

Review of Head Start, EHS, and EHS-CCP 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:

Pedro.Ramirez@sanantonio.gov or Cassandra.Bentley@sanantonio.gov



City of San Antonio Head Start Program Monitoring Report – May 2022

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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

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For more detailed information:

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City of San Antonio Head Start Program Monitoring Report – April 2022

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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.

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Review of EHS and EHS-CCP Program Monitoring



EARLY HEAD START



City of San Antonio Head Start Program

Monitoring Report – June 2022

The Early Head Start (EHS) Program has developed a comprehensive and thorough approach to monitoring 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 areas of weakness are not continued in the future. Follow-up monitoring events are conducted to ensure that the program has been successful in implementing corrections.

The following is a summary of findings for the **Early Head Start- Stafford Program** during the time indicated above:

Monitoring Projects:

Family & Community PCC Service
Home Based

Non-Compliances –

There were no non-compliances observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy relating to the education services.

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

Family & Community PCC Services

- There were no areas of concern

Home Based

- Weekly home visits were not conducted as expected
- No documentation that families were offered the opportunity to reschedule
- Socialization events not held every two weeks
- PIR questions not completed in ChildPlus System

Follow-up Activities:

- Completed follow up for Family & Community Support and Home Based. Monitoring Project is now closed.

For more detailed information:

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City of San Antonio Head Start Program

Monitoring Report – May 2022

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The following is a summary of findings for the **Early Head Start- Stafford Program** during the time indicated above:

Monitoring Projects: Unannounced Safe Environment Visit Curriculum Fidelity
Non-Compliances – There were no non-compliances observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy relating to the education services.
Areas of Concern (Individual incident(s) that fail to meet performance standard or policy): Unannounced Safe Environment Visit <ul style="list-style-type: none"> ○ Books need to be replaced ○ Pillowcases need to be washed ○ Diaper changing procedure was not followed ○ Classroom daily checklist was not current ○ Playground with grassy area has black plastic exposed under the mulch Curriculum Fidelity <ul style="list-style-type: none"> ○ Goal setting form missing for a teacher ○ Lack of documentation for Peer Coach follow ups and coaching sessions ○ Missing CDA Acknowledgement form for a teacher ○ Teacher has not enrolled in a CDA class within 3 months from the date of hire
Follow-up Activities: <ul style="list-style-type: none"> ● 90 Day Health Monitoring Project is pending CAP corrections. ● Unannounced Safe Environment Visit is pending CAP corrections <p>Monitors will continue to track progress.</p>
For more detailed information: Cynthia.garcia3@sanantonio.gov & Dianne.mendez@sanantonio.gov



City of San Antonio Head Start Program

Monitoring Report – April 2022

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The following is a summary of findings for the **Early Head Start- Stafford Program** during the time indicated above:

Monitoring Projects:	April 2022
<u>Family and Community Support Monitoring, Child File Review</u> Completed Child File Review	
Non-Compliances – There were no non-compliances observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy relating to the education services.	
Areas of Concern (Individual incident(s) that fail to meet performance standard or policy): <u>Family and Community Support Child File Review</u> <ul style="list-style-type: none">○ There were 22 child files reviewed with noted findings-Pending Review	
Follow-up Activities: Education, Disabilities and Wellness Monitoring Projects have the majority of CAPS addressed, there are a few documents needed to close the projects. Monitors will continue to track progress. 90 Day Health Monitoring Project is pending completion of Review.	
For more detailed information: Cynthia.garcia3@sanantonio.gov & Dianne.mendez@sanantonio.gov	

***EARLY HEAD START
CHILD CARE PARTNERSHIP
(EHS-CCP)***



City of San Antonio Head Start Program

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The following is a summary of findings for the **Early Head Start- Child Care Partnership Program** during the time indicated above:

Monitoring Projects: Family & Community PCC
Non-Compliances – There were no non-compliances observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy relating to the education services.
Areas of Concern (Individual incident(s) that fail to meet performance standard or policy): Family & Community PCC <ul style="list-style-type: none">○ There were no areas of concern
Follow-up Activities: <ul style="list-style-type: none">○ Completed follow up for Family & Community Support. Monitoring Project is now closed. Monitors will continue to track progress.
For more detailed information: Cynthia.garcia3@sanantonio.gov & Dianne.mendez@sanantonio.gov



City of San Antonio Head Start Program

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The following is a summary of findings for the **Early Head Start- Child Care Partnership Program** during the time indicated above:

Monitoring Projects:

Unannounced Safe Environments Visits

- YWCA Child Care Center
- Ella Austin Child Development Center
- Blessed Sacrament Academy Child Development Center

Curriculum Fidelity

- All 6 EHS-CCP Centers

Non-Compliances –

There were no non-compliances observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy relating to the education services.

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

Unannounced Safe Environments Visits

- Water-stained ceiling tile needs to be replaced
- Classroom roster was not current
- Daily Classroom checklist was completed prior to the end of day
- Bug spray and Clorox Cleaner were observed in an unlocked cabinet

Curriculum Fidelity

- Fidelity Tool Teacher Checklist not available for review for a teacher
- Fidelity Tool for Administrators not available for review for a teacher
- Fidelity Tool for Administrators not completed within the BOY benchmark
- Required data missing from Administrator's Fidelity Tool
- Summary of findings incomplete on Administrator's Fidelity Tool for
- Lack of documentation for Peer Coach follow-ups, goal setting and coaching sessions
- IPDP not completed within benchmark date for a teacher
- Incomplete IPDPs
- Missing CDA Acknowledgement forms for teachers
- Teacher has not enrolled in a CDA class within 3 months from the date of hire
- Teachers hired without a CDA have not obtained their credential within one year from date of employment

Follow-up Activities:

- 90 Day Health Monitoring Project is pending CAP corrections.
- Unannounced Safe Environment Visit for Healy Murphy was reviewed, all findings have been addressed.
- Unannounced Safe Environment Visit for Inman is pending CAP corrections
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Monitors will continue to track progress.

For more detailed information:

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The following is a summary of findings for the **Early Head Start- Child Care Partnership Program** during the time indicated above:

Monitoring Projects:

April 2022

Unannounced Safe Environments Visits

- Healy Murphy Child Care Center
- Inman Christian Child Development Center
- Seton Home Child Development Center

Technical Assistance Visit

- Ella Austin - Temporary location at Antioch Christian Academy building

Family and Community Support Child File Review

Completed Child File Review

Non-Compliances –

A non-compliance was observed that showed a systemic or substantial material issue or concern in meeting performance standards or policy requirements.

It was observed that four EHS – CCP classrooms at Inman Christian Child Development Center did not have two teachers as required in the EHS – CCP Policy: Environmental Health and Safety 2 and as defined within the Performance Based Deliverables Scorecard.

The provider is required to submit a Corrective Action Plan outlining the center's process to ensure that two teachers are in the EHS-CCP classrooms at all times.



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

Unannounced Safe Environments Visits

- Infant bottle was not properly labeled
- Carbon Monoxide Alarm needed batteries replaced
- General cleaning of carpets and floors
- Classroom door did not close properly
- EHS Diaper changing procedure not posted
- Classroom teacher did not follow diaper changing procedure
- No drinking water readily available in the classroom
- Electrical outlet not covered
- Leaves need to be removed from the EHS playground

Family and Community Support Child File Review

- There were 60 child files reviewed with noted findings-**Pending Review**

Follow-up Activities:

Education, Disabilities and Wellness Monitoring Projects have the majority of CAPS addressed, there are a few documents needed to close the projects. Monitors will continue to track progress. 90 Day Health Monitoring Project is pending completion of Review. The Unannounced Safe Environments Visits Monitoring Projects that were conducted in March at Blessed Sacrament Academy and the YWCA are now closed; all findings have been addressed.

For more detailed information:

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