

Supplemental Guidelines for Quality Improvement

This document is intended to provide guidance to child care programs participating in Quality Counts. As such, it outlines guidelines of quality and provides a breakdown of indicators that describe what a program's general level of quality will look like when the guidelines are being met. As a supplement to the Quality Counts standards, it is meant to be an additional resource utilized when considering a quality program and includes two areas that contribute to program quality:

1. Ratio & Group Size
2. Program Administration

Ratio & Group Size:

Level of quality	Ratio	Group Size
lower	Meets licensing requirements: Infants 1:4 Ones 1:6 Twos 1:11 Threes 1:15 Fours/Fives 1:20	Per DCF licensing: N/A
lower	Infants 1:4 Ones 1:6 Twos 1:9 Threes 1:13 Fours/Fives 1:16	Maximum 8 Maximum 12 Maximum 18 Maximum 26 Maximum 32
mid	Infants 1:4 Ones 1:5 Twos 1:8 Threes 1:12 Fours/Fives 1:13	Maximum 8 Maximum 10 Maximum 16 Maximum 24 Maximum 26
mid	Infants 1:4 Ones 1:5 Twos 1:7 Threes 1:10 Fours/Fives 1:11	Maximum 8 Maximum 10 Maximum 14 Maximum 20 Maximum 22
higher	Infants 1:3 Ones 1:4 Twos 1:6 Threes 1:9 Fours/Fives 1:10	Maximum 8 Maximum 8 Maximum 12 Maximum 18 Maximum 20

Program Administration:

Level of quality	
lower	<p>Program gathers demographic info (race, ethnicity, language) for all staff and children; Program knows its current staffed capacity & enrollment; Program tracks child attendance and notifies families if a child is absent 3 or more times in one month; Provider has a computer with internet access and email; Program has a mission or vision statement, and a business/strategic plan.</p>
lower	<p>Program has a comprehensive Staff Handbook; Staff orientation provides all new hires the Staff Handbook and Family Handbook and all personnel policies ; All documents for staff are written in two most common languages of staff; Program uses three or more marketing tools; Program has a current year operating budget (including revenue & expenses).</p>
mid	<p>Staff meetings are held at least once per quarter; 100% staff employed for more than one year have annual staff evaluations documented, signed and dated within the last 12 months and must include teacher self-evaluation; Staff evaluate the program in writing annually; Program has a plan for communicating with prospective families and follow-up action is taken after all prospective parent inquiries.</p>
mid	<p>100% of staff employed for more than one year have annual staff evaluations documented, signed and dated within the last 12 months and must include teacher self-evaluation and classroom observation; Program uses a salary scale that is differentiated by position, education, training, and years of experience and is available in the Staff Handbook.</p>
higher	<p>Staff meetings are held at least once per month; 100% evaluated staff must have specific goals identified based on their last evaluation and measured at each evaluation; Program uses a staffing plan that provides classroom coverage so that children are not regrouped at the beginning or end of the day.</p>