

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





## City of San Antonio Head Start Program Monitoring Report – April 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):*

Education Review #2  
Education Coordinator Interview  
Wellness Support Review #2

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

Disabilities Review #2  
Disabilities Coordinator Interview  
Family & Community Support Review #2  
Family & Community Support Coordinator Interview  
Pedestrian Bus/Safety Review #2

**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 review period.

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

**Disabilities Review #2:**

There were only a few concerns noted during this review:

- Referrals, follow-ups, and timelines were not documented in ChildPlus according to the Date Entry and Benchmark Due Date Guide and ChildPlus Data Entry Guide.
- A copy of a child's current Individualized Education Plan (IEP) was not scanned into the Disability Attachment tab in ChildPlus.

**Family & Community Support Review #2:**

There were several concerns noted with child files for this review:

- There was no documented evidence that follow-up(s) were being conducted once each month until need(s) were met.

- Goal setting follow-up dates were not recorded in the goal event section indicating “Timeline” in ChildPlus according to the ChildPlus Data Entry Guide.
- There was no evidence that follow-up contact was conducted with families based on goal timelines.
- Family Meetings/Home Visits were not completed on or before the date referenced in the ChildPlus Benchmark Due Date Guide.
- Parents/guardians were not provided the opportunity to develop family goals on or before the date referenced in the ChildPlus Benchmark Due Date Guide.
- 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.

There were only two concerns noted with site visits for this review:

- Family Support Worker or Designated Staff was not able to show that documentation of Parent Engagement, including Parent Connection Committee (PCC) meetings, events, or trainings (agendas and sign-in sheets) were maintained.

**Comments:**

There were no concerns noted for the following:

- Disabilities Coordinator Interview
- Family & Community Support Coordinator Interview
- Pedestrian Bus/Safety Review #2

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:**

[Pedro.Ramirez@sanantonio.gov](mailto:Pedro.Ramirez@sanantonio.gov) or [Cassandra.Bentley@sanantonio.gov](mailto:Cassandra.Bentley@sanantonio.gov)