

Executive Summary

The City of San Antonio, Department of Human Services, received the Department of Health and Human Services, Administration for Children and Families, Office of Head Start (HHS) overview of the March 2015 federal review of the City of San Antonio Head Start Program on October 6, 2015.

The review identified three non-compliances related to health and safety and ongoing program monitoring. Each area of noncompliance identified in the report was corrected within 120 days. In addition, several improvements have been implemented to immediately improve program quality and ensure ongoing continuous evaluation and improvement.

Implemented Corrective Action:

- Immediate corrections of facility issues identified in federal review were made within 30 days of the reported findings. Each facility issue corrected by the Education Provider was verified by City staff.
- Revisions and development of new policy, procedures and forms in the area of Safe Environments have been created and implemented by both the City and Education Providers that improve how safe environments guidelines are monitored, maintained, and sustained.
- Revisions to both City and ISD organizational structures have been made to ensure adequate staffing is provided for the management and monitoring of Safe Environments. The City has also added two positions for the exclusive monitoring of Safe Environments and one additional position for the training and technical assistance in this area.
- Development of new communication methods between grantee and school district monitoring teams that includes more frequent meetings, training and technical support and increased accountability measures.
- Strengthening of contract language in reference to budget development, implementation and monitoring of Safe Environments and scope of work additions that set guidelines for work order completion at the education provider level.
- Immediate and ongoing training and technical assistance opportunities for staff at all levels of the program on ensuring the safety of the learning environment.