

Review of Head Start Program Monitoring





City of San Antonio Head Start Program

Monitoring Report – August 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 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 (EISD 7th Selection)
Health & Safety Screener Review – Medication Administration
Health & Safety Screener Review – Classroom Observation
Health & Safety Screener Review – Facilities
Health & Safety Screener Review – Outdoors/Playground
Health & Safety Screener Review – Transportation

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

Wellness Support Review #2
ERSEA Eligibility Review (SAISD 3rd Selection)
ERSEA Eligibility Review (EISD 4th Selection)
ERSEA Eligibility Review (EISD 5th Selection)
ERSEA Eligibility Review (EISD 6th Selection)

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

Wellness Support Review #2:

There was one area of non-compliance identified during this review:

- The area of non-compliance was related to 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 be contacting them.

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

Wellness Support Review #2:

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

- The RFA-Mental Health Event notes 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 COSA Mental Wellness Team within 10 business days of receipt of the RFA-Mental Health event.
- The Progress drop down for the RFA-Mental Health event was not changed by a member of the COSA Mental Wellness Team within 10 business days of creation of the event.

ERSEA Eligibility Review (SAISD 3rd Selection):

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

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

ERSEA Eligibility Review (EISD 4th Selection):

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

- Family Income Application was not signed in ChildPlus.
- Selection Criteria Point System was not completed correctly in ChildPlus.
- Gross Annual Income was not calculated correctly (with supporting documents).

ERSEA Eligibility Review (EISD 5th Selection):

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

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

ERSEA Eligibility Review (EISD 6th Selection):

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

- Family Income Application was not signed in ChildPlus.
- There was not a signed and completed Eligibility Verification Record (EVR) form scanned into ChildPlus.
- Selection Criteria Point System was not completed correctly 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 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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