



## Maintaining Accreditation & Sustaining Quality

*2011 Annual Conference & Expo*

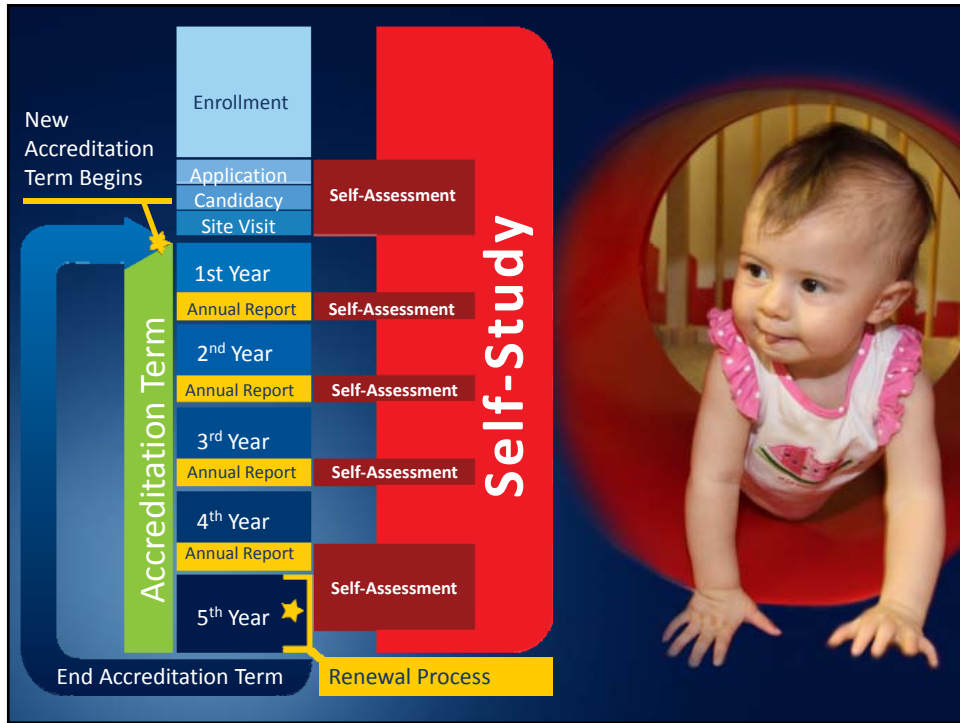
*Orlando, FL*

### Session Goals

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- Approaches to sustaining quality over 5 year term
- Accreditation tools and criteria for quality improvement
- Formal requirements to maintain accreditation
- Related resources





**naeyc**  
Accreditation

## Approaches to Sustaining Quality

## Quality

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- Quality is *complex*
  - Multi-dimensional
  - Shaped and experienced by different stakeholders
- Quality is *dynamic*
  - Quality can decline if not tended
  - New challenges arise
- Quality must be sustained and improved over time



## Discussion Question

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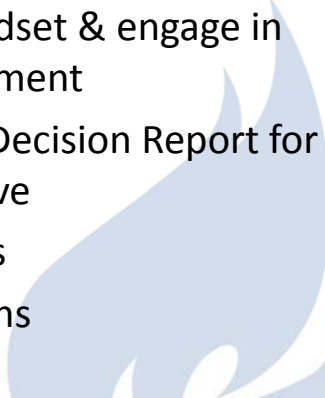


What changes has your program experienced since earning accreditation that could affect your ability to sustain the NAEYC Accreditation Standards?



## Strategies for Sustaining Quality

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- Maintain a “self-study” mindset & engage in continuous quality improvement
  - Look to your Accreditation Decision Report for guidance on areas to improve
  - Maintain dynamic portfolios
  - Conduct routine observations
  - Engage staff & stakeholders
- 




## Defining Self-Study

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What is Self-Study?

- Reflective Practice
- Collaborative Process

Why is it important?

- Necessary for making improvements and sustaining quality
- 



## Ongoing Self-Study Tasks

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1. Build shared understandings of what are best practices
2. Gather evidence of your practices
3. Determine strengths & weaknesses
4. Develop improvement plans
5. Make improvements & document progress
6. Evaluate results & next steps



## Using the Accreditation Decision Report (ADR) to Inform Improvements

## Accreditation Decision Report (ADR)

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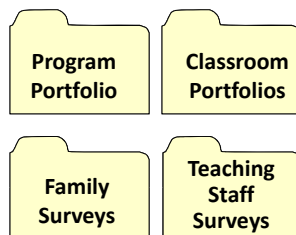
- % Met Criteria by Standard,
- % Met Criteria by Group/Classroom,
- Commendations on Standards,
- Topic Areas for Ongoing Improvement, and
- Portfolio Feedback



## Sources of Evidence

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### Written/Photographic Sources of Evidence



### Observable Source of Evidence



Observable Criteria



## Accreditation Decision Report (ADR)

### Using Example Feedback to Inform Improvements

Example Standard Scores	Topic Area Feedback	Primary Source(s) of Evidence (SOE)
2. Curriculum: <b>100%</b>	All Topics Areas are Commendable	<b>Classroom Portfolio</b> Observation
7. Families: <b>88%</b>	Topic Areas for Improvement: 7.A. and 7.C	<b>Program Portfolio</b>
<b>Portfolio Feedback</b>		
<b>Program Portfolio</b>	<b>Adequate</b>	
<b>Classroom Portfolio</b>	<b>Commendable</b>	



## Accreditation Decision Report (ADR)

### Using Example Feedback to Inform Improvements

Example Standard Scores	Topic Area Feedback	Primary Source(s) of Evidence (SOE)
5. Health: 100%*	Topic Areas for Improvement: Topic Area 5.A	Program Portfolio Observation
2. Curriculum: 86%	Topic Areas for Improvement: Topic Area 2.F, 2.G, and 2.L	Classroom Portfolio
<b>Portfolio Feedback</b>		
Program Portfolio	Commendable	
Classroom Portfolio	Adequate	





## Accreditation Tools and Criteria for Quality Improvement



## Maintaining Classroom Portfolios and Program Portfolio

## Portfolios

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**When** do you have to update them?

What is “current”  
evidence?



A practice that has taken place within 12 months of Candidacy

What is **NOT** “current”  
evidence?



A practice that has **NOT** taken place within 12 months of Candidacy



## Classroom and Program Portfolios

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- Classroom Portfolios
  - Marketing
  - Training new staff and substitutes
  - Evaluations
- Program Portfolios
  - Policy & Procedure Manual
  - Training/continuity of administrators
  - Annual Evaluation





# Group Observations

## Observable Criteria



Observable Criteria Tool: Infant, Page 2 of 48

	1.A.01	I-T-P-K	Random	O, FS, CP
a	Teachers work in partnership with families, establishing and maintaining regular, ongoing, two-way communication.			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NoOpp
<i>Look for examples of TWO-WAY communication efforts by teaching staff with families of children in the classroom. Rate 'Yes' if evidence includes clear invitations from staff to receive family communications.</i>				

	1.A.03	I-T-P-K	Random	O, FS, CP
Teachers communicate with family members on an ongoing basis to...				
a	learn about children's individual needs and			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NoOpp
b	ensure a smooth transition between home and program.			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NoOpp
<i>Evidence may include things such as dialogue books, whiteboards that describe what children are doing, or conversations with family members who are in the classroom. At least two examples of communication must be seen, one of which could be part of introductory materials.</i>				



## Group Observable Evidence Tool for Self Assessment

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**Observable Evidence:** What can be directly seen:

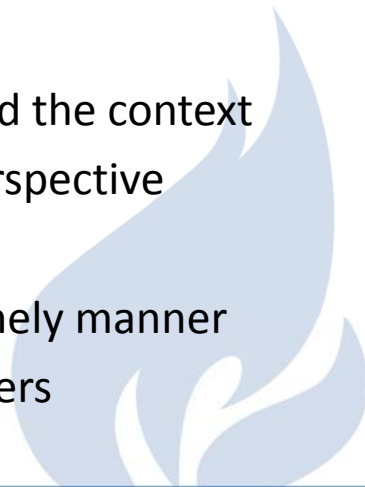
- Relationships
- Curriculum
- Teaching Practices
- Environments
- Health and Safety Practices



## Conducting Observations

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- Be unobtrusive
- Take time to understand the context
- Consider the child's perspective
- Vary observation times
- Provide feedback in timely manner
- Use a variety of observers



# www.naeyc.org/torch

The screenshot shows the NAEYC Accreditation TORCH website. At the top, the URL [www.naeyc.org/torch](http://www.naeyc.org/torch) is displayed. The page features a navigation menu on the left with options like Criteria Search, Welcome, Resource Library, Calendar, Discussions, Helpful Links, Directory, Help Desk, My Preferences, Announcements, Online Seminars, and Criteria Feedback. The main content area includes a 'Welcome to TORCH!' message, the NAEYC Accreditation logo (a torch with a flame above the text 'naeyc Accreditation'), and a paragraph explaining that TORCH is an online community for early childhood program staff. A footer note mentions that some features will be available in the near future.

This screenshot provides a detailed view of the 'Tools for Self-Assessment' section. A yellow box highlights the section title '4. Tools for Self-Assessment'. Below it, a list of tools is shown, each with a folder icon and a right-pointing arrow:

- a. Guide to Self-Assessment
- b. 2008 Sources of Evidence
- c. Observable Criteria Tools
- d. Survey Tools
  - i. Family Surveys
  - ii. Teaching Staff Surveys
- e. Portfolio Tools
  - i. Classroom Portfolios
    - Classroom Portfolio Instructions
    - Classroom Portfolio Labels
    - Classroom Portfolio Tools
  - ii. Program Portfolio Tools

The left sidebar from the previous screenshot is also visible, with the 'Resource Library' option highlighted. The NAEYC Accreditation TORCH logo and navigation menu are present at the bottom of the page.



## Engaging Staff in Sustaining Quality

### Engage Staff

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- **New Staff:**
  - Hiring expectations : professionalism, excellence
  - New staff orientation to best practices
  - Mentoring
- **All Staff : Professional development goal setting**
  - Individual
  - Teams, program-wide
  - Linked to annual staff evaluations



## Engage Staff

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- Staff/Team meetings
  - Joint problem-solving to improve specific practices
  - Keep up-to-date on emerging best practices
  - Update portfolios together
- Use NAEYC resources
  - Staff Surveys – program evaluation
  - *Teaching Young Children*
  - Professional development resources (videos, Youtube)



**Engaging Families and  
other Stakeholders in  
Program Evaluation,  
Accountability, and  
Continuous Improvement**

## Program Evaluation & Accountability

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- Topic Area 10.F: Sustaining and enhancing quality through formal program assessments
- Program Evaluation should be:
  - Regular – *at least* annually
  - Collaborative – *at a minimum* include administrators, families, and staff
  - Comprehensive – inclusive of all standards
  - Based on valid and reliable processes for gathering data and evidence



## Engage Families

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- Evaluation: Use NAEYC's Family Survey (or other means) to assess families' views of program
  - Policies and procedures
  - Program quality
  - Children's progress and learning
  - Family involvement and satisfaction
- Accountability: Report findings to families
- Continuous Improvement: Involve families in
  - goal-setting for your program
  - participating in the creation of a community of learners



## Engage Other Stakeholders

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- Use NAEYC's or others' resources to communicate what ECE quality means
- Make your program visible in your community; coordinate actions with others
- Keep informed & advocate for ECE with your state and local governments



## Formal Requirements to Maintain Accreditation

## Maintaining Accreditation

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- Ensures programs continue to meet Standards & Criteria
- Increases the accountability of the accreditation system
- Provides NAEYC with up-to-date program information



## Evidence of Maintaining Accreditation

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- Annual Reports
- Self Reports
- 72 Hour Notification
- Random Unannounced Visits
- Responding to Complaints
- Verification Visits

For more information, go to: [www.naeyc.org/academy](http://www.naeyc.org/academy)





# Annual Reports

## Annual Reports

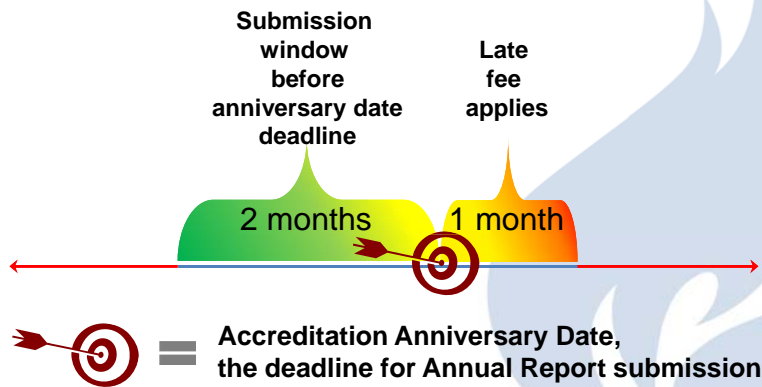


Annual Reports are due on the 1st, 2nd, 3rd, and 4th anniversaries of NAEYC Accreditation



## Step 4: Meet and Maintain

### Annual Report Submission Window



## Annual Report Reminders

This is a friendly reminder that your NAEYC Annual Report is due soon.

Please visit [www.naeyc.org/academy](http://www.naeyc.org/academy) for Annual Report submission instructions and additional information or call 800-424-2460, option 3, to speak with an Accreditation Program Support staff member.

**FRIENDLY REMINDER**  
Refer to due date on reverse

Thank you for your immediate attention to this matter and your commitment to providing high-quality care and education for the children and families you serve.

This is a friendly reminder that your NAEYC Annual Report is past due.

As of today, our records indicate that an Annual Report for your program has not been received.

Please visit [www.naeyc.org/academy](http://www.naeyc.org/academy) for Annual Report submission instructions and additional information or call 800-424-2460, option 3, to speak with an Accreditation Program Support staff member.

Thank you for your immediate attention to this matter and your commitment to providing high-quality care and education for the children and families you serve.

If you have recently submitted your Annual Report, thank you, and please disregard this notification.



# Where Can I Find the Annual Report?

**naeyc**® [www.naeyc.org/academy](http://www.naeyc.org/academy)

Find Accredited Programs | Log In | Standards and Criteria | Forms | Fees | Get Help & Resources | Compliments & Complaints | Policies | About Us | Contact Us

Home > Currently Accredited Programs

## The Annual Report

SHARE

**The purpose of the Annual Report is to:**

- Ensure that accredited programs are continuing to meet the 10 NAEYC Early Childhood Program Standards and Accreditation Criteria.
- Increase the accountability of the NAEYC Accreditation system for children, families, and all customers of NAEYC Accreditation.
- Provide NAEYC with the most up-to-date information related to the program's current daily operations and overall characteristics.

**Submission Instructions:**

NAEYC-accredited programs must complete and submit an Annual Report Form on the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> anniversaries of accreditation. Note that the special fourth anniversary Annual Report is intended to streamline the

Annual Report Form, First through Third Anniversaries

Annual Report Form, Fourth Anniversary

Annual Report FAQs

**naeyc**®  
Accreditation

# Random Unannounced Visits

## Random Unannounced Visits

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- All NAEYC Accredited programs are eligible
- Random sampling of programs selected by a computer system
- Classroom observations, licensing status and required criteria



## Requirements to Maintain Accreditation

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- Meet all required criteria
- Meet at least 70% of the assessed criteria in each group observed



## Tips for Random Unannounced Visits

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- Review the Verification Visit Protocol  
[www.naeyc.org/academy](http://www.naeyc.org/academy)
- Have “practice” visits in your program
- Designate at least one back-up staff member to meet with the NAEYC Assessor
- Be confident
- Stay calm
- Let your program’s quality shine!



## Self Reports

## Self Reports

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### *Update NAEYC*



Submit [Self Reports](#) within **30 days** whenever programmatic changes occur at any time during the 5-year accreditation term



## Self Reports

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- Programmatic changes
  - Change in primary or secondary contact
  - New ownership or administrator
  - Change in location, severe damage or major renovations
  - Addition of new age group (not previously served)
  - Addition or deletion of satellite location
  - Court orders or legal action





## 72-Hour Notification

### 72-Hour Notification

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*Update NAEYC*

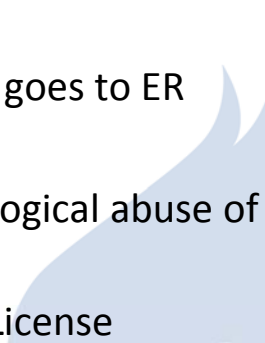


Submit [72-Hour Notification](#) forms within  
**72 hours** of any critical incidents



## Incidents Requiring Notification

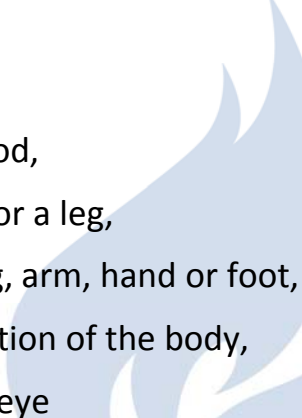
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- Death of a child
  - Critical injury of child; child goes to ER
  - Unusual lack of supervision
  - Suspected physical/psychological abuse of child
  - Revocation/Suspension of License
- 



## Critical Injuries

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- places life in jeopardy,
  - produces unconsciousness,
  - results in substantial loss of blood,
  - involves the fracture of an arm or a leg,
  - involves the amputation of a leg, arm, hand or foot,
  - consists of burns to a major portion of the body,
  - or causes the loss of sight in an eye
- 





## Complaints

### Complaints

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- Required to respond to formal complaints
- Formally pursuing, applying for, or currently NAEYC Accredited
- The NAEYC Academy will not act upon anonymous complaints except where the safety of a child is implicated or potentially illegal conduct is disclosed



## Complaints

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- NAEYC Academy notifies program of allegations
- Program provides a detailed response by an established deadline
- Program's response is reviewed
- Program and complainant notified of outcome



## Required Criteria

## Required Criteria

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- 72-Hour Notification
- Complaints
- Random Unannounced Visits
- Verification Visits

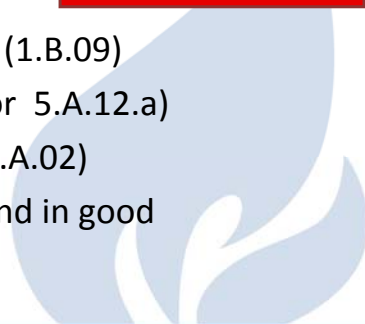


## Required Criteria

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- Child Supervision (3.C.02 & 3.C.04)
- Pediatric 1<sup>st</sup> aid (5.A.03)
- No physical punishment, psychological abuse or coercion (1.B.09)
- Infants “Back to Sleep” (Indicator 5.A.12.a)
- Administrator Qualifications (10.A.02)
- Program is licensed/regulated and in good standing (10.B.04)

**Must meet  
100%**



## Scope & Severity Screen

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Screening includes:

- Specific **nature** of the incident (age & duration)
- **Context** in which the incident occurred, including but not limited to the program's relevant written policies
- Program's **response** to the alleged violation
- Status and results of any **investigations**
- Process and timeframe of **notification**
- Nature and frequency - indicate **pattern of failure**



## Outcomes

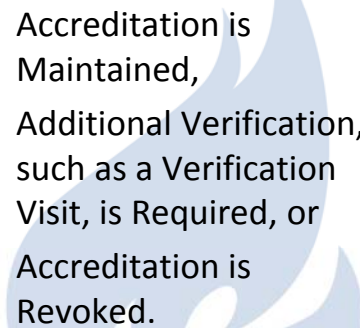
## Outcomes

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### Sources of Input

- Annual Report
  - Self Report
  - 72-Hour Notification
  - Complaint
  - Random Unannounced Visit
- 

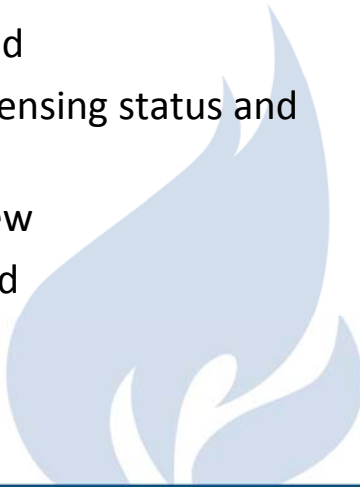
### Possible Outcomes

1. Accreditation is Maintained,
  2. Additional Verification, such as a Verification Visit, is Required, or
  3. Accreditation is Revoked.
- 



## Verification Visits

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- Announced or Unannounced
  - Classroom observations, licensing status and required criteria
  - No portfolio or survey review
  - Announced or unannounced
- 

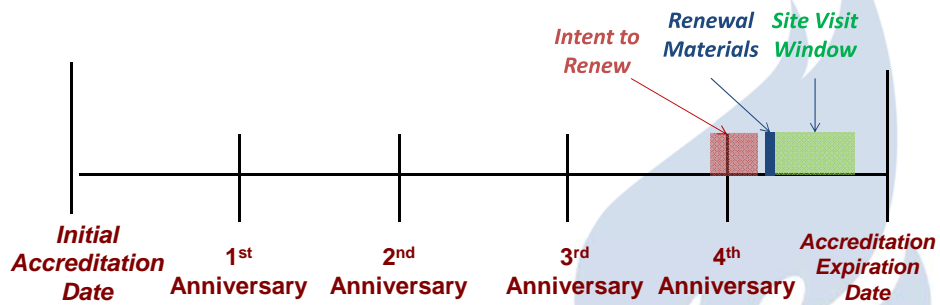




## Renewing Accreditation

### Streamlined Renewal Process

#### Preparing for Renewal





# NAEYC Accreditation of Programs for Young Children Supports & Resources

## Promotional Materials

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- NAEYC Accreditation Certificate
- Maintaining NAEYC Accreditation Flyer
- Sample News Release Template
- Family flyers
- NAEYC-Accredited Ribbons
- NAEYC-Accredited logo
- The Right Choice for Kids brochure
- NAEYC Accreditation decal



## Optional Resources

### Print PP or CP criteria labels from TORCH

<i>Standard 1: Relationships</i>	<i>Topic Area 1.A. Building Positive Relationships Among Teachers and Families</i>	<b>1.A.01</b> Teachers work in partnership with families, establishing and maintaining regular, ongoing, two-way communication.
<b>1.A.03.a</b> Teachers communicate with family members on an ongoing basis to a. learn about children's individual needs.	<b>1.A.03.b</b> Teachers communicate with family members on an ongoing basis to b. ensure a smooth transition between home and program.	<b>1.A.04</b> Teachers are sensitive to family concerns and reassure family members who are concerned about leaving children in non-family care.
<b>1.A.05</b> Teachers share information with families about classroom rules, expectations and routines not only at enrollment but also as needed throughout the year.	<i>Topic Area 1.C. Helping Children Make Friends</i>	<b>1.C.03.a</b> Teaching staff support children as they practice social skills and build friendships by helping them a. enter into [play]



## Optional Resources

Build electronic portfolios using:

EasyFolio Portfolio Manager

[www.portfoliomyday.com](http://www.portfoliomyday.com)

SchoolChapters

[www.schoolchapters.com](http://www.schoolchapters.com)



**naeyc** ACCREDITATION **NAEYC Accreditation of Programs for Young Children**  
**Program Support Resources**

**Resources available for NAEYC-Accredited programs and programs engaged in the accreditation process.**

**TORCH** The Online Resource Center Headquarters at [www.naeyc.org/torch](http://www.naeyc.org/torch), is an easily available tool, at no cost, for anyone interested in the standards and criteria or engaging in the NAEYC Accreditation process. TORCH provides a searchable database of the criteria and related information as well as tools to help programs engage in self-study and self-assessment.

**E-Update** the monthly e-newsletter provides the latest information on NAEYC Accreditation and announcements of new helpful resources for NAEYC-Accredited programs or programs in the accreditation process. Sign up to receive this useful newsletter at [www.naeyc.org/academy](http://www.naeyc.org/academy) in the "Get Help & Resources" section of our website.

**NAEYC Website** contains information about the NAEYC Accreditation process and related subjects for programs interested in accreditation, pursuing accreditation, currently accredited, and accreditation facilitation projects. [www.naeyc.org/academy](http://www.naeyc.org/academy). Check out the "Get Help & Resources" section.

**Accreditation Training Center** focuses on developing and delivering training programs needed to better understand and navigate the NAEYC Accreditation process. Available at our national and Affiliate conferences, at headquarters, and through online "listen & learn" presentations and webinars. Visit the Training Center at [www.naeyc.org/academy](http://www.naeyc.org/academy), then "Get Help & Resources."

**Accreditation Information Center** provides prompt, reliable responses to your questions about NAEYC Accreditation. An expert accreditation coordinator can be e-mailed or contacted at 1-800-424-2460, option 3, then option 1. [accreditation.information@naeyc.org](http://accreditation.information@naeyc.org)

**Promotional Videos** View four short videos produced for your use on YouTube. Upload them to your website and share at staff and parent meetings and conferences. [www.youtube.com/naeyc/videos](http://www.youtube.com/naeyc/videos). All four videos are available on one DVD through the NAEYC Online Store at [www.naeyc.org/store](http://www.naeyc.org/store).

**Right Choice for Kids Brochures and Other Promotional Materials** Brochures designed for families and the community describe NAEYC's Accreditation process and emphasize its role in assuring high-quality early childhood education. Plans, magnets, and pens can help you celebrate your accreditation. [www.naeyc.org/store](http://www.naeyc.org/store).

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**naeyc** ACCREDITATION

## NAEYC Academy Website

NAEYC ACADEMY - Windows Internet Explorer

[www.naeyc.org/academy](http://www.naeyc.org/academy)

**naeyc** ACCREDITATION NAEYC Accreditation Join NAEYC Online Store Get Involved

Find Accredited Programs Log In Standards and Criteria Forms Fees Get Help & Resources Compliments & Complaints About Us Contact Us

**naeyc** ACCREDITATION

**Accreditation of Programs for Young Children**

Interested in Accreditation Pursuing Accreditation or Reaccreditation Currently Accredited Programs Accreditation Facilitation Families and the Public

Since 1983, NAEYC has offered a national, voluntary accreditation system to set professional standards for early childhood education programs, and to help families identify high-quality programs. Today, NAEYC Accreditation represents the mark of quality in early childhood education. Over 6,000 child care programs, preschools, early learning centers, and other center- or school-based early childhood education programs are currently NAEYC-Accredited. These programs provide high quality care and education to nearly one million young children in the United States, its territories, and programs affiliated with the United States Department of Defense.

[Read more about who we are and what we do.](#)

**Join TORCH today!**

The Online Resource Center Headquarters (TORCH) is a free online community for individuals interested or involved with NAEYC Accreditation. TORCH gives you easy access to information about the NAEYC Accreditation criteria and the process to become NAEYC accredited.

[Read more >](#)



[www.naeyc.org/academy](http://www.naeyc.org/academy)

# TORCH

The image shows the NAEYC Accreditation TORCH logo, which includes the text "naeyc Accreditation" and "TORCH" in large red letters. Below it, it says "THE ONLINE RESOURCE CENTER HEADQUARTERS" and "TO SUPPORT NAEYC ACCREDITATION". To the right is a screenshot of a web browser window titled "NAEYC Accreditation TORCH - Windows Internet Explorer". The browser shows a "Welcome" page with the NAEYC Accreditation logo and a navigation menu on the left. The menu items include: Home, Content Search, Resource Library, Calendar, Downloads, My Profile, My Preferences, Account Settings, Content Feedback, and Content Feedback.



[www.naeyc.org/torch](http://www.naeyc.org/torch)

# E-Update

The image shows the cover of the NAEYC Accreditation e-Update newsletter. At the top left is the NAEYC Accreditation logo. To its right is the text "Accreditation of Programs for Young Children". The main title "e-Update" is in large white letters on a blue background. Below the title is a navigation bar with links for "Academy site", "TORCH", "Help & Resources", and "NAEYC site". The "Contents" section lists several items: "Listen & Learn webinars Now Available", "Criteria Addressing Supervision - Clarification of Guidance Updates", "Visit the New Right Choice for Kids Web Site Today", "Program-Wide Training Plans for Criteria in Standard 6: Teachers", "Accreditation Scholarships", and "NAEYC Seeks your Feedback Regarding Step 2: Application/Self-Assessment". On the right side, the date "April 23, 2010" is shown, followed by the section "INSIDE e-Update" which contains links to the same content items listed in the table of contents.



# Scholarships

## SCHOLARSHIP PROGRAM for NAEYC Accreditation Fees

NAEYC Accreditation Scholarships are awarded to **Programs for Young Children** primarily on the basis of financial need and are available to programs seeking NAEYC Accreditation, ready to engage in self-study, as well as to programs seeking to maintain their NAEYC Accreditation.

NAEYC Accreditation Scholarships subsidize the fees associated with achieving and maintaining NAEYC Accreditation, including fees for:

- Enrollment in Self-Study (Step 1)
- Application and Self-Assessment (Step 2)
- Candidacy (Step 3)
- Annual Reports



Programs may apply for NAEYC Accreditation Scholarships corresponding with different steps of the process, but must submit a new application and supporting documents for each step.

### AVAILABLE NOW!

[www.naeyc.org/academy/scholarships](http://www.naeyc.org/academy/scholarships) to download the scholarship application. For more information contact: Accreditation Program Support Information Center at **800-424-2460 option 3, then option 1** or email [accreditation.information@naeyc.org](mailto:accreditation.information@naeyc.org)

Core funding for the NAEYC Scholarship fund is provided by NAEYC along with generous support by the F.B. Heron Foundation, the Kresge Foundation and the W.K. Kellogg Foundation.



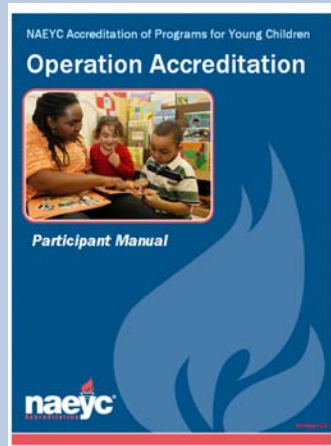
# Information Center

**1-800-424-2460 option 3, option 1**

**[accreditation.information@naeyc.org](mailto:accreditation.information@naeyc.org)**



# Training Center



- NAEYC's Annual Conference & Professional Development Institute
- Affiliate & National Conferences
- Full day workshops
- Short seminars
- Listen & Learn webinars



# Right Choice for Kids Website



[www.rightchoiceforkids.org](http://www.rightchoiceforkids.org)

*“I think one of the greatest advances to child care was the creation of NAEYC’s accreditation system, which has helped so much to raise the quality of programs.”*

T. Berry Brazelton

