to Complete the Update Report *(Instructions)*

STEP 1: REVIEW THE SITE REPORTS

To get started, work with your technical assistance specialist (TA) to review your past Site Report(s). These are printed out from WELS and the Registry databases. The annual Site Reports include:

- Reports of status for each of the Quality Counts Standards from the previous year
- Reports of your formal Family Child Care Environment Rating Scale-Revised (FCCERS-R)
- Summary of TA, and Support Grants or Achievement Awards received
- Center Report showing your educational status, as recorded in the Registry database
- Summary of scholarships and WAGES received

Please check the Site Reports carefully to make sure all information is correct.

STEP 2: COMPLETE THE SELF-STUDY

Forms are provided in the Self-Study Packet and in this Update Report booklet

For each component of the Self-Study, follow the detailed Instructions provided in the Self-Study Packet.

Place the documentation prepared and the evidence collected in your Self-Study binder or file box.

Make a copy of the Report Forms and Summary Form for every component to include in your Update Report.

Complete the Family Child Care Environment Rating Scale (FCCERS-R)

- Assessments completed throughout the year may be used.
- Work with your Quality Counts TA to gain additional perspective on the activities and actions assessed by the FCCERS-R.
- Complete the Environment Rating Scale Summary Program Record (in the Self-Study Packet).

Document Provider Qualifications

- Staff qualifications are documented only for you, the provider (assistants and substitutes are not included in the rating).
- Complete a new Registry Information Form. Registry information needs to be updated annually as part of the Update Report.

- Complete an Individual Staff Qualifications Reporting Form
 - Gather documents showing in-service training completed in the past year, and any new educational achievements completed in the past year.
- Submit a copy of the Registry Information Form and the Individual Staff Qualifications Reporting Form along with required documents to your TA for entering into the Registry database.

(Note: These staff documents may be delivered as part of your entire Update Report to the Early Learning Coalition, if more efficient.)
- Complete the Provider Qualifications Summary Form.

Gather data on Program Administration

- Complete the Program Administration check-list indicating those items your program has in place.
- Gather the supporting documentation for each item for your binder or file box.

STEP 3: COMPLETE THE UPDATE REPORT

1. Update Report Self-Study Summary Worksheet

Complete the Update Report Self-Study Summary Worksheet provided in this Update Report booklet, page 10

Instructions:

- To complete the Update Report Self-Study Summary Worksheet, use the Summary Report Forms for each component. Transfer the points for each area onto the Summary Worksheet:
- Learning Environment
 - Write the number of points (0-5) earned for the FCCERS-R
 - Multiply these points times 4.
 - Write down the total number of points in the Points column. This number will be between 0-20 points.
 - Provider Qualifications and Program Administration:
 - Write down the number of points for each component (up to 5 points each) in the applicable Points column.
 - From the Provider Qualifications Summary Form, write down the number of Bonus Points.
 - Add up the Point Total, and record on the Summary Worksheet. This number will be between 0 and 32 points.

Understanding your non-verified Point Total

The Baseline score holds until your program has its first Star Rating. There are no stars related to a Baseline score.

Your program must have a formal Star Rating if 3 years have passed since your Baseline or last Star Rating.

Deciding whether to request a Star Rating

To determine if your program is eligible for a Star Rating formal assessment prior to the 3rd Year required Star Rating, find the star level related to your Point Total (*see grid at the bottom of the Worksheet, page 10*)

Before the 3-year interval, programs may request a Star Rating if:

- Baseline score is equivalent to star level 1,2, or 3, AND this non-verified Point Total is at star 3 level or higher
- Baseline score is equivalent to star level 4 or 5 AND this non-verified Point Total shows star level 5

For programs with a Baseline score equivalent to star level 4 or 5, IF your first Update Report reflects maintenance of high quality, the Baseline score can be converted to the equivalent Star Rating.

2. Program Status Report

Complete the Program Status Report provided in this Update Report booklet, page 11

- Licensing status
 - Describe any changes in ownership or location of your program
 - Provide your program's two most recent DCF Inspection Reports and describe any administrative actions applied or pending in the past year.
- Professional Development
 - Describe activities you may be engaged in to achieve formal education.
- Support Grant – Achievement Award
 - Describe how the Grant or Award you received last year helped your program make quality improvements.

3. Application for Support Services

Complete the Application for Support Services provided in this Update Report booklet, page 12.

- Describe general goals for your program for the coming Quality Counts year.
- Complete the application section indicating the technical assistance services and scholarships that will

be most helpful to your program in the coming year.

4. Certification and Application for Star Rating

Complete the Certification form and Application for Star Rating provided in this Update Report booklet, page 13

- Indicate if your program either requests or is required to have a Star Rating this year.

Signatures

- Please sign the Update Report, indicating that it is complete and accurate.
- The TA specialist working with your program also signs the form, indicating that she/he verifies the completeness of the Self-Study and the Update Report.

Note: Items that are not included cannot be added later.

NEXT STEPS

- Make a copy of the Update Report for your records and place in your Self-Study binder or file box.
- Submit the Update Report to the Quality Counts Hub at the Early Learning Coalition. It should be delivered to the office location at:
 - 2555 Ponce de Leon Blvd, 5th floor, Miami 33134
 - Your technical assistance specialist may agree to deliver the Update Report.*
- Keep your Self-Study binder or file-box accessible. Staff at the Hub may contact you to clarify items in the Update Report.
- The Hub will conduct audits of a percentage of programs submitting the Update Report. This may include a site visit to review the documents gathered for the Update Report.
- If there are items of concern identified in the Update Report or in subsequent auditing, the Hub will contact you to learn more about the issues and work towards resolution.
- After the Update Report is accepted, the Hub will release to you the Support Grant or Achievement Award for which your program is eligible.

ROLES OF PARTICIPATING AGENCIES

Who plays what role in the Update Report?

- 1. The Provider.** The Update Report is primarily the responsibility of the provider. As the manager of your child care business you are in the best position to deliver an accurate Update Report. It is your responsibility to gather all the documentation required to support the scoring of Self-Study items and identify goals for the coming year.
- 2. The Quality Counts Technical Assistance Specialist.** Technical assistance is a support service available to your program. You and the TA specialist working with your program should have clear agreements about the areas in which you need assistance, and the time available for delivery of TA services. The TA specialist checks to be sure your Update Report materials are accurate and complete, and works with you to enter the data into WELS, the Quality Counts system database.
- 3. The Quality Counts Hub at the Early Learning Coalition.** The Hub manages the renewal process. The Hub receives your Update Report. Hub staff are available to respond to questions or concerns you may have about the Update process. The Hub reviews the Update Report and addresses with you, the provider, issues of concern that may arise. For programs applying for Star Rating, the Hub will verify eligibility and schedule a formal Rating. After the process is complete, the Hub releases your Star Rating to you.
- 4. The Assessors.** When a program is due for a Star Rating, the assessors complete the formal assessment using the Family Child Care Environment Rating Scale, and verify all other components of your Self-Study.

CONTINUOUS QUALITY IMPROVEMENT

What if a program's Update Report shows no apparent forward progress on the Quality Counts Standards?

The Hub's review of your Update Report may reveal lack of progress. The Hub will contact you and your TA specialist to come together to develop an alternative quality improvement plan.

It is important to the Quality Counts initiative that this is a good use of your time and that you are benefiting from this initiative. It is also important that our limited resources are invested in sites that are deeply committed to the quality improvement process. The Hub will work with you and your TA specialist to determine how Quality Counts can best support your goals for enhancing your program.

Quality Counts Update Report Checklist

Use the following forms to complete your annual Update Report. Complete all items and deliver to the Quality Counts office at the Early Learning Coalition.

Location: 2555 Ponce de Leon Blvd, 5th floor. Miami, FL 33134

For questions: 305-646-7242 or qualitycounts@elcmdm.org

Checklist of items — Be sure you have included the following completed forms.

From the Self-Study Packet

Program Information Cover Page

Staff Qualifications:

Registry Information Form

• Has this form been submitted to the Career Center? Yes No

Individual Staff Qualifications Reporting Form and supporting documentation

• Has this form been submitted to the Career Center? Yes No

Provider Qualifications Summary Form

Program Administration

Program Administration Form

Family Child Care Environment Rating Scale:

Environment Rating Scale Program Record (FCCERS-R)

From the Update Report booklet

Update Report Self-Study Summary Worksheet

Program Status Report

Two most recent licensing reports

Application for Support Services

Certification and Application for Star Rating

Update Report

Self-Study Summary Worksheet

Transfer points from the Summary Forms in your Self-Study Packet

Program Name				Date	
COMPONENT				POINTS	
Learning Environment					
FCCERS-R points _____ X 4 = _____					
Staff Qualifications					
Program Administration					
Bonus Points 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 (up to 6 points)					
<i>The Quality Counts "Hub" at the Early Learning Coalition will review the Update Report to verify the Point Total.</i>					
Point range per Star level					
Star 1	Star 2	Star 3	Star 4	Star 5	
2-7 points	8-14 points	15-20 points	21-26 points	27-30 points	
"Plus" designation for current Gold Seal: <input type="checkbox"/> Yes <input type="checkbox"/> No					

Program Status Report

Program Name	Date
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LICENSING

(Attach copy of the two most recent Inspection Reports)

Change of owner/operator <input type="checkbox"/> Yes <input type="checkbox"/> No Change of location <input type="checkbox"/> Yes <input type="checkbox"/> No Administrative action <input type="checkbox"/> Yes <input type="checkbox"/> No	Describe:
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PROFESSIONAL DEVELOPMENT

Provide a brief description of your efforts to engage in formal education:

SUPPORT GRANT—ACHIEVEMENT AWARD

Check applicable box and provide amount: <input type="checkbox"/> Support Grant Amount \$ _____ <input type="checkbox"/> Achievement Award Amount \$ _____	Describe how this Grant or Award contributed to your quality improvement efforts:
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Application for Support Services

*Request for services does not guarantee provision

Program Name	Date
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PROGRAM GOALS

Describe at least two major goals you have for your program in the coming year:

TECHNICAL ASSISTANCE

Identify things you would like a technical assistance specialist help you with in the coming year:

Preferred frequency of TA:

Occasionally Quarterly Bi-Monthly Monthly Other: _____

PROFESSIONAL DEVELOPMENT

Identify educational goals you have planned for the coming year

Item	Comments
<input type="checkbox"/> Not interested or unable to pursue education	
<input type="checkbox"/> High School/GED diploma	
<input type="checkbox"/> FCCPC-Florida Child Care Professional Certificate	
<input type="checkbox"/> Stand-alone college classes (Mind in the Making, etc.)	
<input type="checkbox"/> Degree program (has 12 credits already)	
<input type="checkbox"/> English Proficiency	
<input type="checkbox"/> Other (describe)	

Certification and Application for Star Rating

Program Name	Date
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I request a Star Rating now because:

It has been 3 years since my last Baseline or Star Rating

My Update Report reflects that my program can move up 1 Star level and is at Star 3 or higher

My Update Report reflects that, from a lower score of 1 or 2, my program is likely to achieve a Star 3

Note: Star Rating means formal Environment Rating Scales assessment and formal verification of all components.

I do NOT request a star rating now.

My signature indicates that I certify that this Update Report is accurate and complete to the best of my knowledge.

Owner/Operator Name <i>(as per DCF Licensing)</i>	Signature	Date
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Quality Counts TA Specialist	Signature	Date
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Quality Counts TA Specialist Comments		
	Date	Initials

FOR OFFICE USE ONLY		
Received by the Early Learning Coalition		Comments
Date	Initials	
Approved		Comments
Date	Initials	