

# Management Acceleration Program

## Self Study Guide



**M**anagement **A**cceleration **P**rogram

## **Introduction to Monitoring**

# Management Acceleration Program

## Self Study Guide

**Learning Outcomes**

Understand the systems of monitoring, self-assessment, communication and record keeping

- Define monitoring
- Identify who is responsible for monitoring
- Discuss types of monitoring tools
- Understand risk management assessment and OHS Monitoring
- Define self-assessment

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### **Participants:**

Describe one or more internal policies/procedures your program has in place to ensure on-going monitoring occurs at all levels?

Describe how your program addresses program self-assessment?

What if any questions and/or key points do you have from this slide?

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### **Monitoring**

1304.51 (i) (2) "Grantees must establish and implement procedures for the ongoing monitoring of their own EHS and HS operations as well as those of each of their delegate agencies, to ensure these operations effectively implement Federal regulations."

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### **Participants:**

Describe how your program approaches on-going monitoring across all program operations?

Are you involved in the on-going monitoring process? Describe your involvement:

What questions and/or key points do you have from this slide?

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### **Internal Monitoring**

An on-going process in which an agency analyzes program reports, self-assessment findings, written plans and other important documents to determine whether its program of services and fiscal operations are in compliance with Federal regulations.

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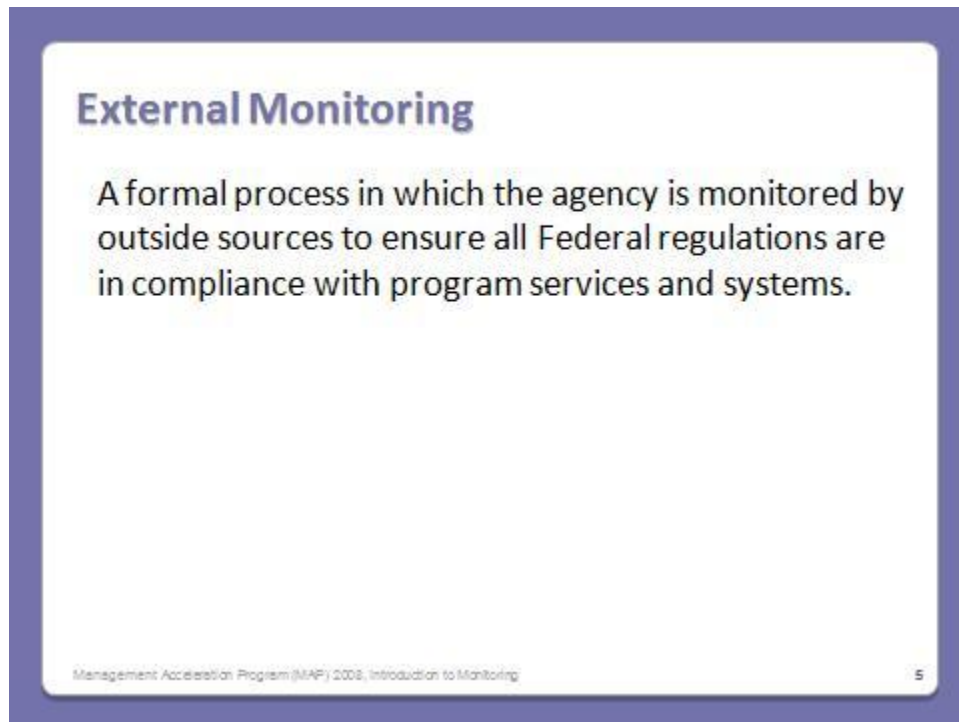
#### **Participants:**

Can you describe procedures that are conducted during the program self-assessment as they relate to this slide?

What questions and/or key points do you have from this slide?

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**External Monitoring**

A formal process in which the agency is monitored by outside sources to ensure all Federal regulations are in compliance with program services and systems.

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**Participants:**

Explain your involvement in this area if any:

What questions and/or key points do you have from this slide?

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**Why Monitoring is Important**

- Full Compliance
  - Ensure programs are meeting grant funding requirements
  - Hold program staff accountable in meeting program regulations and requirements
- Quality Programming
  - Meet positive child outcomes
  - Ensure quality services support families in reaching self-sufficiency
  - Identify and reduce program risk

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### **Participants:**

Describe a procedure your program has in place that involves planning for children based on child-outcome data?

List at least two services provided by your program that ensures quality services are provided to families to support self-sufficiency:

What questions and/or key points do you have from this slide?

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### **Responsibilities in Monitoring**

- Monitoring is everyone's business
- Valid assessments are conducted and reported
- Staff ensure systematic and programmatic areas are compliant

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#### **Participants:**

What instrument does your program currently use to conduct the annual program self-assessment? Are you involved in that process? If yes, describe:

What questions and/or key points do you have from this slide?

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**Systems and Services Framework**

EFFECTIVENESS OF SYSTEMS	IMPLEMENTATION OF SERVICES AND PARTNERSHIPS								
	Child Development and Health Services					Family and Community Partnerships			Program Design
	Prevention and Early Intervention	Individualization	Mental Health	Disabilities Services	Curriculum and Assessment	Family Partnership Building	Parent Involvement	Community Partnerships	Facilities, Materials, Supplies, Tools
Program Governance									
Planning									
Communication									
Risk of Keeping and Reporting									
Ongoing Monitoring									
Self Assessment									
Human Resources									
Fiscal Management									
CRISIS									

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**Participants:**

Describe a procedure that is currently in place at the program level that ensures status reports, including child outcomes are disseminated for planning, etc.

Briefly describe your understanding of systems:

What questions and/or key points do you have from this slide?

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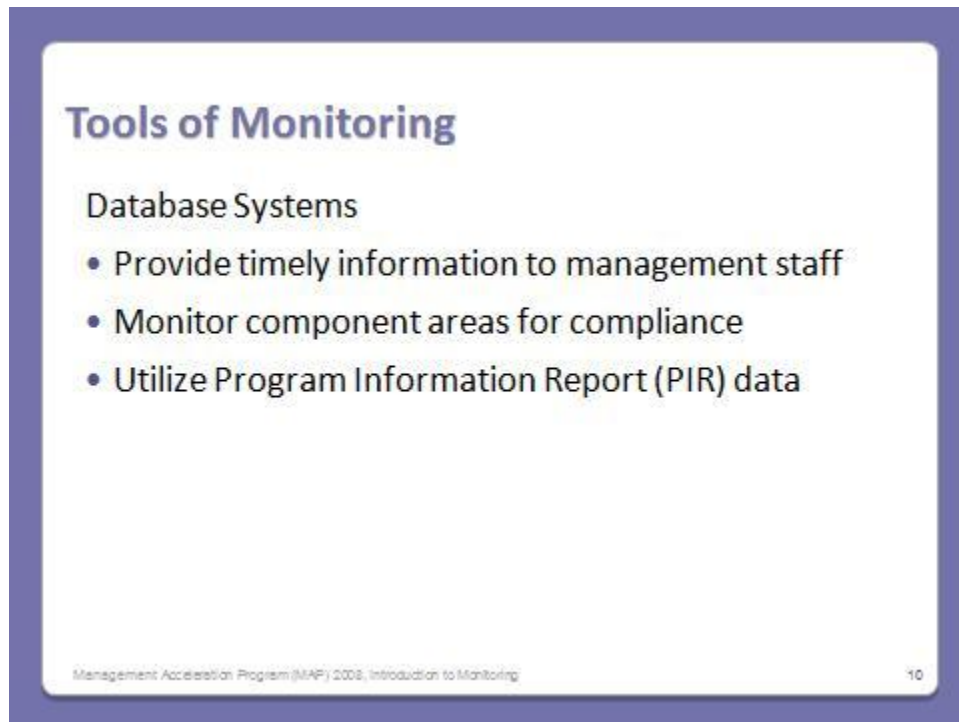


### **Participants:**

What questions and/or key points do you have from this slide?

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**Tools of Monitoring**

Database Systems

- Provide timely information to management staff
- Monitor component areas for compliance
- Utilize Program Information Report (PIR) data

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### **Participants:**

Are you involved in collecting PIR Information? If yes, describe:

Can you name the data system your program currently uses? i.e., ChildPlus, etc.

What questions if any and/or key points do you have from this slide?

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**Tools of Monitoring (cont.)**

Observation Tools

- Self-assessment instruments
- Content area instruments

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**Participants:**

What if any additional questions and/or key points do you have regarding monitoring tools?

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### Tools of Monitoring (cont.)

#### Written Reports

- Annual Head Start Program Report
- Community Assessment
- Self-Assessment
- Program observation
- Strategic plan
- Summary of program activities, services and needs report to governing bodies

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### Participants:

Please describe your involvement in one of the areas listed in this slide:

What questions and/or key points do you have from this slide?

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**Risk Assessment and OHS Monitoring**

- Protocols
  - Issued by the Office of Head Start (OHS)
  - Are subject to change and frequent updates
- Program Monitoring Tools
  - Transportation
  - Health and Safety
  - Fiscal
  - Education

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### **Additional comments on the slide:**

The Office of Head Start provides resources to ensure that programs have materials/instruments/protocols, etc. needed to conduct internal monitoring at the local grantee level.

### **Participants:**

Choose one of the areas as listed in this slide and describe what monitoring tool your program uses.

What questions and/or key points do you have from this slide?

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### Risk Assessment and OHS Monitoring (cont.)

#### Risk Management Meetings (RMM)

- Assess potential risks based on data (e.g. PIR, audit findings, enrollment numbers, fiscal issues, and OHS Monitoring Review)
- Provides opportunity for discussion on strengths and challenges
- Match needs of grantee with TA support for continuous quality improvement
- Regional Office schedules meeting dates

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#### **Participants:**

Describe one internal control your program uses to address RISK:

What questions and/or key points do you have from this slide?

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### **Risk Assessment and OHS Monitoring (cont.)**

Post-review OHS monitoring letter results

- Areas of compliance
- Areas of non-compliance
- Areas with deficiencies
  - Quality Improvement Plan (QIP)

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### **Participants:**

What questions and/or key points do you have from this slide?

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### Self-Assessment

1304.51 (i)(1) "At least once each program year, with the consultation and participation of the policy groups and, as appropriate, other community members, grantee and delegate agencies must conduct a self-assessment of their effectiveness and progress in meeting program goals and objectives and in implementing Federal regulations."

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#### **Participants:**

Describe how your program uses information from the annual self-assessment to drive program improvement forward:

What questions and/or key points do you have from this slide?

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### Communication

1304.51 (b) Communications – General. “Grantee and delegate agencies must establish and implement systems to ensure that timely and accurate information is provided to parents, policy groups, staff and the general community.”

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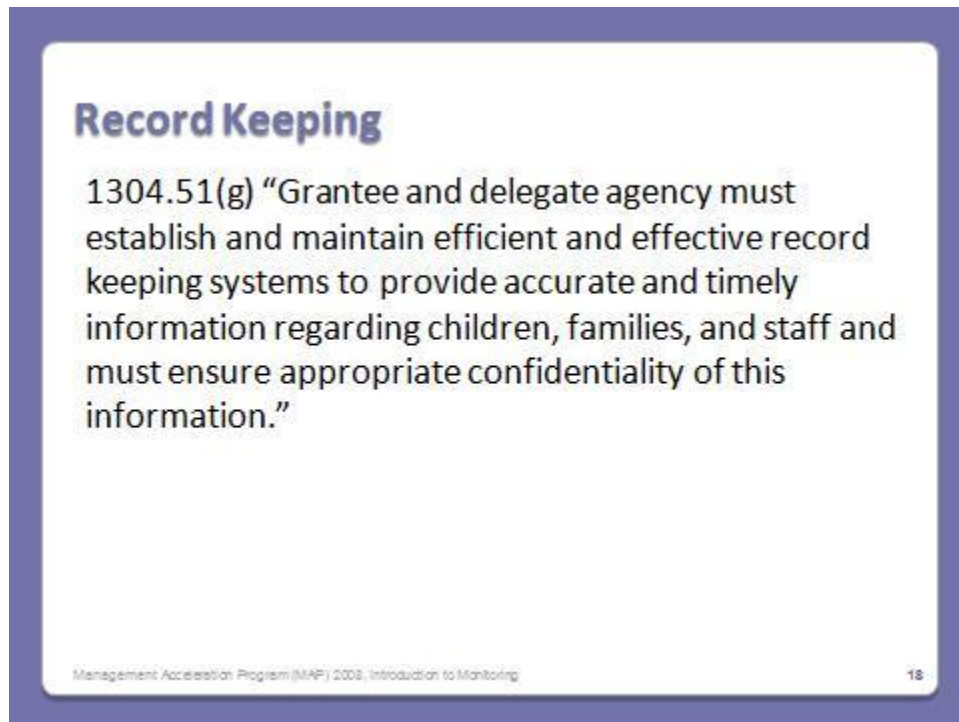
#### **Participants:**

List one to four key elements needed to ensure communication is effective at the program level:

What questions and/or key points do you have from this slide?

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**Record Keeping**

1304.51(g) "Grantee and delegate agency must establish and maintain efficient and effective record keeping systems to provide accurate and timely information regarding children, families, and staff and must ensure appropriate confidentiality of this information."

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### **Additional Comments:**

Effective record-keeping and reporting systems provide information needed to individualize programs for children and families, monitor quality services, assist in program planning and management, and to ensure the delivery of quality services.

### **Participants:**

How does your program ensure confidentiality of child and family records?

What questions and/or key points do you have from this slide?

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**Resources**

- The Early Childhood Learning and Knowledge Center  
[www.eclkc.ohs.gov](http://www.eclkc.ohs.gov)
- Head Start Self-Assessment: Your Foundation for Building Program Excellence
- Quality Improvement Plan (QIP) Suggested Framework (2006)
- Head Start Performance Standards
- Head Start Training Guide
- Head Start Act of 2007

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### **Participants:**

List additional resources that you find helpful in fulfilling your role at the program level:

What questions and/or key points do you have from this slide?