Office of Head Start Monitoring Protocol

Review Team Meeting Guide

September 27, 2012

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Interviews

Review Team Meeting

Management Systems Team Discussion

Each night, begin your team meeting with a discussion of one or two of the following systems. All reviewers should come to the meeting prepared to discuss the system(s) of the day. As the RTL, share what you heard the Head Start Director articulate about the system. Facilitate a conversation with the reviewers about how they have observed the system being implemented within their service area.

Discussions should focus on the key elements of each system (listed below). If the team identifies concerns in the service area, these should be discussed in the context of the program's systems. As a team, work together to identify WHY the concerns exist: which of the program's systems isn't working as it should?

Take notes each night so that by the end of the week you have a detailed summary of each of the program's systems (document information about the system as a whole, not just concerns).

When you have gathered enough information, answer the yes/no questions about the key elements of each system. Note, your answers to these questions may change throughout the week as you gather additional evidence.

Monday

Program Planning

► Provide a comprehensive summary of the Program Planning System that includes each of the Key Elements (listed in the yes/no questions below).

► Does the program use information strategically to develop goals, objectives and plans for program management and service delivery?

► Does the program use the results of planning activities to design change and implement services provided to children and families?

► Does the program engage stakeholders in the planning process (governing bodies, staff, and parents)?

Tuesday

Human Resources

► Provide a comprehensive summary of the program's Human Resources System that includes each of the Key Elements (listed in the yes/no questions below).

► Does the program's organizational structure support the program's goals and objectives?

► Does the program's organizational structure address the major functions and responsibilities assigned to each staff position?

► Does the program provide adequate mechanisms for staff supervision and support?

Ongoing Monitoring

► Provide a comprehensive summary of the program's Ongoing Monitoring System that includes each of the Key Elements (listed in the yes/no questions below).

► Are tools and procedures used effectively and consistently by program staff?

► Is the frequency of monitoring adequate to ensure compliance with the regulations?

► Are staff who are responsible for and/or participate in ongoing monitoring activities performing their specific role(s)?

► Does the program analyze information gathered through ongoing monitoring?

► Does the program use their analysis of data to inform monitoring?

► If applicable, is there a process in place to ensure the ongoing monitoring of delegate agencies is implemented?
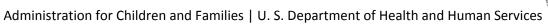
Wednesday

Communication

► Provide a comprehensive summary of the program's Communication System that includes each of the Key Elements (listed in the yes/no questions below).

► Does the program provide timely and accurate information to parents, policy groups, staff, and the general community?

► Do mechanisms exist for regular communication among all program staff to facilitate quality outcomes for children and families?

Record Keeping

► Provide a comprehensive summary of the program's Record Keeping System that includes each of the Key Elements (listed in the yes/no questions below).

► Does the program keep records up-to-date?

► Is the program's record keeping system reliable, and are there routine mechanisms for collecting data?

► Does the program's record keeping system ensure the accessibility of information to all appropriate parties?

► Does the program's record keeping system yield effective reports to inform planning, ongoing monitoring, reporting, and overall communication?

► Does the program ensure records are secure and confidentiality of children, families, and staff is maintained?

Program Strengths

► Each night as a review team, discuss the grantee's areas of strength. Throughout the week the team should collect additional information in these areas of strength to inform the final documentation of a strength at the end of the week.