

Chapter 13

Improving Quality of Care

Child Care Services (CCS) Quality Improvement Projects

Providers on Agreement (POA) have access to quality initiatives that help improve the quality of their programs.

1. Texas Rising Star Provider (TRSP) Program – The TRSP program offers the POA the opportunity to participate in a voluntary plan to improve the quality of child care by meeting program criteria that exceeds the Minimum Standard Rules for Child Care Licensing. The TRSP program is offered through the Texas Workforce Commission and is monitored by CCS.

Eligibility:

In order to be eligible to apply for TRSP status a POA must:

- Be in compliance with applicable child care licensing entity such as TDFPS, DSHS or United States Military standards
- Have written documentation that their orientation plan for new staff meets all licensing requirements
- Have written policies available to all parents
- Agree to comply with the TRSP guidelines and demonstrate this compliance on an ongoing basis
- Must not have confirmed licensing violations

CCS will let parents know which providers have been certified as TRSP. CPS requires that certain CPS-referred children be placed only with a TRSP.

Applying

A POA that is interested in being certified as TRSP may ask their CDS for the necessary materials and information. CDS works closely with the POA in the application, self assessment, and formal assessment processes. The CDS also provides ongoing monitoring and technical assistance to POA's who are in the Texas Rising Star Provider process.

Certification

- Four-Star certification is the highest level of certification awarded. With this certification, the POA represents the highest quality in the TRSP system.
- Three-Star certification represents a high quality program that meets many of the quality standards in the TRSP program.

- Current TRSP's may lose their TRSP status if they have more than four reported confirmed licensing violations with TDFPS Licensing Division or other applicable licensing entity within the provider agreement year
2. Training – Child Care Training benefits all providers and caregiver staff to improve the quality of child care.
- An annual training needs survey is distributed to all licensed and registered providers
 - Results of the survey are used by several organizations and CCS, to develop training programs for the year.
 - CCS will provide an annual training calendar

*Additional Training Requirements - The POA must complete an orientation provided by CCS on the procedures in this Provider Manual. This orientation does not count toward TDFPS minimum licensing standards requirements.

3. CCS also has a work room that is available to all providers. The work room is operated by CCS staff who will assist the providers in the use of equipment such as the die cut and laminator.
4. Other Resources:
- 2-1-1 Texas – When you need help and don't know who to contact, call 2-1-1 a free and confidential referral service. Whether you need help finding food, housing, utility bills, child care, crisis counseling, immunizations, substance abuse treatment, employment, immigration, or legal aid you can call 2-1-1.
 - For additional information, you may contact :
 - 2-1-1 Texas I&R Network
 - P.O. Box 13247, MC-2077
 - Austin, TX 78711
 - 512-206-4787
 - You can access the 2-1-1 website at: www.hhsc.state.tx.us/tirn/tirhome.htm

Additional links at this website will also connect you to:

- A reference guide that contains basic information on over 200 programs provided by Texas state agencies
- Information on health and human services throughout the state
- A quick resource guide for community based health workers

- Child Care Licensing – To find information on child care providers that are licensed, registered, or listed with the State of Texas, go to: www.txchildcaresearch.org or call 1-800-862-5252
- Reporting Child Abuse and/or Neglect – To report suspected child abuse and/or neglect: Call 1-800-252-5400 or you can report online at www.txabusehotline.org
- Child Care Rules – Child Care and Development Rules may be accessed at: <http://www.twc.state.tx.us/twcinfo/rules/ch809.doc>
- National Association for the Education of Young Children: Call 1-800-414-2400 or visit www.naeyc.org
- National Early Childhood Program Accreditation: www.necpa.net
- National Association of Family Child Care: www.nafcc.org
- National School-Age Care Association: www.nsaca.com

RULES THAT APPLY

The following rules apply to information in Chapter 13:

[§809.16](#)—Quality Improvement Activities