

Review of Head Start Quality Assurance Report





City of San Antonio Head Start Program Quality Assurance Report – June 2023

The City of San Antonio Head Start Program has developed a comprehensive and thorough approach to monitoring our programs for non-compliances and areas of concern. 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:

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

HR Review

Governance Review

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

Metro Health Review

Wellness Support Review

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

Wellness Support Review:

There was one area of non-compliance noted during this review:

- Request for Assistance (RFA) Family Wellness Event notes did not include documentation that staff had verified that contact information was current in ChildPlus.

Areas of Concern (*Individual incident(s) that fail to meet performance standard or policy*):

Metro Health Review:

There were several concerns noted during this review:

- There was no evidence that a current dental exam was obtained within 90 calendar days of the child's enrollment for the current program year.
- There was no evidence of a signed Metro Health District General Consent and Disclosure Form.
- If the child's dental status was a Class 1, 2, or 3R, there was no documentation in ChildPlus once a month to ensure that treatment had been provided or was in progress.
- If the child's dental status was a Class 1, 2, or 3R, there was not a Parent Acknowledgement of Referral Form given to the parent within 15 school days.

Wellness Support Review:

There were several concerns noted during this review:

- The RFA Family Wellness Event notes did not indicate the family's primary language.
- The RFA Family Wellness Event notes did not include documentation that it had been explained to the parent/guardian that a member of the Wellness Team would be contacting them.
- The Progress dropdown for the RFA Family Wellness event was not changed to "Completed" by a member of the Family Wellness Team within 10 business days of creation of the event.
- Attempts, consultations, and actions were not documented in the RFA Family Wellness Event within 10 business days of the RFA Event initial date.

For more detailed information:

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