Palm Beach County

Quality Improvement System Approach

1 Quality Advisor Assignment
All programs are assigned a quality advisor to provide technical assistance and support to programs participating in the QIS. Prime Time’s quality advisors are all certified coaches. Quality advisors use research-based coaching strategies to assist programs in reaching their goals. Quality advisors help programs create improvement plans and then work hands-on with frontline staff to assist in implementing high-quality youth development strategies in OST. The quality advisor and afterschool director do joint planning, conduct observation-feedback sessions and implement strategies to support program staff in improving quality. Throughout the process, training and professional development are available to assist directors and frontline staff in building skills. Over time, on-site technical assistance becomes more focused on the program leadership with the expectation that program directors will lead their sites continuously through quality improvement journey without the intensive support of a quality advisor.

2 External Baseline Assessment
The external assessment process is separated into two parts: observation of program and program director interview.

Programs will be informed ahead of time as to the month in which they will be assessed. The program director interview will be scheduled ahead of time with Prime Time’s assessment manager. An assessor will contact the program one business day prior or the day of an observation. Assessors will observe a total of three activities on two separate days within a two-week period using the Palm Beach County - Program Quality Assessment tool (PBC-PQA). Activities to be observed are based on program schedule and calendar provided to Prime Time’s assessment manager.

3 Recommendation
Quality advisors provide written recommendations for quality-improvement planning based on external baseline assessments/external reassessments.

4 Improvement Plan
Providers use baseline assessment data, self-assessment data and quality advisor recommendations to develop annual program improvement plans with the site directors. This process assists programs in setting goals that align with the S.M.A.R.T goal framework (specific, measurable, attainable, relevant and time-bound).

Programs proudly display the official Afterschool QIS logo after being a part of QIS for one full year, a visible symbol of their commitment to providing the highest level of quality afterschool program in Palm Beach County.
5 **Self-Assessment**
Through on-site training conducted by quality advisors, participants strengthen their knowledge about the Palm Beach County Quality Standards for Afterschool. The self-assessment process is a two-part training series used to introduce programs to the PBC-PQA tool and assessment process.

**Part I:** Self-assessment training teaches staff the basic fundamentals of the PBC-PQA tool such as language used, scoring, anecdotal note-taking and observation. This training is used to prepare programs in conducting assessments of their own program.

**Part II:** Self-assessment scoring is meant to guide programs in conducting their own programmatic observations and creates conversation around programming for youth and best practices.

6 **Implementation**
Once a program has been assessed and an improvement plan has been written, a program will have a period of time in which to implement strategies for improvement. These strategies can include training, professional development and implementation of new skills. During the implementation period, quality advisors document program progress.

7 **Reassessment**
Reassessment will occur the following year during the same month.

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**Palm Beach County**
**Quality Improvement System Levels**

- **Entry**
  - 12 Months
  - Introduction to Quality Improvement System
  - Quality Advisor Supports All System Elements

- **Intermediate**
  - 12-24 Months
  - Quality Advisor Prepares Director for Maintenance Role and Requirements

- **Maintenance**
  - Ongoing
  - Based on Benchmark Scores and Director Accomplishments

Programs that participate in the QIS commit to the continuous quality improvement model and its components, which repeat annually. All programs in the QIS are designated a level (entry, intermediate, or maintenance) based on their knowledge and implementation of system practices.