

Dear Early Learning Provider,

Thank you for providing quality care to young children and their families in Los Angeles County. Your dedication and hard work is crucial for our community's well-being.

The Los Angeles County Office of Education (LACOE) in collaboration with First 5 LA is conducting the Quality Rating Improvement System (QRIS) Provider Experiences Survey, an important study that will help enhance Quality Start Los Angeles (QSLA). The purpose of this survey is to learn more about the experiences of providers who were involved in a past and/or current Quality Rating and Improvement System (QRIS) such as Race to the Top (RTT), Steps to Excellence Program (STEP), LAUP Provider Network, and Quality Start Los Angeles (QSLA). Your insights will help improve services that are offered to early learning providers. This study is directed by Dr. Gary Resnick and Juarez & Associates.

You were selected to represent your site in this online survey, because of your site's current involvement in a QRIS. Your feedback and insights will help improve services that are offered to Early Care and Education (ECE) sites in LA County. Your view is very important to us.

Your participation in the survey is voluntary, and you may decide to discontinue participation at any time. All of the information you provide will be confidential. It will not be shared with anyone outside of research staff at Juarez and Associates.

After completing the survey, you will be entered in up to four drawings for \$100 gift certificates. One winner will be selected each week the survey is open. The earlier you complete the survey, the more chances you have of winning. In addition to the weekly lottery, if you complete and submit the survey by Saturday, May 27th at 11:59pm, you will receive a gift card valued at \$25 as a thank you for completing the survey early.

Thank you!

\* 1.

We sent this survey to you because you have been identified as the ON-SITE SUPERVISOR for this Early Care and Education (ECE) site. An On-Site Supervisor is defined as the person at your site who supervises the teaching staff and makes administrative decisions. You may have a different title such as Center Director, or Owner of a Family Child Care Home. If you work in any of these roles, or if you have any of these or similar job titles, you should go ahead and answer this survey. In this survey, we will refer to you as the On-Site Supervisor, so that we can stay consistent.

- Yes, I am an On-Site Supervisor, Center Director or Owner of a Family Child Care Home
- No, I am not an On-Site Supervisor, Center Director or Owner of a Family Child Care Home

2. If you are not the on-site supervisor, please provide the name of someone who you think does have this role at your site. Please enter his/her contact information here, so that we can contact this person (name, phone number, email address)

Name	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>

### On-Site Supervisor Background and Experience:

In this section, you will be asked questions about your current background and experience. This will help us to better understand your perspective and opinions about QRIS experiences.

\* 3.

What is your job title? Choose your highest position, that is, if you are a Center Director and a Lead Teacher, please select Center Director. If you are an Owner of a Family Child Care Home and you teach, please select Owner. **PLEASE SELECT THE HIGHEST ONE.**

- Agency Administrator (this title might be assigned by the State or County)
- Center Director/Site Supervisor
- Owner of a Family Child Care Home
- Program Manager/Educational Coordinator
- Lead Teacher/Teacher
- Teaching Assistant

### On-Site Supervisor Background and Experience:

4.

How long have you been working with children from birth to five within ECE programs including any work you may have done in Family Child Care Homes? Include all ECE teaching and administrative positions you have held, such as Program Director, Center Director, Owner of a Family Child Care Home, Program Manager, Educational Coordinator, Lead or Assistant Teacher, Teaching Assistant/Aide. Please do not include any experience working exclusively with children older than five years of age or in grades beyond preschool or pre-K **(round up to the nearest month or year)**

- Less than 6 months
- 6 months to 1 year
- 1 to 3 years
- 3 to 5 years
- 5 to 7 years
- 7 to 9 years
- 10 years or more

5. How long have you been working in your current position of On-Site Supervisor at this site?**(round up to the nearest month or year)**

- Less than 6 months
- 6 months to 1 year
- 1 to 3 years
- 3 to 5 years
- 5 to 7 years
- 7 to 9 years
- 10 years or more

6. Are you of Hispanic, or Latino origin?

- Yes
- No

7. What is your ethnicity/race?

- American Indian or Alaskan Native
- Asian
- Black or African-American
- Native Hawaiian or Other Pacific Islander
- White/Caucasian
- More than one race
- Other (please specify)



## PREVIOUS QRIS EXPERIENCE:

Before Quality Start Los Angeles (QSLA), ECE sites in Los Angeles County may have participated in one of three Quality Rating and Improvement Systems (QRIS): Race to the Top (RTT), Steps to Excellence Program (STEP) and LAUP Provider Network. A brief description of each QRIS is provided below:

**Race to The Top (RTT)** was a federally funded pilot program designed to improve the quality of licensed ECE sites. RTT's goal was to close the achievement gap for young children ages birth to five who were "high needs". RTT was administered by Office of Child Care (OCC) and LAUP and ended in 2016.

**Steps to Excellence Program (STEP)** was Los Angeles County's first QRIS for licensed ECE sites that served children ages 0-5. It provided incentives and supports for sites to meet and maintain higher program standards. STEP was administered by the OCC and ended in 2016.

**LAUP Provider Network** was a QRIS program that funded 4-year old classrooms. The program used coaching and site reimbursement based on the site's Star Rating to support quality improvement for preschool classrooms. The LAUP Provider Network was administered by LAUP and ended in 2016.

**In this section you will be asked questions about your site's previous QRIS experience. It doesn't matter which QRIS your site participated in, we won't be referring to any specific QRIS. We will refer to these three programs simply as "QRIS" in the following questions.**

\* 8. Did your site participate in a previous QRIS (e.g. RTT, STEP or LAUP Provider Network) before transitioning to Quality Start Los Angeles (QSLA)?

- Yes
- No
- Not sure

## PREVIOUS QRIS EXPERIENCE:

**REMINDER:** We will refer to these three programs (RTT, STEP and LAUP Provider Network) simply as "QRIS" in the following questions.

\* 9. Were you an On-Site Supervisor for this site, at any time, **WHILE** the site participated in a QRIS?

- Yes, I was the On-Site supervisor when my site participated in a QRIS
- No, I was not the On-Site supervisor when my site participated in a QRIS

## PREVIOUS QRIS EXPERIENCE:

REMINDER: We will refer to these three programs (RTT, STEP and LAUP Provider Network) simply as “QRIS” in the following questions.

10. Why did your site initially decide to participate in the QRIS?

**CHECK ALL THAT APPLY**

- We wanted the incentives offered.
- We wanted to enhance the quality of our ECE site.
- We wanted new ideas for our ECE site.
- We wanted the support from coaching that the QRIS offered.
- We wanted the technical assistance that the QRIS offered.
- We wanted to make our ECE site more attractive to parents.
- We wanted to increase enrollment.
- We wanted more professional recognition.
- We felt we did not have a choice, Please explain in comment box below
- Other (please specify)

\* 11. Please rate your experience with each of the following aspects of the QRIS, from Poor, Fair, Good or Excellent. Check “Did Not Experience” if you did not experience an item.

### What was your experience with the...

	Poor	Fair	Good	Excellent	Did NOT Experience
<b>Orientation Process:</b> The orientation process may have involved receiving an overview of the QRIS including the requirements and benefits of participation.	<input type="radio"/>				
<b>Application Process:</b> The application process may have involved completing a written application, a review of your child care license and notification of acceptance into the QRIS.	<input type="radio"/>				

Poor Fair Good Excellent Did NOT Experience

**Quality Assessment**

**Process:** The quality assessment process may have involved external evaluators conducting observations using the CLASS, ERS or other measures, and document reviews of child files and staff qualifications.

**Rating Process:** The rating process may have involved determining a site's rating based on a set of quality standards every one to two years. The rating may have been referred to as a Tier, Step or Star Rating.

**Coaching Supports:**

Coaches work with the site staff to improve the quality of classroom practices. Sometimes the site's rating was used to create quality improvement plans for site staff. Coaches observed staff and helped them use best practices for teaching in their classrooms.

**Professional Development Trainings or Workshops:**

These experiences were designed to enhance the knowledge, skills/behaviors, and attitudes/values of the site staff in order to improve ECE quality.

**Incentives and Supports:**

May have involved giving sites materials and/or financial supports to enhance site and/or classroom quality.

12. While you were participating in a QRIS, how many times did your Program Support Coach change? A Program Support Coach is the coach that works directly with the teaching staff.

- None
- 1
- 2
- 3
- 4
- 5 or more
- Don't Know

\* 13. Did your site stop participating in the QRIS before it officially ended?

- No
- Yes
- Don't Know

## PREVIOUS QRIS EXPERIENCE:

REMINDER: We will refer to these three programs (RTT, STEP and LAUP Provider Network) simply as “QRIS” in the following questions.

14. What were the reasons why your site stopped participating in the QRIS?**CHECK ALL THAT APPLY**

- We did not feel the benefits justified the amount of time and effort required
- We did not need to enroll new families, as we were fully enrolled
- We did not have sufficient communication with the QRIS staff
- We did not feel the QRIS would enhance the quality of our site
- We did not feel that the QRIS rules and procedures respected the language or cultural background of the staff and families served
- We did not think the ratings would tell us anything about quality at our site
- We did not have the time or money to ensure staff reached higher levels of qualifications
- We did not agree with the Rating our site received
- We did not want our Rating to be posted or made public
- Other (please specify)

## Current Experiences in Quality Start Los Angeles (QSLA):

In this section, you will be asked questions about your current participation in QSLA.

**QSLA helps to improve quality at participating ECE sites.** Participating sites receive supports such as coaching, professional development, parent education opportunities, and classroom materials. Sites also receive financial incentives such as professional development stipends, facility grants, and block grants. To help improve the services and supports provided by QSLA, please answer the following questions. Your opinion is important to us.

15. Which of the following influenced the decision for this site to join QSLA?

**CHECK ALL THAT APPLY**

- We wanted the incentives offered.
- We wanted to enhance the quality of our ECE site.
- We wanted new ideas for our ECE site.
- We wanted the support from coaching offered.
- We wanted staff to have access to the professional development offered
- We wanted to make our ECE site more attractive to parents.
- We wanted to increase enrollment.
- We wanted more professional recognition.
- We felt we did not have a choice. Please explain in comment box below under "OTHER."
- Other (please specify)

## QSLA Orientation Process:

As part of the enrollment process, sites participate in an orientation while they are completing their QSLA application. The orientation explains the benefits of participating in QSLA and provides an overview of the assessment and tier rating process.

\* 16. Please rate your experience with the QSLA Orientation Process, overall.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience

## QSLA Orientation Process:

17.

Did you experience any of the following during your orientation to QSLA? For each aspect that you marked "Yes," please rate how helpful it was for your understanding of QSLA.

	Did you experience?	If YES, was it helpful?
Getting an explanation of the requirements for participating in QSLA	<input type="checkbox"/>	<input type="checkbox"/>
Getting an explanation of the benefits (coaching and incentives) your site would receive	<input type="checkbox"/>	<input type="checkbox"/>
Getting an explanation of what would be involved in the assessment/tier rating process	<input type="checkbox"/>	<input type="checkbox"/>

## QSLA Application Process:

The QSLA Application process includes completing and submitting the QSLA Application and license self-certification form. Most recently, the QSLA application process added the creation of ECE Workforce Registry accounts and submitting Supplemental Form B along with documentation of staff qualifications to the Application Process.

\* 18. Please rate your experience with the QSLA Application Process, overall.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience

## QSLA Application Process:

19.

Did you experience any of the following during your application to join QSLA? For each aspect that you marked "Yes," please rate your experience. Only rate the aspects of the process that you experienced.

	Did you experience?	How was your experience?
Submitting an application and/or Letter of Intent (LOI)	<input type="checkbox"/>	<input type="checkbox"/>
Communication regarding your site's application status	<input type="checkbox"/>	<input type="checkbox"/>
Getting support with using the ECE Workforce Registry	<input type="checkbox"/>	<input type="checkbox"/>

### QSLA Assessment Process:

QSLA requires the quality of participating sites to be assessed by an external evaluator. This process includes Classroom Assessment Scoring System (CLASS) and the Environmental Ratings Scales (ERS) observations, and document reviews of child files and staff qualifications.

\* 20. Please rate your experience with the QSLA Assessment Process, overall.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience

### QSLA Assessment Process:

21.

Did you experience any of the following as part of your site's assessment? For each aspect that you marked "Yes," please rate your experience. Only rate the aspects of the process that you experienced.

	Did you experience?	How was your experience?
Scheduling an assessment visit	<input type="checkbox"/>	<input type="checkbox"/>
Preparing your staff and site for the assessment visit	<input type="checkbox"/>	<input type="checkbox"/>
Having external assessors conduct ERS and CLASS observations	<input type="checkbox"/>	<input type="checkbox"/>

## Tier Rating Process:

The tier rating process results in a tier rating based on the standards of the CA-QRIS Quality Continuum Framework Rating Matrix. The tier rating process involves calculating the total points earned by a site based on seven key elements. Tier ratings range from 1 to 5. A site receives a tier rating every two years.

\* 22. Please rate your experience with the Tier Rating Process, overall.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience

## Tier Rating Process:

23.

Did you experience any of the following as part of the tier rating process at your site? For each aspect that you marked "Yes," please rate your experience. Only rate the aspects of the process that you experienced.

	Did you experience?	How was your experience?
Receiving the tier rating in a timely fashion	<input type="text"/>	<input type="text"/>
Getting an explanation of your tier rating	<input type="text"/>	<input type="text"/>

## Tier Rating Process:

Your site's rating is based on the CA-QRIS Rating Matrix. The Matrix is a table that uses a points system to assess sites on seven key areas of quality. We are now going to ask some questions about your familiarity with the CA-QRIS Rating Matrix. Below you can find a copy of the CA-QRIS Rating Matrix.

24. Rate your familiarity with the CA-QRIS Rating Matrix?

- I am very familiar
- I am somewhat familiar
- I am not at all familiar

25. Please indicate during which of the following processes you learned about the CA-QRIS Rating Matrix?

**CHECK ALL THAT APPLY**

- QSLA Application Process
- QSLA Orientation Process
- QSLA Assessment Process
- QSLA Tier Rating Process
- QSLA Coaching Process
- QSLA Professional Development Trainings
- When interacting with other ECE providers
- Other (please specify)

## Coaching Supports:

Once sites receive a tier rating, they are assigned a coaching team to support their staff with improving site practices. The coaching team may include: a Program Support Coach, Workforce Development Coach, Family Engagement Coach, and/or Program Leadership Consultant.

\* 26. Please rate your experience with the Coaching Supports offered through the QRIS, overall.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience

## Coaching Supports:

27.

Did you experience any of the following as part of the Coaching Supports your site received? For each aspect that you marked "Yes," please rate how helpful the Coaching Supports were to help your site. Only rate the helpfulness of the coaching supports that you experienced.

	Did you experience?	If YES, was it helpful?
Program Support Coach	<input type="checkbox"/>	<input type="checkbox"/>
Program Leadership Consultant	<input type="checkbox"/>	<input type="checkbox"/>
Workforce or Professional Development Coach	<input type="checkbox"/>	<input type="checkbox"/>
Family Engagement Coach/Specialist	<input type="checkbox"/>	<input type="checkbox"/>

28. Was the tier used with your program support coach in planning your quality improvement plan?

- Yes
- No
- Not Sure
- Not Applicable

29. Which of the following activities has your program support coach conducted during a visit?

**CHECK ALL THAT APPLY**

- Observation and Feedback
- Modeling
- Training
- Resource Sharing
- Not Applicable
- Not Sure/Don't Remember

## Professional Development Trainings:

QSLA offers Regional learning experiences throughout L.A. County. These experiences are designed to enhance the knowledge, skills/behaviors, and attitudes/values of staff at participating sites in order to enhance site quality.

\* 30. Did you or your staff attend a Professional Development (PD) training session or workshop?

- YES
- NO
- Not sure/Don't remember

## Professional Development:

31. Please rate your experience with Professional Development (PD) Trainings, overall.

- Poor
- Fair
- Good
- Excellent

## Professional Development Trainings:

32. Please rate how helpful was the QSLA PD needs assessment (survey) to improve your knowledge, skills or attitudes.

- Not at all
- Somewhat
- Very Helpful

## Professional Development Trainings:

33. Were the PD opportunities easily accessible in terms of location, schedule/timing?

- Yes, the locations were easily accessible
- Yes, the schedule/timing was easily accessible
- Yes, both location and schedule/timing were easily accessible
- No, they were not easily accessible
- Don't Know

## QSLA Incentives and Supports:

QSLA incentives include materials and financial supports designed to enhance site quality.

\* 34. Please rate your experience with QSLA Incentives and Supports.

- Poor
- Fair
- Good
- Excellent
- Did Not Experience



### QSLA Incentives and Supports:

\* 35. Please rate the importance of each of the following QSLA incentives and supports to enhancing the quality of care at your site:

	1-Not at All	2	3	4-A Lot	Not Applicable
Classroom Instruction Manuals and related materials (such as, Program Administration Scale manual, Ages & Stages Questionnaire kits)	<input type="radio"/>				
Classroom Materials & Equipment (such as, children's books, classroom furniture, arts & crafts, blocks & manipulatives)	<input type="radio"/>				
Financial Incentives (such as, participation stipends and slot reimbursement)	<input type="radio"/>				
Professional Development Stipends (that can be used on substitutes, training fees, conferences)	<input type="radio"/>				
Facilities Grants for Tiers 1-3	<input type="radio"/>				
Block Grants for Tiers 4-5	<input type="radio"/>				
Outdoor/Gross Motor Incentive	<input type="radio"/>				
Parent Education Trainings	<input type="radio"/>				
Other: _____	<input type="radio"/>				

Other (please specify)

36. Did you experience any of the following during the process of obtaining Incentives and Supports for your site? For each aspect that you marked "Yes," please rate your experience. Only rate the aspects of the process that you experienced.

	Did you experience?	How was your experience?
Contracting	<input type="checkbox"/>	<input type="checkbox"/>
Check for Block Grants	<input type="checkbox"/>	<input type="checkbox"/>
Using the portal for purchasing classroom supplies	<input type="checkbox"/>	<input type="checkbox"/>
Facility Block Grant Orientation	<input type="checkbox"/>	<input type="checkbox"/>
Inspections for Facility Block Grants	<input type="checkbox"/>	<input type="checkbox"/>
Communication with coaching partner about the Facility Grant Awards	<input type="checkbox"/>	<input type="checkbox"/>

37. Did a QSLA coach help you or your staff figure out how to spend your incentive and/or professional development funds?

- Yes
- No
- Not Sure

## Benefits to Families for Sites' Participation in QSLA:

In this section, you will be asked about potential benefits to families resulting from your sites' participation in QLSA.

\* 38. How much did your site's involvement with QSLA result in the following benefits to the families? Please rate from "not at all" to "A lot."

	1-Not at all	2	3	4-A Lot
Increased access to parent education workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased number of services and activities provided to families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

## Access to ECE Resources:

In this section, you will be asked to identify if your site has accessed other community resources to support your site's goal of improving quality.

39. Did you or your staff engage in any of the following activities? For each activity that you marked "Yes," please rate how helpful it was to improving the quality of your site. Only rate the helpfulness of those activities in which you or your staff engaged.

	Did you engage?	If YES, was it helpful?
Participate in AB212, ASPIRE or other early educators stipend program	<input type="text"/>	<input type="text"/>
Attend California Preschool Instructional Network (CPIN) trainings	<input type="text"/>	<input type="text"/>

40. What do you think about when you hear QSLA?

Finally, we would like to ask whether you would be interested in participating in a focus group within the next few weeks. The focus groups will consist of about 10-12 of other On-Site Supervisors and will last about one hour during a time and date that is most convenient for the group. If chosen to participate in the focus group, you will receive a \$25 gift card as a thank you for your time.

During the focus group you will be asked to provide insight on common experiences and perceptions of site supervisors that emerged from this survey. The focus group will also help us to better understand sites' experiences with the current QSLA and how we can improve QSLA. Please be aware that all results from the focus group will be only reported in aggregate and no individual will be identified.

\* 41. Would you be interested in participating in a focus group? Please note that you can always change your mind later.

- No, I would not like to participate.
- Maybe, but first I would like to learn more and then decide.
- Yes, I would like to participate.

\* 42.

Please provide your name, email address, and telephone number. We will contact you in the following weeks via phone and email to provide you with more information about the focus groups. If you are selected to participate in the focus group, you will receive an invitation with all logistic details. Thank you!

As a reminder, all data collected during the study will only be reported in aggregate; no individuals will be identified.

Name	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

43. This is now the end of the survey. Do you have any additional comments or thoughts to help us improve the provider's experience in QSLA?

Thanks for responding to the survey invitation, but you are not eligible to complete the survey. If on the previous page you provided a name and contact information of the person you think is the On-Site supervisor, they will be invited by Juarez and Associates to complete the survey.

**If you did not provided the contact information of the on-site supervisor on the previous page, please take this time to provide those details below.**

You can also contact Octavio Pescador via phone (310) 478-0826 or email [opescador@juarezassociates.com](mailto:opescador@juarezassociates.com) and we will help figure out who should answer this survey for your site. We only want one person at a site to complete this survey.

THANK YOU!

44. Please enter contact information here, so that we can contact this person (name, phone number, email address)

Name	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>

**THANK YOU FOR COMPLETING THE SURVEY.**

Please make sure to click "Done" at the end to be entered into the lottery.