

# CONNECTICUT'S QUALITY IMPROVEMENT SYSTEM

An Overview for Stakeholders  
March 2022



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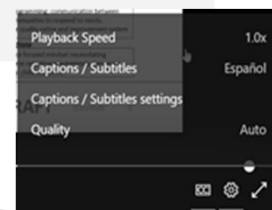
## ACCESSING LIVE CAPTIONS/ ACCEDER A SUBTÍTULOS EN VIVO

Attendees: use live captions and subtitles

To turn on live captions and subtitles, select **Captions/Subtitles On**  in your video controls.

To change the caption language, select **Settings**  > **Captions / Subtitles**, and choose the language you want.

**Note:** The available languages are set by the live event organizer.



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**OPENING REMARKS**

- Commissioner Bye
- Deb Flis, Division Co-Director, Quality Improvement



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**QUALITY IMPROVEMENT GOALS**

<b>FAMILIES</b> HAVE ACCESS TO QUALITY CARE	<b>PROGRAMS</b> HAVE SUPPORTS TO REACH QUALITY STANDARDS
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## QIS GUIDING PRINCIPLES

### ***Our system will:***

- 1. Be easy to understand and simple to use.*
- 2. Focus on quality improvement over compliance.*
- 3. Emphasize the importance of leadership in classroom, program, and system quality.*
- 4. Build on the existing infrastructure systems that offer established levels of quality and an existing structure that we do not need to replicate, including: child care licensing, OEC-designed supports for continuous improvement, Head Start, and NAEYC/NAFCC Accreditation supports.*
- 5. Support providers to honor families' diverse languages, values, strengths, and needs.*
- 6. Support providers to incorporate developmentally appropriate practice and play in their programs.*
- 7. Provide equitable resources for providers in center-based and family-based settings.*



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"There is no such thing as a new idea.  
We simply take a lot of old ideas and put  
them into a sort of mental  
kaleidoscope."

—  
MARK TWAIN

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## WORKING DEFINITION OF QUALITY



*Quality programs:*

- *are healthy and safe;*
- *partner with families to support and monitor children’s learning and development;*
- *engage in continuous improvement at the program and classroom levels; and*
- *advocate for providers, children, and families.*

*as indicated by NAEYC accreditation, NAFCC accreditation, and/or Head Start approval.*



## BUILDING ON WHAT WORKS

EXPERIENCE

- 2016 Listening Tour on Quality
- 2017-2018 QRIS Pilot

PARTNERSHIP

- National Association for the Education of Young Children
- OEC QIS Workgroup
- Odonnell Company

DATA

- Licensing data
- Accreditation data
- Licensing to Accreditation Crosswalk



## NATIONAL ASSOCIATION FOR THE EDUCATION OF YOUNG CHILDREN

- The importance of the NAEYC-OEC Partnership
- [https://www.ctoec.org/wp-content/uploads/2021/12/OEC\\_PartnershipFlyer\\_CIVI-2.pdf](https://www.ctoec.org/wp-content/uploads/2021/12/OEC_PartnershipFlyer_CIVI-2.pdf)
- Using Connecticut data for Connecticut's system
- The role of leadership in the pathway to accreditation



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## THREE LEVELS OF THE QIS

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### **ACCREDITED and/or HEAD START APPROVED PROGRAMS**

*Continuous quality improvement is expected of all programs, regardless of licensing or accreditation status.*

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*Level 2 is designed to support programs in continuous quality improvement and advancement toward NAEYC/NAFCC accreditation and/or Head Start approval.*

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### **LICENSED PROGRAMS**

*All programs that hold a Connecticut license and are in good standing with Connecticut licensing. Level 2 and Level 3 programs must be licensed.*



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# CONTINUOUS QUALITY IMPROVEMENT

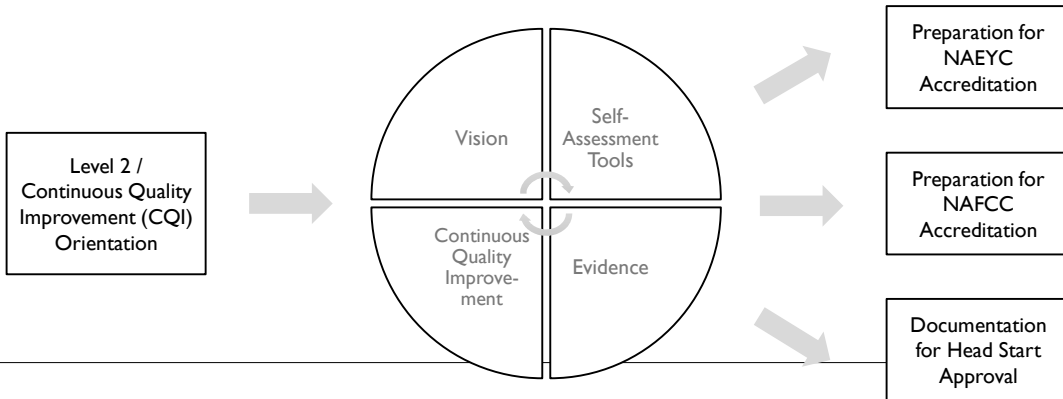
Continuous Quality Improvement (CQI) is the **ongoing and cyclical process of using evidence** to identify strengths and opportunities for improvement, which are tested, refined, incorporated into practice, and re-examined over time.

Daily, S., Tout, K., Douglass, A., Miranda, B., Halle, T., Agosti, J., Partika, A., & Doyle, S. (2018). Culture of Continuous Learning Project: A literature review of the Breakthrough Series Collaborative (BSC), OPRE Report #2018-28. Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

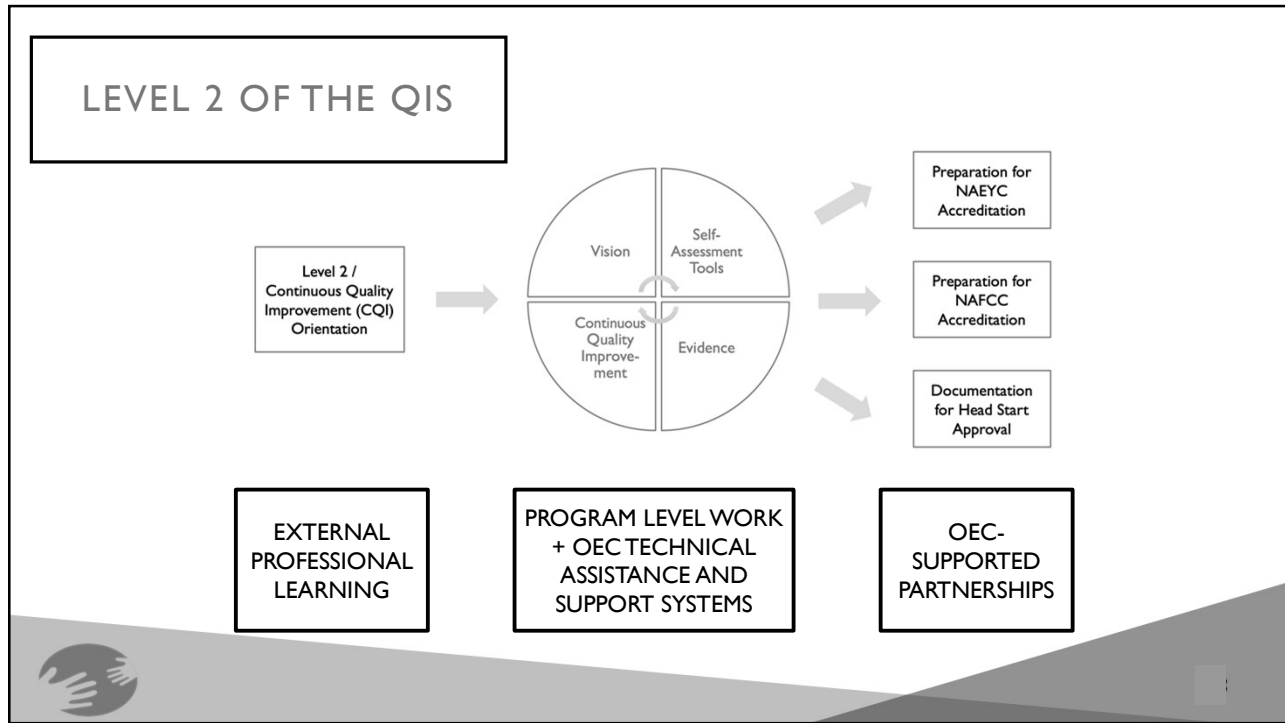


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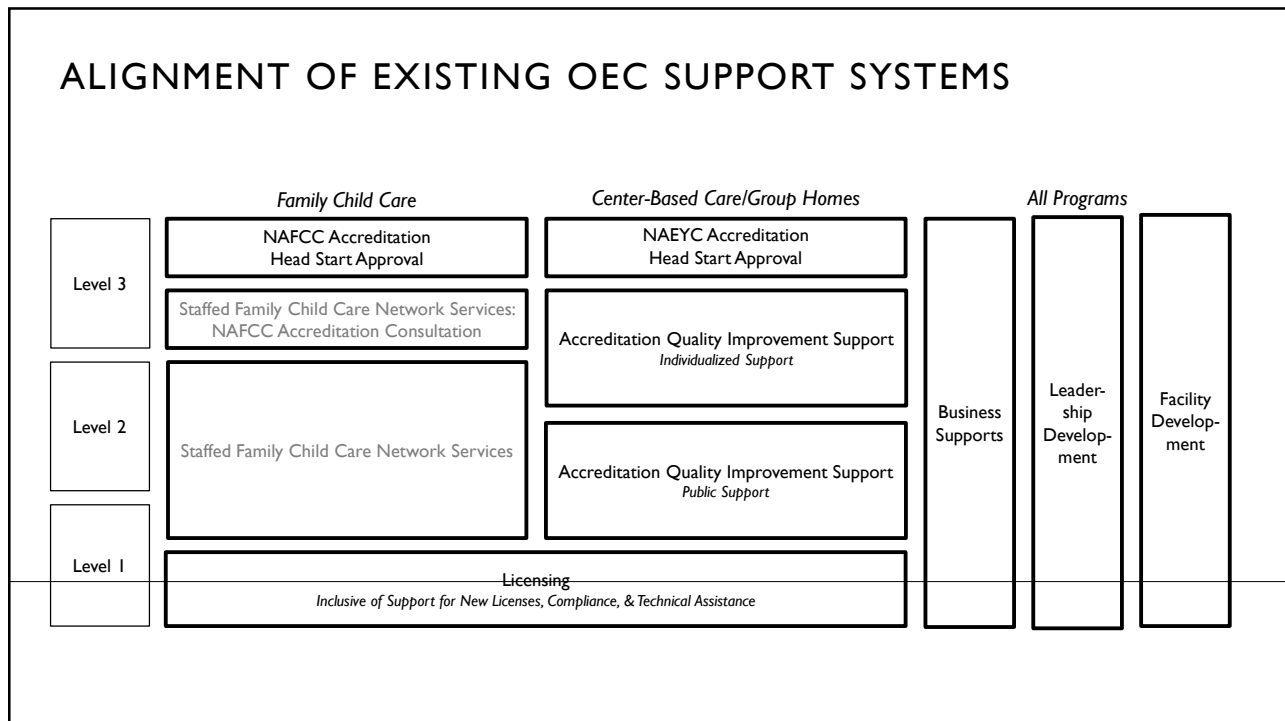
## LEVEL 2 OF THE QIS



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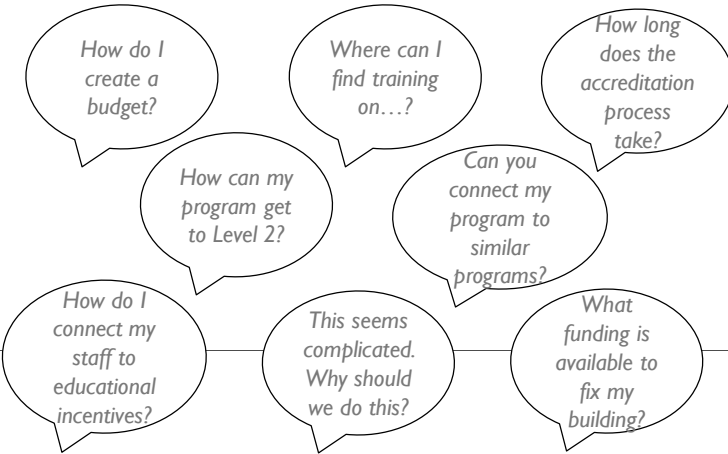
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## SUPPORT FOR CONTINUOUS QUALITY IMPROVEMENT

### SERVICE NAVIGATION



Staffed Family Child Care Network Services:  
NAFCC Accreditation Consultation

Staffed Family Child Care Network Services

Accreditation Quality Improvement Support  
*Individualized Support*

Accreditation Quality Improvement Support  
*Public Support*

Business Supports

Leadership Development

Facility Development

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## CONNECTING TO QUALITY IMPROVEMENT

Licensing Specialists in the  
Quality Improvement Division

- Deana Miranda
- Diana Reyes
- Karin Bent
- Pamela Levasseur



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## INCENTIVES FOR QUALITY

### **TRAINING AT NO COST TO PROVIDERS**

- Technical assistance through Staffed Family Child Care Networks & Accreditation Quality Improvement Support
- Online training from Childcare Education Institute

### **BONUS PAYMENTS FOR ACCREDITATION**

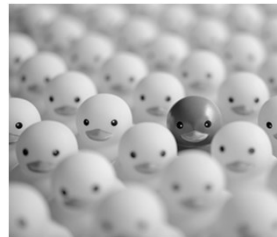
- Care 4 Kids: 25% bonus per child for center-based providers, 7% bonus per child for home-based providers
- Quality Workforce Incentives: 10% Bonus for providers in accredited programs

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## WHAT MAKES OUR APPROACH TO QUALITY IMPROVEMENT DIFFERENT?

- Flexibility to meet providers where they are
- Emphasis on building connections
- Integration with OEC support systems
- Focus on professional learning
- No ratings by outside observers



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## NEXT STEPS

- Incorporate feedback from provider focus groups
- Online feedback survey: Available through April 15th  
[https://ctoec.qualtrics.com/jfe/form/SV\\_9WDwxDRe4VWfYKa](https://ctoec.qualtrics.com/jfe/form/SV_9WDwxDRe4VWfYKa)
- Incorporate feedback from survey
- Self-assessment tool development: April - June
- Self-assessment tool pilot: July - August

