

Review of Head Start Program Monitoring





City of San Antonio Head Start Program Monitoring Report – April 2023

The City of San Antonio Head Start Program has developed a comprehensive and thorough approach to monitoring our programs for areas of non-compliance and concerns. Once identified, a timeline is developed, training and technical assistance is given, and corrective action plans are implemented to correct systemic issues so that areas of weaknesses are strengthened. Follow-up monitoring events are conducted to ensure that the program has been successful in implementing corrections.

The following is a summary of findings during the time period indicated above:

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

HR Review

Safe Environments Review #2 (25%) – Classroom Safety

Safe Environments Review #2 (25%) – Medication Administration

Safe Environments Review #2 (25%) - Facilities

Safe Environments Review #2 (25%) – Outdoors/Gym

Metro Health Review – Dental Health

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

45-Day Health Screenings

ERSEA Attendance

Family & Community Support

Areas of Non-Compliance (*Systemic or substantial issue or concern in meeting performance standards or policies*):

45-Day Health Screenings:

Area of non-compliance noted for this review:

- Files reviewed did not have documented evidence in ChildPlus that follow-ups occurred at least once a month until the concern was resolved.

ERSEA Attendance Review:

Areas of non-compliance noted during this review:

- Files reviewed did not have documented evidence in ChildPlus that an attempt was made to contact the parent/guardian for any unexpected absence to ensure the child's safety.
- Files reviewed did not include documented efforts to re-engage the family when chronic absenteeism persisted.
- Files reviewed did not include records of daily attendance and absences.

Family & Community Support:

Area of non-compliance noted for this review:

- Files reviewed did not reflect parent/guardians were provided an opportunity to develop family goals.

Areas of Concern (*Individual incident(s) that fail to meet performance standard or policy*):**45-Day Health Screenings:**

Concerns noted for this review:

- Files did not have an evidence-based hearing screening obtained or performed within 45 calendar days after the child first attended the program of each school year.
- Files did not have an evidence-based vision screening obtained or performed within 45 calendar days after the child first attended the program of each school year.
- Files did not have an evidence-based hearing screening.
- Files did not have Education Service Provider follow-up action documented in ChildPlus.
- Files did not have an evidence-based vision screening documented according to the ChildPlus Data Entry Guide.
- Files did not have an evidence-based vision screening.
- If an abnormal vision screening result was noted, follow-up was not documented in ChildPlus at least once a month until the concern was resolved.

ERSEA Attendance Review:

Concerns noted for this review:

- Files reviewed did not have documented evidence in ChildPlus reflecting that a home visit or other direct contact with child's parent/guardian had been made if the child had been absent for two unexplained consecutive days and/or had multiple unexplained absences.
- Files reviewed did not include records of daily attendance and absences.
- When contact with the family (telephone or a home visit) was not successful, contact by other means, such as email, text messaging, postal mail or other methods had not been made and/or was not documented in ChildPlus until the child resumed attendance.

Family & Community Support:

Concerns noted for this review:

- Files reviewed did not have evidence that follow-up was conducted with families based on goal timelines.
- Files reviewed did not have goal-setting follow-up dates recorded in the goal event section according to the ChildPlus Data Entry Guide.
- Files reviewed did not utilize a Family Assessment Tool to identify family's strengths, needs, and interests.
- Files reviewed did not have a Needs Referral scanned and attached in ChildPlus.
- Files reviewed did not have Family Assessment data entered in ChildPlus by the ChildPlus Data Entry Guide due date.
- Files reviewed did not have a scanned Goal Setting form.
- Files reviewed did not have documented follow-up once each month until progress was marked complete.
- Files reviewed did not have Needs Referral documentation (Community Resource Form) scanned and attached into ChildPlus.

For more detailed information:

Pedro.Ramirez@sanantonio.gov or Cassandra.Bentley@sanantonio.gov