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MEMORANDUM OF UNDERSTANDING

FIRST 5 ALAMEDA COUNTY
AND
AGENCY/PROVIDER NAME

The California Children and Families First Act of 1998 (Proposition 10) created a program in the state for the purposes of promoting, supporting, and improving the early development of children from the prenatal stage to five years of age. The intent of this act is to enable counties to create and implement an integrated, comprehensive and collaborative system of information and services to enhance optimal early childhood development.

First 5 Alameda County approved a Strategic Plan for a comprehensive system of early intervention services for children 0 to 5 years of age and families in Alameda County. The Strategic Plan is called Every Child Counts. A key component of the First 5 Strategic Plan is to support professionals to provide high quality services to children 0-5 and their families (2009-2013 Strategic Plan, page 7).

I. BACKGROUND AND PROGRAM DESCRIPTION

Quality Counts (QC) provides the resources for a highly trained Quality Counts Coach to work collaboratively with early childhood educators to improve program quality. QC Coaches may be employees of First 5 Alameda County OR of one of the three Resource and Referral agencies in Alameda County (BANANA’S Inc., 4C’s, or Child Care Links). The Quality Counts process also gives early childhood providers a method for identifying and addressing needed improvements in their programs after consultation has ended.

II. PERFORMANCE REQUIREMENTS

To achieve these goals, Agency/Provider Name is committed to doing the following:

QUALITY COUNTS CONSULTATION AND SUPPORT

A. Participation in weekly or bi-weekly 2-3 hour on-site consultation services for up to 24 months. Meetings with the QC Coach during Phase A: Action Plan and Phase B: Implementation will take place weekly. Meetings during Phase C: Specialized Resources may take place on a weekly or bi-weekly basis. Consultation services will focus on the global program, with particular attention to any special needs of children in the program (e.g. disabilities, English Language Learners, at-risk).

B. Participation in up to five Saturday trainings, as assigned and identified by QC staff.

1. For Centers: At least 2/3 of center staff and the director must attend the Saturday trainings.
C. Collaborative assessment of need by QC Coach and provider(s) at the onset of consultation.

D. Allow First 5/R&R agency staff to conduct an initial and post CLASS observation and assessment.

E. Collaborative development of a written Action Plan based on the assessment. Upon completion of the Action Plan development, the QC Coach reserves the right to determine whether a site will begin participation in Phase B: Implementation, or Phase C: Specialized Resources.

F. Allow QC Coach to conduct a health and safety assessment to evaluate progress toward the identified health and safety challenges, identified in the Action Plan, prior to submitting an application for the first QC Grant.

G. Participation in bi-monthly follow-up visits from QC Coach once participant begins Phase C: Specialized Resources through the end of the two year project term.

H. Participation in Phase C: Specialized Resources which includes additional training, specialized consultation, technical assistance and/or independent completion of goals and strategies as identified in the Action Plan.

I. Collaborative final evaluation of program in relation to the Action Plan at the end of Phase C: Specialized Resources, prior to applying for the second QC Grant.

J. Participation in a meeting with an Early Childhood Mental Health Consultant who will explain the child development referral and screening process.

K. Evaluation of effectiveness of the consultation. This may include but not be limited to allowing a First 5 Alameda County independent evaluator to conduct an on-site assessment at the beginning and at the end of consultation services, and the completion of a brief, staff-completed questionnaire about consultation services.

L. Quality Counts Coach Resource and Referral (R&R) training at site. This may include, but not be limited to, allowing child care R&R agency staff to observe the First 5 QC Coach at the site throughout the Quality Counts process, or for the child care R&R staff to perform the QC coaching with the support of a First 5 QC Coach.

M. If QC participant does not complete or chooses not to participate in any one of the above listed activities, including Phase C activities recommended by QC staff, QC services may be terminated immediately which will result in the participant being ineligible to apply for any/further grant funding.

N. QC participant will notify QC Coach/consultant within 36 hours if the child care site receives a Substantiated Complaint or Type A deficiency with Community Care Licensing Division during the time period of acceptance to the Quality Counts program and the end of the two-year project term.

O. Notify all parents of enrolled children in writing of any serious health and safety hazards (e.g. unsafe playground equipment or inadequate surfacing) that are identified during the QC process. Provide QC Coach/consultant with proof of written notification.
INSURANCE AND REPORTING

A. Additional Insured Endorsement shall name First 5 Alameda County, the individual members thereof, and all First 5 officers, agents, employees, contractors, and volunteers, and Alameda County, its Board of Supervisors, officers, agents and employees as Additional Insureds with respect to services being provided. Additional insured endorsement shall be equivalent to ISO form CG 20 09 10 93.

B. Maintain a minimum of $300,000.00 in general liability insurance, with First 5 Alameda County and Alameda County listed as additional insured, for the full two years of the project term. The insurance must be purchased without installments on an annual basis. Any request for exception to this provision of insurance purchased without installments must be submitted in writing and approved by First 5 Alameda County. Proof of insurance with the appropriate levels of coverage must be submitted to First 5, attention Sonia Gonzalez-Garcia. Failure to maintain the required insurance during the project term may affect current and future participation in the Quality Counts program, as determined by First 5.

C. For the duration of the two-year project term, complete and return annual reports in a form specified by First 5 Alameda County. Reports are due on June 30th for each year of the project term. Programs also agree to allow pre-arranged site visits from First 5 Alameda County/R&R agency staff.

D. Provide First 5 Alameda County/R&R agency with race/ethnicity information for the child care site staff and children enrolled at the child care site as well as educational level of staff. Names will NOT be attached to this information.

SERVICE DELIVERY

A. For the duration of the two-year project term, continue to operate a child care program at the address listed on the program’s approved application to Quality Counts.

To achieve these goals, First 5 Alameda County, in partnership with the R&R agency and associated contractors, is committed to doing the following:

A. Identified staff will conduct observations and activities related only to the functions of the QC process; student or staff records will not be reviewed by First 5 Alameda County, R&R agency staff, or associated contractors.

First 5 Alameda County, R&R agency staff, and associated contractors cannot and will not replace regular program staff, nor be “counted” for the mandated adult-child ratios in the program.

If the QC Coach/consultant observes serious hazards or behavior that jeopardizes the health and safety of children at the site, First 5 will be responsible for determining the steps to be followed including but not limited to:
1. First 5 Alameda County, in partnership with the R&R agency and associated contractors, may determine that the situation warrants a report to a regulatory agency. If a report is made, First 5 Alameda County, R&R agency and/or associated contractors will inform the QC site unless the investigating agency has determined and notified First 5 Alameda County, R&R agency and/or associated contractors in writing that it would impede the investigation of the incident or situation.

2. First 5 Alameda County, in partnership with the R&R agency and associated contractors, reserves the right to determine if they will continue working with an agency that has been reported, based on its professional judgment and the feasibility of making needed changes within the site and/or program staff.

3. First 5 Alameda County, in partnership with the R&R agency and associated contractors, reserves the right to withdraw its staff and/or QC Coaches at any time. Eligibility for any First 5 Alameda County funding and/or grants program may be discontinued, modified, or withheld at the discretion of First 5 Alameda County pursuant to a change in law or a material adverse change in the Grant Recipient’s condition, including failure to comply with licensure requirements, investigation by any entity with authority over the program, or in the case of any citation for child abuse or neglect without follow-up clearance by the appropriate regulatory agency.

III. LIMITATION ON LIABILITY; INDEMNIFICATION

Both First 5 Alameda County and Agency/Provider Name agree to indemnify, to save and hold harmless the other party and their respective individual members, officers, agents, employees, contractors, and volunteers, from any and all liability in addition to any and all losses, claims, actions, lawsuits, damages, judgments of any kind whatsoever arising out of the negligent acts, omissions or intentional misconduct of First 5 Alameda County or Agency/Provider Name’s respective employees, agents, subcontractors or volunteers in performance of services or in the course of performing services rendered pursuant to this Agreement.

IV. GENERAL TERMS

Period of Operation and Termination

This agreement will take effect upon signing of both parties to the agreement and shall remain in effect until terminated. Each party shall have the right to terminate the agreement upon 30 days prior written notice to the other party.

Alteration of Terms

It is mutually agreed that this agreement may be modified or amended upon the written consent of the parties hereto.

Governing Laws and Regulations

It is agreed that, if any of the provisions of this MOU are affected by changes in Federal or State laws or regulations, this MOU may be renegotiated and amended accordingly, subject to the provisions outline in the preceding two (2) paragraphs.
**Failure to Participate**

If First 5 Alameda County and/or R&R agency staff determine that the child care program is failing to uphold its commitment to and participation in the QC process (e.g. missing scheduled meetings, failing to make progress toward identified health and safety challenges, or deciding not to participate in recommended Phase C specialized consultation), First 5 Alameda County and/or the R&R agency will provide a written warning that the program is in jeopardy of losing QC services. If the child care program continues to fail to comply with the QC process, First 5 Alameda County, in partnership with the R&R agency may, at staff’s discretion, discontinue QC services.

**Consent to Share**

If your program is receiving services from two or more First 5 Alameda County-funded projects, these projects may share information, within legal limits and First 5 Alameda County’s Confidentiality policy, about your site and the services provided. This process will enhance the quality and relevance of the services you receive and ensure that we are not duplicating services.

**V. TERMS OF AGREEMENT**

The term of the Quality Counts consultation process is two years from the date of this fully executed MOU. Provisions of this agreement will be subject to modification only by the written consent of the undersigned parties.

**VI. FILING REPORTS WITH CHILD PROTECTIVE SERVICES (CPS) / CHILD CARE LICENSING (CCL)**

If **Agency/Provider Name** has knowledge of or observes a child who they suspect has been the victim of child abuse or neglect within the course of First 5 funded work, it is expected that they will file a report of the situation to CPS. In accordance with CPS guidelines, the report should be filed by phone within 24 hours of the incident, and in writing within 36 hours of the incident. If the abuse or neglect occurs in a licensed child care facility, it is expected that **Agency/Provider Name** will also file a report immediately to CCL.

Reporting suspected child abuse or neglect to First 5, the R&R agency, or other persons is not a substitute for making a report to CPS or CCL. Reporting duties are individual and cannot be delegated to another person.

If First 5 staff or any funded contractors become aware of suspected child abuse or neglect while providing consultation and/or project support, and a report is not filed within the legal timeframe by program, First 5 staff and/or contractor will file a report by phone and in writing within 24 hours.

Failing to report abuse or neglect to the appropriate agencies is not consistent with the mandates of First 5 Alameda County to improve health and development of children age 0-5. Failure to report may result in termination of services or funding.
First 5 Alameda County

Mark Friedman
Chief Executive Officer

Agency/Provider Name

Authorized Signature
Agency/Provider Name

Date

Date
QUALITY IMPROVEMENT COACH

DEFINITION
The Quality Improvement Coach provides coaching, technical assistance and training to providers in identified child care programs to improve the quality of programs and environments.

This full-time, non-exempt position reports to the Quality Improvement Coaching Manager, and is classified in the Manager level.

DUTIES AND RESPONSIBILITIES include, but are not limited to, the following. Other duties may be assigned.

- Conducts assessments of up to 15 licensed child care programs participating in the ___ program, using Environmental Rating Scales, to evaluate each program’s current quality
- Facilitates meetings with program participants to discuss the assessment, and collaborates with the participants to identify strengths and challenges in their program, and develop an individualized Action Plan for program quality improvement
- Provides intensive coaching, technical support, in-service training, and follow-up visits to child care programs to support achievement of goals identified in their Action Plans
- Collaborates with other First 5 programs/staff and external consultants, such as mental health consultants, as needed to ensure successful implementation of Action Plan
- Collaborates with LIIF (Low Income Investment Fund) to schedule program participants’ grant application meetings and respond to and facilitate programs’ requests for purchases
- Enters descriptions of consultation activities and strategies, provider response, referrals, and other progress notes ECCOnline database
- Prepares final reports for each site and program data summaries as requested
- Conducts trainings for Resource and Referral agencies in Alameda County to further support implementation of the quality model
- Assists with review of applications from child care programs desiring to participate in the Quality Improvement Program
- Attends agency and program staff meetings, as assigned
- Regularly drives and/or travels throughout Alameda County to perform the above job duties; driving is an essential function of this position

MINIMUM QUALIFICATIONS

Education
Bachelor degree in child development, early childhood education, human development, social science or related field
And

Experience
Minimum three years full-time progressively responsible experience in a public or private organization or community development agency providing direct delivery of services to clients or the oversight of such services. Experience working directly with children, families and staff in a childcare setting and experience conducting environmental assessments, trainings, and/or offering technical assistance to child development professionals is required.

Other
- Must have a valid California driver’s license, personal automobile insurance and ability to meet the driving record requirements for coverage under Agency’s non-owned auto liability policy, access to own transportation and ability to travel within Alameda County as necessary to carry out job duties.
- Some evenings and weekends required
- Ability to speak a second language, such as Spanish, Mandarin or Cantonese strongly preferred and may be required for some positions
- Negative TB test (pre-employment)
- Prefer certification in CPR and First Aid

Knowledge and Abilities

Knowledge of
- Principles and practices in the early childhood field, including reflective practices
- Knowledge of and experience conducting environmental assessments using Environmental Rating Scales (ECERS, ITERS, FCERS); prefer knowledge of CLASS, PITC, BAS and/or PAS
- Applicable state laws, rules and regulations related to child care licensing
- Various adult learning styles and proven strategies for working with each style
- Basic program development, planning and evaluation methodologies
- Practices of contract negotiation, development and management
- Basic budgetary and financial recordkeeping procedures
- Proficiency in Microsoft Office Suite, use of the internet for research

Ability to
- Establish and maintain effective, collaborative working relationships with a wide range of professionals including but not limited to, F5AC staff, partnering agencies, community partners and child care providers
- Coordinate and/or provide informal and formal trainings and presentations to diverse audiences
- Facilitate group meetings effectively
- Effectively represent the program and agency in meetings
- Plan, monitor and evaluate program and service delivery
- Develop and maintain data collection and reporting processes
- Demonstrate cultural awareness and sensitivity in a variety of contexts
- Work in a multidisciplinary team setting
- Think proactively, anticipate and identify problems, gather information/data to analyze situations, and develop effective recommendations and solutions
- Exercise sound judgment within generally established policies and procedures to select appropriate strategies and make and carry out effective decisions
- Communicate clearly and effectively, orally and in writing, to staff, the Commission, partners, and the public
- Read, analyze and interpret common professional publications, policy documents, financial reports and related business documents and information
- Demonstrate initiative and work independently with little supervision
- Plan and organize work to ensure organizational and program goals are achieved
- Meet attendance requirements of the position, be punctual and timely in meeting all requirements for work performance
- Adapt, with minimal or no advance notice, to changes in agency operations and work assignments or procedures

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**
The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Mobility to work in a standard office environment and attend off-site meetings; mobility and manual dexterity to use standard office equipment and handle documents; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone
- May occasionally lift and/or move heavy (up to 25 pounds) items such as furniture and boxes
- Frequently type and/or enter data while sitting for approximately 3-4 hours per day
- Stoop, crouch, reach, stand and move about as necessary to complete child care site physical inspections and assessments; assessments frequently require sitting on preschool-sized chairs or the floor
- The primary work environment is a normal office setting. The noise level is usually moderate. Some child care homes/centers do not have air conditioning and may be hot at times.
- Ability and willingness to work at sites located in a high-risk, low-income community

I have read and understand this job description, and certify that I have the ability to perform the essential function of this position either with or without reasonable accommodation.

__________________________________________  __________________
Employee Signature                          Date
ELIGIBILITY QUESTIONNAIRE FOR POTENTIAL QUALITY COUNTS PARTICIPANTS

Date: ____________________________________________

Contact Name: ______________________________________

Child Care Center/ Family Child Care Name: ____________________________

Address: ________________________________________________

(If program is in Oakland, check zip code list below to determine if site is East Oakland)
94601
94603
94605
94621

East Oakland Site ☐ Yes ☐ No

Please list by County (R&R Tracking):

☐ North County
Oakland, Berkeley
Alameda, Emeryville
Albany and Piedmont

☐ South County
Fremont, San Lorenzo
Hayward, Newark
Castro Valley and San Leandro

☐ East County
Livermore, Pleasanton
and Dublin

Are you currently participating in the Hayward Promise Neighborhood Quality Counts program?

☐ Yes ☐ No

(If yes, please inform the caller that programs are not eligible for both HPN and First 5-funded coaching services).

Phone no.: ____________________________________________

E-mail: ________________________________________________

Would you like to receive the application by mail or e-mail?

☐ E-mail ☐ Mail
Questions to ask:

1. Has the child care program had any Substantiated Complaints or Type A deficiencies with Community Care Licensing since your site was first established? If you’re unsure please contact Community Care Licensing at 510.622.2602 and speak with an analyst to find out. Please inform the caller that First 5 Alameda County does check licensing files.
   - [ ] Yes
   - [ ] No

   (If yes, the site may still apply.)
   Please explain any Substantiated Complaints or Type A deficiencies:

2. How many children is the child care site licensed to serve? _______

3. How many are currently enrolled under the age of 5 years? _______

**FAMILY CHILD CARE (FCC) ONLY:**
Must have at least 50% of its licensed capacity enrolled and under the age of 5 (see chart below)

<table>
<thead>
<tr>
<th>FAMILY CHILD CARE LICENSED CAPACITY</th>
<th>REQUIRED NUMBER OF CHILDREN UNDER THE AGE OF FIVE</th>
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Do you meet the enrollment requirement?  
- [ ] Yes
- [ ] No

4. Quality Counts is a two year on-site consultation program. If selected, classroom staff/FCC provider meet with Coaches or Consultants for up to 3 hours a week every week for at least 6 months and potentially weekly for the remaining two year time period based on need. Ideally these meetings would take place on the same day of the week at the same time of day, similar to taking a class. How will your program accommodate this process? (i.e. use substitutes, assistants, stay after work etc.)
There will also be between 3-5 trainings scheduled on Saturdays – Will the participating staff or provider be able to attend these?

☐ Yes  ☐ No

5. Are you willing and able to make changes to your child care program such as making changes to your protocols, procedures, environment, program structure, practices, or other program areas as needed?

☐ Yes  ☐ No

6. Quality Counts participants may begin consultation as early as October 2012. Will your program be ready to start in October 2012 if chosen?

☐ Yes  ☐ No

7. Will your program be closed at any time for more than 3 consecutive weeks? If yes, when will this be? (Please inform the caller that not having the ability to meet with QC staff for more than 3 consecutive weeks may affect whether they are accepted and/or when their start date will be).

☐ Yes  ☐ No

8. In what language would the teacher(s) / Provider in your program prefer services to be delivered?

_If they say a language other than English, Cantonese or Spanish, ask him / her if the teacher(s) are proficient enough in English to participate in the program if services are not delivered in their home language._

9. Each **APPROVED** applicant will be required to carry a minimum of $300,000 general liability insurance, with First 5 Alameda County-Alameda County listed as an additional insured for the entire 2 year program term.

Does the program carry at least $300,000 of professional liability insurance?

☐  Yes  ☐  No

a. If yes, ask if he/she would be willing to add First 5 Alameda County and Alameda County as additional insured to the professional liability insurance policy.

☐  Yes  ☐  No
b. If no, ask if he/she would be willing to purchase $300,000 of professional liability insurance and add First 5 Alameda County and Alameda County as additional insureds. The insurance must be purchased without installments on an annual basis. Any request for exception to this provision of insurance purchased without installments must be submitted in writing and approved by First 5 Alameda County. There is financial assistance reimbursement of up to $400 annually if you qualify under the low income guidelines. *(Family Child Care Sites only)*

☐ Yes  ☐ No

*Please Note: Quality Counts Associate can provide some information about the process of obtaining insurance and adding additional insured.*

☐ Check here if the provider would like the QC Associate to contact them.

10. Do you plan to operate your child care program for two years in its current location?

☐ Yes  ☐ No

11. Do you think you may need assistance completing the Quality Counts Application?

☐ Yes  ☐ No

*(If yes, inform her/him that Quality Counts staff will be contacting them at a later time to schedule a TA session).*
WHAT IS QUALITY COUNTS?

Quality Counts is a two-year consultation program that assists child care sites with enhancing their program quality including, but not limited to: health and safety; relationships with children, families and staff; and learning opportunities for children. Quality Counts also provides opportunities for learning through a variety of resources including:

- Program assessments and action plan development
- Coaching and consultation to implement the program’s action plan including on-site and off-site program support and trainings to improve program practices and the child care environment
- The opportunity to apply for a grant to obtain quality-enhancing supplies and materials
- Referrals to additional resources

HOW TO APPLY

Complete and return this application with all the required attachments listed on page 7 before **5:00 pm on June 15, 2012**.

If you need assistance in completing this application or have any questions, please call:

<table>
<thead>
<tr>
<th>Sonia Gonzalez-Garcia</th>
<th>Tanya Smith</th>
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<tr>
<td>Administrative Associate, Quality Enhancement Programs</td>
<td>Quality Counts Manager</td>
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<tr>
<td>Tel: 510.875.2488</td>
<td>Tel: 510.875.2447</td>
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ELIGIBILITY

To be eligible for participation in Quality Counts, a child care site **must be**:

- A licensed child care facility
- In "good standing" with the California Department of Social Services Community Care Licensing Division
- Providing services to children under the age of five years

FAMILY CHILD CARE (FCC) ONLY:

Must have at least 50% of its licensed capacity enrolled and under the age of 5 (see chart below)

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PARTICIPANT REQUIREMENTS

1. To successfully participate in the two year Quality Counts program, a significant commitment and investment of time are required of staff (approximately 2 hours a week for at least 6 months followed by up to 2 hours a week for the remaining time period, depending on program needs). Meetings may occur during and after regular business hours. F5AC does not pay staff for time spent in QC meetings or trainings.

2. Each approved applicant will be required to sign a **two-year** Memorandum of Understanding (MOU), assuring that each participating site will remain in operation for the two year duration of participation in Quality Counts.

3. Each approved applicant will be required to provide First 5 Alameda County (F5AC) with self-reported race/ethnicity information for the child care site staff and children enrolled at the child care site, as well as information on the educational level of staff. Names will NOT be attached to this information.

4. Each approved applicant will be required to carry a minimum of $300,000 general liability insurance, with First 5 Alameda County and Alameda County listed as additional insureds for the entire 2 years of the program term. The insurance must be purchased without installments on an annual basis. Any request for exception to this provision of insurance purchased without installments must be submitted in writing and approved by First 5 Alameda County. There is financial assistance reimbursement of up to $400 annually, if you qualify under the low income guidelines (Family Child Care Sites Only).

5. Each approved applicant will agree to provide children’s art, according to F5AC’s specifications, to be displayed in an exhibit at F5AC Children’s Art Gallery in San Leandro.

First 5 Alameda County will use the following additional criteria to help prioritize the selection of applicants:

- **Infants and Young Toddlers** - Applicant provides services to children under the age of 24 months
- **Special Needs** - Applicant provides services to children with special health or mental health needs or other disabilities (see special needs definition on page 4)
- **Income** - Applicant provides services to children from low-income families (see attached Parent Guardian Certificate)
- **Language** - Applicant provides services to children from families whose primary language is not English
- **East Oakland Community** - Applicant’s child care facility is located in one of the following zip codes: 94601, 94603, 94605 and 94621
- **School Readiness Communities** – Applicant’s child care facility is located in one of the following cities: Alameda, Berkeley, Emeryville, Fremont, Hayward, Livermore, Mountain House, Newark, Oakland, San Leandro, San Lorenzo, Union City
- **Mental Health Consultation** – Applicant’s child care facility is currently receiving or recently received mental health consultation funded by First 5 Alameda County
- **Sites receiving HPN funded Quality Counts services are not eligible to receive services from First 5**

Please note that First 5 Alameda County reserves the right to approve applicants for participation in Quality Counts and may limit the number of participants or discontinue services due to availability of funding and/or staffing capacity.

Applicants who are not approved may contact Tanya Smith, Quality Counts Manager at 510.875.2447 to discuss the reasons for denial. Applicants may re-apply subject to available funding.
This application and all supplemental information listed on page 7 must be mailed, emailed or hand delivered by June 15, 2012 at 5:00 pm to:

First 5 Alameda County
1100 San Leandro Boulevard, Suite 120
San Leandro, CA 94577

APPLICANTS WILL BE NOTIFIED OF THEIR AWARD STATUS BY JULY 6, 2012
**CONTACT INFORMATION**

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<th>Cell</th>
<th>Fax</th>
<th>E-mail</th>
</tr>
</thead>
</table>

**TRANSLATION / INTERPRETATION SERVICES**

Check the languages (other than English) for which you and/or your STAFF may need translation and/or interpretation services: (Please note that F5AC is only able to provide services in English, Spanish and Cantonese)

- [ ] Cantonese
- [ ] Spanish

**OPERATION INFORMATION**

Please Check All That Apply:

a. [ ] For-Profit
b. [ ] Licensed
   - [ ] In Process of Becoming Licensed
   - [ ] Part Day
c. [ ] Full Day

Number of years in operation: ____

License Number, if applicable: ______________________

☐ Accredited by: ______________________
Have there been any Substantiated Complaints and/or Type A Deficiencies filed against the site with the Department of Social Services, Community Care Licensing Division? ** If you are unsure of whether there have been any Substantiated Complaints or Type A Deficiencies since the program was first established, please review your file with Community Care Licensing by calling 510.622.2602.

☐ Yes  ☐ No

If yes, please explain: ____________________________________________________________
___________________________________________________________
___________________________________________________________

**Please note: We review ALL applicants’ files at Community Care Licensing.** Having substantiated complaints and/or Type A deficiencies does not automatically disqualify a site from participating. We review all substantiated complaints and/or Type A deficiencies on a case-by-case basis.

Do you rent or own the property where you operate your business?  ☐ Own  ☐ Rent

If rent, what is the term of the lease?
__ years / __ months (number of remaining years/months)  OR  ☐ month-to-month lease

---

**SERVICE DELIVERY STATISTICS**

<table>
<thead>
<tr>
<th>AGE OF CHILDREN ENROLLED AT THE CHILD CARE SITE</th>
<th>NUMBER ENROLLED</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to less than 2 years old</td>
<td></td>
</tr>
<tr>
<td>2 to less than 5 years old</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>CHILD/FAMILY CHARACTERISTICS?</th>
<th>NUMBER ENROLLED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children who speak a language other than English at home</td>
<td></td>
</tr>
<tr>
<td>Children who receive subsidized child care (including sliding scale based on family size and income)</td>
<td></td>
</tr>
<tr>
<td>Children with parents paying full fee</td>
<td></td>
</tr>
<tr>
<td>Children with Special Health Needs/Disabilities</td>
<td></td>
</tr>
<tr>
<td>1. Are protected by the Americans with Disabilities Act (ADA)</td>
<td></td>
</tr>
<tr>
<td>2. Have, or are at risk for a developmental disability as defined by the Individuals with Disabilities Education Act (IDEA) Part C (Early Start 0-3 years old)</td>
<td></td>
</tr>
<tr>
<td>3. Or have a specific diagnosis as defined by Individuals with Disabilities Education Act (IDEA) Part B (3 years and above)</td>
<td></td>
</tr>
<tr>
<td>4. Or, who do not fit 1, 2 or 3 above, but whose mental health, behavior, development, and/or health as defined by a licensed professional (physician, nurse, social worker, psychologist, speech specialist, etc.) requires services above and beyond those required by children generally. This includes conditions lasting 6 months or more that have been identified by the licensed professional.</td>
<td></td>
</tr>
</tbody>
</table>
Describe the Special Health Needs/Disabilities of the children enrolled at the child care site.

CHILD CARE SERVICES TO LOW INCOME CHILDREN

Number of low-income children enrolled ____
Be sure to attach a Parent/Guardian Certificate for each low-income family.

EARLY CHILDHOOD MENTAL HEALTH CONSULTATION

Name of organization providing Early Childhood Mental Health Consultation to your site: ______________________

DESCRIPTION OF DESIRED SUPPORT OR REASON FOR APPLYING TO QUALITY COUNTS
(for each item below, attach additional sheets of paper as needed)

Why would you like to participate in Quality Counts? Describe one or two issues you would like to focus on.

How will you ensure that you will be able to fully participate in Quality Counts (i.e., have time for weekly meetings with the coaches or consultants, have the ability to make changes in your program, etc.)?
PROFESSIONAL DEVELOPMENT ACTIVITIES

Have you or your staff participated in any ECE professional development activities?  
☑ Yes  ☐ No

If yes, please indicate which activities below (check all that apply):

☐ Community College Classes on child development, child care, etc.
☐ Mental Health Consultation
☐ On-site professional development training
☐ Resource and Referral (BANANAS, Child Care Links, or 4C’s) agency trainings on child development and/or child care
☐ Staff membership in the California Early Childhood Mentor Program
☐ Staff received services from a CA Mentor Teacher or Director
☐ Other ______________________________________________________________

CENTER CLASSROOM PARTICIPATION ONLY:

How many classrooms would be participating in Quality Counts? ____

If you would like to have more than one classroom participate, please copy and complete this chart for each classroom.

Classroom Name: ____

Please enter the number of children in this classroom by age:

<table>
<thead>
<tr>
<th>AGE OF CHILDREN IN THIS CLASSROOM</th>
<th>NUMBER OF CHILDREN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant (Birth – 12 months)</td>
<td></td>
</tr>
<tr>
<td>Toddler (13 – 35 months)</td>
<td></td>
</tr>
<tr>
<td>Preschool (3 – 5 years)</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

Will your program be closed at any time for more than 3 consecutive weeks?

☐ Yes  ☐ No

If yes, when will this be? (Not having the ability to meet with QC staff for more than 3 consecutive weeks may affect whether your program is accepted and/or when your start date will be).
ATTACHMENTS

☐ Copy of Child Care License or Facilities letter from Community Care Licensing, or explanation of exemption from licensure, if applicable

☐ Parent/Guardian Certificate for each low-income family

OPTIONAL

First 5 Alameda County wants all eligible child care providers to know about the program services we offer. Please tell us how you heard about Quality Counts.

I certify that the information provided in this application is true and correct. This form gives permission to the Quality Counts staff to discuss my application with the local Resource and Referral agencies, Community Care Licensing and the funders of Quality Counts.

_______________________________________  ________________________________
Signature                                      Date

____________________________________________  ________________________________
Print Name                                      Title

ORIGINAL APPLICATION AND SUPPLEMENTAL DOCUMENTS MUST BE MAILED OR HAND-DELIVERED TO OUR OFFICE. FAXED OR EMAILED COPIES WILL NOT BE ACCEPTED. APPLICATIONS AND SUPPLEMENTAL DOCUMENTS RECEIVED AFTER THE DEADLINE OF 5:00 PM, JUNE 15, 2012 WILL NOT BE ACCEPTED.

Submit applications and supplemental documents to:
First 5 Alameda County
Attn: Sonia Gonzalez-Garcia
1100 San Leandro Boulevard, Suite 120
San Leandro, CA 94577

QUESTIONS?
Contact: Tanya Smith
Quality Counts Manager
Tel: 510.875.2447
Dear Parents/Guardians:

Your child care program is applying for funding to the **First 5 Alameda County Quality Counts** program. The funding may be used to pay for quality improvements to their child care facility and/or classroom environment. Child care programs can make their applications stronger by reporting that they are serving low-income families. If your annual family income falls below the amounts listed below, please sign this form and return it to your provider. Your child care program will attach this form to their application.

This information will only be used to evaluate your child care program’s application for funding and will be held in the strictest confidence. Thank you for supporting your child care program’s application for funding.

**Low-income* Guidelines: Family Size and Annual Family Income**

<table>
<thead>
<tr>
<th>1-2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>$39,396</td>
<td>$42,216</td>
<td>$46,896</td>
<td>$54,408</td>
<td>$61,908</td>
<td>$63,312</td>
<td>$64,728</td>
<td>$66,132</td>
<td>$67,536</td>
<td>$68,940</td>
<td>$70,356</td>
</tr>
</tbody>
</table>

*Based on the California Department of Education, Child Development Division Schedule of Family Income Ceilings for Child Development Programs effective July 1, 2011.

I have ___ number of children enrolled in this child care program.

I certify that my family qualifies as low-income under the government guidelines listed above.

________________________________________ __________________________
Parent/Guardian Signature Date

---

Quality Counts Application 2.16.2012
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WELCOME AND INTRODUCTIONS

- Provide information about yourself (e.g., professional experience, ECE specific experience, consultation experience, etc.)
- Encourage participants to share information about themselves (e.g., role in the child care program, professional experience, what they hope to gain through participation in Quality Counts)
- Ask for any program materials (e.g., parent and/or staff handbook, philosophy statement, program brochure, etc.) that will help to learn more about the program

QUALITY COUNTS GUIDING PRINCIPLES

- Review Quality Counts Guiding Principles
- Facilitated Discussion: Have you ever worked with a Consultant in the past? What did you like or dislike about the experience? Or: Describe a time when you received feedback from a supervisor or colleague. What did you like or dislike about this experience?
- Ask if there are general concerns about their participation in Quality Counts

STRENGTHS AND CHALLENGES

- Facilitated Discussion: Ask the provider(s) what they feel are the strengths and challenges of their child care program. Be sure to take clear notes.

REVIEW OBSERVATION TOOLS

- Briefly review tools, pointing out the main topics
- If possible, ask the provider to choose to use either the ERS Scale or the Quality Reflection Guide. (If provider wants more time to choose, give provider a deadline to call you with their choice so that you can appropriately plan the observation training.)

TIMELINE OF QUALITY COUNTS PROCESS AND SCHEDULING WEEKLY MEETINGS

- Use the Quality Counts Estimated Timeline and QC Process/Calendar to review the steps of the process. (Please note: If the Coach senses that the provider(s) is overwhelmed, going over the entire QC process/calendar is not necessary. It may be more helpful to give a brief overview of only the next 1 to 2 steps.)
- Explain the objectives of the next meeting, observation training
- Decide on a set day and time for weekly meetings to take place
QUALITY COUNTS
2-YEAR ESTIMATED TIMELINE*

*Please note: This is an estimated timeline. The timeline for your program may look different depending on your program’s unique situation and circumstances.

Phase A: Action Plan

<table>
<thead>
<tr>
<th>Month Prior to Start</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Orientation with QC Program Manager</td>
<td>1 – 2 hours</td>
</tr>
<tr>
<td></td>
<td><strong>Assessment &amp; Action Planning</strong></td>
<td></td>
</tr>
<tr>
<td>Months 1 - 4</td>
<td><strong>Step One:</strong> Introductions</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Step Two:</strong> Observation Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Step Three:</strong> Observation and Assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Step Four:</strong> Observation Discussions</td>
<td>8-10 hours/month</td>
</tr>
<tr>
<td></td>
<td>- Observation Discussion with Director (Center)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Step Five:</strong> Develop the Action Plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Centers directors will participate in consultation related to the Program Administration Scale</strong></td>
<td></td>
</tr>
<tr>
<td>Month 5</td>
<td>§ Health and Safety Check</td>
<td>8-10 hours/month</td>
</tr>
<tr>
<td></td>
<td>§ Apply for Low Income Investment Fund (LIIF) Grant (up to $1250 for small Family Child Care, $2000 for large Family Child Care, $3000 for centers with one classroom, $4000 for centers with two or more classrooms)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>§ Collaboratively select materials for which to apply with the grant</td>
<td></td>
</tr>
</tbody>
</table>

After Phase A, Action Plan, is complete, the QC Coach determines whether sites will then participate in one of two implementation activities to complete their Action Plan goals: Phase B, Implementation, or Phase C, Specialized Resources. The QC Coach, in collaboration with the QC Program Manager, will consider the following criteria in determining the need for Implementation:
- The FCC business has been operating less than 2 years or the head/lead teacher of a classroom has been in his/her current position for less than 2 years
- The site has Action Plan goals and strategies related to program structure including but not limited to daily schedule, routines, transitions, and/or staff communication, planning and defined responsibilities
- The site has coaching/training/technical assistance needs and related goals for which there are currently no community resources available to meet this need
- The site needs technical assistance to complete health and safety-related strategies

Sites that do not begin Phase B, Implementation, will begin Phase C, Specialized Resources, upon completion of Action Plan development. All sites that participate in Phase B will begin Phase C in their tenth month of participation in Quality Counts. If beginning Implementation, please turn to page 3. For sites beginning Specialized Resources, please turn to page 4.

**Phase B: Implementation**

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Months –6 - 9</td>
<td><strong>Step Six: Implementation</strong></td>
<td>8 – 10 hours/month</td>
</tr>
<tr>
<td></td>
<td>- Coaching and technical assistance to begin completion of Action Plan goals and strategies</td>
<td></td>
</tr>
</tbody>
</table>

Upon completion of QC Coach technical assistance and coaching to support site's implementation of Action Plan goals and strategies, all QC participants begin Phase C, Specialized Resources in the QC process (please see page 4).
Phase C: **Specialized Resources**

There are different timeline estimates that are dependent on whether your program participates in training(s), &/or specialized consultation(s), &/or what type(s) of specialized consultation is received (e.g. business/fiscal, early childhood mental health, etc.). The type of training(s) &/or specialized consultation(s) is determined by the site’s Action Plan goals and internal/external resources available.

### All Sites: Implementation & Resource Utilization

<table>
<thead>
<tr>
<th>Months</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
</table>
| Months 6-24 | • **Step Six**: Complete remaining Action Plan goals including training & utilization of additional community resources  
• **Step Seven**: Final evaluation & report (upon completion of Action Plan goals)**  
• **Step Eight**: QC Coach conducts bi-monthly follow up | Time Varies; 1 – 2 hours/visit (follow-up & final evaluation meetings) |

### When Determined: Business/Fiscal Consultation

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
</table>
| Up to 6 Months | **In addition to the above activities for ALL:**  
• Transition to business consultant  
• **Step Six**: Business Administration Scale Assessment & Action Plan; Business/Fiscal Technical Assistance | 8 – 10 hours/month |

### When Determined: Early Childhood Mental Health (ECMH) Consultation

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
</table>
| Up to 20 Months | **In addition to the above activities for ALL:**  
• Transition to ECMH consultant  
• **Step Six**: ECMH consultation (includes partial CLASS-based observation& Action Plan Strategies) | 8 – 10 hours/month |

### When Determined: CLASS Coaching

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
<th>Time Commitment</th>
</tr>
</thead>
</table>
| Up to 10 Months | **In addition to the above activities for ALL:**  
• Transition to CLASS coach (if needed)  
• **Step Six**: CLASS coaching (includes videotaping & Action Plan Strategies) | 8 – 10 hours/month |

** QC participants that complete all Action Plan goals receive the 2nd half of the LiIF grant upon completion of the Final Evaluation and Final Report (Up to $1250 for small Family Child Care, $2000 for large Family Child Care, $3000 for Center with one classroom, $4000 for Center with 2 or more classrooms)
**QUALITY COUNTS – 2 YEAR COACHING PROGRAM**

**PHASE A:**
- **Action Planning**
  - 4 months of weekly visits with a coach to determine strengths and challenges and mutually agreed upon goals

**PHASE B:**
- **Implementation**
  - 4 months of weekly visits with a coach to support implementation of the action plan

**PHASE C:**
- **Specialized Consultation and/or Community-Wide Resources**
  - **Specialized Consultation (SC)**
    - 6 – 18 months of up to weekly 2 hour visits by a Mental Health Consultant to support staff in addressing the social-emotional needs of children and families*

*SC can include other types of consultation such as Business, Health and Safety, Community Trainings, etc.

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**QUALITY COUNTS**
**OBSERVATION FORM**

<table>
<thead>
<tr>
<th>PROGRAM:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PARTICIPANT(S):</td>
<td></td>
</tr>
<tr>
<td>QUALITY COUNTS COACH:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STRENGTHS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Safety</td>
<td></td>
</tr>
<tr>
<td>Relationships with Children, Families and Staff</td>
<td></td>
</tr>
<tr>
<td>Opportunities for Learning</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHALLENGES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Safety</td>
<td></td>
</tr>
<tr>
<td>Relationships with Children, Families and Staff</td>
<td></td>
</tr>
<tr>
<td>Opportunities for Learning</td>
<td></td>
</tr>
</tbody>
</table>

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# Quality Counts Action Plan

**Date:**

## Program:

## Participant(s):

## Quality Counts Coach:

<table>
<thead>
<tr>
<th>Goal</th>
<th>Strategies</th>
<th>Person Responsible</th>
<th>Obstacles</th>
<th>Notes</th>
<th>Target Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Safety</td>
<td>▪ Apply for funding to purchase child size furniture</td>
<td>Lori (Director)</td>
<td>None Noted</td>
<td>Target date was changed from 7/31/11 to 8/31/11 due to delay in grant application processing.</td>
<td>8/31/11</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td>▪ Provider will encourage children to wash their hands after naptime and before and after meals by posting pictures of children washing hands and reading books during story time</td>
<td>Melissa (Head teacher)</td>
<td>Making time for hand washing and teaching the children about the new routine.</td>
<td>On 7/15/11 and 7/26/11 Coach observed that most children washed their hands before and after meals.</td>
<td>9/30/11</td>
<td>Complete</td>
</tr>
<tr>
<td>Enhance Social Interaction and Communication with Children and Families</td>
<td>▪ Coach will demonstrate interactions with children during mealtime and return to observe teachers' interactions</td>
<td>Coach</td>
<td>Finding time to sit down with the children during mealtime</td>
<td>▪ On 9/15/11 Coach observed all teachers sitting with children during lunch and participating in social conversations with children.</td>
<td>9/30/11</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td>▪ Coach will conduct an onsite training on social interaction and communication</td>
<td>Coach</td>
<td>Scheduling training when all staff can be present</td>
<td>Tentative trng date set for 10/15. Lori plans to bring in 2 subs so teachers can attend</td>
<td>10/15/11</td>
<td>In Progress</td>
</tr>
</tbody>
</table>
QUALITY COUNTS GOALS

Enhance the health and safety of the child care program
Enhance the physical child care environment
Expand learning activities for children
Enhance program structure
Enhance interactions and communication with children
Enhance interactions and communication with families
Expand language and thinking opportunities for children
Expand professional development opportunities for staff
Engage in more professional development activities (for FCC only)
Enhance staff communication and interactions
Enhance guidance and discipline strategies
Enhance children's social and emotional development
Enhance business and fiscal program practices
Enhance provisions for staff professional and personal needs