

Quality Care Services, Inc.
Annual Report
2022 - 2023



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MISSION STATEMENT



Our mission is to provide the necessary supports and services that facilitate the positive growth and development of children and families. These include: social, health, mental health, special needs and family services.

GOVERNANCE BOARD OF DIRECTORS

Board President

Antony Thomas
VP Financial Advisor
Merrill Lynch
1200 Howard Blvd. Ste 300
Mt. Laurel, NJ 08054

Rosa McConner
*Early Childhood Consultant
and Advocate*
Deerfield Township Board of
Education - Former Board
Member
419 Morton Avenue
Rosenhayn, NJ 08352

Treasurer

Judy Truman
R.S.V.P. Director
Office of Aging
800 East Commerce Street
Bridgeton, NJ 08302

Dr. Amanda A. Nnachetam
School Psychologist
Bridgeton Public School
111 N. West Ave.
Bridgeton, NJ 08302

Dr. James J. Ruffin Jr.

Principal
Universal Daroff Charter
School
5630 Vine Street
Philadelphia, PA 19139

Capehart & Scatchard
Legal Counsel
8000 Midlantic Drive
Mount Laurel, NJ 08054

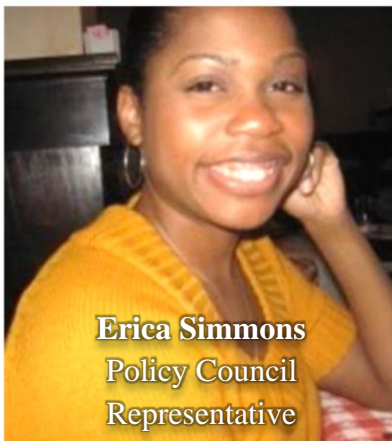
POLICY COUNCIL



Felicia Miller
Policy Council
President



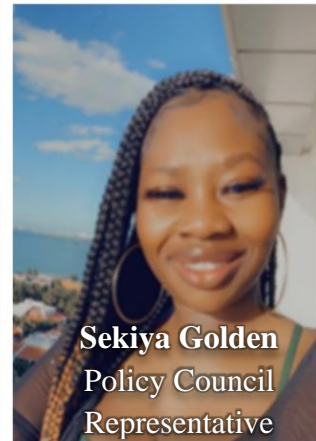
Jasmine Brackett
Policy Council
Vice President



Erica Simmons
Policy Council
Representative



Tapria Owens
Policy Council
Representative



Sekiya Golden
Policy Council
Representative



Victoria Correa
Policy Council
Representative



Gabriella Johnson
Policy Council
Community
Representative



Horama Bautista
Policy Council
Community
Representative

FUNDING AND BUDGET

Fiscal Year Ended September 30, 2022

REVENUES RECEIVED	CASH	NON-CASH
Grants and Contracts	\$3,740,586	
Contributions	\$ 171,408	
Other Income	\$ 5,140	
Contributed Goods and Services		\$238,946
TOTAL RESOURCES	\$3,917,134	\$238,946

BUDGET	CASH EXPENDITURES
Program Services	\$3,125,282
Management and General	\$ 638,850
Fundraising	\$ 54,026
TOTAL BUDGET	\$3,818,158

Change in Unrestricted Assets	\$ 98,976
<u>Net Assets at beginning of year</u>	<u>\$ 40,297</u>
Net Assets at end of year	\$139,273

ANNUAL AUDIT

The 2020-21 Annual Audit was accepted by the Board of Directors on April 12, 2023. This audit did not identify any material weaknesses or deficiencies. Quality Care is considered a low-risk agency. The full report of this Audit may be found at www.qualityinc.org.



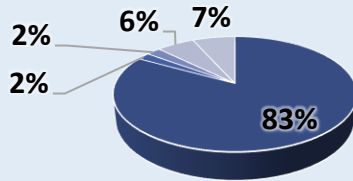
ELIGIBILITY AND ENROLLMENT

EARLY HEAD START ELIGIBILITY

Eligibility for Early Head Start is dependent on the following criteria:

- Federal Poverty Level Guidelines
- Status as Foster Child
- Recipient of Public Assistance
- Homelessness

Enrollment by Eligibility

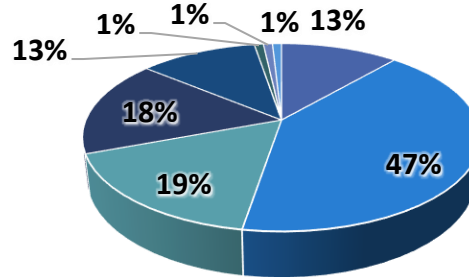


- Income Below Poverty Level
- Foster Child
- Public Assistance
- Homeless
- Over Income

- 83% or 333 children were below the poverty level
- 2% or 8 children received public assistance
- 2% or 9 children were in foster care
- 6% or 24 children were homeless
- 7% or 27 children were overincome

ENROLLMENT AND ATTENDANCE

Enrollment by Race



- Hispanic/Latino 53-13%
- Black/African American 187-47%
- White 77- 19%
- Biracial 77-19%
- Asian 4-1%
- American Indian or Alaska Native 1 - 1%
- Native Hawaiian or Pacific Islander 1-1%
- Other 1-1%

280

Number of funded slots

401

Cumulative number of children served



HEALTH, MENTAL HEALTH, AND NUTRITION SERVICES

Quality Care’s Health Services for Early Head Start – Child Care Partnership (EHS-CCP) program encourages and supports parents to be advocates for their children by promoting Health Literacy. The Health Team:

- Ensures children are enrolled in health insurance.
- Assists families in finding a pediatrician and/or dentist as needed.
- Ensures that children are up to date on all preventative screenings, like well child checkups and immunizations.
- Conducts preventative screenings and assessments on vision, hearing, growth, behavior, speech, language, and over all learning.
- Sends reminders for follow up to address any concerns noted by parents and/or staff.
- Sends parents monthly handout on health, safety, dental and/or nutrition.

Working with our Provider Partners, the Health Team:

- Supports staff compliance with all childcare requirements per city, state, and federal regulations.
- Provides qualified trainers for policies and procedures, First Aid/CPR certification, education support, safety and sanitation, medication administration, mealtime, and behavioral challenges.
- Supplies a variety of infant/toddler materials and equipment that promotes child independence.
- Provides routine monitoring and hands-on support.

The nutrition program strengthens health and wellness. The Health Team:

- Encourages all EHS-CCP partners to participate in the Child and Adult Care Food Program (CACFP).
- Contracts with a Registered Dietician to review menus, assist with parent and staff training and for overall nutritional guidance.
- Promotes healthy growth and good eating habits with a variety of foods served family style.



HEALTH DATA

Compared to last program year, our data demonstrates:

- 80% MEDICAL INSURANCE
Decrease: due to application renewals reinstated, change of address/phone numbers creating delay/disruption in services
Action: sharing application information from NJ FAMILYCARE
- 92% MEDICAL HOME
Increase: Connecting families with local physicians
- 30% DENTAL HOME
Increase: New pediatric dentists in area we serve (Vineland)
- 41% WELL CHILD CHECKUP
Same: incomplete EPSDT- one area of concern is lead testing
Action: (Partnership) Cumberland County Health Dept. to test children in our centers
- 88% IMMUNIZATIONS
Increased since last reported.
- 97% VISION/HEARING
Increase: Re-entry into centers has had the largest impact, increase in enrollment and improved child attendance.
- 10% IFSP
We continue to maintain 10% but have not had any children receive Mental Health Service.

BRIGHT SMILES PROGRAM

The Bright Smiles Program continues to:

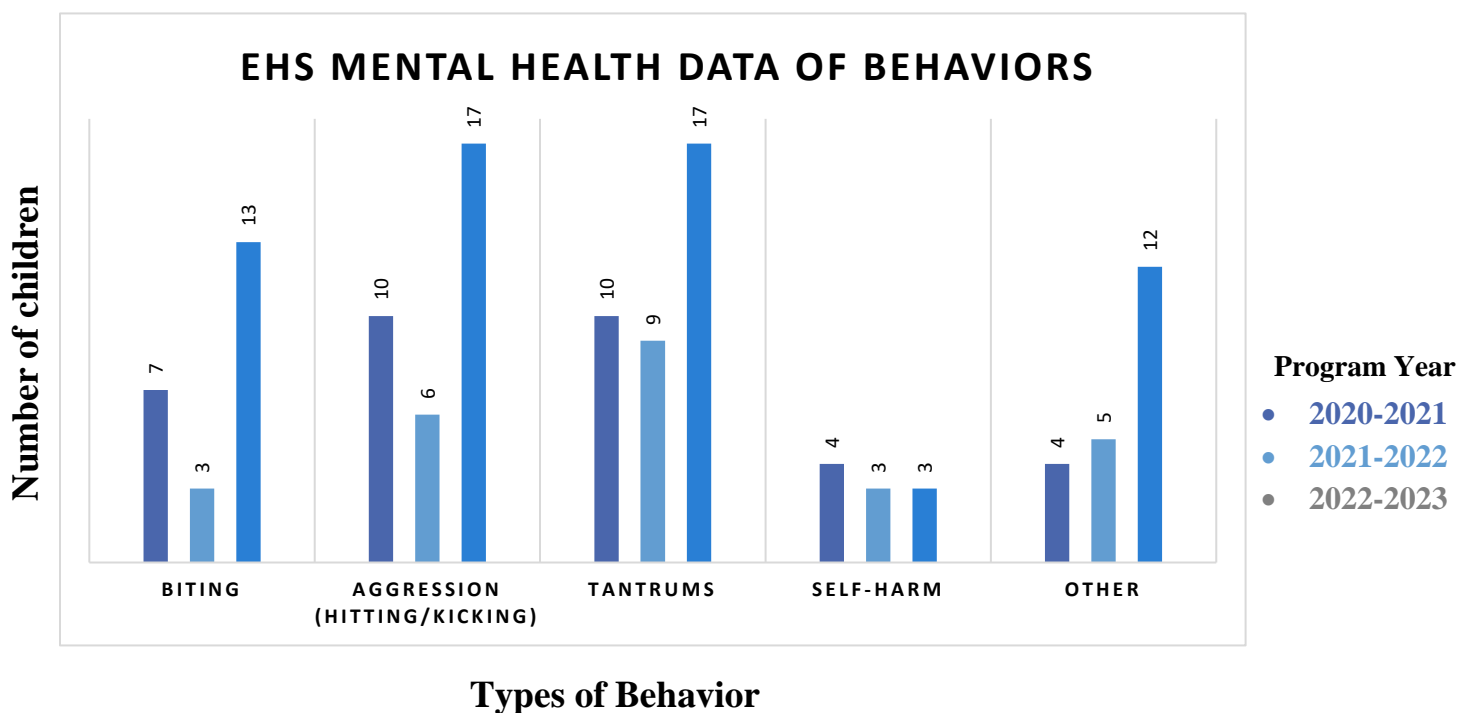
- Find dental homes for low-income children; and actively recruit local dentist to participate in Health Services Advisory Council
- Provide orientation on infant gum care
- Distribute dental hygiene kits and educational activities to every enrolled child every 3 months
- Disseminate informational handouts on oral health, hygiene, and nutrition



MENTAL HEALTH AND DISABILITIES

Mental health plays a crucial role in how a child interacts in the classroom, at home, and within their community. All children enrolled in our program are provided with a positive, early learning environment supported by the Mental Health and Disabilities team, with a coordinated approach through licensed mental health consultants from New Behavioral Network. Additionally, mental health referrals and consultation services are a greater need for children with challenging behaviors following the pandemic.

Below is a graphic that delineates the increase of these challenging behaviors over the past three years.



As a result, Quality Care has incorporated an additional Mental Health specialist to serve and support the Early Head Start program.

Finally, part of the mission of Early Head Start, 'quality' mental health and disability services are readily provided to all children in need. The Mental Health staff work closely with the Part C providers, Local Education Agencies, mental health consultants, and other community members that help deliver equitable services. The Mental Health and Disabilities team provides procedures for screenings, referrals for evaluations, and accessibility to facilities, special equipment, and materials (weighted lap pads, compression vests, and sensory toys). Quality Care is committed to continuously meeting and exceeding the mandated 10% enrollment opportunity for children with disabilities. Currently, 10% of children receive IFSP (Individualized Family Service Plan), while others receive needed Mental Health Services.

ACHIEVING DEVELOPMENTAL OUTCOMES FOR CHILDREN

We use Creative Curriculum for Infant Toddlers & Twos, a researched based-curriculum, and Teaching Strategies Gold (TSG) to assess and monitor children’s progress. This report presents the assessment data gathered for the Fall and Winter 2022/2023 (Exhibit A & B) checkpoint periods. To demonstrate the long-lasting impact of the pandemic, data from Winter 2021/2022 checkpoints are compared to data from Winter 2022/2023 checkpoints (Exhibit C). Teachers used 38 objectives to report children’s skill levels for the selected criteria. The data in this report includes 6 domains of development and learning: Social-Emotional, Physical, Language, Cognitive, Literacy, and Mathematics.

Exhibit A

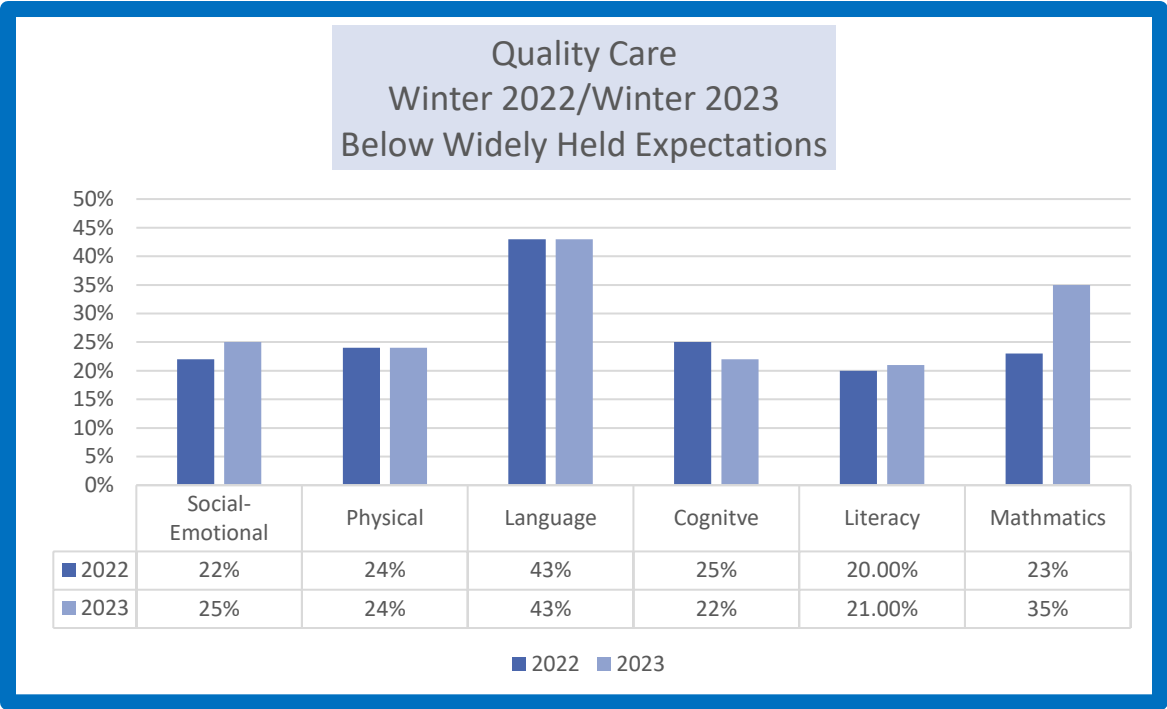


Exhibit B



Continuous quality improvement has led to improved outcomes. Between the data collected in the Fall and Spring checkpoint periods of 2022/2023, the number of children meeting expectations increased in the domains of Social-Emotional, Physical, Language, Cognitive, and Literacy. The reasons for this increase are linked to professional development and coaching. Also, improved vetting of teacher candidates and increased teacher retention have led to more children reaching their goals. While outcomes are improving this year, the negative impact of the pandemic can be seen by comparing checkpoint data from Winter 2022 to 2023. That data is depicted in Exhibit C.

Exhibit C



Quality Care uses this data to inform us on decisions regarding curriculum implementation and professional development. Because mathematics is the domain with the highest number of children below widely held expectations, we are adjusting teachers’ professional development plans to include more math training. We are also looking more closely at the scores from the Infant Toddler Environmental Rating Scale (ITERS). Teachers with scores below 3.5 receive additional coaching.

Professional Development – EHC-CCP Teachers

This year Quality Care made progress toward its Continuous Quality Improvement Goals by bringing in a Creative Curriculum trainer to provide our education staff, directors, and head teachers of our partnering centers with a customized, day-long session on Coaching to Fidelity of implementation. This session introduced participants to Coaching to Fidelity and The Fidelity Tool for Administrators, resources that enable the measurement of teachers’ fidelity in implementing the curriculum and provide actionable suggestions to enhance practice. During the session, participants identified fidelity characteristics, examined strategies for observing teachers and caregivers using a strengths-based lens, and learned how to engage teachers and caregivers in ongoing coaching cycles. Implementing the curriculum to fidelity is required by our state’s quality rating system, Grow New Jersey Kids, in order to obtain the highest ranking.

CAPY MAY COUNTY COUNCIL FOR YOUNG CHILDREN

The Cape May CCYC (CMCCYC) was established to create an environment where parents/caregivers come together with family service providers and other stakeholders as active partners. The responsibility of the council is to identify/discuss the needs, concerns, aspirations, and successes regarding issues that affect the health, education and well-being of parents, infants, and



CMCCYC Holiday Crafting Event

children ages eight and under. Through this collaboration, strong partnerships were established that facilitate opportunities: work together, develop mutually-established goals, and implement creative strategies that reflect the views/priorities of Cape May County.

Specific goals for the Cape May CCYC include the following:

- To identify issues and concerns that affect infants, young children, and families.
 - To learn about and provide input in the development of community services for children.
 - To ensure that state, local policies, and practices recognize the strengths to meet the needs of families in Cape May County.
- To ensure the children of Cape May County are ready to enter school and will be successful learners.
 - To have parents and other interested people help develop new quality scale of early childhood programs.

Currently we meet monthly throughout Cape May County to help identify issues and concerns that affect parents, infants, and children under the age of eight. During each meeting the Council seeks to get a clearer understanding, providing input into the development of community services for families and children within our demographic. The Council will also develop initiatives that support positive outcomes for school readiness and the well-being of pregnant woman, infants, and children. We are currently comprised of 27 parents/ caregivers and 14 community stakeholders.

Some of our main focuses are as follows:

ACES - The ACE (Adverse Childhood Experiences) Study -- The large and much scrutinized ACE Study has demonstrated the clear impact of childhood adversity on the life trajectory of a child. The ACE study defines higher ACE scores as being predictive to higher occurrences of abuse, neglect and/or early trauma, and subsequently to an adult/life trajectory that is



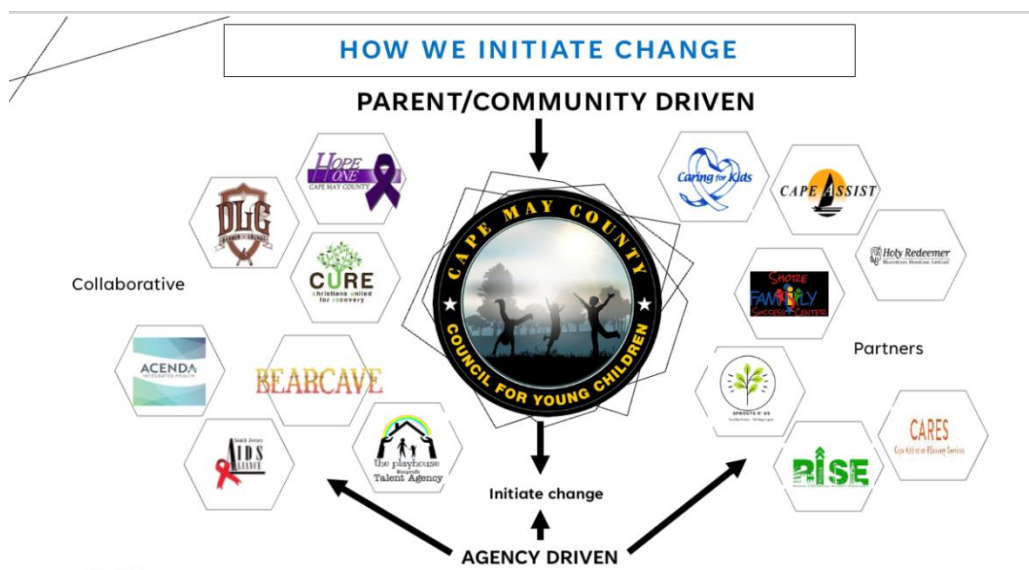
*CMCCYC
Community
Baby Shower*

highly correlated with poor physical and emotional health, and premature death. Additional follow-up studies also have demonstrated that the overall quality of a child’s life is impacted even further when this trauma or adversity occurs pre-verbally and/or under the age of three.

HOMELESSNESS - Homelessness is a human tragedy. The impact of not having a home to live in can cause mental and emotional problems. Some in the homeless community double up with relatives or friends, always on the move. Some live in tents, even in inclement weather. Some are exposed to drug transactions and feel unsafe or scared. In Cape May County there are two homeless “tent cities”.

TRANSPORTATION - Transportation continues to be an on-going issue. Families of all nationalities continue to struggle due to lack of efficient transportation in CMC. Most of the homeless population resides in Rio Grande, NJ, so they can access food, however they require transportation outside of what services Rio Grande has to offer. CMC also needs transportation for prenatal mothers to attend prenatal care due to the closing of our local maternity facility.

HUMAN TRAFFICKING - Human trafficking, also called trafficking in persons, has no place in our world. As both a grave crime and a human rights abuse. It is a crime of exploitation; With an estimated 24.9 million victims worldwide at any given time, human traffickers' prey on adults and children of all ages, backgrounds, and nationalities, exploiting them for their own profit. *In CMC we see this exploitation during summer months.*



CMCCYC Program Overview

CONTINUOUS QUALITY IMPROVEMENT (CQI) - DATA INITIATIVE

Quality Care initiated a Data Initiative to support continuous quality improvement and strengthen data efforts. The primary objectives were to improve data transparency, capacity, quality, and usage; and to incorporate data into Quality Care’s organizational structure.

The Initiative is in the early development stages of assessment and training. To spearhead improving the organization’s data efforts, Quality Care’s Human Resource and Operations Manager, Suzette Wallace, was enrolled in the National Head Start Association (NHSA) **Data Credentialing Program**. As a result of this intense training, the Data Initiative Plan was created, proposed, and accepted by the Board and Policy Council.

The implementation or training phase was next.

1. All Quality Care staff enrolled in **Data Basics**. This class introduced and educated staff on the new direction for data usage and to officially launch the initiative.
2. All managers completed **Data Essentials**. This next level up training educated managers on the new role and expectations of data usage and how it will improve programmatic efforts.
3. All staff responsible for data entry, management, and reporting in the ChildPlus database received specialized training.
4. Education staff completed **Coaching to Fidelity** for Teaching Strategies training. This “train the trainer” workshop now enables Education staff to coach programmatic staff helping them to record reliable data and improve data quality. Results also inform classroom management needs.

In the fall of 2023, Phase Two or a full Data Capacity Assessment will be completed.



PARENT INVOLVEMENT ACTIVITIES

Virtual parent meetings provided convenience and flexibility for our parents. As a result, attendance has increased 100% per meeting. Parents participated in several classes throughout the school year. These classes provided them with tools and tips to promote growth, become self-supportive, and meet their individual and family goals/needs.

Parents participated in the following classes:

- The Home Buying Process and Home Buying Programs
 - Steps to obtain a mortgage.
 - Types of mortgages. (fixed or adjustable rates)
 - Documents needed for the application.
 - Local and government assistance programs.
 - Post-home ownership courses.
- Parents as Volunteers
 - Encouraged to volunteer in the centers.
 - Receive CPR & First Aid Certification (Fall 2023)
- Healthy Eating sponsored by Rutgers University New Jersey Agricultural Experiment Station
 - Cooking Matters at Home is an interactive cooking class for parents and their children. Each family received easy recipes, healthy eating tips, how to economically shop for food, and all the necessary ingredients for one meal.
- Family Literacy
 - The importance of literacy and parents reading to their children.
 - How to make reading fun and keep the child engaged.
 - Parent and child spending quality time.



PARENT EVENTS

Breakfast with Santa



Hand Washing – Millville Department of Health Presentation

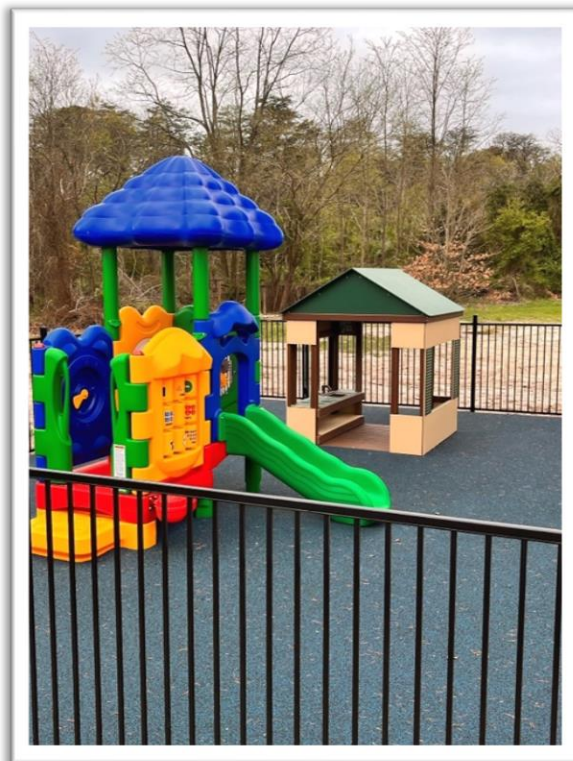


Meeting the Easter Bunny



GRAND OPENING – GOLDEN GATE MILLVILLE

Quality Care is proud to announce the grand opening of our newest Partnering Center – **Golden Gate Millville**, located at 250 Rieck Avenue, Millville, NJ. We are currently accepting new applications and classes are filling up fast.



SUCCESS STORIES

LADREAMMER (DREAMA) BAKER,

Dreama, a single mom with seven children, found herself homeless. She was always able to keep a roof over her family's head, but after seven years her landlord experienced some unforeseen financial issues and abandoned the house. The Housing Authority refused to pay rent and gave Dreama four months to find another place. You can imagine the challenge with seven children. So, Dreama, with children in tow, moved between motels, and then to the homes of friends and family. She finally settled into the most stable environment available – living with her mother. Unfortunately, her mother was battling cancer *and* living in a two-bedroom apartment. If these challenges were not enough, Dreama learned she was pregnant with her eighth child. Her two youngest were enrolled in EHS and soon the baby would need childcare too. Dreama was transparent with her Family Advocate and supporter.

Working with the Department of Community Affairs and Catholic Charities, Dreama was approved for the Rapid Rehousing Grant. This means her security deposit and 12 months of rent would be underwritten by the state. Her task was to find a unit within the rental cost guidelines. This proved to be nearly impossible given her family size and the economy. In the interim, Tonya Carelock-Thompson, and Tonya Wiley, both Family Advocates on Dreama's case, found other ways to support Dreama and her children. During the holidays the younger ones had breakfast with Santa and received Christmas gifts from Toys for Tots. They made sure the family received Thanksgiving baskets and diapering items; and went to the food pantries to collect additional bags of food.

Dreama now faced some difficult decisions. She was offered an opportunity to complete an application for Emergency Housing in a different county but opted against it because it was too far from her family and support system. A second unit from a private landlord became available in the same county. She refused it also, for the same reason. It was time for the Family Advocates to have a frank conversation with Dreama. She had to re-think her situation and realign her priorities. Her circumstances were dire.

Ms. Carelock-Thompson found a complex with large units able to accommodate Dreama's family. The development also had emergency placement. Dreama agreed to complete an application and was eventually approved for a five-bedroom, two-bathroom townhouse unit! This was amazing news.

Dreama is now ready to set her next goal -- steady employment. We are certain that will be a success story in our 2024 annual report, so stay tuned!!

DESIERE CORLISS,

Desiere, is a single mother, with a delightful son. Valentino, who will melt your heart, also happens to be developmentally delayed. As life would have it, Desiere and Valentino became homeless. While living in a shelter for mothers and children, Desiere learned about the Early Head Start program. After completing the application with Yvette Lomax, the Family Partnership Manager, Valentino was enrolled in the Golden Gate Wenonah Child Care Center. Desiere's goals were simple: to obtain stable housing for her family; and the much-needed educational services for her son. Addressing the second goal was far less challenging than the first. Quality Care's Mental Health / Disabilities team immediately provided support and assisted with Early Intervention services.

The clock, however, was ticking and Desiere's assigned time at the shelter was running out. She was desperate to find a place of her own. Working with Tonya Wiley, her Family Advocate, several calls were made to affordable housing complexes in Gloucester County. Alas, all had waiting lists of at least two years or more. Finally, Ms. Wiley contacted one last complex explaining the great need. The apartment manager was willing to accommodate Desiere, however, all her supporting documentation had to be submitted quickly for her to receive priority. That done, it became a waiting game.

Amazingly, she was approved and received a Rapid Rehousing Voucher through the NJ Department of Community Affairs. This grant pays the security deposit and rent for 12 months. It was a miracle!! Desiere and her son were able to move into their apartment *within a month of starting the process*.

Soon after moving, Desiere transferred her son to another EHS center, Great Start Learning Center in Glassboro, as it was closer to her new apartment. Since then, Valentino, who was experiencing speech and gross motor delays, has made great progress. Today he is walking and talking, thanks to the center, the Early Head Start staff and Early Intervention.

Now Desiere was prepared to establish a new goal – that of obtaining full time employment. Unfortunately, most job opportunities were not a good fit. So, she worked from home selling skin care products, but her little family could not survive on this limited income. After several months, an employment opportunity for a Family Advocate became available here at Quality Care Services. Because Desiere's degree and experience was in the field of psychology; and because her personal journey made her very empathetic, she was encouraged to apply. She did and in March 2023, she began her new position as the Family Advocate. Her assignment -- the Golden Gate Wenonah Child Care Center. The very first center Valentino attended and where she was introduced to Early Head Start. Desiere is now a strong compassionate advocate for families whose needs mirrored hers in many ways. Everybody wins!!



JASMINE BRACKETT

All three of Jasmine's children attended Quality Care Early Head Start (Quality Care). Understanding that the first three years of a child's life are critical for their development and growth, Jasmine played a crucial role in her children's success. She created a nurturing environment that is essential for her children's development. With the help of Quality Care, Jasmine established a safe, warm, and loving environment where her children are secure and comfortable.



Today, as a parent, Jasmine focuses on bonding and providing stimulation through exploration and play. She practices consistent routines by providing her children with a sense of security and predictability. By adapting consistent feeding, sleeping and playtime routines at home, Jasmine continues to implement the Early Head Start classroom model.

Regarding that model, Jasmine learned a number of lessons from the EHS program. One of her biggest goals, which is always a work in progress, is to provide positive, constructive discipline – that is, to *reward* positive behavior rather than *punish* negative behavior. Another awesome lesson learned is the importance of reading to her children and talking with them – a lot. In this way, she helps the children develop their language and communication skills; **and** builds a strong bond with them.

Taking advantage of the resources, support and education Quality Care has provided, Jasmine has set her children up for a successful future. **Their success is her success.** Equally exciting, this support has enabled Jasmine to develop her talents. She is now the published author of the book **Girl, Boss Up and LEAD**. This book is a collaborative project of stories about Boss Moms with diverse backgrounds and life experiences. Jasmine is thankful for her growing success. Quality Care is ecstatic to have played a role!



