

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





## City of San Antonio Head Start Program Monitoring Report – May 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 Attendance Review #2  
ERSEA Coordinator Interview

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

Education Review #2  
Education Coordinator Interview  
Wellness Support Review #2  
Safe Environments Review #2 – Medication Administration (50%)  
Safe Environments Review #2 – Facilities (50%)  
Safe Environments Review #2 – Outdoor/Gym (50%)  
Safe Environments Review #2 – Classroom Safety (50%)

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

**Safe Environments Review #2 – Facilities (50%):**

There were several areas on non-compliance noted during this review:

- Carbon monoxide detector inspection logs were not current.
- Health, fire and/or other applicable licenses and inspection certificates were not current.
- First-Aid kits were either not checked monthly and/or contained items that were expired.
- Approved (by state or local marshal) working fire extinguishers were not current.

**Safe Environments Review #2 – Classroom Safety (50%):**

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

- Classroom was not free from pollutants, hazards and toxins that were accessible to children and could endanger children's safety.

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

**Education Review #2:**

There were several concerns noted for the Child File portion of this review:

- The child's caregiver had not been invited to Ready Rosie.
- There was no evidence that the 2nd Home Visit had been conducted.
- There was no evidence that the 1<sup>st</sup> Parent/Teacher Conference was conducted.
- The 2<sup>nd</sup> Multidisciplinary Staffing (MDS) meeting document did not include the completion date.
- The 1<sup>st</sup> MDS meeting document did not include a discussion of the strengths and needs of the child/family.
- The 2<sup>nd</sup> MDS meeting document did not include a discussion of the strengths and needs of the child/family.
- The 1<sup>st</sup> MDS form was not scanned into ChildPlus.

**Wellness Support Review #2:**

There were several concerns noted during this review:

- Event Notes for the Request for Assistance (RFA)-Mental Health event did not include documentation that it has been explained to the parent/guardian that a member of the Mental Wellness team will contact them.
- RFA-Mental Health event did not indicate the family's primary language.
- Initial contact with the referring party, parent/guardian, or other appropriate party was not initiated by a member of the City of San Antonio (COSA) Mental Wellness Team within 10 business days of receipt of the RFA-Mental Health event.
- Attempts, consultations, and actions were not documented in the RFA-Mental Health event (after 11/15/2021) or Routine Contact "Mental Wellness Services", RFA-Mental Health Event, or Mental Wellness Case Notes Tab within 10 business days of their completion.
- RFA-Mental Health Event notes did not indicate the family's primary language.

**Safe Environments Review #2 – Facilities (50%):**

There were several concerns noted during this review:

- Exits were not clearly marked in each classroom, or in every room used by children and staff, including the main office, nurse's office, and other central locations on campus.
- Emergency evacuation routes were not posted in each classroom, as well as every room used by children and staff.
- Hallway restrooms and handwashing facilities were not adequate, clean, in good repair, and/or easily reached by children.
- Toilet training/diaper changing procedures were not posted in the changing area.

**Safe Environments Review #2 – Outdoor/Gym (50%):**

There was only one concern noted during this review:

- Outdoor activity space and equipment was not clean and/or free of undesirable and hazardous materials and conditions.

**Safe Environments Review #2 – Classroom Safety (50%):**

There were several concerns noted during this review:

- The classroom did not have a documented child's arrival/departure log that included Wellness checks.
- Classroom space was not free from pollutants, hazards and toxins that were either accessible to the children or could endanger the children's safety
- Child-accessible electrical outlets did not have covers and/or safety plugs.
- Nonporous gloves were not accessible in the classroom.
- Locations and telephone numbers of emergency response procedures (e.g., EMS, Fire, Police and Poison Control) were not posted.
- Classroom restrooms and hand washing facilities were not adequately clean.
- Classroom was not clean and free from pests.

**Comments:**

There were no concerns noted for the following:

- Education Coordinator Interview
- Safe Environments Review #2 (50%) – Medication Administration

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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