

FY24 Monitoring Kickoff



**Welcome from
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FY24 Monitoring Overview

Monitoring Highlights

Focus Area One (FA1)

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FY24 Monitoring Highlights

- FA1 reviews will continue to be conducted virtually.
- FA2 reviews will continue to be conducted onsite with a virtual component.
 - The onsite team for FY24 will be larger, to include three reviewers onsite.
 - The fiscal portion of the review will continue to be virtual.
 - The team composition for onsite and virtual may vary depending on the Grant Recipient.
- CLASS[®] reviews will be conducted either by video or onsite.
- Reviews cannot be rescheduled once the Grant Recipient has been notified of the date.



FY24 Monitoring Highlights (Continued)

- Monitoring reviews **may** be conducted during the following holiday weeks:
 - Indigenous Peoples' Day (Columbus Day), Juneteenth, Veterans Day, Martin Luther King Day and President's Day
- Grant Recipients who will receive a FY24 monitoring review have been sent a notification letter. Review dates will be shared approximately 45 days prior to each review.
- The Office of Head Start will resume unannounced Focus Area Two (FA2) reviews in FY24 and reserves the right to conduct unannounced, onsite, or virtual reviews at any time.



FY24 FA1 Overview – Purpose



Understanding Program Approach

The FA1 is an opportunity for Grant Recipients to share the processes and systems they are developing to implement a high-quality, comprehensive program that meets the needs of their communities.



Assessing Compliance

The Office of Head Start uses information gathered in the FA1 to evaluate whether the Grant Recipient is in compliance with the Head Start Program Performance Standards, the Head Start Act, and federal Uniform Guidance.



Identifying Needs and Trends

Information from monitoring reviews supports the Office of Head Start to identify trends and needs across the performance of Grant Recipients nationally, regionally, and within communities.



FY24 Monitoring FA1

FA1 reviews will begin the week of October 9th

Opportunity for the Grant Recipient to *share* the program's processes to providing quality services.

What to expect:

- Virtual three-day review (one Reviewer)
- Reviewers will conduct interviews with program leaders, governing body, policy council, and staff to gather information
- Screen sharing to show examples of documents, data reports and information systems; documents can be collected for this review
- Collaboration with the assigned Reviewer to develop the schedule for the week, which includes the time for daily discussions and the participants for each facilitated discussion



FY24 FA2 Overview – Purpose

Understanding Quality



The FA2 is an opportunity for Grant Recipients to demonstrate their success in providing a high-quality, comprehensive program that meets the needs of their communities.

Listening for Strong Practices



Reviewers will ask Grant Recipients to share information about Strong Practices that further promote quality services for children and families and highlight program strengths.

Assessing Compliance



The Office of Head Start uses information gathered in the FA2 to evaluate whether the Grant Recipient is in compliance with the Head Start Program Performance Standards, the Head Start Act, and Federal Uniform Guidance.

What are Strong Practices?

A Strong Practice is an activity or strategy that shows promise for long term sustainable impact. A Strong Practice has an objective basis for claiming effectiveness, potential for replication, and is shareable among other organizations.

FY24 Monitoring FA2

FA2 reviews will begin the week of October 9th

Opportunity for Grant Recipients to *demonstrate* their effectiveness in implementing a high-quality program.

What to expect:

- Five-day review (average Review Team size is four Reviewers—three onsite, one virtual)
- Data tours, document reviews, classroom and site explorations, fiscal explorations, and Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) file reviews
- Discussions with Management Teams, staff, families, the governing bodies, and the policy council



FY24 FA1 and FA2 Reports

- Reports will note **compliant Performance Measures** within each content area.
- **Content will be streamlined.**
- Reports will also note **Areas of Concern**, as needed, which indicate a need for improvement to prevent a more serious finding.
- Reports will note **Areas of Noncompliance** when a program is not meeting a requirement. **Deficiencies** indicate a substantive or systemic failure in a key area of performance and require immediate corrective action.
- In FA2 reports, **Strong Practices** can be included in the report to highlight areas where the Grant Recipient is excelling in providing high-quality services to children and families.



Program Design, Management, and Improvement

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings and Strong Practices observed, as applicable.

Program Design and Strategic Planning

- The grant recipient adjusts its program design to remain responsive to shifts in community needs, strengths, and resources over time.
- The grant recipient maintains a system and procedures for collecting, managing, and reporting on accurate, timely data.
- The grant recipient uses program data to routinely monitor performance, progress towards goals and desired outcomes, and drive program improvement.

Program Governance

- The grant recipient collaborates effectively across program staff, the governing body, and the policy council to facilitate effective program governance.
- The grant recipient's governing body is engaged and effective in providing its legal and fiscal oversight.
- The grant recipient's policy councils and policy committees are effective in providing program direction.

Staffing and Staff Supports

Area of Concern – 1302.101(a)(1)

Summary

Grant Number(s) Cited:

Timeframe for Correction: Follow-up with Regional Office for Support

Performance Standard Details

Regulation Text: (a) *Implementation.* A program must implement a management system that: (1) Ensures a program, fiscal, and human resource management structure that provides effective management and oversight of all program areas and fiduciary responsibilities to enable delivery of high-quality services in all of the program services described in subparts C, D, E, F, G, and H of this part.

Compliance Details

The grant recipient had one or more managers covering multiple management roles who



FY24 Protocol Highlights

- Shares more descriptive information on the methodology of the review activities and what to expect during the review
- More definition and description of monitoring expectations in each content area

FY24 Focus Area One Monitoring Protocol

Purpose
Focus Area One (FA1) provides an opportunity for individual grant recipients to share the processes and systems that support their implementation of high-quality services for children and families served over the course of their grant cycle, including the:

- quality of education services;
- intentionality of family and community engagement;
- monitoring of fiscal operations;
- effectiveness of health and safety practices;
- focus on eligibility, recruitment, selection, enrollment, and attendance, and
- oversight of program structures.

The FA1 will determine if grant recipients are meeting the requirements of the Head Start Program Performance Standards (HSPPS), the Uniform Guidance, and the Head Start Act.

This information collectively supports the Office of Head Start's (OHS) understanding of the effectiveness of each grant recipient's performance, as well as the performance of grant recipients nationally, regionally, and within communities.

Methodology
Grant recipients will have multiple opportunities to showcase program strengths through the activities that make up the FA1 Monitoring Review. As Exhibit 1 demonstrates, these activities include (1) planning and introductory meetings with program leadership, (2) discussions with leadership, the governing body, and the policy council, (3) data tours with directors, managers, and staff, and (4) touchpoints with the director on each day of the review.

Exhibit 1: FA1 Review Activities

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ALIGNED ACCOUNTING SYSTEM

FY24 Focus Area One Monitoring Protocol

The following provides a brief overview of each of the activities comprising the FA1 review event:

Planning and Introductory Meetings

- Notification of the FA1 will be given to the grant recipient through the 45-day letter.
- The assigned Review Lead will reach out to grant recipients following notification for the planning call. This call will include general questions, requests for basic program data prior to the review event, and confirmation of the three-day review schedule.
- The Program Management Meeting will occur the morning of the first day of the review. The virtual meeting will introduce the Review Lead and Management Team members, and allow managers to give initial context and insights about their respective content areas.

Discussions

- Conducted virtually during the review week.
- Focus on gathering perspectives and experiences from the governing body and the policy council.

Data Tours

- Conducted virtually throughout the review week with program managers and staff for each service area.
- Real-time walk-through of data and reports to help Review Lead understand how managers and staff conduct daily activities.
- Data checks for staff qualifications and criminal record checks.

Touchpoints

- Occur daily between the grant recipient director(s) and the Review Lead.
- Provide an opportunity to discuss the status of the review activities' completion, work through any coordination or scheduling challenges that may arise, and collect any additional information as needed from the grant recipient.

Post-Review
Following the FA1 Review, grant recipients will receive a final report that will share information on the grant recipient's performance.

Approach
The FA1 is a three-consecutive day review event that will consist of virtual data collection. All review events will be conducted by a Review Lead.

Road Map to the FA1 Protocol
This protocol and the accompanying *FA1 Monitoring at a Glance* resource document are designed to guide the grant recipient in their preparation for the FA1. It includes the topic areas for discussion, specific performance areas for assessment, the federal regulations associated with each area of performance, and describes the monitoring approaches used during the FA1 monitoring event.

The protocol is divided into the following six sections:

- Program Design, Management, and Improvement (PDMI)
- Education and Child Development Services (ECD)
- Health Services (HEA)
- Family and Community Engagement Services (FCE)

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ALIGNED ACCOUNTING SYSTEM



FY24 CLASS[®] Overview

Methodology

Grant Recipients had the choice between one of two CLASS[®] review methodologies for their FY24 review:

- Onsite CLASS[®] Reviews: Certified CLASS[®] reviewers onsite at program for an average of four days
- CLASS[®] Video Reviews: Grant Recipients record and upload observation videos for sampled classrooms and then videos are scored by certified CLASS[®] reviewers

Report

Grant Recipients will receive a final report with program-level CLASS[®] scores.

Designation Renewal System

FY24 CLASS[®] scores will be used for the Designation Renewal System (DRS).



Child Health and Safety Incidents

The OHS' Central Office and Regional Offices have collaborated to develop a RAN Protocol including a sample form for Grant Recipients to provide guidance for reporting the following child health and safety incidents to the OHS:

- Serious child injuries
- Inappropriate conduct
- Physical abuse
- Verbal or emotional abuse
- Sexual abuse
- Child neglect
- Lack of supervision
- Unauthorized release

Fiscal Year (FY) 2024 Monitoring Protocol Incident Reporting Form

How to Use this Resource

When health and safety incidents occur, grant recipients are required to immediately report to the Regional Office (no later than 7 calendar days following the incident). This sample form can be used or adapted to fulfill this requirement, however, it is not required. If the grant recipient has an incident form readily available containing the information requested in this form, it is appropriate to submit the existing document.

Submit this form or the incident form via the Head Start Enterprise System (HSES) correspondence tab, with attention to your assigned Program Specialist, and copy the Supervisory Program Specialist or Regional Program Manager. Please include all information or documentation pertinent to the issue being reported.

If you have any questions or need assistance completing this form, please reach out to your assigned Program Specialist.

Sample Incident Reporting Form

Program Information

Grant Recipient Name: _____

Grant(s) #: _____

Reporting

The HSPPS require recipients to report to the responsible U.S. Department of Health and Human Services (HHS) official immediately or as soon as practicable, any significant incidents affecting the health and safety of program participants. The requirement to report to HHS/OHS is in addition to the recipient's responsibility to report to local, state, or tribal entities as required by applicable laws. For reporting significant incidents regarding the health and safety of children in Head Start programs, the responsible HHS official is typically the OHS program specialist assigned to the grant or the regional program manager.

Recipients are responsible for reporting incidents of child abuse, neglect and inappropriate conduct by program staff, inadequate supervision while in the care or under the supervision of program staff and unauthorized release. Additionally, recipients must report to OHS any incidents of child injuries, resulting from intentional or unintentional acts (such as falling off the monkey bars) that require either hospitalization or emergency room medical treatment, such as a broken bone; a severe sprain; chipped or cracked teeth; head trauma; deep cuts; contusions or lacerations; or animal bites.

OHS interprets "immediately or as soon as practicable" in the HSPPS to mean without delay, but no later than seven calendar days following an incident. Head Start programs should not wait for adjudication through local or state officials. Incidents must be reported to OHS staff within seven days of the incident, regardless of investigations by relevant local, state, tribal, or federal law enforcement.

Date program became aware of incident _____

Date incident occurred _____

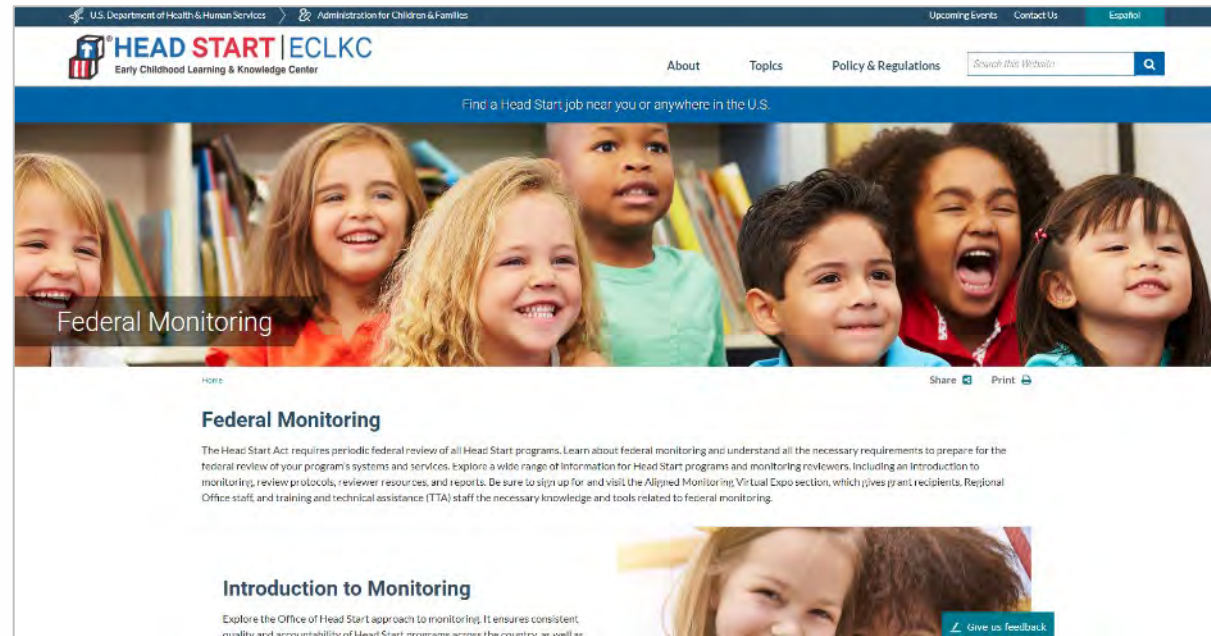
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Helpful Resources – ECLKC

On the [ECLKC website](#), search for Federal Monitoring and you will find helpful resources such as the Introduction to Monitoring, FY2024 Monitoring Protocols, the CLASS® Field Guide, a link to the Virtual Expo, and more!

We invite you to log on and explore these resources!

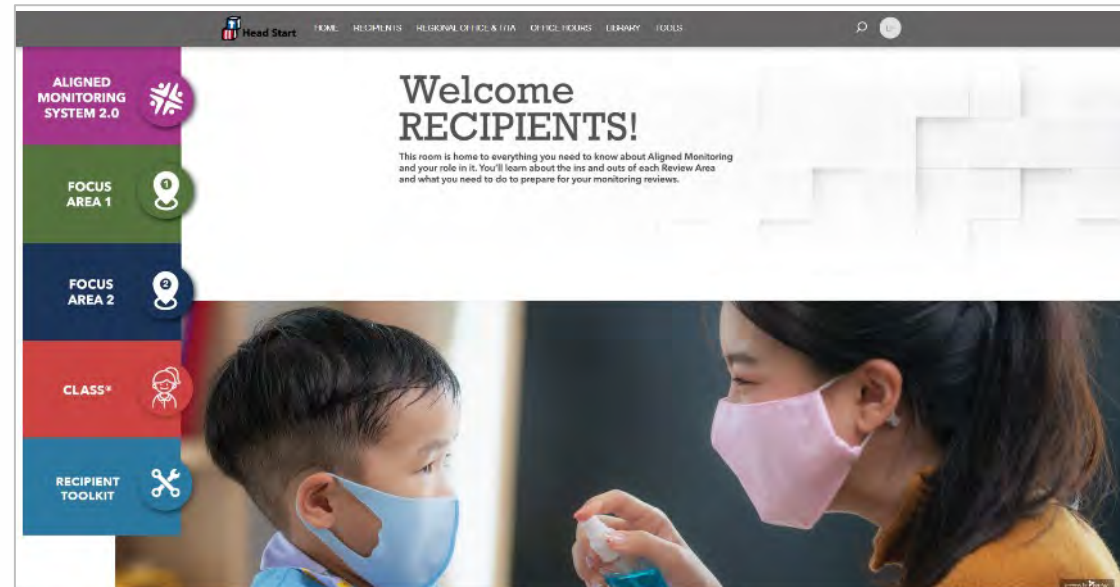


Helpful Resources – Virtual Expo

The Head Start Aligned Monitoring Virtual Expo is a place where Grant Recipients can find helpful resources for the Aligned Monitoring System, FA1 and FA2 reviews, as well as CLASS®.

We invite you to log on and explore these resources!

If you do not have access, just visit the [Virtual Expo](#) and then select “Register.”



Questions?



Stay Tuned!



Look on **ECKLC** and the **Head Start Aligned Monitoring Virtual Expo** for upcoming information resources on:

- FA1
- FA2
- RANs, Follow-Up Reviews, and Special Reviews

Thank You!

