

Supporting Families Together Association: 2009 Together Quality Grows

Summary of Spring 2009 Quality Initiative Work:

The Supporting Families Together Association has been awarded a contract to pilot technical assistance in licensed family and group center programming. The technical consultation is based on strategies demonstrated to improve quality including a coordinated effort, on-site observation, assessment and targeted quality improvement action planning in consultation with child care programming administration. This pilot project is designed to test the technical assistance infrastructure of a quality improvement rating system in multiple target areas throughout Wisconsin.

SFTA is working with five distinct Child Care Resource and Referral service delivery areas for this project:

- Eau Claire- Child Care Partnership Resource and Referral – working with 5 licensed group centers and 5 licensed family child care programs.
- Hayward-Northwest Connections Family Resources – working with 5 licensed group centers and 5 licensed family child care programs.
- Menasha- Child Care Resource and Referral, Inc. - working with 5 licensed group centers and 5 licensed family child care programs.
- Madison-Community Coordinated Child Care, Inc. – working with 5 licensed family child care programs.
- Milwaukee- 4C Community Coordinated Child Care, Inc. – working with 5 licensed group centers.

Monthly teleconferences are held with technical consultants from each CCRR to ensure delivery of equitable technical assistance, to share resources, discuss challenges, and to highlight success stories. Delivery of technical assistance services in a professional manner by highly skilled, experienced and collaborative professionals is a cornerstone of this pilot project. Phone conferencing also provides opportunity for sharing of data collected, including:

Program: location, urban vs. rural, diversity of children served, ages of children served, percent of children for which Wisconsin Shares is received, and Food Program participation.

Data will be collected on specific research based quality indicators including classroom environment and professional practices (including staff practices, business practices and family practices) observations. Following observations, opportunity for shared quality improvement planning takes place with conversation between child care program administration and the technical consultant. Resource binders have been developed through the Grow in Quality project and continue to be added to by the technical consultants involved with this Together Quality Grows project.