

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 1st Parent/Teacher Conference was conducted.
- The 2nd Multidisciplinary Staffing (MDS) meeting document did not include the completion date.
- The 1st MDS meeting document did not include a discussion of the strengths and needs of the child/family.
- The 2nd MDS meeting document did not include a discussion of the strengths and needs of the child/family.
- The 1st 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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