

Tri-County Community Council
Head Start/Early Head Start

Part: 1302 Program Operations
Subpart: J-Program Management and Quality Improvement
Section: 1302.102 Achieving Program Goals
Subject: Monitoring Program Performance

Policy:

To ensure that Tri-County Community Council, Inc. Head Start/Early Head Start Program follows the Performance Standards, State Licensing, USDA, and Safety requirements by monitoring all aspects of the program. The expected outcome of monitoring is that children are healthy and ready to learn.

Procedure:

1. The Ongoing Monitoring Plan describes the content areas, person responsible for completing task, who monitors the report, how often monitored, form or report reviewed for monitoring, and what the information is used for.
2. The Ongoing Monitoring Plan lists the required areas to be monitored in an individual monthly format.
3. Compliance areas will be monitored according to the timeframes in the Ongoing Monitoring Plan.
4. The monitoring plan timeframes will be strictly adhered to. Monitoring is due in the month that it is listed on the monitoring plan.
5. The Center Directors, program coordinators, and the director will monitor their areas using the monitoring form.
6. When active supervision and/or visual periodic roll call is being monitored, a description of the activity/time will be detailed on the monitoring form to ensure active supervision and/or periodic roll call is taking place according to policy.
7. Once the monitoring is complete the paperwork will be turned in to the director's assistant. The director assistant will keep and track all monitoring in a notebook. The Center Director will submit all monitoring to the director. The director will review, sign, and submit to the director's assistant to file.
8. If there are areas of concern the person who completed the original monitoring will follow up to ensure the corrections are made. The monitoring form will be

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checked Complete/no concerns, Problem solved at time of monitoring, or Issues found/Follow up required, with date of follow up due listed.

9. The director assistant will provide a summary of the monitoring to the director in February and August.
10. The director will report to the Policy Council and Board of Directors a summary of all monitoring at their March and September meetings.
11. All monitoring data will be reviewed during the data collection timeframe.

Follow-up:

1. When follow-up is needed the yellow Follow-up monitoring form will be used, listing the original concern and date. The action taken to correct the concern will be listed and whether or not there are any new issues. If all concerns are corrected the follow-up monitoring will be marked as complete and all required signatures are to be completed.
2. When concerns are not corrected the director will use the pink Follow-up Monitoring Not Corrected form to meet and discuss why concerns have not been corrected. The director will discuss how the concerns are going to be addressed and corrected or a corrective action plan submitted by the set date. Disciplinary action will be taken if concerns continue to be an issue or not corrected in the timeframe set after meeting with the coordinator.
3. During the follow-up, if a new issue arises, it will be noted, and a new follow-up date will be set.
4. All completed monitoring forms will be filed according to this policy, and oversight monitoring will be submitted to the director's assistant unless otherwise noted.
5. The Director's Assistant will log in the completed monitoring form for filing and give a copy to the director for review and signature.
6. Once the director has reviewed, signed, and dated the monitoring form the director's assistant will file in monitoring notebook.
7. Original monitoring and follow-up will be filed together to ensure all issues were resolved.

There are additional monitoring completed by the Office of Head Start (OHS) and outside agencies:

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Department of Children and Families monitors each center using their own monitoring forms to ensure that our centers are meeting their requirements to maintain licensing.

The Early Childhood Coalition monitors for compliance in the afternoon program, when applicable.

The Child Care Food Program monitors at least once a year for compliance with the USDA requirements.

The Office of Head Start (OHS) will conduct reviews of our Head Start/Early Head Start Program during the five-year project period. The timeframe is determined and assigned by OHS.