



Program Management and Quality Improvement

FY 23/24

FOR PROGRAM YEAR 24/25

Strategic Planning and Self-Assessment

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UPPER CUMBERLAND HUMAN RESOURCE AGENCY

Grant# 04CH10011

Funding Year: 2024

During the strategic planning, Self-Assessment goals were developed to inspire and drive the program to achieve the success of implementing the overall objectives of providing quality services to children, families and the community. The strategic planning system enhances and builds upon the Self-Assessment. The following assemblages were involved:

- Mentor Coach/Education Supervisor
- Family/Community Partnership Specialist
- Health/Disability Services Specialist
- Director
- Grantee Finance Staff
- Governing Board
- Policy Council/Parents

During a year long process, an extensive amount of effort has been implemented in monitoring the program, collecting data and analyzing the results to design the goals within the self-assessment utilizing the following systems:

- Community Assessment
- Child Outcomes
- Family Outcomes
- Most Recent Tri-Annual Federal Review
- Self-Assessment/Analyzed Program/Services Data Collection
- State Quality Child Care Program
- NAEYC Accreditation Process
- Trends from the Parent Intake
- PIR data
- Fidelity Tool Checklist

A structured approach was implemented in collecting data from all the instruments used in monitoring the systems. Indicators are noted and analyzed to determine objectives that will allow the goals to be assembled from organized, collaborative information. Through the combination of the Governing Board, Grantee, Policy Council and the Head Start Staff, a collective conclusion was reached in determining the overall goals prioritized to enhance continuation of high quality services to children and families. Plans were designed to enable programs to develop and implement a systematic, ongoing process consistent with Head Start philosophy and be reflective of overall indicators.

To accomplish and maintain the plans, goals and objectives, a mission, vision and values statement must be developed in order to allow all bodies concerned a usable purpose to set the ideology of the overall objectives of the program.

- **Vision Statement** To enhance positive transformation for our children, families, staff and community through partnerships which allow for the entire group to benefit from each other for a thriving society for future growth and generations to succeed.
- **Mission Statement** Foster individual development for children, families and staff to sustain positive transitions into the future.
- **Value Statement** Impossible dreams; **Hand in Hand, Together We Can.**

Data is collected throughout the 2023- 2024 school term to be implemented in the 2024-2025 school term to include findings from the previous school term that were not included in the previous Strategic plan/Self Assessment that were determined at year end while collecting data for analysis. As always, you can request and receive a copy of this report or visit our website at: www.ucvbheadstart.org and locate under "Governing Bodies". We continually strive to improve our program and this is evident in our Strategic Plan. The compiled goals should be attainable as designated by the timelines-Short Term/ Long Term. The established program objectives include activities and documentation that support, governing regulations, to include Head Start Performance Standards, 2007 Head Start Act, and State Child Care Licensing.

Self-Assessment Narrative

In cohesive agreement with Head Start Performance Standard 1302.102 and 641A of the Head Start Act and the Region IV Office of the Administration for Children and Families, the following Self-Assessment Plan is submitted for the continued progression of improvement of the Program to maintain a high level of quality services provided to children and families.

Self-Assessment Preparation and Process

The Policy Council and governing body were trained on the purpose of the Self-Assessment. The program aggregates and analyzes data to include child assessment data and professional development and parent and family engagement data. Governing body and Policy Council are presented with the results of all data collected, identified needs, and quality improvement plans throughout the year.

Self-Assessment Objectives

The objective of the Self-Assessment is to approach quality improvement and program management through a systematic approach. Through the data collection process identify needs, design and implement goals to set the stage for a new year of ongoing monitoring and self-assessment activities to include challenges of the program, to strengthen current practices, and enable staff to better achieve the goal of providing high quality service to children and families.

Plan and Process

Program will form a self-assessment team utilizing program director, service delivery managers and input from the governing body, policy council and parents. Each service area is carefully examined and the outcome is analyzed. These findings and /or recommendations identify areas that need improvement and are incorporated into program goals setting the stage for Training/Technical Assistance Plans and budget justifications. A Quality Improvement Plan is developed to improve the areas identified. Although the program continually seeks ways to improve program service delivery and

program design and management, the accountability of the self-assessment process allows for an unbiased view of program operations through exploration of systemic issues and challenges. Findings and/or recommendations will be monitored for completion throughout the year.

Effectiveness and Challenges

Effectiveness:

- High quality services
- Community partners
- Staff dedication
- Maintain high standards of safety

Program Challenges

- Size/topography of service delivery area
- Accessibility to obtain local vendors/resources
- Accessibility to quality staff due to location and population
- Location of center in proximity of major population area
- Lack of Early Head Start

Service Delivery Area: ERSEA 1 of 1

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) will ensure Eligibility, Recruitment, Selection, Enrollment, and Attendance systems are in place to enroll the neediest families in a timely manner and maintain full enrollment and waitlist throughout the program year.

Desired Outcome: All efforts are made to maintain enrollment.

Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Create working relationships with new county officials to increase the knowledge and recruitment efforts for Head Start.	FCPS	Aug 2025	Scheduled meetings, phone logs		N/A	
Train parents on public transportation opportunities within the county.	FCPS	Aug 2024/ Ongoing	Training Logs		UCHRA Transportation Department	

Service Delivery Area: Education and Child Development Program Services 1 of 1

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) will deliver high quality early education and child development services to meet the expectations across the domain to improve the child's readiness for kindergarten.

Desired Outcome: Teachers will implement strategies in the classroom to increase children's knowledge of how their actions affect others.

Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Utilize CSEFEL in the classroom to increase social emotional outcomes.	Education Supervisor/ Teachers	Aug 2025	Lesson Plans		CSEFEL Materials	
Implement Children's Emotion videos to increase self regulation skills	Education Supervisor/ Teachers	July 2025	Lesson Plans		Model Me Emotion Video/In house video of children	
Implement Cognitive Toy Box program to enhance literacy skills	Education Supervisor/ Teachers	Aug 2025			Head Start Funds	
Establish Van Buren Imagination Library Board	Director/ Assistant Director	July 2024	Meeting Minutes		GELF Foundation	

Obtain training on correct implementation of Zoophonic alphabet	Assistant Director	July 2025	Training Logs		When program dollars are available	
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Service Delivery Area: Health Program Services 1 of 1

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) staff will support health services in school readiness by identifying health and safety strategies that will support children's learning and development.						
Desired Outcome: To provide high quality safety, health, oral health, mental health (for staff and children) and nutrition services that are developmentally, culturally and linguistically appropriate that supports children's growth and school readiness.						
Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Utilize the calming area to address challenging behaviors.	HDSS/Education Supervisor/ Mentor Coach	2023	Sign In/Sign Out Forms		HDSS	
Incorporate mental health breaks for classroom staff to decrease workplace tension.	HDSS	2025	Mental Health Log		Additional Staff for coverage	
HDSS will attend training to obtain knowledge to assist children in self regulation skills.	Director/ Professional Development Coordinator	2025	Training Logs		LEA/CCR&R	

Service Delivery Area: Safety Practices 1 of 1

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) will implement a system of health and safety practices that ensure children are kept safe at all times.						
Desired Outcome: Develop and maintain a “ <i>culture of safety</i> ” in which all staff are engaged stakeholders.						
Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD

Address Playground surfacing original installation issues(poor drainage/labors maintenance) by replacing playground surfacing to ensure increased ECERS score and improve physical/mental health of staff by not requiring as much upkeep of the playground maintenance	Director/HDSS	2025	Invoices/checklist		When program dollars are available	
To ensure continued safety of the staff/children install key fob entry doors.	Director/HDSS	2025	Invoices		When program dollars are available	
Replace shade covering on playground that was damaged during a storm to ensure continued sun safety of children	Director	December 2024	Grant/Invoices		When program dollars are available	
Redesign & Construct building entrance for a more secure layout that will prohibit visitors from having immediate access to classrooms.	Director/HDSS	July 2025	Invoices		When Program Dollars are Available	

Service Delivery Area: Family/Community Engagement Program Services 1 of 1

Goal: UCHRA Head Start staff will increase family engagement by providing activities based on the Family's interest and needs that will lead to positive outcomes for the child and family.

Desired Outcome: Parents/Families will access resources and systems of support that meet family needs and goals. Relationships will be developed that are helpful in supporting the goals they have established for themselves/their children.

Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Connect families with Empower to ensure that they receive services and support needed to succeed.	Director/ Assistant Director/FCPS	Ongoing	Sign in logs/Meeting Minutes		UCHRA Empower	
Incorporate training to teach parents on creating resumes to increase employment success.	FCPS	2025	Meeting log/minutes		American Job Center/Ag. Extension	

Add additional Kindergarten Transition Activity Power Packs for family use at home.	Director/ Assistant Director	Aug 2025	Invoices		As program dollars become available	
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Service Delivery Area: Human Resource Management 1 of 1

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) Head Start will ensure all staff consultants and contractors engaged in the delivery of program services have knowledge, training, experience and competencies to fulfill roles and responsibilities of their positions.						
Desired Outcome: Ensure high quality service delivery is provided in accordance with program performance standards.						
Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Education staff that do not hold at a minimum an Associates Degree in Early Childhood or equivalent will obtain and/or maintain a CDA. New hire education staff will pursue through an accelerated process and apply for their CDA certificate within 2 years of hire date acquiring knowledge to foster positive teacher child interactions. .	Education Supervisor	Within 2 years of hire/ Ongoing	Degrees and certifications		Council of Child Development and Local Colleges, TECTA, NHSA, Prosolutions	
Attend training to increase staff retention	Director/ Assistant Director	July 2025	Training Log		Prosolution	
Health & Disability Specialist new hires will obtain essential training and certification to provide services to families within 12 months of hire.	Director	12 months of hire	Training Logs, Grades, Credentialential		NHSA	
Maintain certified class observers.	Education Supervisor	Yearly/ Ongoing	Certification		Teachstone	

Family Community Partnership new hire will obtain essential training and certification to provide services to families within 12 months of hire.	Director	12 months of hire	Training Logs, Grades, Credentialial		NHSA	
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Program Management and Quality Improvement Systems 1 of 1

Goal: UCHRA Head Start program will provide management and a process of ongoing monitoring and continuous improvement for achieving program goals.						
Desired Outcome: Ensure child safety and delivery of effective high-quality program services.						
Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Utilize Child Plus training team to increase staff's knowledge of the Child Plus data management system in the PIR to ensure comprehensive data collection.	Director	July 2025	Invoices, Training Logs, Agendas		Childplus and When Program Dollars are Available	
Comprehensive implementation of KidKare for CACFP data collection.	HDSS	July 2025	KidKare Reports		KidKare	
Implement opportunities for classroom teachers and teacher aides to visit other Head Start programs.	Director/ Assistant Director	December 2025	PBC Observation form		When program dollars are available	

Financial and Administrative Requirements 1 of 1

Goal: UCHRA Head Start will participate in the development of sound management practices, including financial management.						
Desired Outcome: Ensure strong fiscal controls are implemented that meet financial requirements and are in compliance with laws and regulations.U						
Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD

Include Grantee Director of finance and finance staff in fiscal training opportunities.	Director/ Grantee Finance Director	July 2025/Ongoing	Training Agendas and Invoices		Local, State, National Trainings, TA, Communication with Regional Office	
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Service Delivery Area: Program Goals/Outcome that support the program's mission to serve children families and community 1 of 2

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) Head Start will advocate for and provide high-quality mental health services that are respectful and responsive through strengths-based and family-centered approaches to parents/children to ensure awareness and identification of the effects of Adverse Childhood Trauma and ensure a foundation of resilience is established for later developmental outcomes.

Desired Outcome: To build resilience for parent and child promoting staff and family growth through positive relationships.

Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Train staff to improve teaching practices in the preschool classroom.	Director/ Assistant Director	Aug 2025	Training Logs		Preschool Specialization Program	
Establish a system of support that provides education/awareness/ intervention to staff, families, children, and community concerning awareness of substance abuse/opioid crisis including but not limited to, (intervention).	HDSS/ FCPS	June 2025	Policies and Procedures		State, Local and National Conferences	
Developing partnerships with entities addressing drug addiction.	HDSS/ FCPS	June 2025	Partnerships		Staff Time	

Service Delivery Area: Program Goals/Outcome that support the program's mission to serve children families and community 2 of 2

Goal: Upper Cumberland Human Resource Agency Head Start (UCHRA) program will ensure all staff, consultants, and contractors have sufficient knowledge, training, experience, and competencies to fulfill the roles and duties of their position. gaining new knowledge, skills, and abilities, along with

experience and competencies that relate to one's profession, job responsibilities, or work environment.

Desired Outcome: High quality early education and child development services promoting children's growth for later success in school. Increased emotional well-being of the classroom due to reduction of challenging behaviors. Progress toward achieving school readiness goals.

Action Steps	Staff Responsibility	Timeline for Completion	Documentation	Status of Completion	Resources	Report to PC/BOD
Education staff with scores falling below the OHS National threshold for CLASS will be trained utilizing Teachstone Video library, ECLKC webinars, and NCQTL suites, in addition to all staff receiving PBC method through an enhanced training process where education staff will identify learning methods for a more individualized training approach, (ie: model, side-by-side verbal or gestural support, provide resources, observe and reflect, role play,) They will also receive PBC training on strategies to provide effective teacher-child interactions through video recording/review and reflection.	Education Supervisor	Ongoing- as needed	Agendas/ Training Logs		In-House, State, Local and National Conferences ECLKC, NCQTL, Teachstone, Prosolutions	

Training for education staff in area of quality of feedback/language modeling in the classroom to deepen their understanding and build consistency in regards to how to provide hints and assistance, feedback loops, prompting, expansion, clarification,encouragement and affirmation. How the use of frequent and purposeful mixed conversation in the classroom -language is used to ask questions requiring more than one word responses, to repeat or extend the student's responses, to map own or student's actions with description, or to connect familiar words.	Education Supervisor	June 2025	Agendas/ Training Logs and CLASS scores		Teachstone/ CCR&R	
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