CONTRACTOR'S GUIDE

ECEAP Full CQI Visit

ECEAP Full CQI Visits are a key part of ECEAP's ongoing cycle of continuous quality improvement. This cycle also includes training and technical assistance, program self-assessment, internal monitoring at the contractor level, DCYF desktop monitoring and monthly calls.

Guiding Principles
- Objective
- Strength-based
- Partnership
- Confidentiality
- Based on ECEAP Performance Standards and Contract

About Full Visits
Full visits happen either in-person, virtually, or a combination.
Either method allows DCYF to:
- Take an in-depth look at how a contractor provides ECEAP.
- Check compliance with the ECEAP contract and performance standards.
- Learn about contractor strengths.
- Provide technical assistance.

What to do to Prepare
- *Contractor Guide to Full ECEAP CQI Visit:* Read this guide fully and note any questions you have.
- *Self-Assessment*: Refer to your most recent ECEAP Self-Assessment.
- *Update Data*: Ensure all program data is current and accurate in the Early Learning Management System (ELMS), MERIT, IMPACT and Teaching Strategies GOLD®.
- *ECEAP Contract and Performance Standards*: Review ECEAP contract and Performance Standards with staff and policy council members.
- *Meet with your CQI Specialist:* Review questions about the document checklist, expectations, and any other questions you have.

Full Visit Checklist
☐ Receive email notification of full monitoring, usually in August.
☐ Email will include:
  - ☐ Pre-Monitoring Survey
  - ☐ This Contractor Guide
  - ☐ Document Checklist
  - ☐ Community Partner Questionnaire
☐ First planning call.

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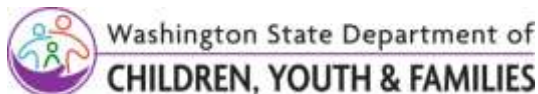
- ☐ Your CQI Specialist will schedule this within one month of notification. Date: _____
- ☐ Review Pre-Monitoring Survey with CQI Specialist.
- ☐ Review Document Checklist with your CQI Specialist.
- ☐ Review file selection process.

☐ Second planning call.
- ☐ Your CQI Specialist will schedule this two to three months prior to visit. Date: _____
- ☐ Send class schedules of all classes being monitored.
- ☐ Review Onsite Verifications Checklist.
- ☐ Discuss initial logistics.

☐ Third planning call.
- ☐ Your CQI Specialist will schedule this one month prior to visit. Date: _____
- ☐ Finalize logistics:
  - Schedule Program Overview & Management Conversation
  - Schedule Family Conversation
  - Schedule staff interviews
  - Schedule site visits

☐ Site Visits, Staff Interviews, File Tours, & Classroom Observations
- ☐ Occur during the week your program is scheduled to be monitored.

☐ Exit Survey
- ☐ When monitoring is completed.

☐ Monitoring Report and, if needed Continuous Quality Improvement Plan.

What to Expect During Full Visit

Whether virtual or on-site, DCYF ECEAP will conduct:

1. Classroom observations
2. Playground inspections (only for non-licensed & license-exempt sites)
3. One meeting with families
4. File Tours
   - Enrollment and eligibility files
   - Education files and documentation
   - Health files
   - Family support documentation
5. Staff Conversations with:
   - Lead teacher(s)
   - Family support staff
   - Health advocate(s)
   - Recruitment, eligibility and enrollment staff

What to Expect After Full Visit

1. **Director Exit Survey**.
2. **Report.** DCYF completes a full CQI report based on all data collected. Report includes items in-compliance, out-of-compliance, and program strengths. It also results in a list of areas in need of technical assistance. Any out-of-compliance items go on a CQI Plan.

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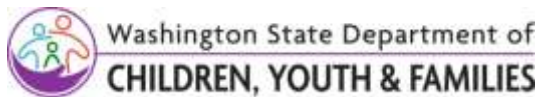
3. **CQI Plan**, if applicable. You respond to the out of compliance items by identifying how you will correct those items. Once your plan is made, submit to your CQI Specialist for approval.
4. **Closed CQI Plan**. DCYF partners with you to bring all CQI Plan items into full compliance.

BEFORE FULL VISIT - - DETAILS

This section provides details about:
*   Your point of contact
*   Notification of visit & Document Checklist
*   Subcontracting information, if applicable
*   First Planning Call
*   Second Planning Call
*   Community Partner Questionnaires
*   Third Planning Call
*   Program Overview & Management Conversation

Point of Contact.
The CQI Specialist assigned to your program leads your visit. They facilitate planning calls and walk you through preparing for all phases of the process.

DCYF ECEAP wants to answer questions and solve problems as quickly as possible, while at the same time minimizing disruption of your program services. DCYF ECEAP schedules planning calls with you, however, feel free to contact the Full CQI Visit Lead with questions at any time. It is not necessary to wait until a scheduled call.

Notification of Visit & Document Checklist

Notification and dates. In July or August, ECEAP CQI Specialists notify contractors who will participate in a Full CQI Visit. This notification will include the dates of Full Visit and the Document Checklist. Please direct all questions to your CQI Specialist.

Document Checklist. The Document Checklist is individualized for each contractor based on information provided during previous visits.
*   You will receive a copy when you are notified of your monitoring visit.
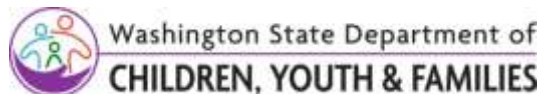
Complete the Document Checklist:
*   When completing the checklist follow the instructions thoroughly.
*   A large number of policies, procedures, and verifications are required. Because of that, it is best if you do not wait until the last minute.
*   Document checklist is a team effort. Delegate your managers and staff to collect documentation.
*   Upload documents to DCYF Box. Your CQI Specialist will provide a personalized link.
*   Reach out to your CQI Specialist any time.

Subcontracting Information

If you subcontract:
*   **Send documentation for <u>each subcontractor</u> DCYF ECEAP is visiting.** For example, if you have 10 subcontractors but DCYF ECEAP is only visiting three, send monitoring documentation for the three being visited.

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- **Refer to the Document Checklist.** What to send to DCYF will be further defined in the Document Checklist.
- **If you still have questions,** reach out to your CQI Specialist.

First Planning Call
Within one month of notification.
Contractor:
To prepare:
- Carefully read this document (Contractor's Guide ECEAP Full CQI Visit). Note any questions you have.
- Complete Pre-Monitoring Survey.
- Look through Document Checklist. Note any questions you have.
CQI Lead:
- Review Pre-Monitoring Survey with contractor.
- Review and answer questions about the Document Checklist.
- Review file selection process. CQI will ask if any enrolled children have family members that work in the program.
- Answer any other questions that come up.

Second Planning Call
Two to three months before visit.
Contractor:
To prepare:
- Review Community Partner Questionnaire form.
- Review Onsite Verifications Checklist.
- Collect questions about the Full CQI Visit process from stakeholders, staff and subcontractors.
- Send class schedules.
CQI Lead Will Share:
- Guiding principles of ECEAP Full CQI Visit.
- How we collect data.
- Full Visit protocols.
- Team members and logistics.
- Events – Virtual, on-site and those completed at DCYF.
- Protocols around subcontracting (if applicable).
- What to do with Community Partner Questionnaires.
- The prospective schedule.
- Answers to your questions.
After the Call, Contractor Will:
- Respond to draft schedule that CQI Lead sent you. Please do not share draft schedule with your staff until you receive the final version after the next call.
- Confirm addresses, times of classes, staff names and other details for accuracy.
- Email the edited schedule if needed to the CQI before the next call.

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- Contact community partners. Inform them you are going through an ECEAP Full CQI Visit and ask them to complete questionnaire.
- Send out the Community Partner Questionnaires to all community partners, asking them to email the completed questionnaire to DCYF by the deadline. Send email to dcyf.eceap@dcyf.wa.gov
- Follow-up with partners to ensure they have returned the questionnaires.

Third Planning Call

One month before visit.

The third call usually takes place about a month before the visit. During this call, you will discuss more details of the Full Visit.

Contractor:

- Return the edited version of the schedule before the call.
- Collect any questions about the visit events from stakeholders, staff and subcontractors.

CQI Lead Will Address:

- Your questions.
- Status of community partner questionnaires.
- Document Checklist.
- The final draft of the schedule.
- Your Contractor Overview & Management Team Conversation.
- Expectations of each event of the visit.
- Last minute details.

After the Call

Confirm all scheduled events with staff, Policy Council, board, partners, subcontractors and others involved in the process. If any changes are necessary, please contact the CQI Lead immediately so adjustments may be made.

## Program Overview & Management Conversation

The Program Overview & Management Conversation (PO/MC):

- Happens via webinar or conference call.
- Is led by the CQI Visit Lead.
- Takes approximately two to three hours.
- Includes key members of your management team.

Program Overview. Optional but valuable.

- Share about your unique community.
- Highlight strengths and challenges.
- Presentations should take no more than 15 minutes and can range from prepared but informal discussions to more formalized presentations, depending on what works best for you.

Management Conversation Provides a deeper dive into the specifics regarding your program's processes, how leadership systems work, and how leadership supports meeting all ECEAP requirements. DCYF ECEAP team will ask specific questions related to ECEAP requirements.

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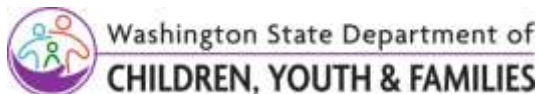
The CQI Lead will also ask questions of the following professionals about their role and responsibilities. If they are unable to attend, the Lead will call or email them:
- Health Consultant.
- Nutrition Consultant.
- Infant and Early Childhood Mental Health Consultant.
- Early Achievers Coach.

FULL VISIT - - DETAILS

This section includes:
- What staff can expect
- Meeting with families
- File Tour
- Staff Conversations
- Classroom Visits
- Eligibility & Enrollment
- Family Support & Health
- Classroom Education

What Staff Can Expect

The ECEAP CQI team have all worked in ECEAP, Head Start or child care programs. They understand being examined closely by funding sources and do their best to put staff at ease.

- **On-Site Visit**

Program staff can expect DCYF team members to:
- Arrive 5-10 minutes before the first scheduled event of the day.
- Introduce themselves.
- Check-in briefly with site staff.
- Refrain from giving feedback to site staff about their opinions on compliance, unless there is an imminent health or safety danger.
- Work hard to find how your program complies with the performance standards.

- **Virtual Visit**

Program staff can expect DCYF ECEAP team members to:
- Create a schedule with your program needs in mind.
- Make sure you understand what is expected.
- Provide Zoom links to meetings and interviews.

Meeting with Families

There will be one meeting with ECEAP families to gather their experiences. Depending on the number of families participating, this can take up to one hour.

On-Site or Virtual Visit

Preparation:
- Based on the agreements you have made with the CQI Lead, schedule parents/guardians who are interested in meeting with the CQI team. Include families from subcontractors, if applicable.
  - This will be one large family meeting at a central location or an online platform.
- Prepare a roster of families who will attend the meeting for the CQI team.

- Include parent/guardian's name, their children's name and classes their children attend.
- If necessary, provide an interpreter.
- Contractor staff does <u>not</u> attend the meeting with families.

File Tours
On-Site or Virtual Visit
The ECEAP contractor designates one or more staff to work with the CQI team to look at file documentation for education, health and family support. This can happen virtually or in-person.

Staff Conversations
On-Site or Virtual Visit
During Full Visits the ECEAP team asks staff questions based on the performance standards. The CQI team will meet with the lead teacher, family support, health advocate and enrollment staff. Supervision, management or coordinator staff are welcome to sit in on these conversations. This can happen virtually or in-person.

Onsite Verification Checklist
CQI Specialists will check the items on the checklist for each site visited during the CQI Full Visit. Contractors must have documentation ready at the time of the visit. This review takes approximately 45 minutes for non-licensed/license exempt sites, 20 minutes for licensed sites.

Classroom Visits
The ECEAP team observes in classrooms. Items observed include the learning environment, adult-child interactions, curriculum implementation, health, safety, and other aspects of the classroom. When the CQI team visits **subcontracted** sites, **a contractor staff person must be present**.
When visits are completed virtually your CQI specialist will work with you on the best way to make this happen.
Preparation:
- Send copies of the class schedules (daily routines) to DCYF by an agreed upon date.
- For subcontracted sites, designate a contractor staff person to be present.
- Arrange for access to all the classroom documentation, child and family files.
- Arrange for a confidential meeting space if portions of the visit are onsite.

Playground Inspections
Only for non-licensed and license-exempt sites.

FILE TOURS
Eligibility and Enrollment
On-Site or Virtual Visit
The ECEAP team works with eligibility and enrollment staff to review three to five child and family files from each classroom observed. The CQI team asks enrollment staff specific questions and to

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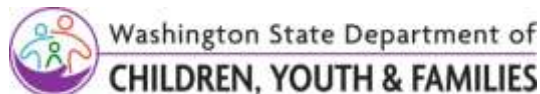
demonstrate how the documentation meets the ECEAP Performance Standards. They will ask some clarifying questions during this file tour.

- **About Files.** The CQI team chooses five files to review. They pick a diverse sampling, such as files for a child on an IEP, an ESE (Exceeds State Median Income Eligibility) child, an income eligible child, and a child related to program staff (if any). Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first file review event.

Preparation:
- DCYF will use **the current year's** enrollment records**.**
- Ensure that the child and family files are complete, on-site and that staff have access to ELMS and other data systems.
- Designate enrollment and eligibility staff to work with the CQI team to demonstrate how the documentation meets the standards.

Family Support and Health
On-Site or Virtual Visit
The ECEAP CQI team will have a conversation with health and family support staff about how staff meets contract requirements and performance standards.
- **About Files.** The CQI team will review the same set of files as above unless the monitoring visit occurs during October, November, or December. For these fall CQI visits, DCYF ECEAP will choose five children who attended the previous school year. Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first file review event.

Preparation:
- Ensure that the child and family files are complete, on-site and that staff have access to ELMS and other data systems.
- Designate enrollment and eligibility staff to work with the CQI team to demonstrate how the documentation meets the standards.

Classroom Education
The ECEAP CQI team will have a conversation with the classroom lead teacher about how they meet contract requirements and performance standards.
- **About Files.** The CQI team will review the same set of files as above unless the monitoring visit occurs during October, November, or December. For these fall CQI visits, DCYF ECEAP will choose five children who attended the previous school year. Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first file review event.

Preparation:
- Ensure that the child and family files are complete, on-site and that staff have access to ELMS and other data systems.
- Designate staff in the role of lead teacher participate in the education conversation. If necessary, provide a substitute teacher to cover the classroom so the lead teacher can be available.

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