

## Key Concepts and Considerations: **Service Delivery Design**



### **Phase 1: Service Delivery Design**

Grantees conduct or update their community assessment and use its findings to establish long-term goals and measurable objectives.

- The community assessment must be done **every five years** and **reviewed annually**.
- It is used to establish **long-term strategic goals** and **measurable objectives**.
- There are **5 steps** to community assessment:
  1. **Plan and organize:** Who will do it? What information and resources are needed? When will it happen? How will the plan be communicated?
  2. **Design the work:** What are the Head Start Program Performance Standards (HSPPS) requirements? What internal and external data is needed? How will you gather information? How will the information be used?
  3. **Gather data:** What methods and tools will you use to collect data? What are the cultural considerations?
  4. **Analyze data and make decisions:** What does the data identify as trends, strengths, and needs? What decisions need to be made? What long-term strategic goals can you identify? What measurable objectives will you use to determine progress toward your strategic goals?
  5. **Communicate and incorporate:** What will you put in the community assessment report? With whom will the report be shared? How will you assure the report is reviewed annually and updated as needed? How will the community assessment be incorporated into ongoing program planning and strategic planning?

**Related HSPPS:** [45 CFR §§1302.101](#), [1302.102](#), [1302.103](#), [1302.11](#), [1302.14](#), [1302.15](#), [1302.20](#), [1302.42](#), [1302.53](#)

**Extend Your Learning:** [Foundations for Excellence, 2<sup>nd</sup> Edition](#)

## Key Concepts and Considerations: **Operationalization**



### **Phase 2: Operationalization**

During this phase, grantees create an action plan and budget outlining what steps they will take to accomplish their long-term goals and measurable objectives. Once complete, the action plan is implemented and the grantee begins collecting data to ensure compliance and demonstrate progress on goals and objectives.

#### Action plans:

- Are the **road maps** a program uses to accomplish goals and objectives
- Focus on **what will happen in a one-year period**
- Should operationalize the **"why"** of a program goal
- Identify:
  - **What** steps will be taken to achieve your goals and objectives
  - **Who** is responsible. It is often helpful to identify both individuals and teams
  - **When** steps will be completed
  - **Costs** and financial resources that are needed
  - **How progress will be measured**
- Follow the **"Plan, Do, Review, and Revise as Necessary"** process

**Related HSPPS:** [45 CFR §§1302.102](#), [1302.11](#), [1302.17](#), [1302.21](#), [1302.31](#), [1302.47](#), [1302.61](#), [1302.70](#), [1302.82](#), [1303.44](#), [1303.45](#), [1304.14](#), [1304.3](#)

**Extend Your Learning:** [Foundations for Excellence, 2<sup>nd</sup> Edition](#), [Management Matters: Program Planning](#)

## Key Concepts and Considerations: **Compliance**



### Phase 3: Compliance

Grantees must maintain effective oversight to ensure compliance with all regulations and requirements. To ensure effective implementation of the HSPPS, grantees will develop ongoing monitoring procedures. Procedures may include collecting and using data; working with the governing body/Tribal Council and Policy Council to address issues; and making corrections as quickly as possible while preventing reoccurrences.

- Monitoring is an **ongoing process**.
- It requires the **collection and analysis of data**.
- Monitoring is most effective and useful when:
  - Programs collect and analyze data to **answer critical questions**
  - Data **turnaround** is fast
  - Information is presented on an ongoing basis and **responded to** in real time
- The monitoring process **must involve** governing body/Tribal Council members, Policy Council representatives, and other key stakeholders.

**Related HSPPS:** [45 CFR §§1301.2](#), [1301.3](#), [1302.102](#), [1302.17](#), [1302.53](#), [1304.2](#), [1304.11](#)

**Extend Your Learning:** [Digging Into Data](#), [Ongoing Monitoring](#)

## Key Concepts and Considerations: **Self-Assessment**



### Phase 4: Self-Assessment

During this final phase, grantees conduct an annual self-assessment to evaluate progress toward meeting their long-term goals and measurable objectives. They also review yearly compliance with the HSPPS and the effectiveness of professional development and family engagement systems in promoting school readiness.

- Self-assessment occurs **once annually**, usually near the end of the year.
- Self-assessment looks at systems and focuses on the questions:
  - **Are we doing things right?**
  - **Are we doing the right things?**
- **Ongoing monitoring results** and **multi-year data** are reviewed to inform decisions.
- There are **five phases** to the self-assessment process:
  1. **Design the process:** Identify and invite internal and external stakeholders to create a self-assessment team, consult with Policy Council and governing body/Tribal Council members, and obtain approval of self-assessment plan.
  2. **Engage the team:** Orient self-assessment team members and share with them the self-assessment plan, ongoing monitoring data, last year's self-assessment report, and other data. Identify other team members, as needed.
  3. **Analyze and dialogue:** Explore systemic issues by reviewing and analyzing data and seeking additional data, as needed. Engage in dialogue using probing questions. Examine progress on goals and objectives and formulate discoveries.
  4. **Recommend:** Consolidate discoveries across teams and prepare final recommendations to inform program planning. Provide feedback on the self-assessment process for next year's report.
  5. **Prepare report:** Prepare the self-assessment report and send it to the Policy Council and governing body/Tribal Council for approval. Submit the approved report to your Regional Office.

**Related HSPPS:** [45 CFR §1302.102](#)

**Extend Your Learning:** [Self-Assessment: Your Annual Journey](#)

