



Attachment D: Monitoring Policy Update

 Monitoring Policies & Procedures Revision Index		Change Required?	Description of Revisions Required
Environmental Health & Safe Environments			
1	Safe Environment	Yes	Added submission of work orders and tracking sheets and established timeline for completion of all work orders. Providers will create an inventory plan to ensure all furniture and equipment is routinely inspected and replace on an as needed or scheduled basis.
Project Design Management (PDM)			
1	Program Monitoring	Yes	Added procedures for reporting findings, and two staff exclusively for Health and Safe Environments. Added Provider Corrective action timeline.



	Policy Council Approval Date: 8/2/11; 6/23/15	Policy Council Revision Date: 8/6/13; 6/23/15
Effective Date: 9/13/11	Governing Body Approval Date: 9/13/11	Governing Body Revision Date: 10/15/13

Environmental Health and Safety

Policy ID: Environmental Health and Safety 1

Subject: Safe Environment

Policy:

Head Start Education Service Providers will ensure and monitor the safety of indoor and outdoor environments and ensure that they are free of unsafe and hazardous materials and that facilities and equipment are in quality condition. Service Providers will maintain compliance with state/local certification, licensing requirements, if applicable, including group size, ratios, sanitation and hygiene practices. In addition, Service Providers will be responsible for safety drills, maintenance of first aid kits, training of staff, accommodation of children with disabilities, food safety and sanitation.

Providers will submit all work orders from all sites weekly to the City on a tracking sheet that includes the current status and timeline of completion for each work order.


The Provider will ensure that work orders are completed within 10 business days of creation. For work orders that need additional time, the Provider will work with City staff requesting the extension. For work orders requiring immediate completion, the Provider must complete immediately. The Provider will be routinely Monitored to ensure work order tracking is complete, accurate and jobs are being completed.

Providers will also create an inventory replacement plan that ensures all furniture and equipment is routinely inspected and replaced on an as-needed or scheduled basis.

Performance Standard:

1304.53 (9) (10) (viii)



	Policy Council Approval Date: 8/2/11; 6/23/15	Policy Council Revision Date: 8/6/13; 6/23/15
Effective Date: 9/13/11	Governing Body Approval Date: 9/13/11	Governing Body Revision Date: 10/15/13

Environmental Health and Safety

Policy ID: Environmental Health and Safety 1

Subject: Safe Environment

Policy:

Head Start Education Service Providers will ensure and monitor the safety of indoor and outdoor environments and ensure that they are free of unsafe and hazardous materials and that facilities and equipment are in quality condition.—Service Providers will maintain compliance with state/local certification, licensing requirements, if applicable, including group size, ratios, sanitation and hygiene practices. In addition, Service Providers will be responsible for safety drills, maintenance of first aid kits, training of staff, accommodation of children with disabilities, food safety and sanitation.

Providers will submit all work orders from all sites weekly to the City on a tracking sheet that includes the current status and timeline of completion for each work order.


The Provider will ensure that work orders are completed within 10 business days of creation. For work orders that need additional time, the Provider will work with City staff ~~for permission~~ ~~for requesting~~ the extension. For work orders requiring immediate completion, the Provider must complete immediately. The Provider will be routinely Monitored to ensure work order tracking is complete, accurate and jobs are being completed.

Providers will also create an inventory replacement plan that ensures all furniture and equipment is routinely inspected and replaced on an ~~as--needed~~ or scheduled basis.

Performance Standard:

1304.53 (9) (10) (viii)



	Policy Council Approval Date: 5/4/2010	Policy Council Revision Date: 6/10/14; 7/9/13; 12/7/10
Effective Date: 5/11/10	Governing Body Approval Date: 5/11/2010	Governing Body Revision Date: 6/17/14; 10/15/13; 12/14/10

Program Design and Management

Policy ID: PDM 1

Subject: Program Monitoring

Policy:

The City of San Antonio Head Start Program (the City) will establish a system to effectively monitor service delivery and program operations in its program components. The City and Service Providers will abide by all Local, State, and Federal regulations and share strategies and communicate plans for improvement, compliance and achievement of excellence in the Head Start Program.

The City will use the following monitoring systems:

- Provider level monitoring systems for ongoing monitoring efforts and activities to include regular site visits to all Head Start centers
- Grantee level monitoring system that ensures that Providers are effectively monitoring their service delivery systems and remain in compliance with all local, state, and federal regulations to include site visits to all Head Start centers
- Periodic collecting and reporting of program data to the grantee, the City, by Providers
- Utilization of data management system by all Providers and The City to collect and record information about children & families in order to access information for analysis, evaluation and program improvement
- Collaborative review of program information for planning and future development decisions
- Annual Self-Assessment

I. The City's Responsibilities:

The City will establish a monitoring model that will help ensure timely and effective delivery of services by reviewing the progress of service delivery on an ongoing basis, while simultaneously providing content area expertise and support to the Providers. The City's emphasis will be focused primarily on direct monitoring and reviewing and validating the results of Providers monitoring activities, rather than attempting to perform all of the day-to-day monitoring itself.

The City will monitor required program tasks and responsibilities to ensure that these tasks and responsibilities are completed within required timelines and according to guidelines provided in the Head Start Performance Standards, Federal and State regulations, and local laws and rules.

Monitoring of the Head Start Program will be a continuous process throughout the program year. The results of reports and ongoing monitoring will be used by the Head Start Administrator and management to determine the level of compliance with Head Start Performance Standards, Federal, State and local laws and rules.

The City will follow-up on reported issues or concerns that arise from ongoing monitoring to ensure corrective action and implementation of improvement plans by the Providers. The City will provide the necessary training and technical assistance and resources available to assist the Providers in developing and implementing a quality corrective action or improvement plan.

The City will develop its own procedures for ongoing monitoring of the Head Start Program and its Providers. These procedures will provide guidance and expectations of how The City will monitor its Providers. These procedures will also include the requirements for reporting findings.

The City will establish an annual monitoring calendar/schedule of proposed monitoring activities and will share with the Providers.

The City will dedicate two staff positions for the exclusive monitoring of Healthy and Safe Environments.

The City will lead the annual self assessment process by recruiting stakeholders to include parents, policy council members, governing body members, community members, and City and Providers staff; the City will also provide training for all participants; develop the approach, establish the timeline and format for the self- assessment; and ultimately ensure the successful completion of the self assessment process.

II. Provider's Responsibilities:

Providers are responsible for establishing their own monitoring systems in accordance with Head Start Performance Standard 1304.51 (i). Each Provider will be responsible for a) developing policies and procedures for ongoing monitoring for each area of the Head Start Program, b) establishing a system for monitoring to include staffing, c) performing ongoing monitoring, d) taking corrective action, e) requesting assistance from The City's content area team, and f) reporting the results of monitoring to their Board of Directors and The City. Specifically, the Provider will monitor and report in the following areas:

- Education and Early Childhood Development
- ERSEA
- Health / Dental Services
- Nutrition
- Disabilities / Mental Health
- Family & Community Partnerships
- Facilities and Transportation
- Safe Environments
- Human Resources
- Program Design and Management (PDM)

Providers will submit developed policies and procedures, and any updates or revisions, for ongoing monitoring for the City's review and approval. The City will utilize the results of monitoring efforts and activities established by the Providers to further evaluate compliance with Head Start rules and regulations.

Provider Corrective Action:


- The provider will have 10 Business days to correct all findings of provider level monitoring.

- The provider will have 10 Business days to correct all findings of grantee level monitoring.
- The Provider will request in writing or email for an extension for any finding needing more time to correct. The Special Projects Manager over Grantee monitoring or Head Start Administrator may give permission and add provisions to any agreements.

Performance Standard:

1304.51 (i)(1-3)



	Policy Council Approval Date: 5/4/2010	Policy Council Revision Date: 6/10/14; 7/9/13; 12/7/10
Effective Date: 5/11/10	Governing Body Approval Date: 5/11/2010	Governing Body Revision Date: 6/17/14; 10/15/13; 12/14/10

Program Design and Management

Policy ID: PDM 1

Subject: Program Monitoring

Policy:

The City of San Antonio Head Start Program (the City) will establish a system to effectively monitor service delivery and program operations in its program components. The City and Service Providers will abide by all Local, State, and Federal regulations and share strategies and communicate plans for improvement, compliance and achievement of excellence in the Head Start Program.

The City will use the following monitoring systems:

- Provider level monitoring systems for ongoing monitoring efforts and activities to include regular site visits to all Head Start centers
- Grantee level monitoring system that ensures that Providers are effectively monitoring their service delivery systems and remain in compliance with all local, state, and federal regulations to include site visits to all Head Start centers
- Periodic collecting and reporting of program data to the grantee, the City, by Providers
- Utilization of data management system by all Providers and The City to collect and record information about children & families in order to access information for analysis, evaluation and program improvement
- Collaborative review of program information for planning and future development decisions
- Annual Self-Assessment

I. The City's Responsibilities:

The City will establish a monitoring model that will help ensure timely and effective delivery of services by reviewing the progress of service delivery on an ongoing basis, while simultaneously providing content area expertise and support to the Providers. The City's emphasis will be focused primarily on direct monitoring and reviewing and validating the results of Providers monitoring activities, rather than attempting to perform all of the day-to-day monitoring itself.

The City will monitor required program tasks and responsibilities to ensure that these tasks and responsibilities are completed within required timelines and according to guidelines provided in the Head Start Performance Standards, Federal and State regulations, and local laws and rules.

Monitoring of the Head Start Program will be a continuous process throughout the program year. The results of reports and ongoing monitoring will be used by the Head Start Administrator and management to determine the level of compliance with Head Start Performance Standards, Federal, State and local laws and rules.

The City will follow-up on reported issues or concerns that arise from ongoing monitoring to ensure corrective action and implementation of improvement plans by the Providers. The City will provide the necessary training and technical assistance and resources available to assist the Providers in developing and implementing a quality corrective action or improvement plan.

The City will develop its own procedures for ongoing monitoring of the Head Start Program and its Providers. These procedures will provide guidance and expectations of how The City will monitor its Providers. [These procedures will also include the requirements for reporting findings.](#)

The City will establish an annual monitoring calendar/schedule of proposed monitoring activities and will share with the Providers.

[The City will dedicate two staff positions for the exclusive monitoring of Healthy and Safe Environments.](#)

The City will lead the annual self assessment process by recruiting stakeholders to include parents, policy council members, governing body members, community members, and City and Providers staff; the City will also provide training for all participants; develop the approach, establish the timeline and format for the self- assessment; and ultimately ensure the successful completion of the self assessment process.

II. Provider's Responsibilities:

Providers are responsible for establishing their own monitoring systems in accordance with Head Start Performance Standard 1304.51 (i). Each Provider will be responsible for a) developing policies and procedures for ongoing monitoring for each area of the Head Start Program, b) establishing a system for monitoring to include staffing, c) performing ongoing monitoring, d) taking corrective action, e) requesting assistance from The City's content area team, and f) reporting the results of monitoring to their Board of Directors and The City. Specifically, the Provider will monitor and report in the following areas:

- Education and Early Childhood Development
- ERSEA
- Health / Dental Services
- Nutrition
- Disabilities / Mental Health
- Family & Community Partnerships
- Facilities and Transportation
- Safe Environments
- Human Resources
- Program Design and Management (PDM)

Providers will submit developed policies and procedures, and any updates or revisions, for ongoing monitoring for the City's review and approval. The City will utilize the results of monitoring efforts and activities established by the Providers to further evaluate compliance with Head Start rules and regulations.

[Provider Corrective Action:](#)

- [The provider will have 10 Business days to correct all findings of provider level monitoring.](#)

- The provider will have 10 Business days to correct all findings of grantee level monitoring.
- The Provider will request in writing or email for an extention for any finding needing more time to correct. The Special Projects Manager over Grantee monitoring or Head Start Administrator may give permission and add provisions to any agreements.

Performance Standard:
1304.51 (i)(1-3)