

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.

For SY 2022-23

While we hope to return to in-person visits this year, many factors affect this decision. We will work together to create a plan that factors in COVID rates in your community and what works best for your program, children, and families. We will have at least two planning calls to schedule events and coordinate with you.

Guiding Principles

- Objective and criterion-referenced
- Strength-based
- Partnership
- Confidentiality

Full CQI Visit

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

- **Self-Assessment:** In collaboration with staff and parents, complete the self-assessment using the ECEAP Self-Assessment process each year.
- **Update Data:** Ensure all program data is current and accurate in the Early Learning Management System (ELMS), MERIT, WELS and Teaching Strategies GOLD®.
- **ECEAP Contract and Performance Standards:** Review ECEAP contract and Performance Standards with staff and policy council members.



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OVERVIEW

Overview of Full Visit Process



1. Notification

- **Email.** DCYF sends a notification email informing you that your program will participate in an ECEAP Full CQI Visit.
- **Document Checklist.** See details [below](#).
- **Community Partner Questionnaires.** Included in notification email. Send these out between first and second planning calls.

2. First planning call.

About two months prior to Full Visit.

3. Second planning call.

Will include planning for the Contractor Overview and Management Conversation.

4. Program Overview and Management Conversation

5. Full CQI Visit

6. Exit Survey

What to Expect During Full Visit

Whether virtual or on-site, Full Visits typically include:

1. Classroom and playground observations.
2. Meeting with families.
3. File Tour.
4. Staff Conversations
 1. Separate conversations with staff in the role of the lead teacher, family support specialist and health advocate.



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5. Review of eligibility and enrollment data and conversation with staff responsible for enrolling families.

What to Expect After Full Visit

1. **Director Exit Survey.**
2. **Report.** DCYF completes a full CQI report based upon 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.
3. **CQI Plan**, if applicable. You respond to the out of compliance items by completing the CQI Plan and identifying how you will correct those items. Once completed, 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
- Community Partner Questionnaires
- Second 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 wants to answer questions and solve problems as quickly as possible, while at the same time minimizing disruption of services. DCYF schedules planning calls with you in advance, 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 questions about the checklist to your CQI Specialist.

Document Checklist. The Document Checklist is individualized for each contractor based on information provided during previous visits.

- If your visit is scheduled between September and January, you will receive a copy of the document checklist in July.
- If your visit is scheduled between February and June, you will receive a copy of the document checklist in October.

Complete the Document Checklist:

- When completing the checklist follow the instructions thoroughly.



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- Many 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

Subcontracts Only

- **Send documentation for each subcontractor DCYF is visiting.** For example, if you have 10 subcontractors but DCYF is only visiting 3, send monitoring documentation for the 3 being visited.
- **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.

Direct Service and Subcontracted Sites

If your program has both direct service sites and subcontracted sites, send information for direct service sites and documentation of monitoring for subcontractors.

First Planning Call

Contractor:

- Carefully read this document (Contractor's Guide ECEAP Full CQI Visit).
- Note any questions you have.
- Review Community Partner Questionnaire form.
- Collect questions about the Full CQI Visit process from stakeholders, staff and subcontractors.

CQI Lead:

- Share guiding principles of ECEAP Full CQI Visit.
- Data collection.
- Full Visit protocols.
- Team members and logistics.
- Events – Virtual, on-site and those completed at DCYF.
- Subcontracting (if applicable).
- Community Partner Questionnaires.
- The prospective schedule.
- Any questions you have.

After the Call

Fine-tune the schedule. The CQI Lead will send you a first draft of the schedule. Please do not share it 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.
- Send the CQI Lead the daily schedule for the classes listed on the schedule.
- Email the edited schedule to the CQI Lead before the next call.

Send out the Community Partner Questionnaires.



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- Contact community partners. Inform them you are going through an ECEAP Full CQI Visit and task them to complete questionnaire.
- Email a copy to all community partners, asking them to email the completed questionnaire to DCYF by the deadline. The email address is on the questionnaire.
- Follow-up with partners to ensure they have returned the questionnaires.

Second Planning Call

The second 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 Full 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 team will ask specific questions related to ECEAP requirements.

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.



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- Nutrition Consultant.
- 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.
- Not give 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 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

The ECEAP team meets with ECEAP parents to learn how ECEAP works for their families. 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 parents from subcontractors, if applicable.
 - This will be one large parent meeting at a central location or an on line platform.
- Prepare a roster of parents 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.**



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- Contractor staff does not 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 questions of staff. 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.

Classroom Visits

The ECEAP team observes in classrooms and on the playground and completes a site observation form. The form includes information about the environment, curriculum implementation, health and safety and other aspects of the classroom. The team observes for approximately one hour of the class period for licensed sites, and a few minutes longer at license-exempt sites. The observation includes mealtime, free choice, outdoor areas and transitions. 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.

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 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 over income child and an income eligible child. Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first meeting of the day.

Preparation:

- DCYF will use **the current year's** (2022-23) enrollment records.
- Ensure that the child and family files are complete, on-site and that staff have access to ELMS and other data systems.



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- 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 chooses five files to review. They pick a diverse sampling, such as files for a child on an IEP, a dual language learner and a child with a behavior or special health care plan. Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first meeting of the day.

Preparation:

- If the Full Visit is in **October, November or December, gather last year's documentation (2021-22)**
- If the Full Visit occurs **after Jan. 1, 2023, gather the current year's documentation (2022-23).**
- Designate staff in the role of family support specialist/health staff to work with the CQI team to participate in the family support and the health conversation.

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 chooses five files to review. They pick a diverse sampling, such as files for a child on an IEP, a dual language learner and a child with a behavior or special health care plan. Your Lead CQI Specialist will send the ELMS IDs of the files one hour before the first meeting of the day.

Preparation:

- If the Full Visit is in **October, November or December, gather last year's documentation (2021-22)**
- If the Full Visit occurs **after Jan. 1, 2023, gather the current year's documentation (2022-23).**
- Designate staff in the role of lead teacher participate in the education conversation.



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