



### Introduction and Process

The Commission on Economic Opportunity (CEO) has served Rensselaer County and the Greater Capital Region since 1965 as a Community Action Agency and Head Start provider. CEO's Head Start and Early Head Start programs provide comprehensive services to children and families in ten locations throughout Rensselaer County. We serve 417 Head Start and 175 Early Head Start children through center-based and home-based programming. CEO's Early Head Start/Head Start Self-Assessment is conducted annually in accordance with the Head Start Program Performance Standards, which require that at least once each program year, programs conduct a self-assessment. Through collecting and analyzing data and information from a variety of sources within the program, the agency can identify program strengths and determine areas that may need improvement. Self-assessment will enable the program to achieve the goal of providing the best possible services to children and families. Even though the 2021-2022 school year presented incredible challenges due to the COVID-19 pandemic, our program is committed to providing quality services for children and families.

## CEO's EHS/HS 2022 Self-Assessment

The self-assessment was conducted virtually via Zoom on April 8, 2022. An overview of the self-assessment process and last year's self-assessment report was provided to the team members. Teams were developed in the following content areas: education; family engagement; health and nutrition; enrollment and attendance; and program planning. Each team leader drafted communication around area program strengths, program improvements, and questions for team members to answer and provide feedback on. After the self-assessment overview, team leads and members broke into their specific group and presented various data and engaged in dialogue around the data and questions presented. This process included families, the Early Childhood Director, Assistant Directors, Content Area Managers, Center Managers, Policy Council members, Board Members, staff, and community representatives. The following was used during the self-assessment process: surveys, monthly program information, child education and health data, anecdotal program feedback, family engagement and enrollment and attendance data, etc.

### **Key Insights**

#### *Program Strengths:*

- Staff teamwork and resilience
- Staff's flexibility and adaptability to changes
- Capacity to conduct virtual meetings
- Brightside Up Mental Health Collaboration
- St. Catherine's Collaboration
- Continue music collaboration with Connor and Mike

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- Program flexibility with enrollment and operation of classrooms

Areas in Need of Improvement/Challenges:

- Staffing
- Continued support for staff wellness
- Mental health support for children and families
- Challenging behaviors of children
- Service provide/collaboration knowledge and adherence to program policies and expectations

Goal	Action Steps	Person Responsible	Time Frame	Completed
Strengthen current transition practices and create a consistent transition process for children transitioning to a different class and/or center.	<p>Create transition information sheet that will contain integral transition information.</p> <p>Educate and train staff on new transition information sheet in beginning of the school year.</p> <p>Classroom staff will be provided with list of documents and information to be included in transition packet and will be responsible for providing families welcome packet when child transitions.</p> <p>Teacher and center staff will hold transition meeting to support the</p>	Education Team, Center Managers/Site Supervisors, Director and Assistant Directors, Teachers, Family Advocates	Summer 2022 with implementation of new process September 2022, then ongoing	

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	<p>children's transition, review screenings, and develop a plan for successful transitions.</p> <p>When Enrollment Coordinator sends out starts, ends, and transitions, the Education Specialist or designee will notify new teachers and center staff about the upcoming transitions to trigger beginning of transition process.</p>			
<p>To increase staff and family knowledge of CEO Head Start School Readiness.</p>	<p>Provide informational session at the beginning of school year to all staff on school readiness goals and process for the school year, which will include Education Specialist sending home monthly school readiness calendars and activities to families.</p> <p>Incorporate review of progress towards school readiness goals into classroom and center data review meetings and center and individual staff meetings.</p> <p>Incorporate school readiness goals and child outcome progress into monthly program data report.</p> <p>Incorporate school readiness information into family</p>	<p>Education Team, Center Managers/Site Supervisors, Director and Assistant Directors, Teachers, Family Advocates</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
	<p>engagement events to support the home to school connection and education and inform families of the importance of school readiness.</p>			
<p>Increase training and support for all staff on challenging behaviors.</p>	<p>Plan preservice training to re-focus on Pyramid Social/Emotional information, training, and support so all teachers, have strategies and tools to ensure the foundation of the Pyramid is in place at the beginning of the school year.</p> <p>Focus PD and training for first half of the school year on Pyramid, social/emotional, and challenging behaviors.</p> <p>Provide ECS Management team with Flip-It training so they can provide elevated level of on-site support to classrooms.</p> <p>Revise challenging behavior protocols and policies program policies.</p> <p>Ensure Behavioral Interventionist is utilized for 2022-2023 school year.</p>	<p>Education Team, Center Managers/Site Supervisors, Director and Assistant Directors, Teachers, Family Advocates</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
	<p>Revise schedule and structure of Education Team to maximum support of classrooms.</p> <p>Continue to collaborate with MH consultant (BSU) and St. Catherine's.</p>			
<p>To ensure all service providers in our buildings are aware of critical CEO policies and procedures and OCFS Regulations.</p>	<p>Preschool/Disability Specialist will create information packet containing information for all service providers.</p> <p>Preschool/Disability Specialist will create acknowledgement/sign off form that includes all relevant policies/procedures.</p> <p>Preschool/Disability Specialist will update therapist sign-in forms that instruct new therapists to see CM for review of policies/procedures and regulations.</p> <p>Information and packet will be reviewed with management team and CM/Site Supervisor will review acknowledgement form with all new providers.</p>	<p>Preschool/Disability Specialist, Center/Site Managers, and Collaborative Service Providers</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
<p>Increase percentage of dental exams received by 40% over 2022-2023 school year.</p>	<p>Create a new CEO dental form.</p> <p>Begin to send out dental reminders to families.</p> <p>Families will be entered into monthly raffle for submitting dental exam.</p>	<p>Health Team, Family Advocates, and Center/Site Supervisors</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	
<p>Increase participation in parenting classes and parent meetings.</p>	<p>Use completed Interest Inventory to plan meaningful monthly events at each site/center. When able, connect monthly activities to school readiness goals.</p> <p>Ensure all center/site staff are excited and informed of monthly events so they can promote and encourage families to attend.</p> <p>Utilize PC and parent committee members to promote and encourage other families to participate in classes and events.</p> <p>Plan and implement 3-4 program wide events throughout school year that foster family connection with meaningful activities. These events can be spearheaded and supported by Policy Council.</p>	<p>Family Engagement Manager, Family Advocates, Home Base staff, Center/Site Manager, Health Team, and Center Staff, Families, and Policy Council</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
<p>Increase father/father figure participation at events.</p>	<p>Create a survey specifically for fathers/father figures for how they want to participate.</p> <p>Utilize results from survey to create father/father figure group and plan events/activities based on their interest and lead.</p>	<p>Family Engagement Manager, Policy Council, Family Advocates, Home Base Staff, Families</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	
<p>Increase family Policy Council participation to ensure representation at all sites/locations.</p>	<p>Retrain FA's and CM's on Policy Council to ensure they are knowledgeable of expectations and responsibilities.</p> <p>Redevelop parent orientation to ensure focus and information is provided to families on Policy Council and what it is.</p> <p>Enlist support of current PC members to help recruit new members at center events and gatherings over the summer and during the beginning of the school year.</p> <p>Host informational session on Policy Council at the end and beginning of the school year and send families Policy Council recruitment video.</p>	<p>Director, Family Engagement Manager, Family Advocates, and Policy Council,</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	



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Goal	Action Steps	Person Responsible	Time Frame	Completed
	<p>Add Policy Council information/corner to program newsletter to include monthly PC updates.</p> <p>Reinstate PC support of program wide family engagement events/initiatives.</p>			
<p>Strengthen in-kind collection process and ensure in-kind is collected from all identified sources.</p>	<p>Create and implement in-kind tracking process that will include Data Specialist tracking and monitoring collection of monthly in-kind.</p> <p>Retrain all staff on in-kind collection, its importance, and how it should be documented.</p> <p>Create an in-kind thermometer at each site/location that tallies participation hours to be updated monthly to serve as a visual reminder to staff and families. Provide an incentive each month to the location that had the most participation (based on percentage of enrollment/families).</p>	<p>ECS Director, Data Specialist, Family Advocates, Center/Site Supervisors</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	
<p>Continue to implement creative recruitment and retention strategies for staff.</p>	<p>Continue to offer internal CDA course for potential candidates to assist them in obtaining necessary credentials for positions.</p>	<p>ECS Management Team, HR, Marketing, All ECS staff</p>	<p>Ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
	<p>Encourage Head Start families to apply for positions they are eligible for and host various informational sessions around job opportunities.</p> <p>Provide paid training and develop robust, comprehensive training plan for new staff.</p> <p>Work with the marketing department to continue to highlight classrooms and sites with “take over” to highlight the “why” behind Head Start and the value and importance of the work we do.</p> <p>Survey CEO staff on current agency retention efforts, identify strategies that are working, and evaluate alternative suggestions.</p>			
<p>To provide mental wellness support and resources to staff for their own well-being.</p>	<p>Continue to work with CEO's Wellness team and offer staff monthly wellness programs, activities, and information.</p> <p>Work to identify a potential collaborative partner that can provide personal MH support and resources to staff in need.</p>	<p>Director, President, Vice President, HR</p>	<p>Ongoing</p>	

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Goal	Action Steps	Person Responsible	Time Frame	Completed
	<p>When partner is identified, ensure staff is aware of collaboration, resources, and support available.</p>			
<p>To increase communication and engagement with families experiencing homelessness</p>	<p>Identified staff will work with families to assist with housing needs and provide a comprehensive level of support.</p> <p>Staff will provide resources and continually check in on family's ability to obtain housing.</p> <p>Provide families with attendance issues with educational activities and send through Learning Genie to continue to support the home to school connection.</p> <p>Create educational packets and send to families who are unable to attend on a regular basis.</p>	<p>Enrollment Coordinator, Director, Assistant Director, Family Engagement Manager, Family Advocates</p>	<p>Summer 2022 with implementation of new process September 2022, then ongoing</p>	