

## **Phasing in Quality Improvement Tools and Trainings**

### **Rec Services Quality Platforms for Out of School Time Programs**

#### **Introduced to Quality**

Introduced to Quality sites will begin to track attendance and utilize the Cityspan data system. These sites are encouraged to attend kick off and reflection training, reach out for customized coaching, and attend Sprockets or other external workshops. This platform may include experienced sites that have new certified staff or excessive CRL/PWR turnover.

##### **Tools and Trainings:**

- Begin Cityspan Attendance data collection with training from Quality Coach
- Receive feedback and assistance from Quality Coaches at internal trainings

#### **Activated**

Activated sites may have new Out of School Time programs, have new certified staff and/or excessive turnover. However, they may utilize Cityspan, a program planning strategy, and have a staff team who can regularly attend coaching sessions and workshops.

##### **Tools and Trainings:**

- Begin/Continue Cityspan Attendance data collection with training from Quality Coach
- Have youth surveyed by a Quality Coach and analyze results with feedback and assistance from Quality Coach
- Receive a Mini YPQA and participate in a feedback session

#### **Emerging**

Emerging sites have completed their Cityspan data for at least 1 year, utilize a program planning strategy, have consistent CRS and Rec Leads, and have average staff turnover.

##### **Tools and Trainings:**

- Continue to complete Cityspan data accurately and consistently
- Have youth surveyed, analyze results with feedback and assistance from Quality Coaches, and implement changes to program based on results
- Receive YPQA assessment and use all forms of data to inform improvements and identify areas to focus on
- Staff team attends M3 and submits Improvement plan to Sprockets

#### **Enhancing**

Enhancing sites have completed their Cityspan data for over 1 year, use OST program planning sheets with time built in for reflection, have completed their first year of the Quality Cycle, and have consistent CRS and Rec Leads (in that they have already worked together for over a year).

##### **Tools and Trainings:**

- Continue to complete Cityspan data accurately and consistently and use this data to inform program planning
- Use multiple forms of data to complete YPQA Form B and identify areas for improvement, in addition to talking with a consultant coach about online resources to strengthen priority areas
- Have youth surveyed, analyze results at M3, and implement changes to program based on results
- Receive YPQA assessment and use all forms of data to inform improvements and identify areas to focus on
- Staff team attends M3 and submits Improvement plan to Sprockets