

# Northwest Community Action Head Start Program Goal 2024-2025

## Program Goal

NWCA will nurture social-emotional health, fostering internal motivation to learn.

| Focus Area | Objective  | Action Steps   | Tools/Timeline/<br>Monitoring   | Outcomes  | Challenges   |
|------------|--|--|---|---|--|
| Education  | <b>Enhance Educational Qualifications and Professional Development.</b>                |  |   |   |  |
|            | Design and implement onboarding training, resulting in an 80% staff confidence rating. | <ol style="list-style-type: none"> <li>Design and develop an onboarding training program.</li> <li>Implement the onboarding training program for all newly hired staff.</li> <li>Pair each new hire with a mentor or buddy to support and assist them during onboarding.</li> <li>Evaluate and assess the effectiveness of the onboarding training program through feedback and surveys from new hires.</li> </ol> | <p>August, 2024<br/><b>Onboarding document</b></p> <p>September – December 2024<br/><b>Child Plus Documentation</b></p> <p>August – December 2024<br/><b>Mentoring Criteria Established</b></p> <p>June 2025<br/><b>Survey and Survey Results</b></p> | <p>Completion of an onboarding training program tailored to our needs and culture.</p> <p>Successful delivery of the onboarding program to all new hires, use with all staff during the first year of implementation.</p> <p>- Mentor system implemented for new hires.</p> <p>Survey and feedback summary completed.</p> | <p>Summer schedules of management staff</p> <p>Sporadic hiring of new staff and having it ready for preservice.</p> <p>Creating realistic timeframes for onboarding</p> <p>Location of new hires vs qualified staff</p> <p>Delegation of training duties</p> |

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|  |  |   |  |   | New hires matching with qualified work partners   |
|  | Establish and implement a professional development training program that increases staff credentials by 20%. | <ol style="list-style-type: none"> <li>1. Develop a comprehensive professional development training program by position and year of service.</li> <li>2. Implement regular professional development training sessions, workshops, and seminars schedule.</li> <li>3. Provide resources and support for staff to pursue certifications, credentials, and advanced degrees in early childhood education and related fields.</li> <li>4. Evaluate and assess the impact and effectiveness of the ongoing professional development training program through feedback, performance evaluations, and outcomes related to staff knowledge and competencies.</li> </ol> | <p>December 2024<br/><b>Annual Training Schedule</b></p> <p>September 2024<br/><b>Annual Training Schedule</b></p> <p>March 2024<br/><b>Education Tracking Report</b></p> <p>August 2024<br/><b>Education Tracking Report</b><br/><b>Staff Retention</b></p> | <p>Establish structured, relevant professional development and training plan by position and year of service</p> <p>Annual training schedule</p> <p>System created for tracking and identifying staff development needs</p> <p>Increased number of staff with credentials<br/>Increased staff retention</p> | <p>New hire vs. experienced staff training differences</p> <p>Staff educational levels, experience, and needs</p> <p>Bringing trainers in vs sending staff to training</p> <p>Scheduling time for advanced educational credentials</p> <p>Every year, training in the content area and rotating specialty content.</p> <p>Creating space for subs to increase training/skills</p> |
|  | Establish a training feedback and evaluation   | <ol style="list-style-type: none"> <li>1. Design and implement a feedback and evaluation survey for staff to complete</li> </ol>  | <p>May 2025<br/><b>Training Surveys</b></p>  | <p>Pre and post-survey per training</p>   | <p>Creating pre- and post-questions that demonstrate the</p>  |

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|  | <p>system that documents staff's 80% increase in knowledge and skills per event.</p>                                     | <p>after each in-house training session.</p> <ol style="list-style-type: none"> <li>2. Analyze and review the feedback and evaluation data quarterly to identify areas for improvement and adjust the training program and delivery methods as necessary.</li> <li>3. Establish a schedule for regular review and updates of the in-house training curriculum, with at least one comprehensive review and update per year.</li> </ol> | <p>August 2025<br/><b>Evaluation Report</b></p> <p>August 2025<br/><b>Quarterly Meeting Agenda</b></p> | <p>Follow up on skill implementation.</p> <p>Improved satisfaction surveys and CLASS scores</p> <p>Training schedule updated, and trainers scheduled for preservice</p>                         | <p>growth of skills and knowledge.</p> <p>Assessing the knowledge and skills are transferred to the on-the-job work.</p> <p>There is a need to create a feedback loop from all staffing levels and input systems for ongoing improvement.</p> |
|  | <p>Develop accessible, detailed training documentation and reports with 100% accuracy for state and federal reviews.</p> | <ol style="list-style-type: none"> <li>1. Develop and design the ongoing professional development training documentation, including a comprehensive training manual, resource guide, training calendar, and schedule.</li> <li>2. Review and revise the ongoing professional development training documentation based on feedback from staff and trainers to ensure clarity, relevance, and effectiveness.</li> </ol>                 | <p>November 2025<br/><b>Training Binder</b></p> <p>TBD<br/><b>Surveys</b></p>                          | <p>Completing a detailed training manual outlining objectives, content, and procedures. Streamlining documentation</p> <p>Survey process-sending, receiving, reviewing, and making changes.</p> | <p>Staff completion of training when absent on the day of training.</p> <p>Evaluation skills and methods needed for feedback.</p> <p>Training skills vs information/telling</p> <p>Inclusive documentation</p>                                |

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|                             |   | 3. Finalize and publish the ongoing professional development training documentation for implementation across Head Start.  | TBD<br><b>Online Training Access</b>   | Accessible training material for onsite and offsite.   | from all departments.   |
| <b>Health and Nutrition</b> | <b>Foster Health, Nutrition, and Well-being of Children by Enhancing Health Education, Promotion, and Supportive Services</b> |  |  |  |   |
|                             | Develop and implement a system demonstrating an increase in 80% of families' health, safety, and wellness practices.          | <ol style="list-style-type: none"> <li>1. Conduct a health, safety, nutrition, and wellness assessment and survey to identify children's current state and needs for daily physical activities, nutrition, and emotional well-being.</li> <li>2. Develop a comprehensive health, safety, nutrition, and wellness program based on the assessment.</li> <li>3. Implement daily physical activities, nutrition education programs, and emotional well-being practices for children and families.</li> <li>4. Collaborate with health and wellness professionals to monitor and assess children's physical activity levels, nutritional habits, and emotional well-being and guide and support families throughout the year.</li> </ol> | <p>October 2024/<br/>March 2025<br/><b>Assessment and Health History Report</b></p> <p>June 2025<br/><b>Wellness Program Outline</b></p> <p>TBD</p> <p>May 2025<br/><b>Self-Assessment Report</b> with Community Members<br/><b>Health Advisory Board Agenda</b></p> | <p>Completion of a thorough health, safety, nutrition, and emotional well-being assessment.</p> <p>Data collection through surveys, observations, and interviews with children, families, and staff.</p> <p>Identification of key areas for improvement and priority needs based on assessment findings.</p> | <p>Creating a survey with questions that will elicit accurate data.<br/>Creating a space of trust for honest communication</p> <p>Gathering thorough information to build a confident wellness plan.</p> <p>Creating collaboration partners that attend meetings and provide useable information.</p> |

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|  | <p>Maintain less than 20% Staff turnover and 85% staff attendance annually.</p> | <ol style="list-style-type: none"> <li>1. Incorporate health, safety, nutrition, and emotional well-being principles and practices into the pre-service and ongoing training.</li> <li>2. Provide ongoing support, resources, and tools to enhance staff's knowledge, skills, and competencies in promoting daily physical activities, safety, healthy nutrition, and emotional well-being throughout the year.</li> <li>3. Through regular communication and end-of-year events, share successes, lessons learned, and best practices for promoting daily physical activities, safety practices, healthy nutrition, and emotional well-being with staff and families.</li> </ol> | <p>August 2024<br/><b>Training Agenda<br/>ChildPlus Report</b></p> <p>Jan 2025<br/><b>Staff<br/>attendance<br/>Staff Turnover<br/>Survey</b></p> <p>August – June<br/>2024-2025<br/><b>Communication<br/>campaign<br/>Staff agenda</b></p> | <p>Complete the training curriculum covering all health, safety, nutrition, and emotional well-being.<br/>Coach, Mgt, and Mental Health Consultant schedule with time available for 1-1 meetings.</p> <p>Rituals of celebration and healthy practices.</p> | <p>Documentation of healthy time off vs emergency call-in<br/>Grow coaching focus on this topic</p> <p>Creating a training plan that is responsive to the immediate needs as well as the ongoing needs.</p> <p>Create the feedback loop and format to highlight successful practices.</p> <p>Time to meet and support staff</p> <p>Staff may have a difficult time with self-care/ advocacy.</p> |
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|  | <p>Children will have a dental care follow-up completion rate of 50%.</p>                                      | <ol style="list-style-type: none"> <li>1. Conduct a dental health assessment to identify the current state and needs for dental access and oral health among children.</li> <li>2. Establish partnerships with local dental providers and organizations and develop a dental care referral system.</li> <li>3. Implement the dental care referral system and provide information and resources to families.</li> <li>4. Collaborate with community partners to gain access to mobile dental clinics</li> <li>5. Monitor and evaluate the effectiveness of dental access strategies and initiatives and make necessary adjustments to improve children's access to dental care services.</li> </ol> | <p>November 2024<br/><b>Assessment Results</b></p> <p>November 2024<br/><b>Collaboration Partnership Team</b></p> <p>March 2025<br/><b>ChildPlus Referral Process</b></p> <p>May 2025<br/><b>Mobile Clinic Schedule</b></p> <p>July 2025<br/><b>Survey</b></p> | <p>-Areas identified with high dental health needs among children.</p> <p>-Present data on oral health practices, access to dental care, and prevalence of dental issues.</p> <p>-Analyze findings to understand underlying causes and patterns.</p> <p>-Develop targeted interventions based on assessment results.</p> <p>-Partnerships forged with dental clinics, hospitals, and community health centers.</p> <p>-Referral and documentation process for healthcare providers and families.</p> <p>-Identify suitable partners, such as mobile healthcare providers or dental organizations.</p> | <p>Getting records from dental clinics</p> <p>No new patient MA dental provider in our service area</p> <p>The average travel to a dental clinic is 120 miles.</p> |
| <p><b>Family/<br/>Community<br/>Engagement</b></p> | <p><b>Enhance Family Engagement to Foster Positive Relationships and Improve Child and Family Outcomes</b></p> |  |  |   |  |

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|  | Attain 60% family engagement.               | <ol style="list-style-type: none"> <li>1. Conduct a needs assessment and survey to identify families' strengths, challenges, and preferences for engaging with Head Start.</li> <li>2. Develop a comprehensive family engagement strategy, framework, and documentation process based on the need assessment.</li> <li>3. Incorporate family engagement principles and strategies into the staff pre-service and ongoing training.</li> <li>4. Develop a monitoring and evaluation plan to assess the effectiveness of family engagement practices and outcomes.</li> </ol> | <p>November 2024<br/><b>ChildPlus Survey Parent Meeting Agendas</b></p> <p>April 2025<br/><b>NWCA Family Engagement Framework</b></p> <p>May 2025<br/><b>Training Agenda ChildPlus-parent engagement</b><br/>TBD</p> | <p>Family Outcomes completed with all families</p> <p>Detailed engagement strategy designed and reviewed with Policy Council.</p> <p>Training Schedule<br/>Training topics<br/>Increased parent engagement</p> <p>ChildPlus training<br/>ChildPlus Reports documenting engagement.</p> <p>Creating ChildPlus modules for identified needs</p> | <p>Document attendance of all family members</p> <p>Growing attendance at Parent Meetings</p> <p>Creating a document with a framework that is responsive to the current needs.</p> <p>Relevant topics with engaging or training that move the engagement</p> <p>Defining parent engagement</p> <p>Documenting parent engagement that provides informative information</p> |
|  | Maintain 90% Attendance Rates for Children. | <ol style="list-style-type: none"> <li>1. Establish regular communication with families to build relationships and address any barriers to attendance.</li> </ol>   | <p>August 2024<br/><b>Learning Genie Orientation Communication guidelines</b></p>  | <p>-System developed for timely identification and resolution of attendance and barriers</p>  | <p>Consistent communication Software training-varies among staff skills.</p>  |

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|  |  | <ol style="list-style-type: none"> <li>2. Provide resources and support to families to help them overcome challenges related to transportation, health, or other factors affecting attendance.</li> <li>3. Organize attendance awareness campaigns to educate families on the importance of regular attendance and its impact on children's learning and development.</li> </ol> | <p>November 2024<br/><b>Family Outcomes</b></p> <p>August-May 2024<br/><b>Parent Conferences</b><br/><b>ChildPlus</b></p> | <p>-Training on attendance system</p> <p>-Attendance Awareness campaign completed</p> <p>-Schedule and information template</p> | Family Outcomes Update needed |
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| <b>Diversity Equity Inclusion</b> | <b>Promote Cultural Diversity, Equity, and Inclusion (DEI) to Create a Respectful and Inclusive Environment</b> |  |   |   |   |
|                                   | Integrate DEI practices into 100% of program systems.   | <ol style="list-style-type: none"> <li>1. Leadership will continue DEI training and integration.</li> <li>2. Introduce DEI to all staff</li> <li>3. Conduct a cultural diversity, equity, and inclusion assessment biannually to identify strengths, challenges, and opportunities.</li> <li>4. Integrate DEI, as feedback indicates, into all programming aspects.</li> </ol> | <p>August-June 2024<br/><b>Training Agenda</b></p> <p>July 2025<br/><b>Pre-Service Schedule</b></p> | <p>-Increased leadership and staff awareness of DEI</p> <p>-Policy and Procedures reflect DEI incorporation</p> | Assign DEI responsibility for the overview. |