

SENDCAA Head Start Birth To Five 2019-2020 Self-Assessment and Program Improvement Plan

The 2019-2020 Self-Assessment was conducted by the SENDCAA Head Start Birth to Five Management Team, a Policy Council Parent, and three classroom teachers. The Self-Assessment process was facilitated by the Project Director, Lindsey Burkhardt.

The timeline for the Self-Assessment is as follows:

1. Thoroughly review the Self-Assessment process with management staff. Educate program staff of the purpose of the Self-Assessment and process that will be used.
2. Attend the Board of Directors meeting. Describe the Self-Assessment process and invite the Board of Directors to participate in the process. The same conversation will occur with Policy Council members.
3. Meet with management staff and determine the overall direction for the self-assessment. Discuss any data trends from the 2019-2020 program year. Review data from ongoing program monitoring last program year. Based on data, determine questions to ask staff, parents, community partners, Policy Council members, and the Board of Directors.
4. Surveys are intentionally created and sent to the following: staff, parents, community partners, Policy Council members, and the Board of Directors.
5. Work to organize a Self-Assessment Committee. Once the team is created, conduct a Self-Assessment Committee meeting. The team carefully reviews survey results from all stakeholders. Based on data, the Focus Areas for the SA will be determined. Self-Assessment sub-committees may be organized at this time, based on the results.
6. After the final Program Improvement Plan is completed by Lindsey Burkhardt, the Self-Assessment Committee will review and make necessary modifications. After this approval, the report will be presented to both the Policy Council and the Board of Directors. After approval, it will be presented to program staff at site meetings.

In September of 2020, we began the process by educating staff, Policy Council representatives, parents, the Board of Directors, and community partners of the Self-Assessment process. We sent out surveys to all stakeholders (staff, Policy Council representatives, parents, the Board of Directors, and community partners) to reflect on the previous school year and identify strengths and areas of improvement. Program staff were also surveyed in May of 2020 to gather critical data from the previous year while it was still present in their day to day operations. From there, follow up questions were sent to staff in September 2020 to narrow

SENDCAA Head Start Birth To Five 2019-2020 Self-Assessment and Program Improvement Plan

the scope of the data gathered in May. The data was collected and aggregated. The next step involved bringing the Self-Assessment Committee together to review the data, identify trends, and reflect on findings.

First, the Self-Assessment Committee worked to identify the overall program strengths. Staff described the work culture at SENDCAA Head Start Birth to Five with words like: Friendly, Family/Team-Oriented, Supportive, and Fun. The committee determined after reviewing the data that staff loved the following most about their job with SENDCAA Head Start Birth to Five: relationships with colleagues and the overall positive impact on the lives of families and children we serve. Family data had much positive feedback as well. Families felt that program staff were caring, welcoming, and respectful individuals. Overall, the parents felt that SENDCAA Head Start Birth to Five offered a safe and loving place for the children we served and that our emergency pandemic response was handled well.

During the second Self-Assessment Committee Meeting, the committee dug deeper to review data by component areas specifically. During this meeting, we comprehensively examined data by component area to further explore trends and areas where improvement was needed.

Below you will find the overall component area strengths and identified areas of need.

Education Component
<p>Strengths: The top identified strengths for the Education component was the teamwork, training, and support. Conscious Discipline implementation and resources was also listed as a strength in the education component, due to ongoing training and coaching around the Conscious Discipline model. Another strength noted was the quick response during the pandemic to send out educational packets to families on a weekly basis and the weekly phone calls our education staff made to check-in and ask if families needed anything and to provide support and resources as needed. Teachers moved to a virtual platform by utilizing Seesaw to connect with families as best they could. Teachers shared videos of songs, I Love You Rituals, connection activities, academics, and much more.</p>

**SENDCAA Head Start Birth To Five
2019-2020 Self-Assessment and Program Improvement Plan**

Areas of Need: *No needs identified in this area for the Self-Assessment Action Plan.* There were some comments regarding providing more staff training for new staff, this is an item we extensively worked on and have developed systems per the previous Self-Assessment that are now being implemented.

Health & Nutrition Services

Strengths: The identified strengths for the Health Services component were partnerships and the services that our program was able to provide to children both on and off site. These services included nutrition education, dental exams & treatment, dental education, and cooking classes offered to families. Other items worth noting were that our cooks give above and beyond. And, that more health requirements were met during that academic year than previous years. Lastly, a strength noted was during the start of the pandemic when our program closed we provided food bags to families on a weekly basis. This took an entire team effort to organize and ensure successful pick up/deliveries of these bags. We also supplied families with resources as to where they could find additional food in the community. We feel it is also important to highlight that health staff provided weekly educational health/nutrition flyers and maintained their involvement with the families throughout that time.

Areas of Need: Data determined a trend that was noted surrounding nutrition services. It was highlighted several times on the survey that staff felt we needed education on the menus and why they look the way they do, more fresh fruit, and a greater variety of food.

ERSEA & Family Services

Strengths: The following strengths were identified: family support staff want to be involved with families, staff were aware of available services in the community, and that staff were always available for concerns. Staff felt that we were very comprehensive in our work with offering families resources. Trends were also noted that spots were filled quickly and the

**SENDCAA Head Start Birth To Five
2019-2020 Self-Assessment and Program Improvement Plan**

transitions were quick and efficient. During the pandemic, we shared resources with families on a weekly basis. All enrollment was maintained and we continued to fill spots for virtual enrollment. We moved to a more convenient/pandemic friendly format for applications and began to allow that process to be completed online.

Areas of Need: *No needs identified in this area for the Self-Assessment Action Plan.*

Mental Health & Disability Services

Strengths: Noted strengths were the availability of our Mental Health/Disability Coordinator, the support she provided, interventions, resources, and her willingness to help. We have a great relationship with Early Childhood Special Education staff, and work cohesively to ensure children receive the services they need. Staff felt that our referral process was smooth, efficient, and quick. When our program closed, our Mental Health/Disability Coordinator continued her efforts to screen children even though they were not on site. Throughout the closure, parent letters were sent home to families providing information about mental health resources in the community. Our program Mental Health/Disability Coordinator invited parents to reach out if their children were showing signs of distress during the home learning experience.

Areas of Need: The committee determined based on data that areas of improvement were more education offered to both staff and families. Staff felt more trainings were necessary so they had a stronger awareness about various disabilities such as: down syndrome, autism, developmental delays, ADHD, etc. Another area of need highlighted was to have more information readily available for families as far as Mental Health/Disability.

Human Resources, Program Management, & Governance

Strengths: The greatest noted strength was that communication had improved immensely. Staff felt that management was being led in the right direction, the management team was very supportive, and willing to jump in and help. A strength noted for Governance was the

SENDCAA Head Start Birth To Five 2019-2020 Self-Assessment and Program Improvement Plan

attendance and involvement of the Policy Council members, we regularly held meetings at full capacity. When the pandemic hit our community, we moved Policy Council and Board of Directors meetings to a virtual platform. Throughout the pandemic, our program supported staff by providing a book study to boost morale, offered flexibility to staff with working on-site, and supported staff by any means necessary throughout the pandemic.

Areas of Need: Interestingly, communication was also listed as an area where growth was needed. The committee delved deeper into this section and had rich conversation. We determined that staff confidentially was being compromised at various sites based on staff comments. Also, staff felt that expectations varied by site and that communication wasn't always getting relayed from one site to another.

The Self-Assessment Committee is confident that the strengths and areas of improvement listed above are accurate and reflect the results of the survey data. One key strength that we feel is important to highlight is the unity and leadership of the management team. The management team works as a solid unit that supports decisions, ensures policy implementation, and looks at situations through a lens of positive intent. Program decisions are made collaboratively and all components have the ability to share their voice and advocate for their component. Those conversations and decisions then go to the Policy Council and the Board of Directors.

Another strength we feel that is important to highlight is the reduced turnover experienced in the 2019-2020 school year. We strongly believe this is due to shifting to a school family approach built on teamwork, collaboration, and the belief that we are all trying our best.

Lastly, as a committee, we feel the program's response to the pandemic was thorough and well-planned. The program closed in March and maintained closure through May, and although we stopped seeing children in our classrooms, we didn't halt services to our children and families. Day after day our staff worked diligently to serve children and families throughout the start of this pandemic and continuously to this day. As you can see in the strengths listed above, our program went above and beyond to ensure our children had

**SENDCAA Head Start Birth To Five
2019-2020 Self-Assessment and Program Improvement Plan**

activities to continue learning, food to fill their bellies, and the family had resources to ensure their needs were met.

On Page 7, the 2019-2020 Self-Assessment Program Improvement Plan can be found which was written based on overall findings.

**SENDCAA Head Start Birth to Five
Self-Assessment Improvement Plan**

Health & Nutrition Services

<p>Areas of Need: Data determined a trend was noted surrounding nutrition services. It was highlighted several times on the survey that staff felt we needed education on the menus and why they look the way they do, more fresh fruit options, and a greater variety of food.</p>	<p>Monitor: Lindsey Burkhardt, Director Lillian Okla, Health & Nutrition Lead Coordinator</p>
<p>Goal: To educate staff on the menu process, include a variety of food for children to try, and add fresh fruit to our menus.</p>	
<p>Action Plan: 1) Educate staff about the requirements of menus and how menus are planned based on the location of the site. <u>May 2021</u> 2) Gather information from staff via survey at the end of the program year to determine items that could be added to the menus for the upcoming school year to increase diversity in menu items. <u>May 2021</u> 3) Add more fresh fruit options, when possible and seasonally appropriate. <u>January 2021</u></p>	
<p>Estimated date of completion:</p>	
<p>Progress: 1) 2) 3)</p>	

Presented to:

_____ Staff _____ Policy Council _____ Board of Directors

Date of Completion: _____

**SENDCAA Head Start Birth to Five
Self-Assessment Improvement Plan**

Mental Health/Disability Services

<p>Areas of Need: The committee determined based off the data that more education offered to both staff and families specific to MH/Disabilities was necessary. Staff felt more trainings were needed so they had a stronger awareness about various disabilities like: down syndrome, autism, developmental delays, ADHD, etc. Lastly, to have more information readily available for families.</p>	<p>Monitor: Lindsey Burkhardt, Director Jody Claus, Mental Health/Disability Coordinator Sarah Mattson, Assistant Director</p>
<p>Goal: To provide resources and education to both staff and families on various mental health issues/disabilities.</p>	
<p>Action Plan: 1) Include education for staff on each monthly staff newsletter that is sent to staff which will include mental health/social emotional resources. This will also include basic information about various disabilities. January 2021 2) Monthly Mental Health/Disability articles will be sent to parents on Seesaw that specialize in mental health issues and disabilities. January 2021 3) Include specific training opportunities for professional development growth and awareness expansion for staff who are serving a child with a specific need, disability, or Mental Health diagnosis. May 2021</p>	
<p>Estimated date of completion: May 2021</p>	
<p>Progress: 1) 2) 3)</p>	

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SENDCAA Head Start Birth to Five Self-Assessment Improvement Plan

Human Resources, Program Management, Governance

<p>Areas of Need: Communication was listed as an area where growth was needed. The committee delved deeper into this section and had rich conversation. We determined that staff confidentiality was being compromised at various sites. Also, staff felt that expectations varied by site and that communication wasn't always getting relayed from one site to another.</p>	<p>Monitor: Lindsey Burkhardt, Director Management Staff</p>
<p>Goal: To ensure staff confidentiality is held at the highest regard and communication is streamlined to all sites & staff.</p>	
<p>Action Plan:</p> <ol style="list-style-type: none"> 1) The management team will receive training on effectively supervising and maintaining confidentiality. <u>May 2021</u> 2) Managers will discuss and brainstorm ways to appropriately share information with their teams that maintain confidentiality. This process will be documented and implemented immediately by all managers. <u>May 2021</u> 3) The management team meets weekly, at that meeting important information is discussed between managers. A system will be developed to ensure non-confidential correspondence is relayed to all-staff in an effective and timely manner. <u>March 2021</u> 	
<p>Estimated date of completion:</p>	
<p>Progress:</p> <ol style="list-style-type: none"> 1) 2) 3) 	

Presented to:

_____ Staff _____ Policy Council _____ Board of Directors

Date of Completion: _____

