

Baby TALK 2020 Self-Assessment Summary and Improvement Plan



The Process

Baby TALK recognizes that self-assessment is an on-going process and is a year-round process.

The timeline follows on the next page.

As a culmination of a year's worth of data collection and on-going self-assessment, a group of Baby TALK Staff Members, Parents, Baby TALK Inc. Board Members, Policy Council Members, and Community Stakeholders to review program data, provide feedback, and brainstorm solutions to up-coming challenges. This year Baby TALK scheduled a meeting in April to aggregate the information and discuss a plan to move forward with Baby TALK program goals. However, because of the state shut down due to the COVID-19 pandemic, the meeting was cancelled and unable to be rescheduled. Instead, data was analyzed by program leadership to create the quality improvement plan.



2020 Self-Assessment Timeline

January	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.
February	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.
March	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.
April	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. Self-Assessment Data Review and Share—April 24,2020, 9:00-1:-00 Cancelled
May	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. Director will analyze feedback from Self-Assessment Teams and prepare the 2020 Summary and Improvement
June	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.
July	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. Current director resigned– Interim director put into position
August	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. The Director will write a draft of the Program Narrative for 2020 and draft aT/TA Plan using information obtained from these meetings and process.
September	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. Director will finalize the Program Narrative, Program Budget, T/TA plan and budget to prepare for refunding application and submission.
October	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month. Director will submit refunding application, including self-assessment summary and improvement plan to the OHS.
November	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.
December	<ul style="list-style-type: none"> Management Team will meet on 2nd Wednesday of the month to review ongoing monitoring reports from previous month.

Goal 1: BTEHS will promote healthy lifestyle choices

Baby TALK has initiated various practices to promote healthy lifestyles of staff and families.

The Wellness Manager initiated a “two bite club” that provided center-based children the opportunity to touch, smell, feel, see, and taste new fresh vegetables and fruits. This practice was going strong on a weekly basis until the pandemic shut down center-based services. Fresh fruits and vegetables were still given for breakfast, lunch, and snack during the shutdown through hot meal deliveries to families.

Although fitness groups were unable to be established for families because of the COVID 19 shut down, virtual meditation sessions were piloted for staff. When in-person class is resumed, plans are being made to start a walking group with families and staff, along with meditation and yoga sessions at our new building.

Although the pandemic caused in-person mental health sessions to be cancelled, Baby TALK was able to contract with two mental health specialists to provide virtual sessions for families and staff when needed. Baby TALK also has contracted to provide an Employee Assistance Program for staff. Staff are reporting that is a great source of support for a variety of issues.

During the summer the Wellness Specialist resigned and the Wellness Manager is retiring on September 30th. Baby TALK recognizes the tremendous value these positions bring to families and staff. Recruitment and interviewing continue to find these two replacements. On-boarding is being designed to fit these unique positions for Baby TALK and includes professional development from IHSA & STG for understanding HSPS.

Objective	Task	Staff/ Date Due
BT will work with the Macon County Health Department to establish a regular WIC clinic hours on site for enrolled families by the end of 2022.	BT will set up meeting with MCHD and create space in new facility for clinic	Wellness Specialist 2/2021
BT will link indicated families and staff with professionals who can support their mental wellness	BT will renew contracts with Mental Health Consultant and create new contract for additional support through COVID-19	Wellness Specialist 12/1/2020



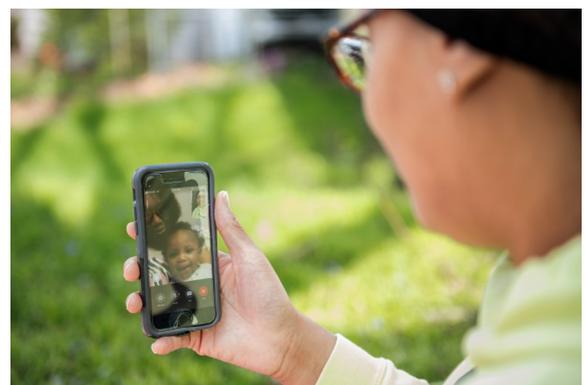
Goal 2: BTEHS will provide high quality child developmental center and home-based services

Baby TALK strives to provide exceptional quality center and home-based services that go beyond the Head Start Performance Standards. Throughout 2019 and 2020, Baby TALK has restructured the organizational staff chart. With this change a Child Development Manager position was created to over-see the child development department, specifically the center based services. Baby TALK also created a Family and Community Engagement Manager to oversee the family and community based department, specifically home-based services and community collaborations. In July, the Director of Local Programming who served as the EHS director and supervisor to the Child Development Manager and the Family & Community Engagement Manager resigned. The agency organizational chart was revised to eliminate the manager positions and added a director position in order to streamline department responsibilities. The director positions are the Child Development/Early Head Start Director and the Director of Family and Community Engagement. Both positions were filled internally.

The directors are ensuring all staff receive in-depth training according to their position. COVID-19 gave the opportunity for staff to have additional time to complete virtual trainings, webinars, and attend Zoom staff meetings. Child Development coordinators and coaches completed Practice Based Coaching training and home-based coordinators completed PICCOLO training. Coordinators and directors were able to participate in leadership trainings virtually.

In order to provide high quality services to families, it was determined the organization needed to address racial equity across the entire organization. In June, Baby TALK released a statement on racial equity, pronouncing our commitment to inclusion and the support of all families. Staff participated an all day training by Jodi Farr, which focused on racial equity and awareness in August. Baby TALK also created a racial equity workgroup comprised of staff members who will continue to examine agency policies and procedures, hiring practices, professional development, work culture, family engagement, and educational practices to ensure actionable steps will be created to include the engagement of families, Policy Council, and the Board of Directors.

Objectives	Tasks	Staff/ Due Date
BT will provide Pyramid Model Training for Infant toddler modules to CD staff.	Coach will set up Pyramid training for staff	PBC Coach (Cathy Welsh) January 2021
BT will implement procedures to use the PICOLLO to assess parent-child interactions and as a tool to understand and better support families.	Coach & FCE Director will set up a PICOLLO training for FES & HV staff	PBC Coach (Cathy Welsh) in January 2021



Goal 3: BTEHS will strengthen partnerships with other agencies in Macon County

With the creation of the Family and Community Engagement Director position, Baby TALK was able to initiate conversations with community agencies in Macon County to create collaborations to benefit the families and children living in our community. Unfortunately with the COVID-19 shut down, many agencies closed or had limited working hours. Only three MOUs that were due to be renewed were able to be completed prior to the state shutdown. Other meetings were postponed until in-person services were resumed or virtual meeting options were made available. Due to strong relationships already established with child welfare agencies in Macon County, Baby TALK still continued to receive referrals from these agencies for families in need of support throughout the pandemic.

With a history of helping our community, the Howard G. Buffett Foundation and the Macon County Community Foundation awarded BabyTALK grant money to help support families through the COVID-19 pandemic. Baby TALK was able to use the award to provide diapers, wipes, formula, books, and child developmental activities to all families enrolled in Baby TALK programs. Baby TALK was also able to use the community-based grant to provide formula, diapers, and wipes to families within the community. There was no requirement to enroll in Baby TALK’s services upon receiving the supplies but many families did choose to enroll in the program after speaking with the Coordinated Intake and Outreach staff.

During the summer months, WIC underwent a change in database systems, which resulted in appointment delays for families. This resulted in some families not receiving WIC coupons in a timely manner and were not able to access their WIC benefits to include formula. This, in addition to the economic impacts of COVID, resulted in a high volume of families’ need for formula. Baby TALK was able to meet this community need with the community-based grant awards listed above. In addition to the Macon County Health Department, New Life Pregnancy Center, Northeast Community Fund, and Webster Cantrell Youth Advocacy assisted their clients in utilizing Baby TALK’s Warmline to receive necessary supplies.

Objectives	Tasks	Staff/ Due Date
BT will update MOUs with agencies on the new Community Care Campus in order to streamline services and enhance supports for families	FCE Director will set up meetings with community agencies to renew MOUs	FCE Director/ June 2021
BT will increase referrals made by child welfare agencies through enhanced partnerships with child welfare agencies	FCE Director and Intake Coordinator will set up meetings with community child welfare agencies	FCE Director & Intake Coordinator/ June 2021



Goal 4: Baby TALK will strengthen our Data Systems

Baby TALK has been gifted a new building by the Howard G Buffett Foundation that will open in the beginning of 2021. In preparation of all of our programming being in one centralized location, Baby TALK has recognized that systems, policies, and data systems need to be reassessed and streamlined to be able to better serve our families. At the start of 2020, the directors were working on this process when the pandemic postponed most work. Individual Work Plans were created for all staff to provide clarity of work responsibilities to include professional development and virtual connections with families. Priorities had to be shifted away from improvement of data systems to focusing on supporting staff and families during the COVID 19 pandemic. Virtual connection protocols and documentation forms were created for staff by the Baby TALK Learning Institute.

Before the pandemic started, Baby TALK acknowledged that the hiring of a Human Resource Manager would improve the recruitment, hiring, and onboarding of qualified staff. A Human Resource Manager was hired in the fall of 2019. Human resource systems were improved, but the process was slowed down by the COVID 19 shut down.

Baby TALK recognizes that to “become ever better,” the agency needs to continue to assess all data systems and find ways to improve them. This will be an ongoing process, but with the new organizational chart and the blending of programs, this procedure has begun. The next step in the enhancement of Baby TALK data systems is to focus attention towards streamlining enrollment paperwork and to systemize the collection and use of family outcomes data.

A main focus on improvement of data systems in the year to come will be to reassess the current monitoring and compliance plan and create action plans for them based on the new organizational staff chart. The self-assessment process will also need to be reexamined and broaden to encompass all of Baby TALK programs.

Objectives	Tasks	Staff/ Due Date
BT will streamline the coordinated intake and enrollment and recruitment process for the entire agency	The FCE Director and Intake Coordinator will look at EHS & PI requirements to streamline paperwork	FCE Director/ Intake Coordinator/ Feb 2021
BT will identify data systems to enhance HR Data tracking, hiring, and recruitment of qualified staff by the end of 2020.	BT will contract to use the HR new software for timesheets, payroll, and PD tracking	HR Manager & Business Director/ Dec 2021

