



Category 3. Program Management & Professional Development

A. Quality programs have a defined infrastructure that supports intentional planning and ensures smooth program operations.

- 3-A1.** Program has a system for the collection of attendance data.
- 3-A2.** Program maintains all required documents for operation, per district/funder/government/organizational requirements; including, but not limited to business license, inspection certificates, emergency response, insurance & liability. Staff certifications & licenses.
- 3-A3.** Program has complete enrollment information on all children and youth. Including, but not limited to: family emergency contacts, enrollment packet, medications/immunization records, special accommodations, student release authorizations.
- 3-A4.** Program has sound fiscal management including a budget and fiscal tracking system.
- 3-A5.** Program maintains and regularly updates an annual calendar with open/close dates available to staff and families.
- 3-A6.** Program has goals and objectives, for participant outcomes, including but not limited to: mission statement, learning objectives, "graduation" criteria.
- 3-A7.** Program has written policies and procedures for clear behavioral and performance expectations for staff, youth, and families and operational procedures that are provided to participants, staff, and families.
- 3-A8.** Program has written policies and procedures that are provided to participants, staff, and parents.
- 3-A9.** Program planning involves staff, families and participants.
- 3-A10.** Program has a system for program evaluation that includes all stakeholders.
- 3-A11.** Administration has determined salary structure and benefits for their program staff.
- 3-A12.** Administration recruits, hires and retains program staff who reflect the diversity and culture of the community in which the program operates.

B. Quality programs provide positive working conditions for staff and supervision, support and feedback. The program has procedures that include the following items:

- 3-B1.** Administration has sufficient staff to maintain required staff/participant ratios to meet the needs of children and youth.
- 3-B2.** Administration ensures that staff has received a comprehensive orientation, including the program's written policies and procedures; staff is trained on program procedures and is encouraged to seek support.
- 3-B3.** Regularly scheduled staff meetings are held to review policies and procedures and provide updates as needed.
- 3-B4.** Administration provides continuous supervision and feedback including written periodic performance evaluation, which may include a self-assessment tool.
- 3-B5.** Program has a plan for staff development. Staff will receive ongoing coaching and feedback as related to training and professional development implementation. Staff is encouraged to join professional organizations.
- 3-B6.** Program complies with applicable state training regulations.
- 3-B7.** Supervisors and administrators receive training in program management, leadership, motivation, teambuilding, staff supervision, and employee evaluation.
- 3-B8.** Staff receives ongoing supervision and feedback that includes written performance reviews on a timely basis. Staff receives ongoing feedback as related to training and professional development implementation
- 3-B9.** Administration provides staff with basic training reflective of best practices, which include but are not limited to: child health and safety, child abuse and neglect, bullying, mandated reporting, First Aid/CPR, conflict mediation, guidance and discipline, age appropriate expectations, Americans with Disabilities Act Compliance, employee rights, and employee safety.
- 3-B10.** Program staff is provided thorough information on training to be able to carry out a proper and appropriate response to medical emergencies and crises. Staff is trained in first aid and CPR; safety equipment is accessible.