

Review of Head Start Program Monitoring





City of San Antonio Head Start Program

Monitoring Report – April 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 these 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 during the time period indicated above:

Monitoring Projects Conducted:

Family and Community Review #1
Safe Environments #1
Nutrition Review #2

Monitoring Projects Completed:

90-Day Health Review #1
Wellness Review #1
EISD ERSEA Eligibility (1st Selection)

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

Wellness Support Review #1:

Two areas of non-compliance were found during this review:

- Event notes for the Request for Assistance (RFA) Mental Health event did not include documentation that it had been explained to the parent/guardian that a member of the Mental Wellness team would contact them.
- RFA-Mental Health Event notes which did not indicate the family's primary language.

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

90-Day Health Review #1:

To highlight some of the concerns, but not all inclusive are the following:

- If a current dental exam was not received within 90-Days of the current program year, there is documentation in ChildPlus that follow-up with parents occurred once a month to bring the child up-to-date.
- There is evidence that the child has a current Dental Exam.
- There is a Lead Screening result documented in ChildPlus.
- There is evidence that the child has a current physical exam.

- If an abnormal Growth Assessment result was noted, there is documentation that Head Start Nutrition packet was given to the parent within 30 days.
- If an abnormal Blood Pressure was result was noted, there is documentation that a Head Start HBP packet was given to the parent within 30 days.

Wellness Support Review #1:

To highlight some of the concerns, but not all inclusive are the following:

- Initial contact with the referring party, parent/guardian, or other appropriate party was not initiated by a member of the CoSA Mental Wellness Team within 10 business days of receipt of the RFA-Mental Health event.
- Attempts, consultations and actions not being documented in the ChildPlus Family Service Tab/Mental Wellness Services and/or ICM Tab (before 1/4/2021) or Wellness Case Notes Tab (after 1/4/2021) within 10 business days of their completion.
- Event notes for the RFA-Mental Health event did not detail the reason for the referral.

EISD ERSEA Eligibility Review (1st Selection):

To highlight some of the concerns, but not all inclusive are the following:

- Bilingual Testing: Home Language Survey identifies bilingual testing is needed if BOTH questions are answered consistently (other than English). Ensure updated application states NBT if BOTH languages are answered consistently (other than English).
- Child's age on or before September 1st must: i. Be at least three years old or, turn three years old by the date used to determine eligibility for public school in the community in which the Head Start program is located; and, (with source documents) ii. Be no older than the age required to attend school.
- Family Income Application is signed in ChildPlus.

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 performing 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