

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





## City of San Antonio Head Start Program

### Monitoring Report – October 2021

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 corrected and 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 #1

Disabilities Review #1

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

Nutrition Review #1

Critical Health Concerns Review #1

ERSEA Eligibility (EISD 7<sup>th</sup> Selection)

Pedestrian Bus-Safety Review #1

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

**Nutrition Review #1**

There was one non-compliance noted during this review:

- Although a teacher was able to explain how she is informed of children with special diets, during classroom lunch, a child who was identified as needing lactose-free milk was observed drinking regular milk.

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

**Nutrition Review #1:**

There were concerns noted during this review:

- If the child had a food allergy or special dietary need, it was diagnosed by a healthcare professional, but documents associated with Nutrition need/concern were not scanned into ChildPlus.
- A Nutrition need/concern had been identified, but a Special Diet event had not been created in ChildPlus.

**Critical Health Concerns Review #1:**

There were several concerns noted during the Critical Health Concern (CHC) review:

- If the CHC status was Active, there was not documentation scanned into ChildPlus and action notes were not added under CHC event.
- If the CHC status was Unconfirmed or Pending Medications, there was no follow-up notes at least once a month to obtain the information.
- If the CHC was no longer applicable, the Data Clerk did not change the CHC status to Terminated or For Information Only and a timestamp and notes were not located in the event notes.
- The CHC event did not include the current status (Active, Unconfirmed, Terminated, For Information only or Pending Medications) of the event.

**ERSEA Eligibility (EISD 7<sup>th</sup> Selection):**

There were several concerns noted during this review:

- Family Income Application was not signed in ChildPlus.
- There was not a signed and completed Eligibility Verification Record form scanned into ChildPlus.
- Selection Criteria Point System was not completed correctly in ChildPlus.
- Gross Annual Income was not calculated correctly (with supporting documents).
- Family size was not determined correctly.

**Pedestrian Bus-Safety Review #1:**

- No concerns noted.

**Comments:**

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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