

Review of Head Start Quality Assurance Report





Quality Assurance Report August 2023

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

- Governance Review
- Health & Safety Screening – Classroom Safety
- Health & Safety Screening – Facilities
- Health & Safety Screening – Outdoors
- Health & Safety Screening – Medication Administration

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

- Human Resources Review
- ERSEA Eligibility Review

Human Resources Review:	
Areas of Non-Compliance	Two (2) Areas of Non-Compliance were noted: <ul style="list-style-type: none"> • No information was provided to City of San Antonio Quality Assurance (CoSA QA) Team by the ISD for the Staff Files requested (59 Staff Files). The CoSA QA Team has requested that a Corrective Action Plan (CAP) be submitted to address how processes, procedures, or actions would be revised and/or updated. • Files monitored could not demonstrate the following required information during the review: <ul style="list-style-type: none"> ○ Sudden Infant Death Syndrome Training ○ New Staff Orientation ○ Head Trauma Training ○ Updated Five-Year Background Checks for Head Start Staff
Areas in Need of Improvement	There were several Areas of Concerns noted: <ul style="list-style-type: none"> • Several files were missing dates/documents for Tuberculosis

	Screening, Physical Exam, and Standards of Conducts.
Follow-up Activities:	
The CoSA QA Team will work with the ISDs to ensure that a CAP is created and submitted within the established deadlines. The CoSA QA Team will also review the CAPs submitted by the ISD's to ensure that there is an established process to access and track the information requested during this review. The CoSA QA and/or Content Teams are available if assistance is needed.	
ERSEA Eligibility Review:	
Areas of Non-Compliance	<p>One (1) Area of Non-Compliance was noted:</p> <ul style="list-style-type: none"> • Nine (9) files from the total 32 files (28%) reviewed, did not have one or more of the following- <ul style="list-style-type: none"> ▪ A signed Eligibility Verification Record (EVR) form scanned into ChildPlus. ▪ An EVR form which was completed correctly. ▪ The correct eligibility determination based on the specified documents noted.
Areas in Need of Improvement	<p>There were several Areas of Concerns noted:</p> <ul style="list-style-type: none"> • The Selection Criteria Point System was not completed correctly in ChildPlus. • Eligibility was not determined correctly or had incorrect dates.
Follow-up Activities	
The CoSA QA Team will review the CAP response submitted to ensure that the non-compliance is addressed. Corrections in ChildPlus will also be reviewed and training and/or technical assistance will be provided as requested.	

For more detailed information:

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