Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the **Child Care Financial Assistance** Division! Go to our job board to apply: job board

The Continuous Quality Improvement Analyst job at a glance

General Summary

General Summary:
Under general supervision of the Continuous Quality Improvement (CQI) Manager, the CQI Analyst will be assigned an area of focus in their respective division to perform program monitoring and data analytics to ensure compliance and the effective implementation of services in compliance with CCRC policy as well the applicable standards and regulations governing the service area focus, including but not limited to one of the following:

Early Care and Learning (ECL) - CACFP federal regulations, Head Start Act, Head Start Program Performance Standards (HSPPS), Caring for our Children Basics, California State Preschool Program (CSPP), Early Learning Outcomes Framework (ELOF), and other applicable federal, state, and local regulations, including licensing.

Child Care Financial Assistance (CCFA) - Los Angeles County Department of Public Social Services (DPSS) Stage 1 Contract, California Department of Education (CDE) and California Department of Social Services (CDSS) Title V Contracts including Stage 2, Stage 3, and Alternative Payment, Department of Children and Family Services and the Emergency Bridge Program, agency policy, legislative issues as they may affect program funding and implementation, and other applicable federal, state, and local regulations, including licensing.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
    - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
    - There are a variety of medical and dental plans offered.
    - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
    - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture**: Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, the CQI Analyst will perform the following responsibilities within the assigned area of focus using CQI processes and principles ensuring access, outcomes, and participation across the division. The CQI Analyst travels to other CCRC and community locations throughout Los Angeles and San Bernardino Counties to conduct continuous quality improvement and program monitoring functions; to receive, review, and audit documentation; meet with division management; foster in-person collaborative business relationships; participate in external and internal trainings across the organization and facilitate CCRC participation with

community organizations. The CQI Analyst is a Subject Matter Expert in the assigned area of focus to ensure that program outcomes meet the required performance standards and adhere to the applicable policies and regulations to perform the following:

Data Analytics and Continuous Quality Improvement (55%)

- Analyze, aggregate, and interpret data collected during monitoring and identify trends using a variety of statistical techniques, prepare and submit timely and accurate reports for utilization by the division's management to drive program quality, and child/family outcomes.
- Prepare a variety of technical, statistical, and narrative reports, correspondence, and other written materials.
- Partner with the division's management team(s) to:
    - Review findings and validate data gathered. Communicate identified program strengths, and recommendations for improvement to ensure continuous quality improvement. Assist in implementing changes resulting from data collection and analysis.
    - Investigate reasons for concerns identified during the quarterly monitoring. Explore solutions/action steps to prevent recurrence and improve service quality and program impact.
    - Develop corrective action plans (CAPs), track the progress towards completion to ensure return to full compliance within expected timeframe.
    - Create, review, and update policies and prepare for external audits, as required.
    - Produce necessary data that is used to drive ongoing planning and decision-making
- Follow-up with the departments and subcontractors (e.g. Co-Recipient) to ensure that timely and appropriate action on all areas of concern/deficiencies identified.
- As needed, provide training to program staff on the use of data, ensuring the accuracy of data, reporting, and analyzing data to make effective decisions.
- Assist in developing, facilitating and conducting training and professional development opportunities for staff.
- Ensure division management and staff remain current with funder regulations, federal, state, and local regulations. communicate changes, facilitate action plans to prepare for change, and ensure timely implementation of required changes to internal policies and procedures.

Program Monitoring (35%)

- Research, implement, monitor, and analyze program compliance with CCRC policy as well the applicable standards and regulations governing the service area focus.
- Monitor departments and/or subcontractors (e.g. Co-Recipient), as assigned, to ensure effective implementation of division's programs, CCRC policy, as well the applicable standards and regulations governing the service area focus.
- Monitor program outcomes in accordance with SOP for area of focus, such as quarterly monitoring, goals documented three times a year, meet the standards required of the program area.
- Ensure the tiered ongoing monitoring system/procedure is implemented for all levels, departments, and subcontractors.
- Compile and gather program related data that includes internal ongoing monitoring results for reporting child, family, and or provider data, management systems, program goals and objectives.
- Monitor area of focus' program requirements and ensure continued satisfactory performance of program requirements
- Monitor the customer/client/provider experience including collecting feedback from families, providers, and subcontractors across all touchpoints of the client lifecycle. Track metrics directly related to client experience and business goals. Identify root causes of client pain points and recommend client-centric solutions.
- Support other ongoing compliance monitoring activities including the coordination of the annual self-assessment, compliance audits, risk assessments and data request that ensure continuous quality improvement. As needed, support development of ongoing monitoring tools to be used by the program to ensure up-to-date regulations are applied effectively.
- Responsible for using data to analyze program performance and the effective implementation of management systems to ensure high quality services are being provided.
- Maintain a system of confidentiality for data, records, and information of children, families, providers, and subcontractors

Program Monitoring tasks assigned specified to the area of focus:

Early Care and Learning

Nutrition Services

- Monitor key areas for the Recipient, including Family Child Care (FCC) option and Co-Recipient related to the selected child nutrition program, CACFP and HSPPS regulations: Delivery and quality control requirements, sanitation and food safety, accurate tracking and reporting of meal counts, enrollment verification, USDA meal components and times, age-appropriate feeding requirements, special meal accommodations and substitutions, civil rights, site visit requirements, and all CACFP expenses.
- Monitor safety practices including maintaining healthy and safe food production and delivery.

Health Services

- Monitor the effectiveness and tracking of child health status and care related information: ongoing sources of health care, preventive care and follow-up, effective oral health practices, nutrition services and nutrition education for families, services to pregnant women, support for parents, completion of required staff safety training and safety practices.
- Lead the coordination and scheduling of on-site CQI team monitoring visits at all Recipient and Co-Recipient, as assigned, EHS socialization locations and HS/EHS Center-based sites to ensure that licensed facilities meet health and safety requirements and are compliant with all applicable regulations.

ERSEA – Enrollment, Recruitment, Selection. Eligibility and Attendance

- Monitor eligible children and families are receiving services and program waitlist: review eligibility determinations records/files and supporting documentation, monitor process for filling of vacancies and managing over-income applicants, ensure the program remains fully enrolled and that 10% of the Recipient and Co-Recipient total funded enrollment is filled by children eligible for services under the Individuals with Disabilities Education Act (IDEA).
- Ensure Recipients and Co-Recipients effectively track individual child attendance and analyze attendance data monthly to make corrections and inform its continuous quality improvement efforts.

Program Governance & Family Engagement

- Monitor the implementation of the parenting curriculum requirement, parent engagement in child development services, transitions and support for children with disabilities.
- Monitor the Governing Body, Policy Council, Policy Committees, and Parent Committee requirements are met as outlined in the Head Start Program Performance Standards (HSPPS) and all applicable regulations.

Education and Child Development

- Monitor the delivery and tracking of parent and family engagement in education, services to pregnant women, practices that support successful transitions in Early Head Start (EHS) and HS, effective teaching practices, behavioral health and social emotional well-being, services for children.
- Monitor the CCRC California State Preschool (CSPP) program requirements, which includes Desired Results Profile and Data (DRDP), Site Licensure, Staff Development Program, staff qualifications, staff child ratios, Environmental Rating Scale (ECERS) to assure that areas that are satisfactory continue to meet applicable standards.
- Monitor the follow up for children with an identified developmental concern, services to children with disabilities, curriculum implementation, curriculum fidelity, child screenings and assessments, and individualization for all children including dual language learners and children with disabilities.
- Monitor safety practices including care and supervision in addition to maintaining healthy and safe indoor and outdoor learning environments

Child Care Financial Assistance

- Monitor the application of program requirements for the Emergency Bridge Program including Department of Children and Family Services requirements, the DPSS Stage 1 Contract and CDE/CDSS Title V Contracts including Stage 2, Stage 3, and Alternative Payment.

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- Monitor the delivery, quality, and tracking of the provider experience including engagement and eligibility ensuring providers eligibility, enrollment, and documentation related to CCFA programs ensuring compliance with county and state guidelines and meet the division's goals for customer service.

Case Management, Enrollments, Authorizations, and or Emergency Bridge Program

- Monitor the delivery and tracking of family and provider engagement for all program options to ensure eligible families are receiving subsidized child care services timely.

Provider Payments and Provider Liaison

- Monitor the process of child care provider payments on behalf of parents participating in subsidized child care programs ensuring compliance with county and state guidelines.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Represent CCRC in meetings with representatives of other community agencies organizations, businesses, professional and community groups, vendors and the public
- Participate in service area meetings to support with ongoing planning of program services, includes participation in workgroups and committees.
- Participate in community councils and committees as available.
- Participate in the completion of the annual community assessment.
- Perform other tasks from time to time assigned by the supervisor.

Job Specifications

Minimum Requirements

- **Education***: Bachelor's Degree required relevant to the position concentration:*
  - Bachelor's degree in Early Childhood Education or a related field.
  - **Nutrition/ Health** - Bachelor's Degree in Nutrition, Health Education or a related field.
  - **CCFA -** Bachelor's degree Family Studies, Social Work, Child Development, Public Administration, Business Administration or related field.

- **Experience***: five years of professional experience relevant to the position concentration that supports the incumbent in successful demonstration of the essential job functions:*
  - **ERSEA/EHS CCP/ Program Governance & Family Engagement/ Education and Child Development -** experience in Early Childhood Education, Head Start, program monitoring, mentoring or coaching, data integration/analysis, adult training, large and small group facilitation, supervision, leadership, customer service, or related experience.
  - **Nutrition/ Health -** experience in CACFP in Early Childhood Education, Head Start, program monitoring/quality assurance, data integration/analysis, adult training, large and small group facilitation, supervision, leadership and coaching, customer service, or related experience.
  - **CCFA -** experience in a public agency, case management, social services, or early childhood program, program monitoring/quality assurance, data integration/analysis, adult training, large and small group facilitation, supervision, leadership, customer service, or related experience.

- **Professional/Technical Certifications:**
  - **ECL ONLY** - Obtain or hold, and maintain a CPR, First Aid Certification, Hearing and Vision certification if needed within six months from the date of hire and Mandated Child Abuse certificate within 30 days of hire.
- **Technical Requirements:**
  - Intermediate proficiency level using Microsoft Excel, Word, PowerPoint, Outlook and video conferencing tools including Zoom and Microsoft Teams.
  - Experience using data software (i.e., Tableau).

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- **Behavioral:**
    - Excellent oral and written communication skills.
    - Ability to read and interpret governmental regulations and forms.
    - Ability to integrate technology into the everyday work flow is necessary.
    - Ability to implement new technologies.
    - Ability to define problems, collect data, establish facts and draw valid conclusions.
    - Exhibit high level of professionalism with the ability to handle confidential information, use good judgment, plan and handle complex projects and maintain a flexible attitude.
    - Highly proficient in subject areas of: problem solving, organizational, group dynamics, and emotional intelligence.
    - Ability to work independently with minimal and supervision guidance.
    - Possess excellent customer service and communication skills with a client-centered focus.
    - Ability to build rapport with others and work with diverse groups
    - Takes initiative, work wells with others as a collaborative team member and exhibits good communication skills.
    - Ability to work effectively and collaboratively with other departments, agencies and individuals.
    - Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, families, and the community to work as part of a team and collaborate with colleagues.
    - Ability to develop an environment that is free of disruptive influences.
    - Adheres to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
    - Adheres technological security in accordance with Agency policy and legal requirements.
- **Travel**: This position requires 25% of travel. Travel will consist of travel between San Fernando and Antelope Valley locations, attending meetings, trainings, CCRC sponsored events and conferences. Some overnight travel may be required. Some travel/business related driving required; Staff members driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and DMV clearance required.
- **Work Schedule**: Full time occasionally may work a non-traditional schedule including early mornings, late evenings and weekends.
- **Work environment**: Hybrid
- **Background check required:** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
    - **Live Scan Clearance / DOJ Fingerprinting**: For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
    - **Health Clearance**: For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
    - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
    - **Child Development Permit**: For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
    - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
    - **Federal Debarment Checks**: For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)

Preferred

All minimum **requirements above met, plus:**

- **Education:** Master's degree relevant to the position concentration
- **Professional/Technical Certifications**: Holding certifications relevant to the position concentration:

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- Quality Process Analyst Certification (CQPA) from the American Society for Quality or similar certification.
- **ERSEA/EHS CCP/ Program Governance & Family Engagement/ Education and Child Development -** Holds current Certified Pre-K CLASS Observer, HOVRS, ECERS, ITERS, FCCERS certificates, and Family Development Credential (FDC)
- **Nutrition -** Holds credential Registered Dietitian, Food Handler certification.
- **Health –** Holds Playground Safety Inspector Certification

- **Bilingual**:
  - Ability to converse, write, and translate in English and Armenian / Spanish

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	**Hours Per Day**				
	NA	**0-2**	**3-4**	**5-6**	**7-8**
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☒	☐	☐	☐	☐
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☒	☐	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☒	☐	☐	☐
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☒	☐	☐	☐	☐
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. **Lifting up to 30lb** objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. **Lifting 30lb – 50lb** objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. **Lifting 50lb+** objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☒	☐	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☒	☐	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐

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Physical Activity					
Activity List the number of hours spent performing the activity.	**Hours Per Day**				
	NA	**0-2**	**3-4**	**5-6**	**7-8**
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☒	☐	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☐	☒	☐	☐

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations
If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.