

Review of Head Start Quality Assurance Report





**Quality Assurance Report
May 2024**

Conducted (*Project is either still in progress OR has ended, but report has not yet been officially submitted to providers*):

- Governance Review
- Wellness Review
- ERSEA Eligibility Review #1

Completed (*Project ended and report was officially submitted to providers*):

- Family & Community Support Review
- Safe Environments Review #2 – Medication Administration
- Safe Environments Review #2 – Facilities
- Safe Environments Review #2 – Classroom Safety
- Safe Environments Review #2 – Outdoors

Family & Community Support Review:	
Area of Non-Compliance	<p>There was one area of non-compliance noted during this review:</p> <ul style="list-style-type: none"> • There was no documented evidence that follow-up contact was conducted based on the goal timelines and parent input.
Areas of Concern	<p>There were several areas of concern noted:</p> <ul style="list-style-type: none"> • If a need was identified, follow-up documentation was not being conducted monthly until the need was met. • Parents/Guardians were not provided the opportunity to develop family goals according to the ChildPlus Benchmark Due Date Guide. • If a goal had been set and signed by the parent/guardian, the Goal Setting form was not scanned into ChildPlus.

	<ul style="list-style-type: none"> • The Family Support Worker (FSW) was not able to show that documentation of Parent Engagement, including Parent Connection Committee (PCC) meetings agendas and sign-in sheets) were maintained. • The Parent Handbook box was not checked on the Family Meeting Home Visit Form indicating the Family Partnership Agreement was acknowledged.
Follow-Up Activities:	
<p>The City of San Antonio (CoSA) Quality Assurance (QA) Team will work with the CoSA Family Support Team to ensure that these findings are addressed and corrected. The CoSA Family and Community Support (FCS) Coordinator has submitted a corrective action plan (CAP) which reflects the following:</p> <ul style="list-style-type: none"> • FSW's will be provided additional small group training over the Summer on the issues noted. • FCS Supervisors will meet with their individual teams to review the FCS Data Entry Guides. • Additional review of FCS reports and monthly monitoring will be provided by the FCS Team. <p>The Cosa Quality Assurance and Content Teams are available if additional training and/or technical assistance is needed.</p>	
Safe Environments Review #2 – Medication Administration:	
Area of Non-Compliance	No areas of non-compliance noted.
Areas of Concern	<p>There was one (1) area of concern noted:</p> <ul style="list-style-type: none"> • There was an uncovered outlet in the Nurse's clinic. Corrected on-site.
Follow-Up Activities:	
<p>The concern has been addressed and was corrected on-site. The CoSA and/or Content Teams are available if additional training and/or technical assistance is needed.</p>	
Safe Environments Review #2 – Facilities:	
Area of Non-Compliance	<p>There was one (1) area of non-compliance noted during this review:</p> <ul style="list-style-type: none"> • Carbon monoxide detector inspection logs were not accessible and/or provided during the review.
Areas of Concern	There were several concerns noted:

	<ul style="list-style-type: none"> • Hallway boy's restroom in 300 wing – had three unflushed toilets. Corrected on-site. • Expired burn cream was observed in a First-Aid kit. • First-Aid Kit checks were not conducted on a monthly basis.
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Follow-Up Activities:

The CoSA QA Team is working with the District Staff to ensure that these issues are addressed and corrected. A Corrective Action Plan (CAP) was issued for the area of non-compliance. The QA Team will work with District Staff on a process which will address any future re-occurrences. District Staff is currently addressing these corrections and submitting work orders as needed. The CoSA and/or Content Teams are available if additional training and/or technical assistance is needed.

Safe Environments Review #2 – Classroom Safety:

Area of Non-Compliance	No areas of non-compliance noted.
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Areas of Concern	<p>Several areas of concern were noted during this review:</p> <ul style="list-style-type: none"> • Stained ceiling tiles were observed. • Toothbrushes were splayed and worn. • Handwashing sink laminate was damaged and had a dirty border. • AC vents had visible debris and dust throughout the units. • Daily Safety Checklist had not been completed (Corrected on-site). • Visual Check had not been conducted.
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Follow-Up Activities:

The CoSA QA Team is currently working with District Staff to ensure that work orders are submitted for the noted repairs. The QA Team will be conducting follow-up in ChildPlus, as well as on-site, to confirm that repairs have been completed. The CoSA and/or Content Teams are available if additional training and/or technical assistance is needed.

Safe Environments Review #2 – Outdoors

Area of Non-Compliance	No areas of non-compliance noted.
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Areas of Concern	<p>Several areas of concern were noted during this review:</p> <ul style="list-style-type: none"> • Chipped peeling paint on playground structures accessible to children. • Torn rubber surfacing on playground which posed a tripping hazard.
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	<ul style="list-style-type: none">• Loose or missing drainage covers.• High grass and weeds on playground.
Follow-Up Activities:	
<p>The CoSA QA Team is currently working with the District Staff to ensure the required work orders are submitted and all repairs are completed in a timely manner. The CoSA and/or Content Teams are available if additional training and/or technical assistance is needed.</p>	

For more detailed information:
Cassandra.Bentley@sanantonio.gov