

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 action 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 (only two for middle school programs) 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).

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 and provide on-site and virtual support.

7 Reassessment

Reassessment will occur the following year during the same month.



A seal (pictured left) proudly displayed at afterschool programs that indicates participation in the Palm Beach County Quality Improvement System and its commitment to offering high quality experiences for children and youth who attend.

Palm Beach County Quality Standards for Afterschool

The following standards were developed in partnership with the School District of Palm Beach County, Palm Beach State College, Palm Beach County Parks and Recreation, Family Central, local afterschool providers and various funding agencies. The contributions of these diverse stakeholders helped to ensure that this system addresses the varying needs of out-of-school time programs across Palm Beach County.

STANDARD 1: Solid Organizational Framework

The afterschool program is structured and organized to ensure the health and safety of children and youth in the program. The administration utilizes sound business practices and promotes the development, training and retention of qualified staff.

STANDARD 2: Supportive Ongoing Relationships

The afterschool program staff involves youth as partners in the program and encourages children and youth to work together.

STANDARD 3: Positive and Inclusive Environment

The afterschool program promotes psychological and emotional safety. The afterschool program staff creates a welcoming environment that fosters a sense of belonging for children and youth, families and staff.

STANDARD 4: Challenging Learning Experiences

The afterschool program provides positive learning experiences for children and youth that build upon youth interest and supports active engagement in enrichment activities.

STANDARD 5: Family Outreach and Involvement

The afterschool program promotes positive communication with families and supports parental involvement in the educational experiences of children and youth.



Prime Time offers the quality standard posters to all OST programs in the Palm Beach County Quality Improvement System