Creating and Sustaining a Quality Improvement System

Prime Time Palm Beach County, Inc.
Stace Silverman & Mary Swinford
April 29, 2011

What is Prime Time?

Founded in 2000, Prime Time Palm Beach County, Inc. is a non-profit organization dedicated to ensuring that school-age afterschool programs in Palm Beach County, Florida, are of the highest quality.

Vision and Mission

Our **vision** is to be a leader in Palm Beach County and beyond in improving quality afterschool programming and setting the standards for afterschool professionals.

Our **mission**, as an intermediary organization, is to ensure that afterschool programs are of high quality in terms of delivery, practice and standards.

Presentation Overview

- Introduction to Prime Time
- Creating a Quality Improvement System (QIS)
- Key elements of current system
- Research & lessons learned
- QIS role within Prime Time program supports system

Quality Improvement System for Afterschool (QIS)

QIS: Thinking about structure and design

- What needs to be measured and how?
- What will motivate programs to participate – commitment to quality, value, trust, incentives, requirements?
- What local capacities need to be built?
- What organizational changes need to be implemented?
- What kind of partnerships are required?

The QIS Working Committee

- Met over a period of 18 months about quality standards.
- Reviewed research and shared with advisory committee.
- Analyzed survey results from 1,800+ parents and 200+ afterschool staff about their opinions on quality standards/indicators.
- Identified and prioritized key standards/indicators based on experience in the field.

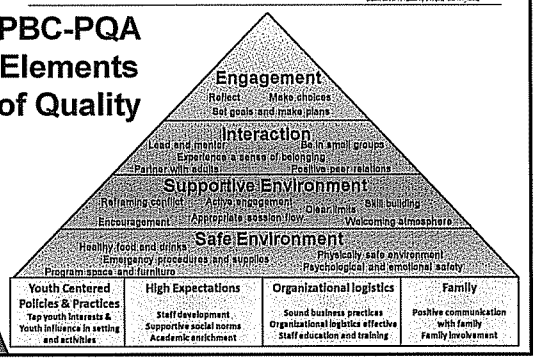
Palm Beach County Quality Standards for Afterschool

- **Standard One:** Solid Organizational Framework
- **Standard Two:** Supportive Ongoing Relationships
- **Standard Three:** Positive and Inclusive Environment
- **Standard Four:** Challenging Learning Experiences
- **Standard Five:** Family Outreach and Involvement

Measuring Standards

- Reviewed available assessment tools.
- Issued RFP to customize an assessment tool to measure Palm Beach County Afterschool Quality Standards.
- Initiated partnership with High/Scope Educational Research Foundation for development of Palm Beach County Program Quality Assessment (PBC-PQA) tool.
- Tested PBC-PQA.

PBC-PQA Elements of Quality

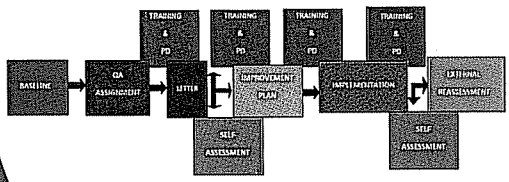


Thinking about Supports

- How will afterschool programs be supported in QIS?
- What kind of relationships with programs are necessary?
- How will supports be aligned – with each other and with assessment?

Components of QIS System

Baseline Assessment - Assign QA - Letter of Recommendation for Improvement Training - Self Assessment - Program Improvement Plan - Implementation Reassessment



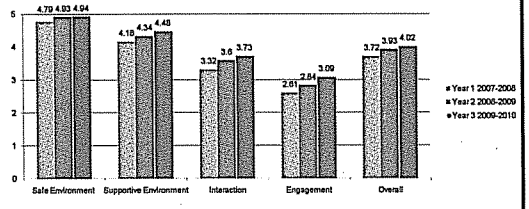
Making the Change Within

- Maintain a level of neutrality - focus on improvements.
- Meet the needs of each individual program.
- Be conveners of the system, not the system.
- Encourage data-driven work.

Where is the Data?

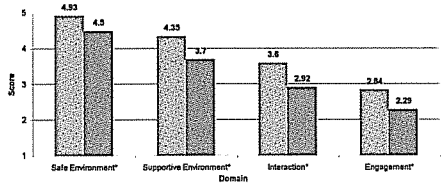
- Quality change at the program level
- Prime Time QIS vs. other systems
- Looking in the mirror

QIS Effectiveness



Note: Statistical significance for difference of means was tested between the years '08-'09 and '09-'10. All differences between the domain means were statistically at the p ≤ .01 level, except for safe environment.

Palm Beach County vs. Large Reference Sample



■ 2008-09 Palm Beach County (N=270 Offerings) ■ Reference Sample (N=167)

From *Sugar et al., 2009*
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Chapin Hall Process Evaluation

- QIS (low vs. high stakes)
- Long-term and continuous quality improvement
- Quality Advisors
- Larger system of supports and resources

Further Reading

- Chapin Hall Report (2006-2010)
  Palm Beach County's Prime Time Initiative
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  http://www.chapinhall.org/research/report/palm-beach-countys-prime-time-initiative
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Moving Forward . . .

- Adapting to changes
- Increasing capacity
- Exploring program/practitioner incentives
- Keeping it fresh

QIS Level System

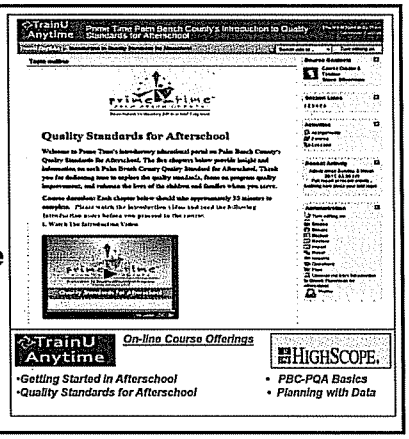
Entry
- 12 months
- Introduction to system
- QA supported self-assessment

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

Maintenance
- Ongoing
- Based on benchmark scores and director accomplishments

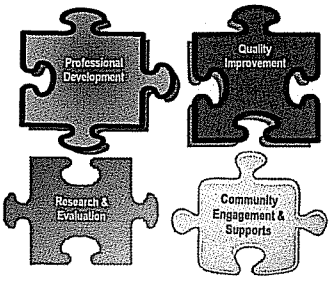
- **Increases Prime Time's quality improvement capacity**
- **Recognizes high quality programs and directors**
- **Provides flexible time expectations based on needs**

On-line Courses & Technical Assistance



Prime Time Palm Beach County

Putting the pieces together

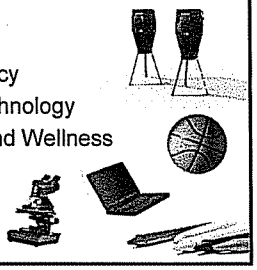


Program Supports

- **Afterschool Resources**
  - On-line quality improvement courses
  - Grant Support
  - Lending Library
  - Resource Center
  - Weekly/Monthly e-newsletters
  - Website
- **Afterschool Consortium**
  - Monthly networking
  - In-service training
  - Field of afterschool presentations

Program Enhancements

- Academics
- Arts and Culture
- Media and Literacy
- Science and Technology
- Sports, Health and Wellness



Professional Development

- Core Competencies
- Non-credit pathway
- Credit pathway
- Scholarship program
- WAGE$ program
- Career advising

Palm Beach State College

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Awareness and Advocacy

- Local/Statewide Advocacy
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Lights On Afterschool

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Research and Evaluation

- Internal and External Evaluation
- Local and National Trends
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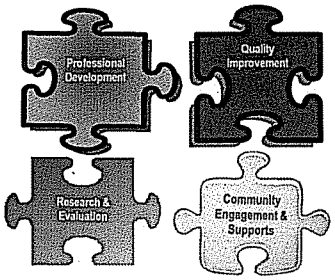
Q & A



Contact Information:

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Boynton Beach, FL 33426
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Fax: 561-732-8094
www.primetimepbc.org

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PALM BEACH COUNTY
Dedicated to Quality Afterschool Programs

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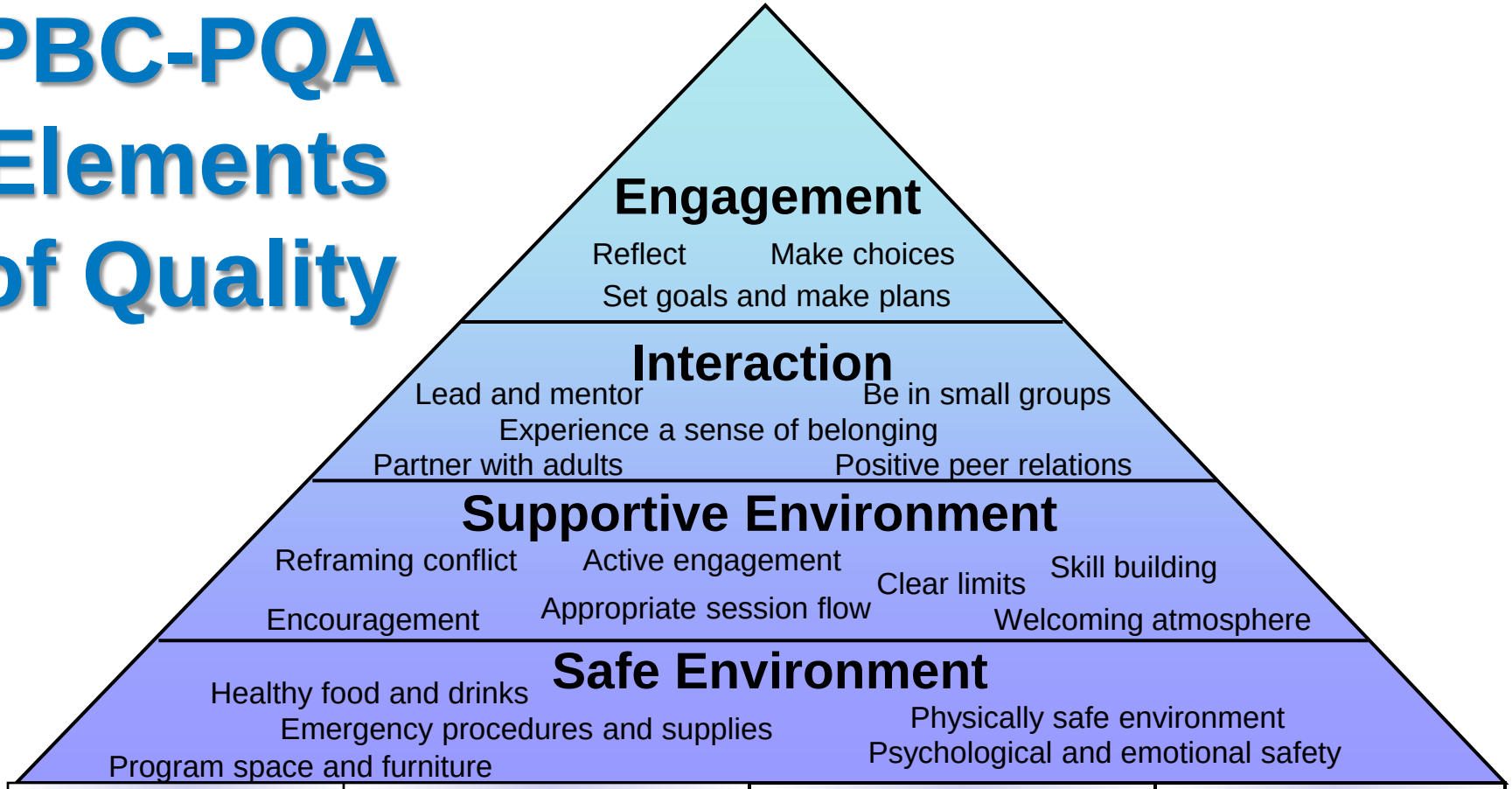

Youth Centered Policies & Practices	High Expectations	Organizational logistics	Family
Tap youth interests & Youth influence in setting and activities	Staff development Supportive social norms Academic enrichment	Sound business practices Organizational logistics effective Staff education and training	Positive communication with family Family involvement

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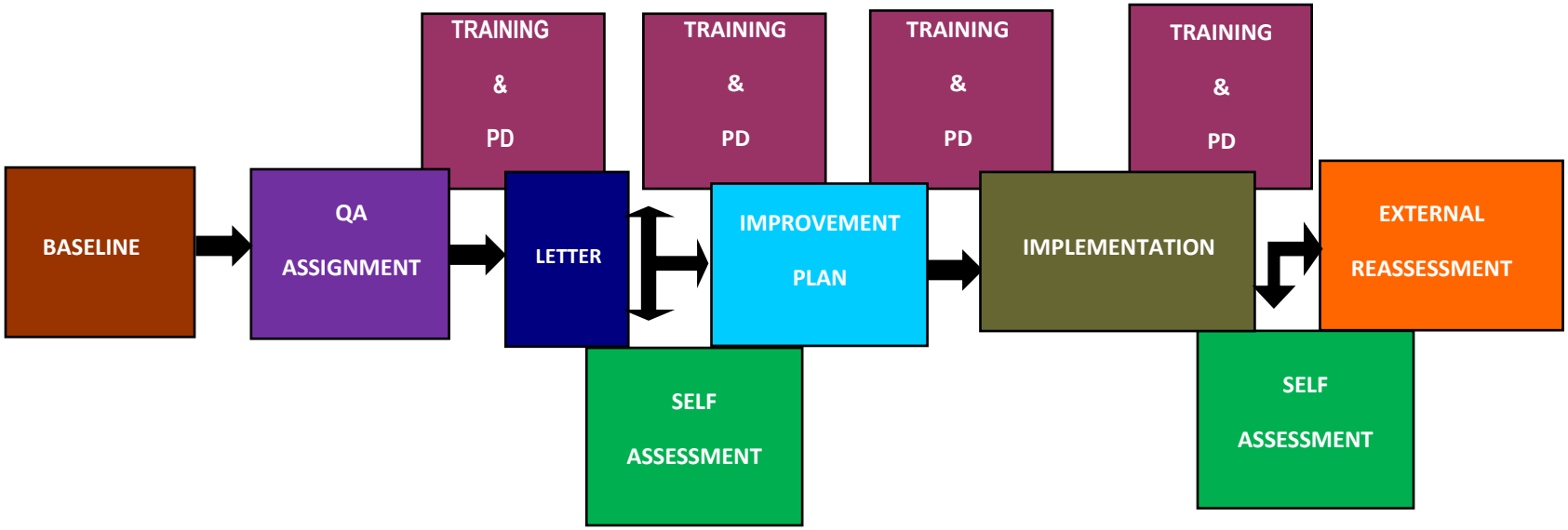

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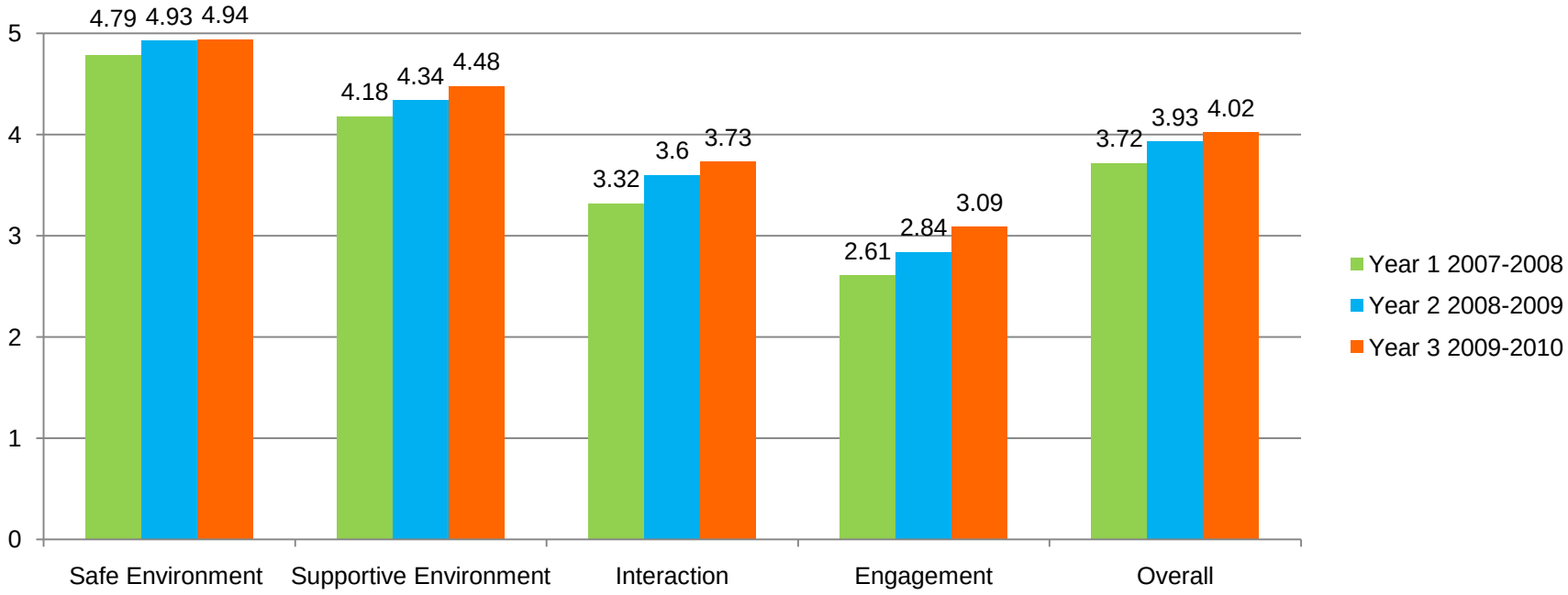

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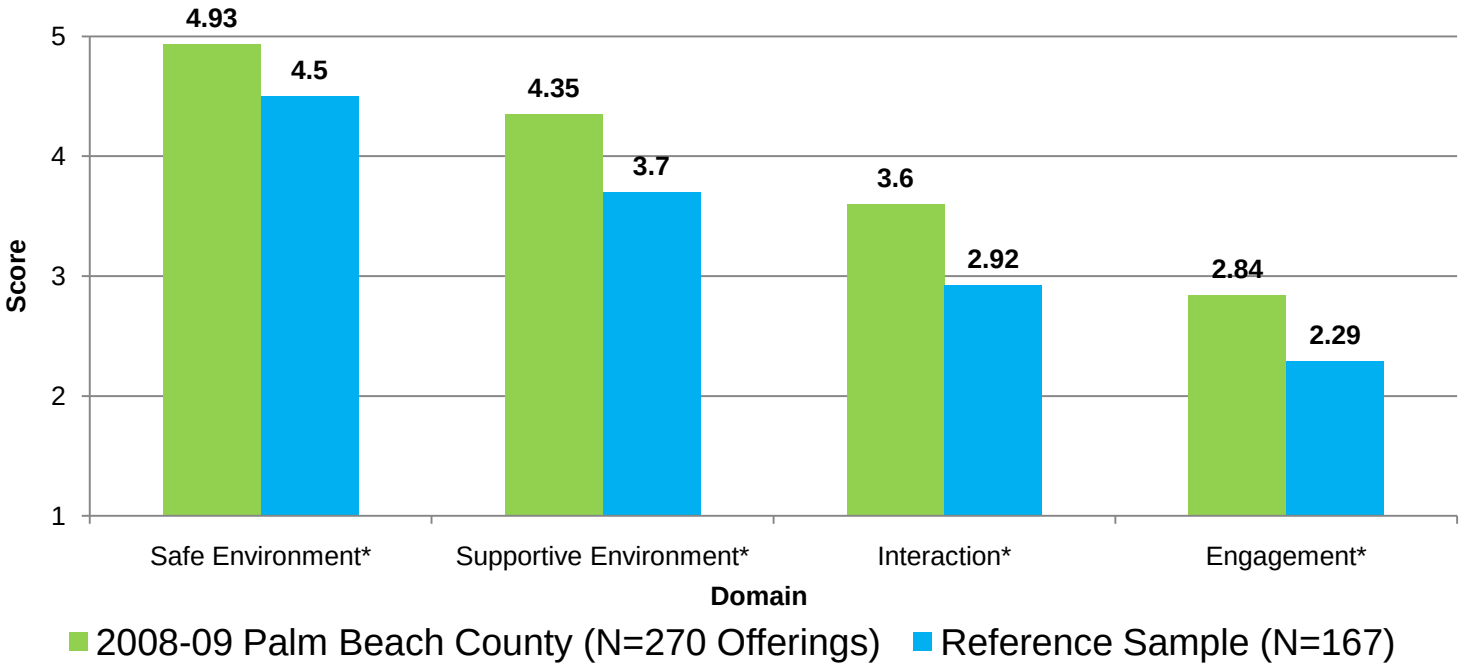

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On-line Courses & Technical Assistance

TrainU Anytime

On-line Course Offerings

HIGHSCOPE

- ***Getting Started in Afterschool***
- ***Quality Standards for Afterschool***
- ***PBC-PQA Basics***
- ***Planning with Data***

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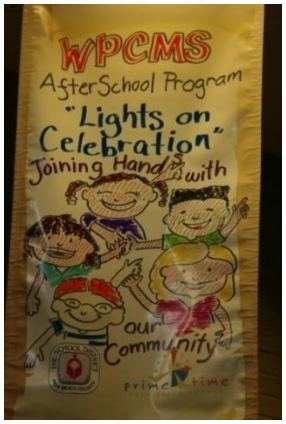

AFTERSCHOOL for ALL
afterschoolalliance.org

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