

Program Assessment Results
P.R.I.S.M
January 30th to February 1, 2006

Management Systems Review

Core Question

#1 Program Governance: Areas of Non-Compliance

Area of Strengths: -Policy meetings are run according to Parliamentary procedure.
-All meetings are documented by organized, detailed minutes, attendance chart, fiscal report, and sign in / out sheet.
-In our research, policy council minutes were shared/posted at all sites. Donna attended the first of all parent meetings to ensure they were all following the correct procedure, and to help recruit for policy council. Donna also made sure that policy council members received a reminder letter for their monthly meeting. Char is in attendance for all the policy council meetings as well as other members from the main office.

1304.50(e)(3): With in the guidelines establish by the governing body, policy council or policy committee, participate in the recruitment and screening of Early Head Start or Head Start employees. (no consistency in documentation that showed that Policy Council was involved interviews)

1304.50(f): Policy Council, policy committee and committee reimbursement. Grantee and delegate agencies must enable low-income members to participate fully in their group responsibilities by providing if necessary reimbursements for reasonable expenses incurred by the members. (Those participating in Family Committee meeting that were interviewed did not know about reimbursements).

Recommendation:

- Is to form a formal committee to explore the interviewing process; and to make sure policy council and management staff are involved for all interviews. **Action taken:** This area is under transition currently and changes are being implemented to ensure involvement by both policy council and management.
- When calling parents about the family committee meeting s advocates need to offer to pick up the parent. At each family committee remind parents about reimbursement. **Action taken:** this will be noted on agendas for now.

#2 Planning: No Areas of Non-Compliance

Area of Strengths:

- Communication and documentation
- Easy to access information pertaining to program compliance
- Parents are directed to right sources
- The level of adult education classes available for families

Recommendation: None

#3 Communication: No Areas of Non- Compliance

Areas of Strengths:

- There is effective communication between staff and parents throughout the year. This is obtained through newsletters, homevisits, p/t conferences, and parent meetings. There is also good communication and collaboration with community agencies.

Recommendation: none

#4 Record Keeping and Reporting: No Areas of Non-Compliance

Area of Strength:

- Childplus software continues to be a plus in improving quality and accessibility to reports.
- Program Out come goals are developed each year and implemented.
- II Worksampling assessment is continuing to show gains in children's development
- Systems are in place to ensure that record keeping and reporting is maintain in accordance with performance standards

Recommendations:

- Complete a file audit to ensure that files are the same at all sites.
(**Action taken:** a file audit is being conducted 2/16, 2/17 and 2/20)

#5 Ongoing Monitoring: No Areas of Non-Compliance

Area of Strengths:

- Springfield Urban League Head Start & Early Head Start tracking systems have been beneficial. They have assisted in up-dating staff on Work Sampling, portfolios, and in timely enrollment of new students.
- Site Data clerk keeps updated information on all students (i.e.health, nutrition, etc.).
- Policy Council is involved in decision making
- Male Involvement continues to show increases from last year.

Recommendations: none

#6 Program Self-Assessment: No Areas of Non-Compliance

Areas of Strengths:

- Staff, Board Members, Policy Council and Parent participation documentation is present in the self assessment process.

Recommendations: None

#7 Human Resources: No Areas of Non-Compliance

Areas of Strengths:

- Personnel files are in order and consistently updated.
- Thorough orientation process is in place for all new staff.
- Notification of staff physicals are completed in a timely manner.

Recommendations: None

#8 Fiscal Management: No Areas of Non-Compliance

Area of Strengths:

- .-Committee noted that the budget as an area of strengthen

Recommendations: None

Child Development and Health Services Review

#9a Prevention and Early Intervention: No Areas of Non-Compliance

Area of Strengths:

- Prenatal & post partum women are provided an abundance of excellent information.

Recommendations: None

#9b Health Care Tracking and Follow-up: Areas of Non-Compliance

Area of Strengths:

- Documentation matches what each staff member said about the questions asked.
- Community Needs Assessment area is a strength.
- Tracking provisions for health are in place using Childplus.
- Medication storage procedures are in place.
- Communication between staff members as well as parents concerning health needs/ screenings of children in the program.
- Lists of doctors and dentist is current
- Parenting support classes are offered two times a month to families by the Wellness Coordinator

1304.22(e)(4): Maintaining an individual record of all medications dispensed and reviewing the record regularly with the child's parents. (Only part of this was not documented as occurring and that regularly reviewing with parents). **Action taken:** The Medication policy is being reviewed at each site with the emphasis on whenever medication is brought in whether it is a refill or new meds instructions are reviewed with the parent.

Recommendations:

- Have the advocates meet with the parents to review the medications the child is on. If the child is no longer taking the meds then both the advocate and the parent will sign off on a form stating this. A copy will go into the medication log, parent receives a copy as well.

#10 Individualization: Areas of Non-Compliance

Area of Strengths:

- Staff responds to children using verbal and facial cues.
- Staff adjust activities to meet children needs.
- Staff provides supportive services to children.

1304.20(f)(1): Grantee and delegate agencies must use information from the screenings for developmental, sensory, and behavioral concerns, the ongoing observation, medical and dental evaluations and treatments, and insights from the child's parent to help staff and parents determine how the program can best respond to each child's individual characteristics, strengths and needs. (Inconsistent documentation that did not show parent involvement in goal setting for their child). **Action taken:** In Head Start Site Managers and the Education Coordinator are working with staff to make sure parent involvement is documented at all sites. In Early Head Start lesson plans will be implemented and will reflect individualization for these children immediately.

Recommendations: None

11 Mental Health: No Areas of Non Compliance

Area of Strengthens

- Staff felt greatest area of strengthen was in assistance to families and children relating to behaviors.

Recommendations: None

#12 Disabilities Services: No Areas of Non-Compliance

Area of Strengths:

- Teachers are implementing individualization on their lesson plans.
- Disabilities Coordinator is a good liaison for the parents of children with disabilities.

Recommendations: None

#13 Curriculum and Assessment: Areas of Non-Compliance

Area of Strengths:

- Teachers receive a lot of helpful educational resources from the Education Coordinator.
- Parents are given a lot of information as to how they can be involved in Head Start.
- Family Committees have operated well and are beneficial to parents and guardians by sharing information in all areas.
- Special events are provided for families. These events promote the concept of parents being empowered so they can educate and nurture their children.

- EHS /HS children are assessed quickly to identify learning needs and receive services in a timely manner.
- The emphasis on reading and literacy is producing excellent results.
- Extended hours of child care before and after Head Start is very needed and appreciated by parents who are working and going to school.

1304.21(a)(5)(ii): Head Start must promote each child's physical development by providing appropriate time, space, equipment, materials and adult guidance for the development of fine motor skills according to each child's developmental level.

(Investigation showed that some sites did not have needed materials to meet the needs of the children.) **Action taken:** Some sites had not requested to purchase the needed items. The Education Coordinator is working with those sites to get the necessary purchases made.

1304.21 Safety Education:

Each agency:

(a) must provide training for parents and children in pedestrian safety within the first thirty (30) days of the program year.

(b) must ensure that children receive training on emergency evacuation drills

(c) must ensure that 2 evacuation drills are conducted each program year

(d) must develop activities to remind children of the safety procedures

(Transportation Coordinator has not completed these items.) **Action taken:** Training will be conducted immediately at all sites with the children. Parent training will take place through Family committee meetings in Feb and March. Drivers will conduct evacuations immediately and again in April. Documentation of each of the above activities will done.

Recommendations:

- A committee be formed to implement a uniform purchasing process that would result in having materials at the beginning of the year.
- To see if there is anyway that the budget can support adding additional funds to classroom materials. (Currently each classroom has \$200 to spend in their rooms)
- Additional training for all transportation staff
- Consistent and regular monitoring of seatbelts and their condition
- Additional training for bus monitors

#14 Family Partnership Building: No Areas of Non-Compliance

Area of Strengths:

- HS /EHS commitment to our families
- Services and resources offered to families
- The many opportunities to build relationships with families

Recommendations: None

#15 Parent Involvement: No Areas of Non-Compliance

Area of Strengths;

- All sites are promoting parent involvement in the child's education, health and nutrition.
- Sites are sending letters, making phone calls, putting reminders in newsletters for events that are coming up.
- Advocates are providing extensive follow up contact with parents.
- Disabilities services are in place with working systems for parent participation in IEP / IFSP meetings.

Recommendations: None

16 Community Partnerships: No Areas of Non-Compliance

Area of Strengths:

- Active working Advisory Committees in Sangamon and Morgan Counties.
- Strong collaborations with local Local Education Association's (LEA's), Laidlaw & Washington Middle school.
- Agency has 20 plus written / formal linkage agreements with community agencies that serve our families.
- Written transition plan & timeline that includes LEA's / Early Intervention.
- Mental Health partnership with local social service workgroup providing cost free services to families.

Recommendations: None

#17 Eligibility, Recruitment, Selection, Enrollment, and Attendance: Areas of Non-Compliance

Area of Strengths:

- The systemic criteria are in place at all Head Start sites. This is very good.

1305.4(b)(1,2): Age of children and family income eligibility. (1) At least 90% of the children who are enrolled in each Head Start program must be from low income families. There were several files at each site that had missing income verifications.

Action taken: Data clerks have been given a deadline of 2/17 to correct the files that are missing this information. A file audit will be conducted 2/17 and 2/20.

(2): Except as provided in paragraph (b)(3) of this section, up to 10% of the children who are enrolled may be children from families that exceed the low income guidelines but who met the criteria that the program has established for selecting such children and who would benefit from Head Start services. List of over income children was not available to reviewers. **Action taken:** A over income list has been created and is available for the reviewers to see.

1305.6 (d) Selection process: each Head Start program must develop at the beginning of each year and maintain during the year waiting list that ranks children according to the program's selection criteria to assure that eligible children enter the program as vacancies occur. List of children on the waiting list was not available to the reviewers. **Action taken:** A waiting list is now available and the Lead Data clerk has been spoken to about sharing information with reviewers.

1305.8 (a) Attendance: When the monthly average daily attendance rate in a center based program falls below 85%, a Head Start program must analyze the causes of absenteeism. The analysis must include a study of the pattern of absences that occur on consecutive days.

Reviewers found no documentation on this. **Action taken:** The information is located on the attendance sheets that teachers fill out as to why children are absent. Also if attendance falls below 85% at a center then the site manager must show documentation for why this occurred. **If a vacancy occurs more than 60 days before the end of the program year, is it filled with another child within 30 days?** There is a system in place but the amount of time used to fill lots is longer than 30 days. **Action taken:** All data clerks have been made aware of this problem and are working to ensure that each child dropped is filled as soon as possible. Random checks will be conducted to ensure that this is being done.

Recommendations:

- Is for the applications to be accepted at each site. Therefore, it is each site's responsibility for the total enrollment and monitoring of its files. (**this could create problems with some sites not open in the summer to receive apps, also no consistency in income verification if all sites are doing this—more errors could result**)
- Develop a trained team to audit all files at each site for compliance. (**a quality assurance team is being developed to check all areas of compliances**)
- Lead Data clerk to be instructed to share requested information with committee during investigations. (**this has already been done**)
- Change the 85% rule (**As an agency we can not change this rule is it a performance standard**)

#18: Facilities, Materials, Equipment, and Transportation:

Areas of Non-Compliance

Area of Strengths:

- Facilities, equipment, materials were found to have areas of Strength.

1304.21 Safety Education:

Each agency:

(a) must provide training for parents and children in pedestrian safety within the first thirty (30) days of the program year.

(b) must ensure that children receive training on emergency evacuation drills

(c) must ensure that 2 evacuation drills are conducted each program year

(d) must develop activities to remind children of the safety procedures

(Transportation Coordinator has not completed these items.) **Action taken:** Training will be conducted immediately at all sites with the children. Parent training will take place through Family committee meetings in Feb and March. Drivers will conduct evacuations immediately and again in April. Documentation of each of the above activities will be done.

Recommendations:

- A committee be formed to implement a uniform purchasing process that would result in having materials at the beginning of the year.
- To see if there is anyway that the budget can support adding additional funds to classroom materials. (Currently each classroom has \$200 to spend in their rooms)
- Additional training for all transportation staff
- Consistent and regular monitoring of seatbelts and their condition
- Additional training for bus monitors

1310.20 (b)(3) Vehicles must not be required to make U turns, except when necessary for reasons of safety or because of physical barriers. Driver was observed making a U turn and backing when it was not necessary to the observer. **Action taken:** Drivers have spoken to and reminded that these are violations of their driving and will not be tolerated. That if it is reported again then the appropriate disciplinary action will taken place.

1310.17 (2) before bus monitors assigned to vehicles used to provide such services begin their duties, they are trained on child boarding and exiting procedures, use of child restraint systems, any required paperwork, responses to emergencies, emergency evacuation procedures, use of special equipment, child pick and release procedures and pre- and post trip vehicle checks. No documentation of training being done. Although new monitors are placed on a bus with a seasoned monitor to be trained for a week before they are placed o their own bus. **Action taken:** As a new monitor comes on board, then the Transportation Coordinator will meet with them prior to them being on a bus to review rules and procedures. A form will be developed to document this training and the training received from the seasoned monitor.

1310.14 Inspections of vehicles.

Transportation Coordinator had no documentation to show inspections or any work orders to show what was done with the buses and vans. **Action taken:** Transportation Coordinator has been given copies of the inspections and work orders and has created a notebook with this information.

