

# IMPROVING THE PROVIDER EXPERIENCE

We’re committed to the idea of continuous improvement. Every day, we encourage providers to commit to this, and they ask it of the children in their care, too. We firmly believe in making each day better than the last — continuous improvement is a deeply held value, and we want to lead the way by living it out.

As a result of the research following the Preschool Development Grant award, the Step Up to Quality team will be making these changes to the process. The number one priority continues to be the experience of the child care provider who goes through Step Up to Quality. The process should be rigorous and fair, with timely yet proven information and training throughout.

**If you have any questions about these changes, please don’t hesitate to reach out to any of the Step Up to Quality team members, including your coach. Thank you for doing your best for Nebraska’s children — your participation in Step Up to Quality truly matters.**

## Incentives for Participation

<p><b>Currently</b></p> <p>Participating programs/input collected during revision meetings expressed frustration over the costs of training and a desire for more incentives.</p>	<p>→ <b>Improvement</b></p> <p>Participating programs/staff may attend ELG trainings at a reduced rate (i.e. 50% reduced cost). New tools will be added to the Step Up to Quality website including a robust search function and custom URL for providers.</p> <p><i>*Currently in pilot stage in NE ELC region</i></p>
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## Coaching & Technical Assistance

<p><b>Currently</b></p> <p>Coaching is not available until Step 2 is completed.</p>	<p>→ <b>Improvement</b></p> <p>After Step 1 is completed, providers can opt to receive specialized technical assistance to help them complete Step 2.</p>
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## Step 2

<p><b>Currently</b></p> <p>Complete training sessions:</p> <ul style="list-style-type: none"> <li>• Safe with You Series</li> <li>• Early Learning Guidelines Domain Series</li> <li>• Management Training or Getting Down to Business</li> </ul> <p>Complete coach interest questionnaire</p>	<p>→ <b>Improvement</b></p> <p>Complete training sessions:</p> <ul style="list-style-type: none"> <li>• Director/SUTQ Designee has completed at least 4 Early Learning Guidelines Domains.</li> <li>• Reduced registration fees for ELG trainings being piloted in Northeast ELC region (eventually put in benefits section of PG &amp; website)</li> <li>• Delete Management Trng./Getting Down to Business, and Safe With You series (licensing already regulates this)</li> <li>• Special Care training (new 4 hr. trng.)</li> <li>• Intro. to ERS and/or Intro. to CLASS trng.</li> </ul> <p>Keep the same but add notation re: “optional”</p>
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## Rating Readiness for Steps 3-5

<p><b>Currently</b></p> <p>There is a single “Rating Readiness Tool” form for all participating programs to complete when requesting a rating for Steps 3-5.</p>	<p>→ <b>Improvement</b></p> <p>The form will be renamed “Rating Request Form” and will be split into two separate versions which contain the indicators relevant to the program type:</p> <ul style="list-style-type: none"> <li>• Centers/Preschools/School-Based EC programs</li> <li>• Family Child Care Home 1/Family Child Care Home 2 programs</li> </ul> <p>Notations on the RRF when applying purely for Step 3 or Steps 3-5.</p> <p>The “Step 3 only” option would not include an on-site ERS/CLASS observation.</p>
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## ERS/CLASS Scores

<p><b>Currently</b></p> <p>Center-based programs may choose both ERS and CLASS</p>	<p>→ <b>Improvement</b></p> <p>Center-based programs may choose either ERS <b>or</b> CLASS (not both)</p>
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## Quality Standard 1A

<p><b>Currently</b></p> <p>5. The program lead designee completes Go NAP SACC training.</p> <p>8. The program lead designee completes an Action Planning Document based upon the Go NAP Pre-Self-Assessment.</p>	<p>→ <b>Improvement</b></p> <p>Delete (NAP SACC staff oversee this)</p> <p>Delete (NAP SACC staff oversee this)</p>
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## Quality Standard 1A: ERS/CLASS

<p><b>Currently</b></p> <p>1. The program lead designee attends the Introduction to the Environment Rating Scale training.</p> <p>3. The program lead designee attends the Introduction to the CLASS training.</p>	<p>→ <b>Improvement</b></p> <p>Points may be awarded if the program lead designee attends the Closer Look at the Environment Rating Scales training, and/or the Whole Body Classroom training series.</p>
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## Quality Standard 3

<p><b>Currently</b></p> <p>3. All full-time administrative/teaching staff have at least 24 clock hours of in-service training within the past 12 months (or 3 semester credit hours of college coursework).</p>	<p>→ <b>Improvement</b></p> <p>Keep, but in evidence column, keep “a minimum of 4 clock hours...in the area of health and safety” and add “or training on children with disabilities” (Special Care).</p> <p>Add new indicator: “Participates in an additional quality improvement initiative (other than NAP SACC) in the last 12 mos.”— verified by letter from that organization.</p> <p><i>*See list of EC initiatives compiled by coach coordinators on NDE website.</i></p>
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Quality Standard 3 Continued

<p><b>Currently</b></p> <p>QS #3 is titled "Professional Development and Training"</p>	<p>→ <b>Improvement</b></p> <p>Broaden title/heading of this standard to include participation in other quality initiatives: (i.e. "Professional Development, Training, and Community Engagement"). Add description language in Program Guide under QS #3 to explain participation in quality initiatives that involve community engagement.</p>
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**Quality Standard 4**

<p><b>Currently</b></p> <p>The program provides materials and resources in a way that is accessible to all families, including ELL families.</p> <p>The program informs families when there will be a change in teacher or a substitute teacher, when a field trip is planned, and when a child will change classrooms.</p> <p>The program has communication strategies for informing families about their children's learning and development.</p> <p><b>**Add to QS 2, #5</b></p>	<p>→ <b>Improvement</b></p> <p>Keep, but add: The program has access to translation resources or services</p> <p>Remove, and replace with: The program uses specific communication methods with families, such as newsletters, electronic messaging and social media.</p> <p>Remove and replace with: The program offers at least one family conference per year to discuss child's progress and behavioral social and physical needs. Assessment information is shared with the family.</p> <p>Add: Current community resource materials are available to all families which includes information about direct services to promote child/family safety, health, and stability.</p> <p><i>*Evidence column to include participation in Ready Rosie, hosting Circle of Security for families, etc.</i></p> <p>Add: The program provides families with multiple opportunities for involvement in the program such as: open house, opportunities to volunteer, social events, and/or potluck meals.</p> <p>Add: Language re: Program and local school working together in partnership re: children entering Kindergarten.</p> <p>Add: The program currently serves families receiving Child Care Subsidy.</p>
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