



Quality Improvement System

In 2007, Prime Time launched the Palm Beach County Afterschool Quality Improvement System (QIS) as a multi-level system to improve the quality of afterschool programs throughout Palm Beach County. Based on the Palm Beach County Quality Standards for Afterschool, QIS uses the Palm Beach County Program Quality Assessment (PBC-PQA) tool; one-on-one consultation and technical assistance; and specialized trainings to help programs effectively develop and deliver high-quality out-of-school time (OST) experiences for children, youth and their families. Prime Time's quality advisors work on-site with OST providers to assess program needs and develop multi-year plans for improvement. They also provide recommendations for quality-improvement planning based on external assessments and provide in-house self-assessment trainings with coaching.

Administrative and program staff are provided with guidance to identify and implement opportunities to improve quality for children and youth and also to tap a young persons' motivation to attend and engage in programs. Consistent participation in quality OST programs has shown to increase self-esteem and self-efficiency in children and youth as well as increase positive social behaviors in school. Participation in the QIS not only provides programs with a unique opportunity to elevate their program quality but it also offers key benefits.

How do you become a part of the QIS?

Eligibility for participation in QIS is dependent on the following afterschool characteristics: program readiness, motivation, and basic afterschool requirements. Basic requirement include:

- ▶ Dedicated program staff
- ▶ A current Health Department License (unless exempt), with no Class I violations within the preceding 24 months.
- ▶ Dedicated program space
- ▶ 20 or more youth in daily attendance

Programs interested in participating in our QIS will need to submit a QIS interest form, located on our website. Once Prime Time receives the interest form, a site will be contacted by a Prime Time representative who will schedule a program site visit(s).

Applications will then be reviewed. Entry into QIS can happen twice a year (fall and spring), based on capacity.

Once a program has received a letter of acceptance from the director of quality improvement, programs will be required to attend a kick off meeting at the start of their QIS cycle (on right).

Key	
Occurs:	
●	- First Year Only
●	- Ongoing
●	- Annually



QIS Approach

1 Quality Advisor Assignment

All programs are assigned a quality advisor to provide technical assistance and support to programs participating in QIS.

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 afterschool. 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 learn how to independently work continuously on quality improvement 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. 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. 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 in-service 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.

QIS Level System

Entry

- 12 months
- Introduction to system
- QA supported self-assessment

Intermediate

- 12-24 months
- QA preparation of director for maintenance role and requirements

Maintenance

- Ongoing
- Based on benchmark scores and director accomplishments

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

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 all afterschool programs in 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 which 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 now offers posters to all programs in the Quality Improvement System.

