District of Columbia
Office of the State Superintendent of Education

Continuous Quality Improvement Plan (CQIP) Quickbase Application

On-Site Administrator (OSA) User Guide

Last Updated Dec. 13, 2021

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1. Overview

This user guide is intended for on-site administrators (OSA) of child development facilities participating in Capital Quality, the District of Columbia's quality rating and improvement system (QRIS). Use the table of contents to find the information you need or start with **Background** for an overview of the Continuous Quality Improvement Plan (CQIP) Quickbase application ("app") and this user guide.

Disclaimer: The data entered in the pages used to produce this user guide are not actual data for the child development facilities identified.

2. Background

Quickbase is an online database system which houses your child development facility's CQIP. As a system, Quickbase can house a number of databases. You may also access Quickbase as a participant in other Office of the State Superintendent of Education (OSSE) programs.

The CQIP is housed in Quickbase to ensure it is always accessible to you and other facility leadership, even in the event of retirement of a center director or another transition.

This user guide is intended to help you navigate the CQIP Quickbase app as a part of your participation in Capital Quality. There are screen shots throughout the user guide to help you navigate the CQIP Quickbase app.

3. Deadlines for the 2021-22 Program Year

Each program year, you will complete four focus areas in the CQIP Quickbase app:
1. CQIP fields/questionnaire;
2. Facility information;
3. Goals and action steps; and
4. Site visits.

Deadlines for completion of each of the four focus areas are shown below.

Focus Area	Description	Deadline
CQIP fields/ questionnaire	Your responses to these questions, aligned to 10 quality indicators, serve as a self-assessment that you and your quality facilitator (QF) will use to develop goals and action steps for your CQIP. These questions include a business and administrative practices supplement.	Complete between Oct. 1-Nov. 30, 2021.[1]
Facility Information	Your facility's licensing information on file with OSSE is displayed here. Your facility's licensed capacity and your completion of the classroom enrollment information will inform the observations for which your facility is eligible in the next program year.	Complete between Aug. 1-31, 2022.
Goals and Action Steps	With the help of your QF, you will expand upon the goals identified in your CQIP fields/questionnaire to develop goals and action steps for the program year. You and your QF will work toward continuous improvement of your child development facility using these goals and action steps.	Complete between Oct. 1, 2021-Sept. 30, 2022. (Work continually throughout the program year.)
Site Visits	Your QF adds a site visit record for every coaching and technical assistance visit (remote or in-person) in which you participate. You will add your notes to the site visit records throughout the program year.	Complete between Oct. 1, 2021-Sept. 30, 2022. (Work continually throughout the program year.)

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[1] The CQIP fields/questionnaire completion deadline for facilities that begin participating in Capital Quality after Oct. 1 of each program year is 60 days from the date their QF is assigned (e.g., if a facility begins participating in Capital Quality and their QF is assigned on Oct. 19, the facility's CQIP fields/questionnaire completion deadline is Dec. 18).

4. Additional Guidance

Additional guidance for completing the CQIP is below, organized by new participants or returning participants to Capital Quality.

4.1 New Participants

As you complete the CQIP for the first time, you might consider it a self-assessment of your facility. Completing all fields of the CQIP in your first year of participation in Capital Quality will help you set a benchmark against which you can measure your facility's progress in future years.

4.2 Returning Participants

We are happy to continue our work with you as a returning participant! Each year, you will complete the CQIP fields/questionnaire as an ongoing self-assessment of your facility. Continue to develop and monitor goals and action steps based on growth you see via responding to the CQIP fields/questionnaire.

5. Accessing the CQIP Quickbase App

The direct link to access the CQIP Quickbase app is octo.Quickbase.com/db/bqjjhqwcp. You may also navigate to the CQIP Quickbase app from your Quickbase home page, which lists all of the Quickbase applications to which you have access.
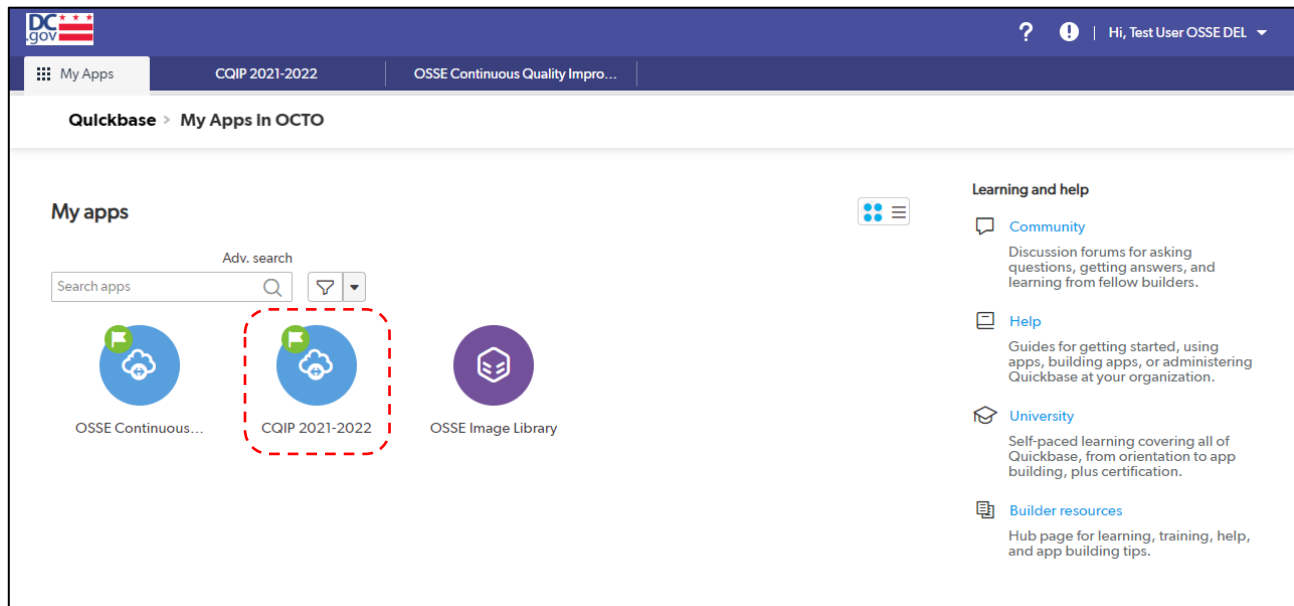
Only registered users with Quickbase accounts who have been authorized by the facility owner, center director or home provider of each child development facility may access the CQIP Quickbase app.

6. Quickbase User Access

Your Quickbase account is associated with your email address. To access the CQIP Quickbase app, you must first receive an invitation from an administrator at OSSE.

The Quickbase invitation is system-generated but has the name of an administrator at OSSE in the sender line. Because it is a system-generated email, the invitation may go to your spam folder instead of your inbox. Please check your spam folder if a system administrator at OSSE or QF told you to expect the invitation on a certain date and you did not receive it.
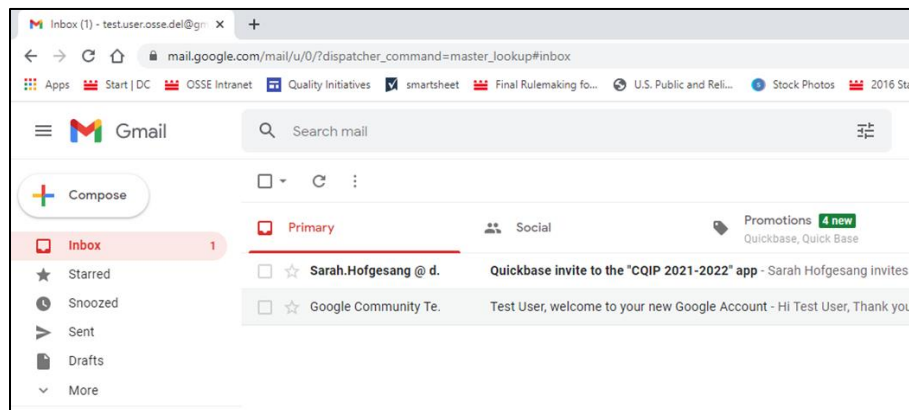
If you do not have a Quickbase account associated with your email address, the invitation will include a link through which you can create a Quickbase account. If you already have a Quickbase account, you can go directly to the Quickbase log-in page through the invitation link.
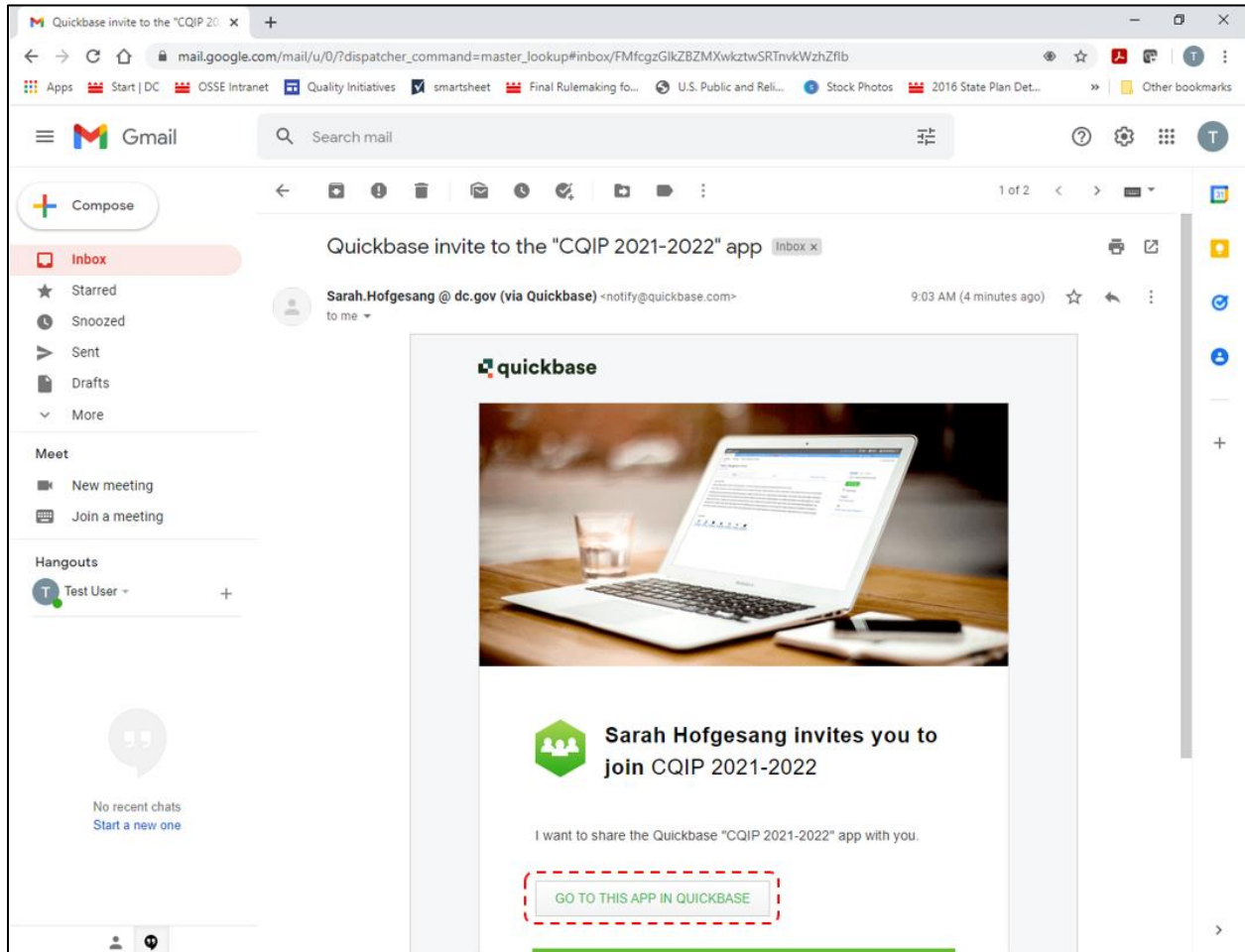
To create a Quickbase account, complete the fields and click **Register**.

6.1 Username

Your Quickbase username is your email address. Your username cannot be changed.
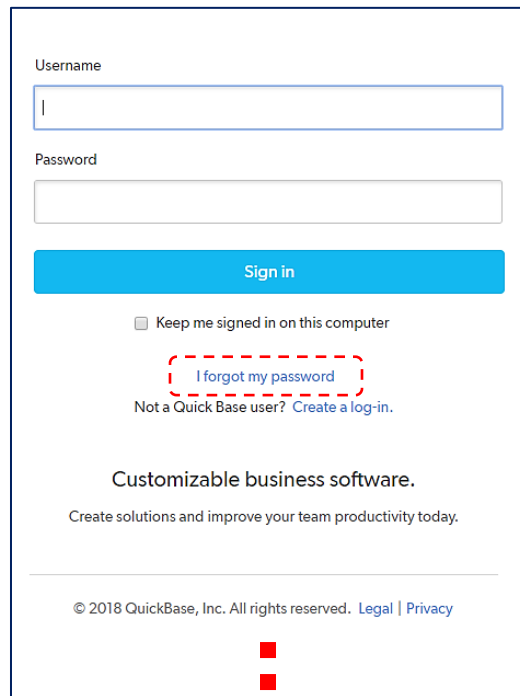
6.2 Password

When you create your Quickbase account, you choose your password. If you already have a Quickbase account, your password is the same for all Quickbase applications you access.

6.3 Forgot Password

If you forget your password, select *I forgot my password* on the log in page, enter your email address and select *Reset my Password* to reset your password. After you complete these steps, you should receive a system-generated password reset email. Please check your spam folder if you expected to receive a password reset email and you did not receive it.

📋 ***Note:*** *The link in the password reset email will expire after 90 minutes and you will have to select **I forgot my password** again if you let the link in the password reset email expire.*

Username

|

Password

Sign in

☐ Keep me signed in on this computer
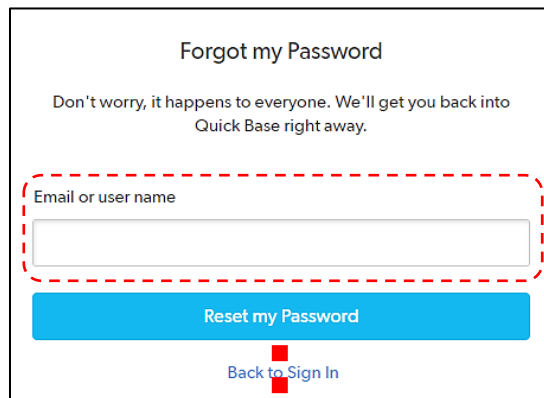
I forgot my password

Not a Quick Base user? Create a log-in.

Customizable business software.

Create solutions and improve your team productivity today.

© 2018 QuickBase, Inc. All rights reserved. Legal | Privacy
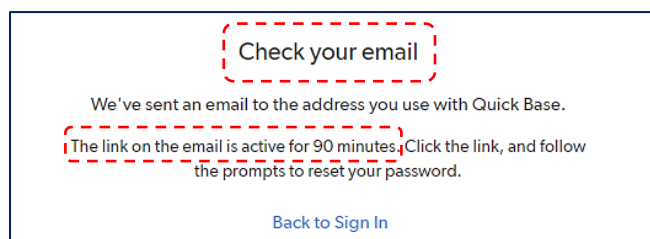
Forgot my Password

Don't worry, it happens to everyone. We'll get you back into Quick Base right away.

Email or user name

Reset my Password

Back to Sign In

Check your email

We've sent an email to the address you use with Quick Base.

The link on the email is active for 90 minutes. Click the link, and follow the prompts to reset your password.

Back to Sign In

6.4 Inactivity/Denied Users List

If you cannot log in to your Quickbase account and cannot reset your password by selecting *I forgot my password* on the log in page, your account may have been placed on the denied users list. Quickbase may automatically place your account on the denied users list if your Quickbase account is inactive for <u>three</u> months, meaning you did not log in to your Quickbase account for three months.

Contact your QF so they may submit the issue to an OSSE system administrator. There is no standard timeline for removing an account from the denied users list once the issue is submitted, so please regularly log in to your Quickbase account.

7. Home Page

The home page is the first page you see when you access the CQIP Quickbase app. The home page contains background information, including an overview of Capital Quality and the CQIP.

From the home page, you can access the facility information, CQIP, goals and action steps and site visit sections of the CQIP Quickbase app.
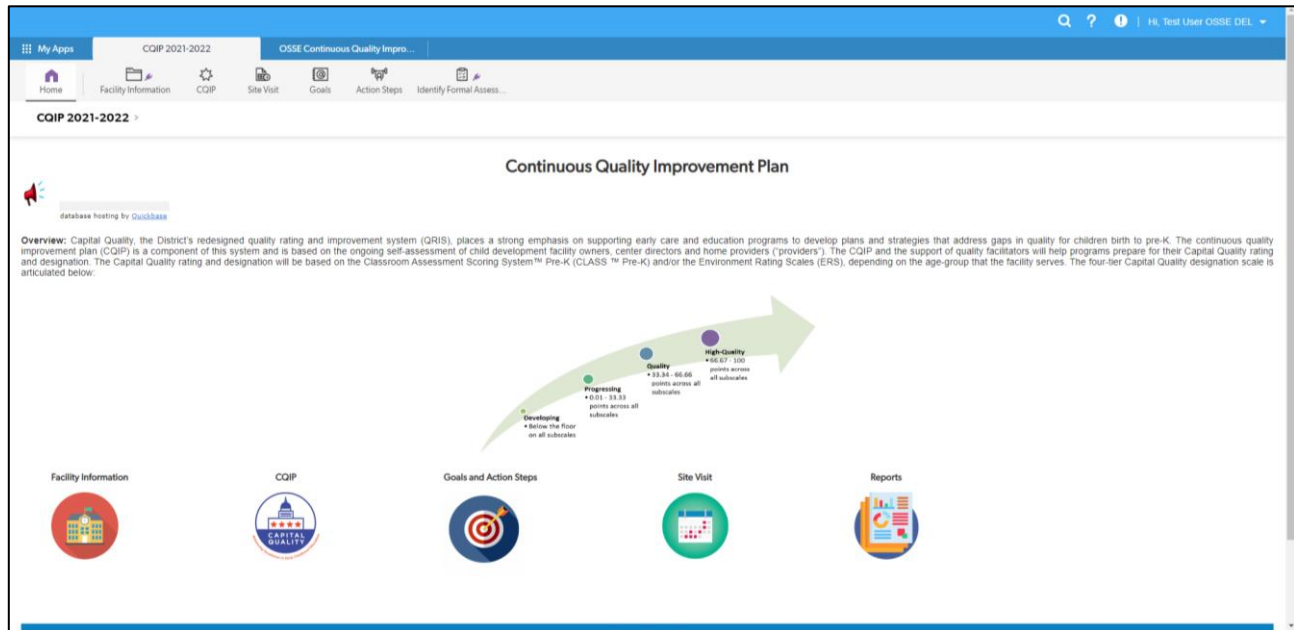
If you are viewing the CQIP Quickbase app on a small screen, such as a tablet, you may see the icons on the home page wrap to a second row. You can still click the icons to access the facility information, CQIP, goals and action steps and site visit sections of the CQIP Quickbase app.
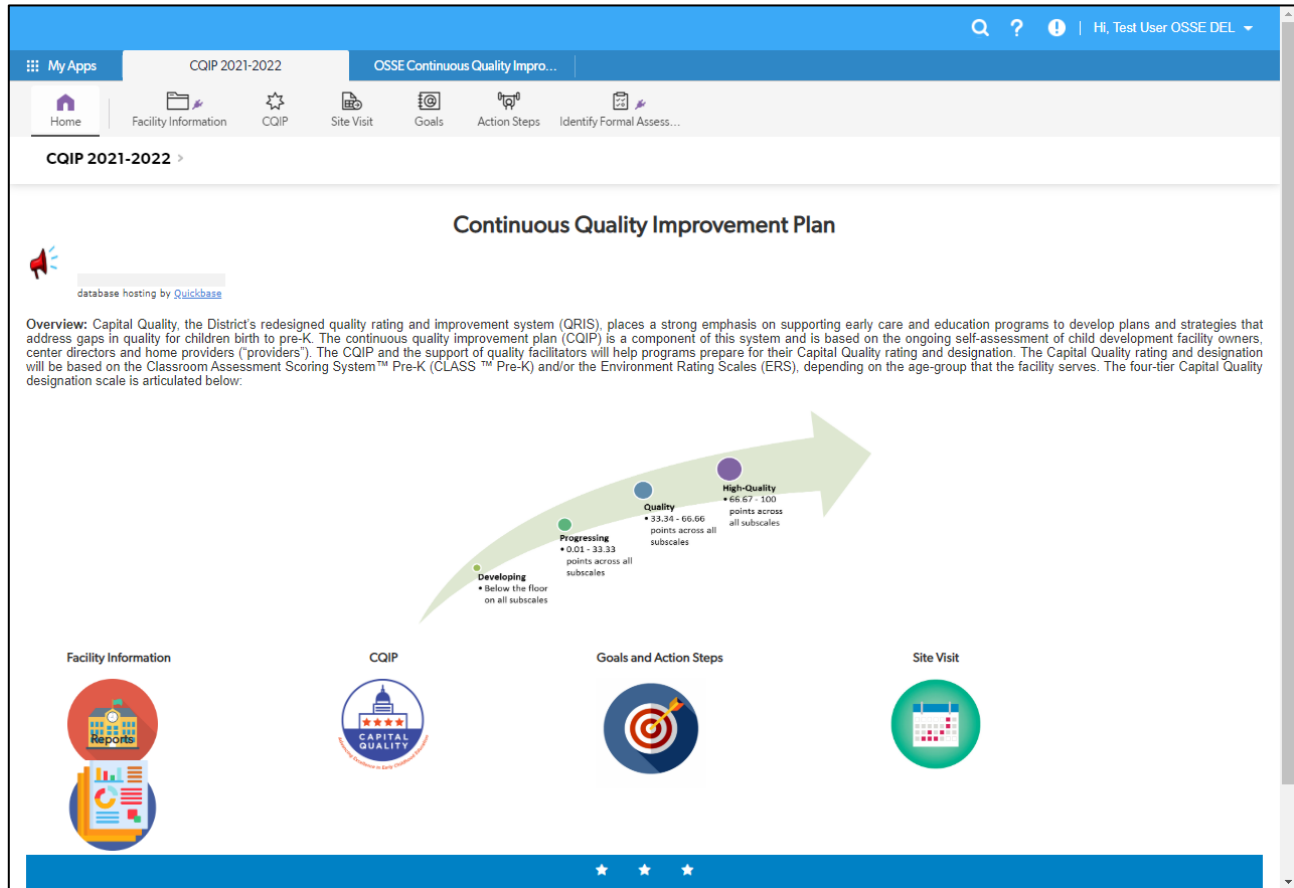
8. Facility Information

On the home page, click **Facility Information** to go to the facility information section.
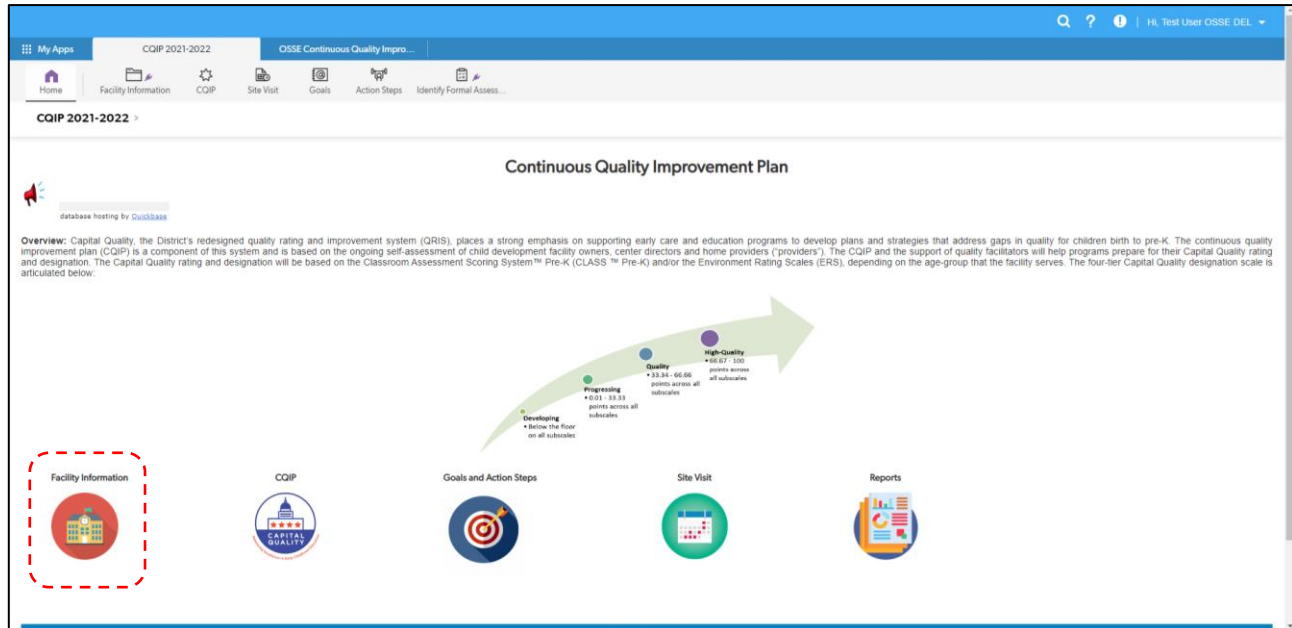
After clicking **Facility Information**, you will see a list of programs to which you have access.
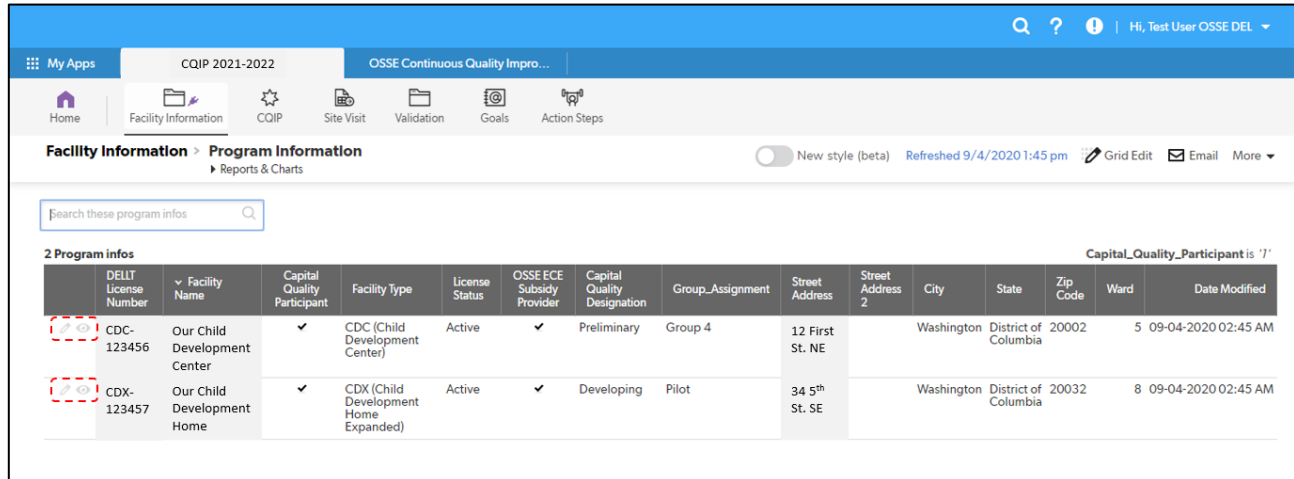
To access the facility information section for one facility, click the eye icon 👁 beside the facility's name to view the facility information or click the pencil icon ✏ beside the facility's name to edit the facility information.

8.1 Facility Information

Facility information, which is licensing information on file with OSSE, is the first subsection on the facility information page. This information cannot be edited in the CQIP Quickbase app.

If you need to make updates to any of this information, please contact your facility's licensing specialist to confirm information in the Division of Early Learning Licensing Tool (DELLT), the licensing system of record.

8.2 Capital Quality Information

Capital Quality information is the second subsection on the facility information page. This information cannot be edited in the CQIP Quickbase app.

The following Capital Quality information[2] is displayed:

1. Capital Quality framework: This is the facility's Capital Quality framework (i.e., infant and toddler only, preschool age/pre-K only, birth-to-five, child development home/expanded home) based on the child age groups the facility is licensed to serve.
2. Capital Quality designation: This is the facility's observation-based designation. (Please see the observation-based designation definition below.)
3. My Child Care DC (MCCDC) designation: This is the facility's designation posted on the MCCDC website.
4. MCCDC designation effective date: This is the effective date of the MCCDC designation.
    a. If the facility was rated in fall 2019 using two years of valid observation data, the effective date of the MCCDC designation is Oct. 1, 2019.
    b. If the facility was rated in fall 2021 using one year of valid observation data, the effective date of the MCCDC designation is Oct. 1, 2021.
    c. If the facility is designated Preliminary, the effective date of the MCCDC designation is Oct. 1, 2021.
5. Subsidy reimbursement designation: This is the facility's designation for tiered subsidy reimbursement based on the hold harmless policy.
6. Capital Quality group: This is the facility's Capital Quality group (i.e., Pilot, Group Two, Group Three, Group Four or Group Five).
7. Observation-based designation: This is the facility's most recent designation based on one or two years of valid observation data. If your facility does not have any valid observation data with which to calculate a rating and designation, your facility's observation-based designation is Preliminary.

If you have questions about this information, please contact the Capital Quality team at OSSE via email at CapitalQuality@dc.gov.

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[2] For more information on Capital Quality; including the hold harmless policy, Capital Quality rating calculation and definitions of Capital Quality designations, please refer to the Capital Quality technical guide.

8.3 Program Participation

Program participation is the third subsection on the facility information page. This information cannot be edited in the CQIP Quickbase app.

This subsection displays whether your facility participates in subsidized child care services (i.e., has entered into and maintained an Agreement for Subsidized Child Care Services with OSSE), Level 2 subsidy provider, Pre-K Enhancement and Expansion Program (PKEEP), Quality Improvement Network (QIN), Shared Services Business Alliance, Healthy Tots and/or Bainum Family Foundation initiatives.

If you have questions about this information, please contact the Capital Quality team at OSSE via email at CapitalQuality@dc.gov.

8.4 Program Support Personnel

Program support personnel is the fourth subsection on the facility information page. This subsection displays the support personnel for programs in which your facility participates.

Support personnel for licensing, Capital Quality and subsidized child care services are automatically displayed. To add additional program support personnel, click **Edit** on the navigation bar at the top of the facility information page and type information at the bottom row of the program support personnel table.

8.5 Classroom Information

Classroom information is the fifth subsection on the facility information page. Each year, you will add classroom enrollment information for your facility.

To add classroom enrollment information, click **Edit** on the navigation bar at the top of the facility information page.

Click one row in the classroom information table and type the name of your first classroom.

Type the number of children enrolled in the classroom and select the age range(s) of the children enrolled in the classroom. If the classroom is mixed age, select all age ranges that apply.

Select the classroom's youngest enrolled child's month and year of birth and the classroom's oldest enrolled child's month and year of birth.

Repeat the process for each classroom in your facility and click **Save & close** to save the information.

Your facility's licensed capacity and this information will be used to determine eligibility for Environment Rating Scales (ERS) and/or Classroom Assessment Scoring System (CLASS) observations.

8.6 Observation Reports

Observation reports are the sixth subsection on the facility information page. Each year, you can choose to upload your observation reports for recordkeeping purposes.

To upload an observation report, click **Edit** on the navigation bar at the top of the facility information page.

Click **Add ERS** to add an ERS report or click **Add CLASS** to add a CLASS report. In the next screen shots, we will add an ERS report.

After you click **Add ERS**, you will see a page with a selection for the fiscal year of the report and a place to upload the report. Select the fiscal year of the report.

Click **Choose File** to upload the report.

After clicking **Choose File**, you will see a pop-up box to select the file from its location on your computer. Use the menu on the left to navigate the folders and files on your computer. Click the file you want to upload and then click **Open**.
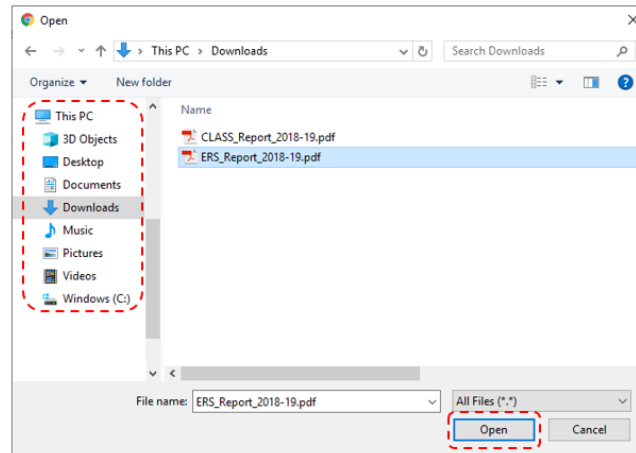
After you click **Open**, you will see the name of the file you selected beside the upload field. Click **Save & close** to finish uploading the report.
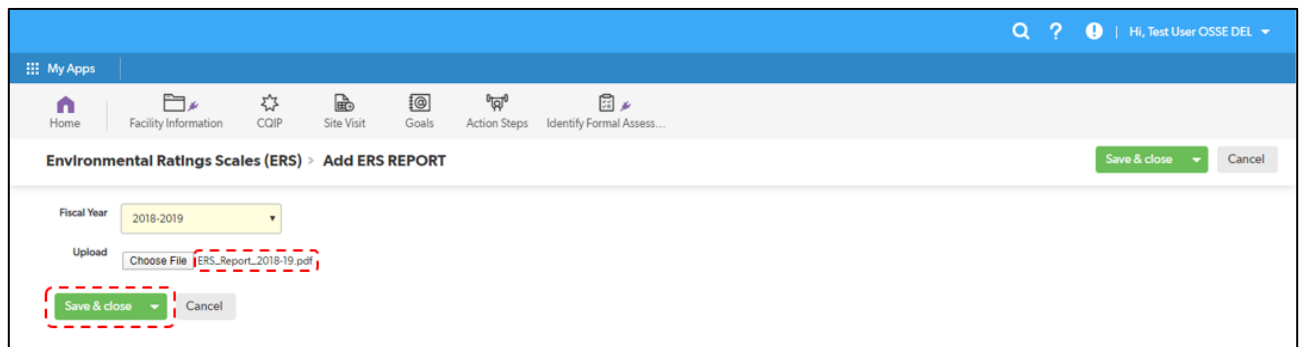
After clicking **Save & close**, you will see the uploaded report added to the ERS Reports subsection. Repeat the process for any other ERS or CLASS reports you would like to upload. Click **Save & close** to save all uploaded observation reports.
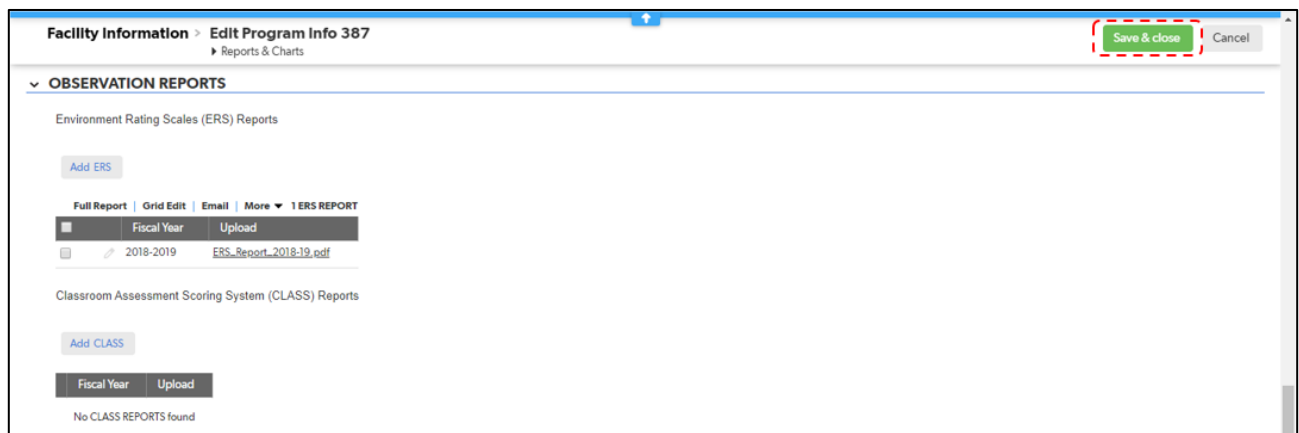
8.7 Site Visits

Site visits are the seventh subsection on the facility information page. Once your QF adds one or more site visit records, you will see the records listed here.

To add your own notes to each site visit record, you can click the eye icon 👁 beside the record to view the site visit record or click the pencil icon ✏ beside the record to edit the site visit record.

8.8 Goals and Action Steps

Goals and action steps are the eighth subsection on the facility information page. Once you add one or more goals and action steps, you will see them listed here.

To add a goal, click **Edit**.

After clicking **Edit**, click the **Add Goal** button.

After clicking **Add Goal**, you will see a page where you can add information on your goal. Complete the information on this page by typing or selecting from the drop-down menus.

Scroll down the page to continue filling in the information and click one row in the action steps table to add an action step. Add as many action steps as you plan to take to accomplish this goal.

Click **Save & close** when you have completed the information.

You can continue to add information (i.e., notes) to each goal you created throughout the program year.

8.9 CQIP

CQIP is the eighth subsection on the facility information page. Click the eye icon 👁 beside the CQIP record to view the CQIP or click the pencil icon ✏ beside the record to edit the CQIP.

Refer to *Section 9. CQIP* for steps to complete the CQIP. *Section 9. CQIP* also describes how to access the CQIP from the CQIP Quickbase app home page.

9. CQIP
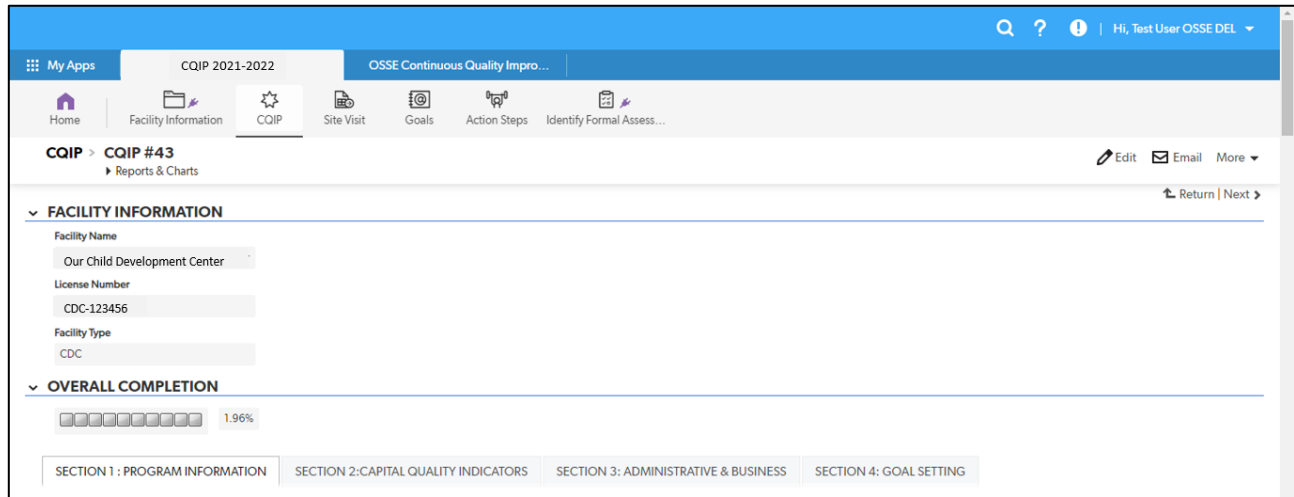
On the home page, click **CQIP** to go to the CQIP section.
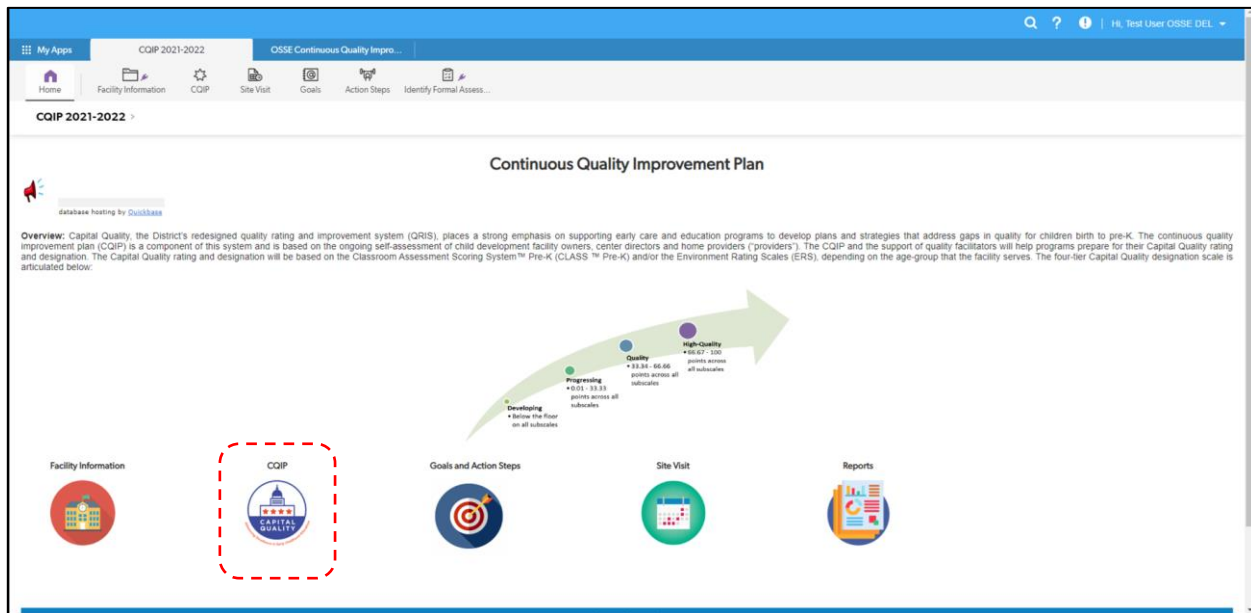
After clicking **CQIP**, you will see a list of programs to which you have access.
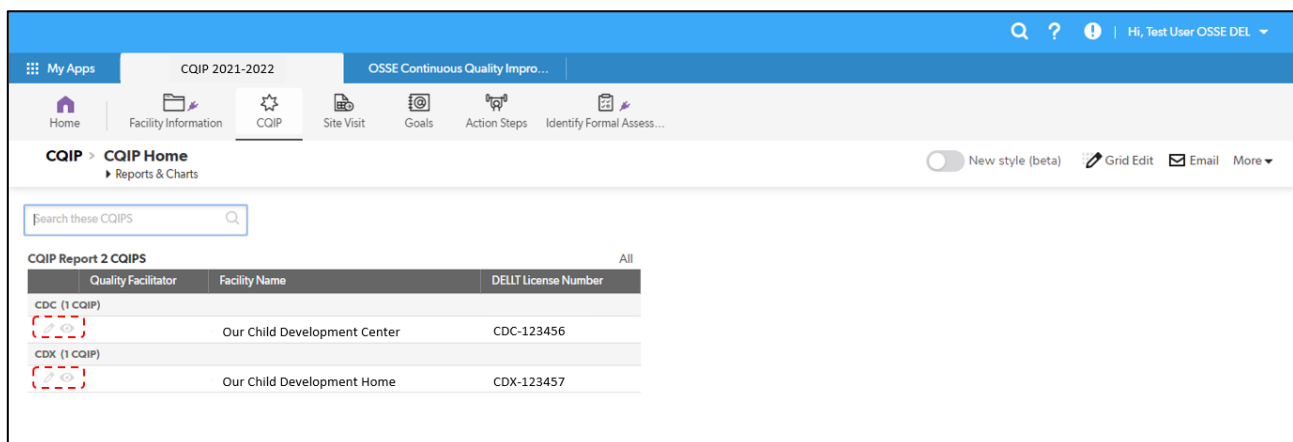
To access the CQIP section for one facility, click the eye icon ⊙ beside the facility's name to view the CQIP or click the pencil icon ✎ beside the facility's name to edit the CQIP.

The CQIP includes four sections:
1. Program information;
2. Capital Quality indicators;
3. Administrative and business practices; and
4. Goal setting.

You can navigate between these four sections using the labeled tabs on the CQIP page. Click **Edit** to begin completing the CQIP.

After clicking **Edit**, you will see the following background information and instructions for completing the CQIP.

> **The CQIP components:** Aimed to support the professional development of early care and education professionals and to develop plans with identified strategies for improving the quality of early care and education programs, the CQIP includes indicators that capture the extent to which:
>
> 1. Curriculum and instruction are aligned to DC Early Learning Standards;
> 2. Formal and informal assessments are aligned to curriculum;
> 3. Formal and informal assessments are implemented;
> 4. Data are used to inform instructional and professional practices;
>   - Classroom Assessment Scoring System Pre-K (CLASS Pre-K) and/or Infant/Toddler Environment Rating Scale (ITERS) and/or Family Child Care Environment Rating Scale (FCCERS) results are used to inform instructional and professional practices.
> 5. Culturally and linguistically responsive practices are implemented;
> 6. Inclusion practices are implemented;
> 7. Developmental screenings are implemented;
> 8. Early care and education professionals meaningfully engage in professional development;
> 9. Family engagement promotes positive and goal-oriented relationships; and
> 10. Mission statements are reflective of both the program and the families served.
>
> **Directions:** The CQIP template is designed to provide useful, formative information for the program, coaches and OSSE about the level of quality of programming at each site. It is intended that this tool be used to foster reflection about instructional practices, environment, staff quality and many other important aspects of quality early care and education programs. Programs should consider practices and evidence provided from their QF coaching, individual professional development plans, observations of teaching/planning team time, family input and feedback as well as monitoring of the developmental progress of individual children or classrooms. The CQIP should be completed by Nov. 30 of each program year. It is acceptable to start and stop the survey and come back to the CQIP to complete responses or upload evidence.
>
> **Who should complete the CQIP:** The CQIP should be completed by the staff member most knowledgeable about the quality of programming at the program site. This may include the center director or education coordinator in center-based programs or the provider in home-based programs.
>
> **How to complete the CQIP:** The CQIP is organized in four sections:
>   - **Section 1:** The first section contains information on the program's background, demographics and staffing.
>   - **Section 2:** The second section contains the 10 quality indicators of Capital Quality. Programs are asked a series of questions for each indicator. Please select all responses that apply to your program. Programs always have the option to select "Other" and write in a brief response. Some items request a brief open-ended response. Please enter one or two sentences in the text box

for these items. Some items include a short menu of responses from which providers can choose. Please select all that apply and write in any additional responses in the text box.

- **Section 3:** The third section contains additional information on administrative and business practices.
- **Section 4:** The final section provides programs the opportunity to reflect on all input in the CQIP, available data and self-ratings to develop short-term and long-term goals.

9.1 Program Information

After clicking **Edit**, scroll down the page to begin completing the program information section of the CQIP.

Complete the text fields by typing a response or select responses from the drop-down menu. Refer to
Section 9.2 Capital Quality Indicators for more information on the types of fields in the CQIP.

Click **Save & close** to save your progress.

9.2 Capital Quality Indicators

Click **Edit** and select the **Capital Quality Indicators** tab to begin completing the Capital Quality indicators section of the CQIP.

You can collapse and expand the indicators by clicking the arrow next to the indicator title.

Complete the text fields by typing a response or select responses from the drop-down menu. The following subsections and screen shots show the types of fields and how to complete them.

9.2.1 Multi-select/Select all that apply.

To complete a multi-select question/field, click the arrow icon.

Click each selection that applies to your facility.

Clicking one or more selection populates the check box next to the selection.

📋 **Note:** *The percent completion of your CQIP will fluctuate as you edit and complete fields; while you are completing fields, it may appear as **???** Once you click **Save & close**, the percent completion will automatically update to reflect the fields you completed.*

All of the selections you clicked will be visible after you complete the question/field.

9.2.2 Drop-down Selection

To complete a drop-down selection question/field, click the arrow icon.

Click the one selection that best applies to your facility.

The one selection you clicked will be visible after you complete the question/field.

9.2.3 Upload/Choose File

There are two types of questions/fields that require document upload:
- Source(s) of evidence; and
- Source(s) of evidence with select all that apply.

Source(s) of Evidence

For this question/field type, you can upload one or more files. To complete a source(s) of evidence question/field, click **Choose File**.

The system will redirect you to a page with *Multi-File Uploader*. Click *Choose Files* to choose one or more files to upload.
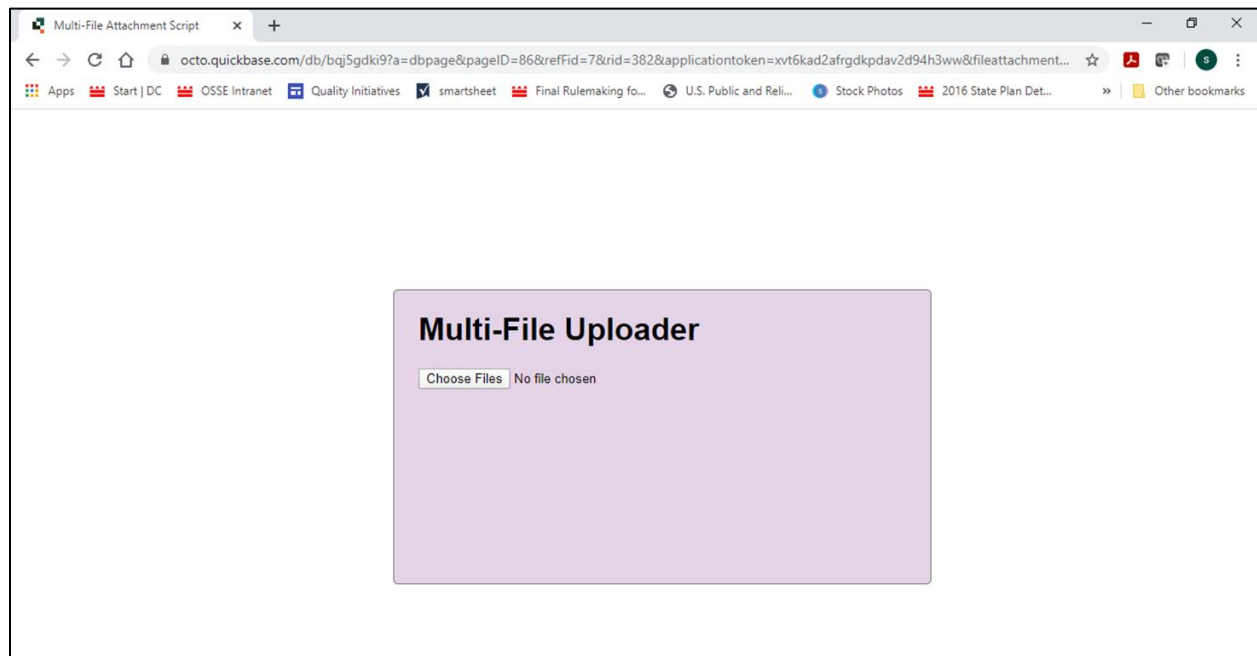
After clicking **Choose Files**, you will see a pop-up box to select the file from its location on your computer. Use the menu on the left to navigate the folders and files on your computer.
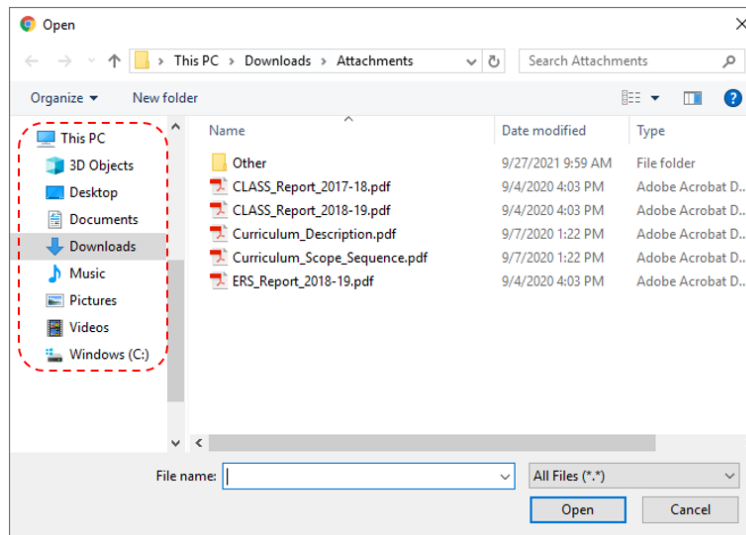
Click one or more files you want to upload and then click **Open**.
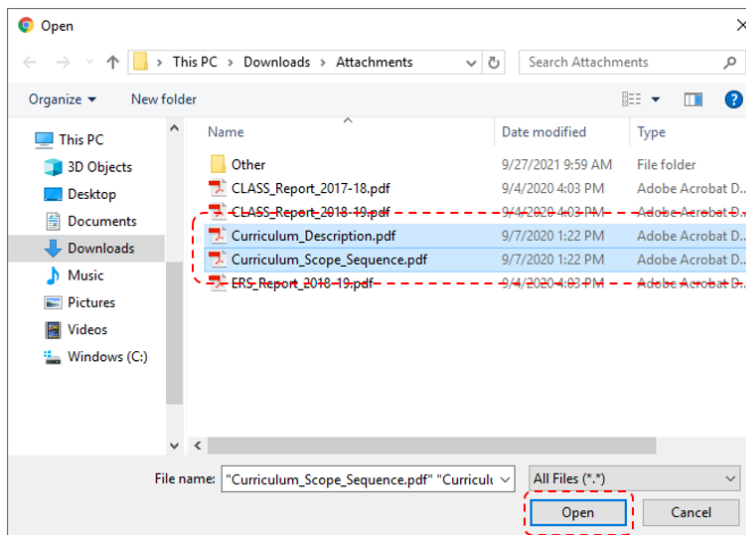
After you click **Open**, you will see the name(s) of the file(s) you selected beside the upload field. Click **Save & close** to finish uploading the file(s).

After clicking **Save & close**, you will see the file(s) uploaded to the question/field.

Source(s) of Evidence with Select all that apply.

To complete a source(s) of evidence with select all that apply question/field, click the arrow icon.

Click each source of evidence that applies to your facility and that you will upload to complete the question/field.

All of the selections you clicked will be visible after you complete the question/field and **Choose File** upload fields will appear for each selection you clicked.

Follow the previous instructions to upload the source(s) of evidence you selected.

9.2.4 Open-ended Text Response

To complete an open-ended text response question/field, click inside the text box and type your response.

Click **Save & close** to save your progress.

9.3 Administrative and Business Practices

Click **Edit** and select the administrative and business practices tab to begin completing the administrative and business practices section of the CQIP.

Complete the text fields by typing a response or select responses from the drop-down menu. Refer to *Section 9.2 Capital Quality Indicators* for more information on the types of fields in the CQIP.

Click **Save & close** to save your progress.

9.4 Goal Setting

Click **Edit** and select the goal setting tab to begin completing the goal setting section of the CQIP.

Click **Add Goals** to add your short-term and long-term goals toward which you plan to work in the upcoming program year.

Select the indicators on which your goals focus from the drop-down menu and type descriptions of the goals and action steps.

Click **Save & close** to save your progress.

After the CQIP completion period, your QF will review these preliminary short-term and long-term goals with you and with your QF's help you will add detail to your goals and action steps. Refer to *Section 10. Goals and Action Steps* for steps to add detail to your goals and action steps.

10. Goals and Action Steps

On the home page, click **Goals and Action Steps** to go to the goals and action steps section.
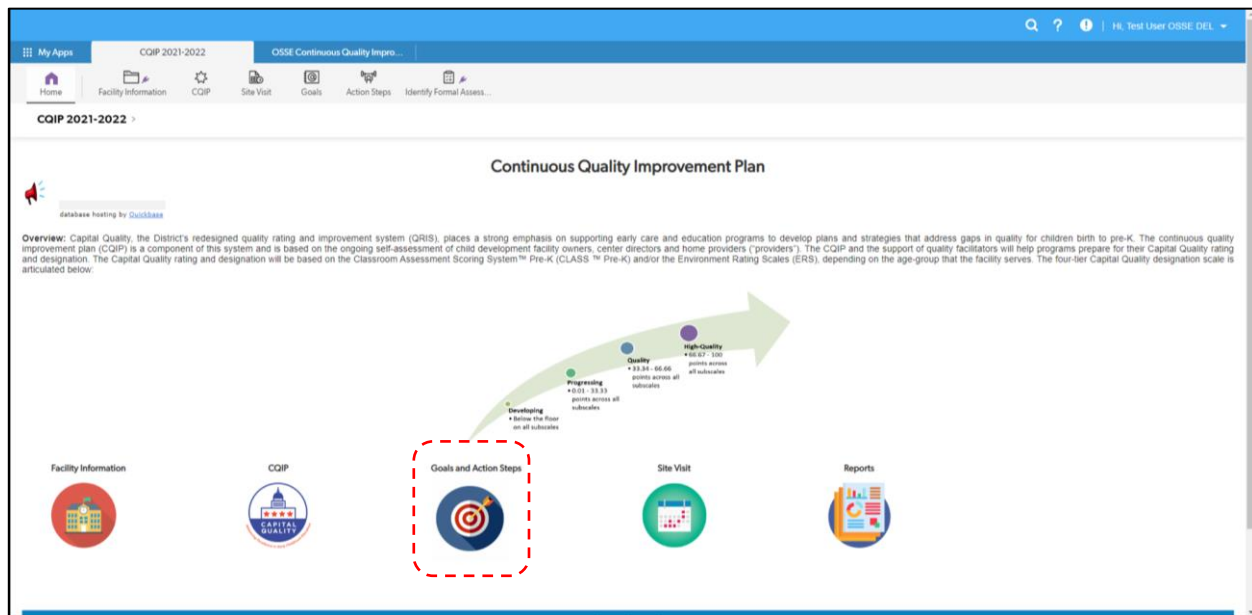
After clicking **Goals and Action Steps**, you will see a list of goals and action steps for your facility. If you have not yet created any goals or action steps, you will see an empty table.

To access a goal or action step, click the eye icon beside the goal or action step to view the goal or action step or click the pencil icon beside the goal or action step to edit the goal or action step.

11. Site Visit

On the home page, click **Site Visit** to go to the site visit section.

After clicking **Site Visit**, you will see a list of site visits for your facility. If your QF has not yet added any site visit records, you will see an empty table.

To access a site visit record, click the eye icon 👁 beside the record to view the site visit or click the pencil icon ✏ beside the record to edit the site visit.

12. Frequently Asked Questions (FAQ)

12.1 Why do I have 60 days to complete the CQIP fields/questionnaire?

The CQIP fields/questionnaire have been updated to include more drop-down and multi-select fields and fewer open-ended response fields to reduce the time needed to complete the CQIP as a self-assessment of your facility. Completing the CQIP fields/questionnaire within the same 60-day period each year will help you monitor your facility's growth in the continuous improvement cycle and it will help you develop goals and action steps for the upcoming program year.

12.2 What should I be uploading to the CQIP?

When noted in the CQIP, upload supporting evidence for your responses. You may also upload observation score reports to the facility information section of the CQIP for your reference.

12.3 What is a good example of supporting evidence?

Supporting evidence for quality indicators may include sections of staff and parent handbooks, lesson plans, program intake applications and program evaluation results. Screen shots of documents, websites, meeting agendas and curricula used may also be uploaded. Please check with your assigned QF for other possible sources of evidence related to each quality indicator.

12.4 Can I upload multiple documents to the same field?

Yes! Use the newly implemented multi-file uploader as described earlier in the user guide in *Section 9.2.3 Upload/Choose File*.

12.5 What if I uploaded an incorrect document in any of my CQIP field/question?

Do not panic. This happens sometimes. You may contact your QF to inform them of the incorrect upload so they can to reach out to administrators at OSSE or you may contact us via email at CapitalQuality@dc.gov.

## 12.6 Why are some comments added to the CQIP timestamped?

Some comments added to the CQIP (e.g., site visit notes) are timestamped so that you can monitor your facility's progress within the year and reference exactly when the information was added. It also helps you identify who added the comments if multiple team members are responsible for contributing site visit notes or goals and action steps.

13. Tips for a Successful CQIP

- Refer to the table on page 4 of this user guide for CQIP completion deadlines.
- Think about your facility's current structure and practices when completing the CQIP. This will help you complete the CQIP fields/questionnaire and identify goals for the year.
- Your QF is here to support you! Reach out with any questions you have.

14. Reporting

Archived CQIP reports from previous years can be viewed by accessing the reports section. To access the archived CQIP reports, click **Reports** on the home page.
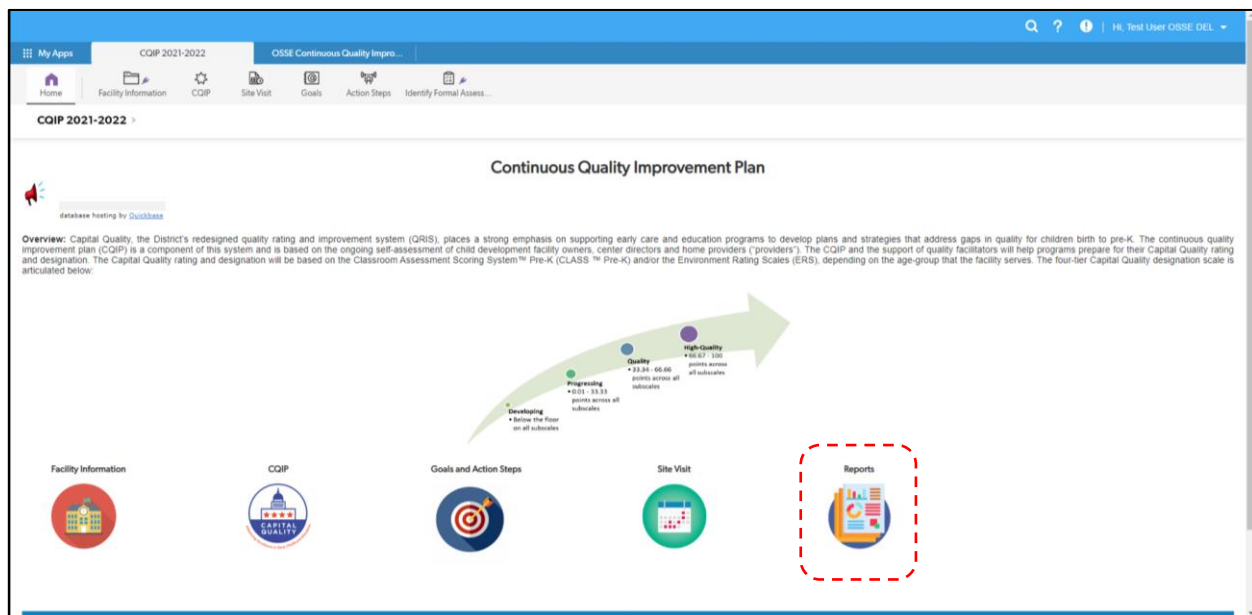
After clicking **Reports** , you will see a page with all program years to which you have access. Click one program year to go to that program year's archived CQIP.
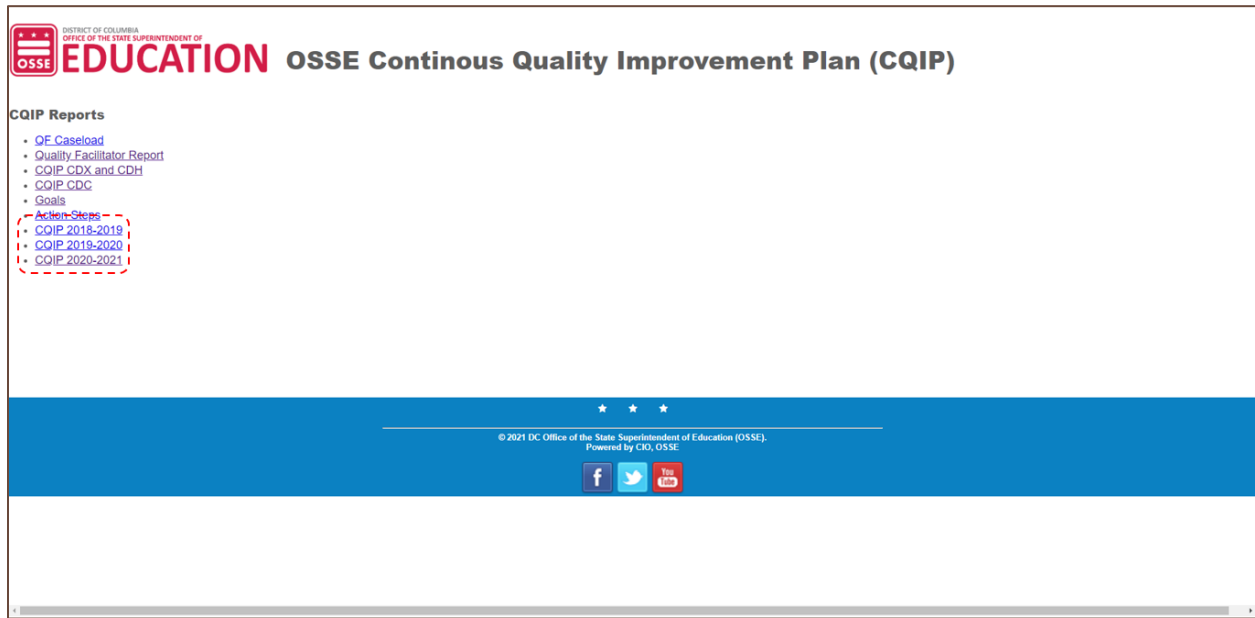
15. Validation

Refer to the Capital Quality validation guide for information on the Capital Quality validation process. Validation takes place in the fall of each program year.