Introduction to Spark: Oregon’s Quality Rating and Improvement System

**Lecture: Commitment to Quality: Documents and Process**

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| TRAINER INFORMATION |
| **Objective:**5.0 Participants will understand the documents and process for participating in Spark as a Commitment to Quality (C2Q) program. **Activities:**5.1 Discussion on the C2Q process5.2 Review of participation documents5.3 Discussion of Welcome Kit 5.4 Discussion on the next steps after receiving the Welcome Kit**Materials:**  PowerPoint slides  Handouts of Application, MOU and Self-Assessment (one per program) Example Welcome Kit **Amount of Time:** 15 minutes   |

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| **ACTIVITY 5.1:** Discussion on the C2Q process |

Slide #20

1. Introduction
2. During this session, we will be talking about the documents and process of the C2Q Phase.

Slide #21

1. C2Q Process

1. In order to start the C2Q process you will need to mail a completed Spark Application and a signed Memorandum of Understanding (MOU) to TRI.
2. You will also need to pass the C2Q compliance requirements.
3. After application items are reviewed and determined to be complete, programs will receive their C2Q designation and a Welcome Kit.

Slide #22

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| **ACTIVITY 5.2:** Review of participation documents |

III. Program Application

A. Hand out a copy of the Application if you have not already done so.

B. The purpose of the Program Application is to collect information about the program including contact information, the type of program, other general program information, information related to requirements for participating in Spark, and if the program meets C2Q requirements. The application serves as the “gateway” to the Spark process. A program must meet the minimum requirements described within the Application to be eligible to achieve a C2Q designation.

C. If there is time at the end of the training you can help the programs complete the Application.

Slide #23

IV. Memorandum of Understanding (MOU)

A. Hand out a copy of the MOU if you have not already done so.

B. The MOU contains information that programs agree to adhere to to participate in Spark.

 C. If there is time at the end of the training you can have the programs read through and sign the MOU.

Slide #24

V. Self-Assessment

A. Hand out a copy of the Self-Assessment if you have not already done so.

B. The purpose and the format for the Self-Assessment

1. Part of the Spark process is to complete the Self-Assessment. This is a simplified way for programs to get an idea of how their program aligns with the Spark standards and how ready they may be to proceed in the process.

2. There are two versions of the Self-Assessment – a Center version and a Family version.

3. The Self-Assessment is taken directly from the Portfolio. If you are somewhat accurate in your assessment, you will have a good idea of your program’s readiness to proceed and what star level is attainable.

4. It is not intended to be an exact assessment. The person completing it should give their best guess or choose “partial” if they are not sure how to rate an item.

5. Programs will not be judged on where they assess themselves. The process of doing the reflection is all that is required.

6. Let the participants know that you (QIS) will be available to give them additional information on how to fill out the Self-Assessment when they are ready for this step.

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| **ACTIVITY 5.3:** Discussion of Welcome Kit contents |

Slide #25

VI. Welcome Kit

A. After a program submits their completed Application and signed Memorandum of Understanding, and they pass the compliance check, they will receive their C2Q Welcome Kit.

B. Using the Example Welcome Kit quickly show them the contents.

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| **ACTIVITY 5.4:** Discussion on the next steps after receiving the Welcome Kit |

Slide #26

VII. Determine Your Next Steps

A. After a program completes the initial activities and they receive their Commitment to Quality designation and their Welcome Kit, they are ready to proceed on to the next part of the process.

B. Each program gets to choose how they want to go through the process.

C. There is not one right or wrong way.

D. Programs may want to go directly to obtaining a rating or may want to spend some time making improvements and get support before they get rated.

VIII. Ask participants if they have any questions about the content covered in this section.