

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





## City of San Antonio Head Start Program Monitoring Report – June 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 #1 (SAISD)

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

ERSEA Attendance Review #2

ERSEA Coordinator Interview

**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):

**ERSEA Attendance Review #2:**

There were several areas of concern noted during this review:

- An attempt was not made to contact the parent/guardian for unexpected absences to ensure child's safety and well-being.
- In circumstances where chronic absenteeism persisted, the program had not documented the efforts made to reengage the family.
- Daily attendance and absences were not recorded in the ChildPlus data tracking system.
- If a child had 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 had not been made and was not documented in ChildPlus.

**Comments:**

**There were no concerns noted for the following:**

- ERSEA Coordinator Interview

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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