



Frequently Asked Questions

What is Quality Start San Bernardino County (QSSB)? QSSB is a quality rating and improvement system that supports and increases quality early learning experiences by defining standards of quality, using these standards to rate programs, connecting educators to growth opportunities, and increasing access to quality programs for children 0-5.

Who runs QSSB? Quality Start San Bernardino is a collaboration of partners invested in the early learning community and the children of San Bernardino County. It is led by First 5 San Bernardino, San Bernardino County Superintendent of Schools, California State University San Bernardino, and Child Care Resource Center.

Why should I participate? QSSB is a program that recognizes your commitment to creating the best early learning experiences possible. QSSB partners are dedicated to creating opportunities and supporting your efforts to increase the level of quality in your child care center or family child care home.

If you are selected to participate in QSSB:

- You will receive professional quality improvement support in the form of one-on-one coaching.
- You will have access to professional development opportunities.
- You will be part of a large collaborative effort with opportunities to network, build relationships, and share best practices with likeminded providers.
- You will be eligible for incentives to help improve your environment and overall quality of your program.

What does it mean for my program to be rated? As a selected site you will go a three step rating process that involves the completion of a site portfolio, for which a QSSB coach will help compile the necessary documentation, two assessments and a site visit. Your program is measured against established standards in the following areas: child development and school readiness, teachers and teaching, and program and environment. The rating you receive helps determine the most effective quality improvement supports for your site.

Learn More, Get Involved

To learn more or get involved, please contact us at info@qualitystartsb.org. We look forward to hearing from you!



Frequently Asked Questions (continued)

When will I be rated? Following your acceptance into the program and submission of a completed contract, QSSB staff will begin to schedule the visits necessary to accomplish the three step process listed above.

How often am I rated? Ratings happen once every two years.

Is my rating public? Your rating will be published and available for public viewing on the QSSB website accompanied by a report of explanation. The publication of the rating benefits your center or family child care by showcasing your commitment to professional development and the overall quality of your program.

What are the qualifications of the assessors? The assessors who will visit your site have completed a vigorous and thorough training to be named Reliable Raters.

What does it mean to have a coach? Coaches provide instructional support and mentorship. Together you will create an individualized Quality Improvement Plan to enhance the overall quality of care and education at your site.

What are the qualifications of the coaches? QSSB coaches are highly knowledgeable and have combined educational and work experience backgrounds in child development, early childhood education, and infant and toddler development.

What is the length of my commitment to this program? If accepted into the program, each participant is under contract for one year with the option to extend for as long as funding is available.

Are there any financial incentives available? Yes, financial incentives are discretionary and based on the type of program, milestones reached, and individual ratings.

When is the money disbursed? Money disbursement is dependent upon final rating and quality improvement milestones attained.

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Are there any other tangible incentives? QSSB provides resources and information including a customized plan to guide quality improvement efforts, support in the form of coaching, and other professional development and training opportunities tailored to meet your needs.

Will this help me enroll more children? By participating in the QSSB program, you are demonstrating your commitment to increasing your quality. This is something you can share with parents who have shown interest in your program.

Do parents have to consent for me to enroll? No, this is a business decision made by you.

Do I have to tell them I'm participating? It would be beneficial to inform parents of your participation. QSSB is a proactive choice to strengthen the quality of your program for their child/children. You will be provided with a letter informing your parents on what it means to be a Quality Start participant and encouraging their support.

Do you provide marketing assistance? Yes! We want you to be a proud participant of QSSB. You will receive the necessary tools to announce your participation in the program. The Provider Toolkit includes prewritten social media posts and a press release, information for your parents, and promotional items.

I'm interested, what do I do next? Please contact QSSB staff at San Bernardino County Superintendent of Schools by emailing either Traci.Brody@sbcss.net or Veronica.Valente@sbccs.net

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