## NMCAA 2019-2020 Program Improvement Plan

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| **System** | **Recommendation** | **Source/ Resources Needed** | **Action Steps** | **Evidence/ Data Sources** | **Target Date** | **Person Responsible** |
| **Training and Professional Development** | Create individualized training to meet Head Start Education staff needs regarding the ChildPlus database system | Self-Assessment  In line with Program Goal #1  Resource:  Financial resources per T&TA plan | Staff attend ChildPlus Scramble training | Training log | November 2019 | Early Head Start Manager and PSC team |
| Review the need for additional training modules on NMCAA websites | Additional training modules created and added to websites | May 2020 | Mini Management and Data Management Teams |
| Review existing protocols and revise as needed | All existing protocols will be reviewed and updated (review date on each document updated to reflect) | May 2020 | Mini Management and Data Management Teams |
| Ongoing trainings available to staff regarding ChildPlus and data entry/retrieval | Trainings available as evidenced by Training Addendum, Training sign in sheets | September 2019, Trainings throughout the year |
| Increase utilization of the Conscious Discipline (CD) portal | Self-Assessment  Systemic issue #2 | Ensure that all staff have an increased awareness of the resources available in the CD portal | Conscious Discipline trainings available per training addendum | October 2019 | Mental Health Manager |
| Coaches will visit these resources with staff as needed | Coach/Teacher recaps, meeting | Beginning September 2019, ongoing throughout the year | Education Manager and Coaches |
| **System** | **Recommendation** | **Source/ Resources Needed** | **Action Steps** | **Evidence/ Data Sources** | **Target Date** | **Person Responsible** |
| **Training and Professional Development** | Increase training opportunities for Head Start education staff on how to effectively communicate the importance of oral health and how it is tied to development | Self-Assessment, related to PIR data and ongoing monitoring | Develop or locate a flyer or pamphlet to share with education staff | Flyer shared with education staff | October 2019 | Health Manager and Early Head Start Manager |
| Follow up on dentals provided by R&Hs | Increased percentage of completed oral health requirements | May 2020, Reviewed throughout the year through ongoing monitoring |
| Begin utilizing Mind Yeti and Mind UP in addition to other mindfulness opportunities | Self Assessment- Systemic Issue #2 | Ensure all staff have the ability to log in to systems | Logins created | November 2019 | PFCE Manager |
| Review of these resources at monthly recaps | Increased utilization of resources, documentation on recaps | Ongoing throughout the year | PFCE Manager, Coaches, PSCs, Education Staff |
| Trainings available for staff on these resources | Training reflected on Training Addendum, Staff sign in sheet from trainings | February 2020 |
| ELOF training for staff | T&TA Planning Session, related to CD goals  Resource:  Tammy Funnel STG International | Schedule training and invite staff | Staff sign in, Staff indication of increased knowledge per post survey | February 2020  9am-12pm | Education Manger, Early Head Start Manager, Collaborative Centers Program Manager |
| Ensure staff have the trainings and resources needed to feel confident in supporting families | Self Assessment-  Systemic Issue #1 | Create trainings and add to the training addendum (Family Services Crendential, ACES, etc) | Trainings created and added to training addendum, sign in sheets, staff indication of increased confidence | September 2019, trainings and discussion with staff throughout the year | Mental Health Manager, Education Manger, EHS Manager, Collaborative Centers Manager |
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| **Communication** | Ensure that it is standard practice to reference the application and health history information prior to meeting families so the family does not have to retell their story | Self-Assessment  Systemic Issue #1 | Review processes with education staff at Professional  Development days | Professional Development day sign in sheet | September 2019 | Health Manager |
| Always show up | Self-Assessment Systemic Issue #3 | Go to the visit every week, to support building stronger relationships with the family and build trust that we will always be there | Increased attendance percentages | Reviewed through ongoing monitoring, increase reflected in yearly attendance percentage at end of program year | Early Head Start Manager, Collaborative Centers Manager |
| Utilize “sorry we missed you” or “wish you well bags” when family is sick or not home. |
| When a child or family is sick or absent for an extended period of time, provide activities for families to engage with their children while absent |
| Create a Facebook resource group for teachers in order to strengthen connections and sharing of ideas | Self-Assessment | Facebook page created and shared with staff | Ongoing usage of the Facebook page by teachers, successful sharing of information/ resources | January 2020 | Education Manager |
|  | **Recommendation** | **Source** | **Action Steps** | **Evidence/ Data Sources** | **Target Date** | **Person Responsible** |
| **Data and Evaluation** | Increase data collection and usage around Practice Based Coaching | Self-Assessment/ T&TA Planning session  Related to Program Goal #2 | Expand Coaching Survey Monkey to include the needs of Coaches | New survey created and utilized, data collected and analyzed | Initial contact to Tammy on  10-18-19, Survey Monkey in use by May 2020 | Education Manger, Early Head Start Manager, Collaborative Centers Manager |
| Expand Coaching data collection to show practices improved | Process for collecting baseline and post coaching practice data, data collected and analyzed | February 2020 |
| **Program Planning and Service System Design** | Develop PFCE and SR Goals for next five year cycle | T&TA Planning Session  Resource:  Tammy Funnel, STG International | Collect and analyze data through ongoing monitoring | Ongoing monitoring reports and review notes | Ongoing throughout the year | Mini Management Team and program staff |
| Meeting with Tammy | Sign in sheet | 3-9-20  9am-3pm |
| Continued discussion and analyzing of data at Mini Management Meetings | Successful Development of Five Year Goals and Plan | June 2020 |
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| **Facilities and Learning Environments** | Create a position to ensure compliance of preventative maintenance requirements by providing support and resources for facility/maintenance projects | Self-Assessment  Systemic Issue #4 | Develop job description and advertise for position | Position created and hire complete | February 2020 | Director of Operations, Site Manager, Program Director |
| Separate Licensing Rules for Child Care Centers and Head Start Program Performance Standard rules on the Safe Environment Checklist to provide clarity and other opportunities for analyzing data | Self- Assessment  Systemic Issue #4 | Review of Safe Environment Checklist along with State and Federal standards by the Site Supervisor team | Updated Safe Environment Checklist, revised in ChildPlus and date revised reflected on from | March 2020 | Site Manager, Site Supervisors |

\*The Mini Management team meets monthly, at a minimum, and includes individuals in the following roles: Early Childhood Programs Director, ERSEA Manager, PFCE Manager, Site Manager, Collaborative Centers Manager, Education Coach Manager, Early Head Start Program Manager