

# ***Review of Head Start Program Monitoring***





## City of San Antonio Head Start Program Monitoring Report – January 2022

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:

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

ERSEA Eligibility Review #5 (SAISD)  
 ERSEA Eligibility Review #6 (SAISD)  
 90-Day Health Concerns Review #1 (EISD)  
 Safe Environments Review #1 (100%) – Classroom Safety  
 Safe Environments Review #1 (100%) – Outdoor/Gym  
 Safe Environments Review #1 (100%) – Medication Administration  
 Safe Environments Review #1 (100%) – Facilities  
 Safe Environments Coordinator Interview

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

45-Day Education Screenings Review #1  
 45-Day Health Screenings Review #1  
 ERSEA Attendance Review #1  
 Wellness Support Coordinator Interview Review #1  
 Family & Community Support #1  
 ERSEA Eligibility Review #8 (EISD)

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

There were no areas of non-compliance noted during this reporting period.

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

**45-Day Education Screenings Review #1:**

There were several concerns noted during the 45-Day Education Screening review:

- There was no evidence that the ASQ-3 was completed within 45 calendar days of when the child first attended the program.
- There was no evidence that the ASQ:SE-2 was completed within 45 calendar days of when the child first attended the program.

- Information entered in the ChildPlus module did not match the information on the ASQ-3 Information Summary page.
- The ASQ-3 tool was not properly completed.
- The ASQ:SE-2 tool was not properly completed.
- Information entered in the ChildPlus module did not match the information on the ASQ-SE-2 Information Summary page.
- The correct ASQ-3 event date was not entered into ChildPlus.
- The correct ASQ:SE-2 event date was not entered into ChildPlus.
- Information entered in the ChildPlus module did not match the information on the ASQ-3 Information Summary page.

#### **45-Day Health Screenings Review #1:**

There were several concerns noted during the 45-Day Health Screening review:

- An evidence-based vision screening was not obtained or performed.
- An evidence-based hearing screening was not obtained or performed.
- An evidence-based hearing screening was not obtained or performed within 45 calendar days after the child first attended the program of each school year.
- An evidence-based vision screening was not obtained or performed within 45 calendar days after the child first attended the program of each school year.
- If the vision screening result is not on file in ChildPlus, follow-up action was not evident at least once a month in ChildPlus.
- If the hearing screening result is not on file in ChildPlus, follow-up action was not evident at least once a month in ChildPlus.

#### **ERSEA Attendance Review #1:**

There were several concerns noted during the ERSEA Attendance review:

- In circumstances where chronic absenteeism persists, the program has not documented the efforts made to re-engage the family.
- Daily attendance and absences were not recorded in the ChildPlus data tracking system.
- An attempt was not made to contact the parent/guardian for any unexpected absences to ensure child's safety and well-being and information is documented in ChildPlus.
- If the child has been absent for two unexplained consecutive days and/or the child has multiple unexplained absences, a home visit and/or other direct contact with the child's parent/guardian has not been made and documented in ChildPlus.

#### **Wellness Support Coordinator Interview:**

- There were no findings noted during the review/interview.

#### **Family & Community Support Review #1:**

There were a few concerns noted during the Family & Community Support review:

- When a need was identified, there was no documented evidence that follow-up was being conducted once each month until the need was met.
- The Family Meeting/Home Visit form was not scanned into ChildPlus.
- Family Assessment data was not entered into ChildPlus by the due date on the Benchmark Due Date Guide and according to the ChildPlus Data Entry Guide.

**ERSEA Eligibility Review #8 (EISD):**

There were two findings noted during the EISD ERSEA Eligibility Review #8:

- There was no completed and signed Eligibility Verification Record form scanned into ChildPlus.
- Family size was not determined correctly.

**Comments:**

Due to CoVID-19, several areas of this review may have been affected by the pandemic and marked as "CoVID-19". The City of San Antonio understands the barriers that CoVID-19 has caused in conducting and obtaining screenings. These areas will not affect the compliance percentage for this program year and do not require any action.

**For more detailed information:**

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