

**Program Improvement Plan
For the
2019 – 2020 Program Year**

Content Area/Results of Self-Assessment / Related Performance Standard	Plan of Corrective Action	Required Resources	Person(s) Responsible	Desired Outcome / Goal for Improvement	Projected / Actual Date of Completion
<p><u>Environment Health & Safety</u> Water fountain needs to be replaced at Sierra Vista Center §1303.52 § 1303.52 Facilities, materials, and equipment.</p>	<p>The Area Service Manager will submit a work order and follow-up until the work order is closed and the repairs are appropriately completed.</p>	<p>Water Fountain</p>	<p>HS / EHS Director Health & Safety Director Area Service Manager Maintenance Worker</p>	<p>The program will be in compliance at all times with all Health and Safety requirements.</p>	<p>Correct took place within the same day of report</p>
<p>Fire Inspection code # 6 A closet at Floyd Head Start Center had an over-load of supplies which was too high to the ceiling. Proper clearance from ceiling 24” or 18”</p>	<p>The Area Service Manager will submit a work order and will follow-up until the work order is closed and the repairs are appropriately completed.</p>		<p>HS / EHS Director Health & Safety Director Area Service Manager Maintenance Worker</p>	<p>The program will be in compliance at all times with all Health and Safety requirements.</p>	<p>Correct took place within the same day of report</p>

Head Start Self-Assessment Questions 2020

Program Governance

Webb County Commissioners Court – Judge Tano E. Tijerina Interview

1. Have you been provided training on carrying out responsibilities of shared governance effectively?
 - Yes. Mrs. Oliveros provided an orientation on the program rules and regulations to me when I took office and annually.
 - She provides me with policy updates as needed and ongoing opportunities for training.
 - Provides presentation to the Court on various topics.
2. How does this training help you make decisions about the Head Start program?
 - A. Criteria for defining recruitment, selection, and enrollment policies?
 - The Community Assessment is used to determine the areas of need in Webb County.
 - The recruitment area is all of Webb County.
 - The program serves children of low income families between the ages of 0 and 5.
 - Priority is given to the child “most in need” – Foster Child, Child of Family Violence, Homeless, etc.
 - B. Composition of policy council and parent committee and how members are chosen?
 - There are written and approved policies for the composition of the Policy Council in the Head Start Policies and Procedures Addendums.
 - The majority of the Policy Council consists of current Head Start Parents elected by parents.
 - C. Funding and Refunding applications before submission to Administration for Children and Families?
 - All applications are approved or disapproved by the Policy Council and the Commissioner’s Court. The Auditor reviews the budget and if there is a concern, they will address it before the application is approved.
3. Do you receive program reports that can be readily interpreted to ensure your oversight function?
 - Yes. Mrs. Oliveros provided monthly reports with important information on Enrollment, Disabilities, Mental Health, Nutrition, Staff Development, and monthly highlights.
 - If I have a concern, we have open communication and I can call her or speak to her during a Court meeting.
 - Mrs. Oliveros has provided presentations to the Commissioner’s Court to keep the members informed and this provides the Court an opportunity to ask the Director questions.
4. Can you describe specific internal controls / monitoring activities?
 - County Auditor monitors daily. Independent Audit annually.
 - Head Start Self Assessment Annually (parents, staff, and consultants review the program)
 - Purchasing Agent ensures that the program is fair in its selection of vendors
 - County Attorney ensures that all documents are legal and in the legal interest of the program.
 - Educational Outcomes are provided to the Court.

5. How do parents have the opportunity to be involved in Shared-Decision making?

- Through the Policy Council – parents have a shared role in decision-making for the Head Start program.
- The roles and responsibilities of the Commissioner's Court and the Policy Council are written and part of the Webb County Policies and Procedures Addendum for the Head Start Program

6. How do you consider and resolve community complaints or concerns about the Head Start program?

- If I received a complaint about the program, I would call the Director and let her handle it if it was a minor complaint.
- If it were a major complaint, I would ensure that the Policy Council is aware of it.
- If need be, the Client's Rights Committee would meet. There are procedures for this committee that have been approved and updated by the Court and Policy Council if necessary.

7. Have you approved procedures for resolving internal disputes between the Commissioner's Court and Policy Council?

Yes. Written procedures (Impasse / Arbitration Procedures) have been established and the Court and Policy Council will update them if necessary.

8. What actions are taken when there is non-compliance?

- I would make sure the Policy Council is aware of the non-compliance.
- I would visit with the Director and discuss it.
- I would ask her to write a plan of action to correct the non-compliance.

9. How do you select independent financial auditor?

The County goes through a *Request for Qualifications* process for the selection of independent auditors.

10. How and what do they report to the governing body?

The independent auditors issue a written audit report to the governing body. The audit reports on the county's financial statements, the business-type activities, each major fund, and the aggregate remaining fund information of the county on an annual basis. The county's financial statements are the responsibility of county management.

Head Start Local Self-Assessment Questions2020
Program Management
HS /EHS / CCP Director – Aliza Oliveros Interview

1. The grantee will describe how the program took into account various characteristics, such as ethnicity, language, disabilities, mental health, children in foster care, homelessness, and working with families, when designing the program.
 - Ethnicity and Language– Webb County is predominately Hispanic and the program serves families who are predominately Spanish speaking. Curriculum is designed for dual language speakers.
 - Disabilities – the program actively recruits children with disabilities by way of partnerships with LISD and UISD, Early Childhood Intervention (ECI), and participating in various local outreach programs. Through these partnerships the program is able to meet the needs of children with special needs.
 - The program contracts mental health professionals to address the needs of children with mental health issues. Additionally, the program offers various parent and staff trainings of mental health topics.
 - Children in foster care and homeless families are given priority enrollment in the program. Family Service Workers (FSW) work with families to address their individual needs.
2. The grantee will describe how the program selected option and location meet the needs of children and families.
 - Program Option are based off the needs demonstrated in the Community Assessment and questionnaires distributed in the community.
 - Center Base – classrooms in the community and in both school districts
 - Home Base
 - Child Care Partnership with Private Day Cares
3. The grantee will describe how the program maintains full and effective participation of children who are dual language learners and their families.
 - Parents are encouraged to volunteer in the classroom
 - Staff are bilingual
 - Policy Council meetings and all parent meetings are presented in both languages.
4. The grantee will discuss how the program, in collaboration with the governing body and the policy council, develops goals for the provision of program services.
 - The formulation of the Strategic plan and Community Assessment involves Policy Council and Commissioners Court input.
 - The Strategic Planning Committee and subcommittees meet in December and January to update and modify program goals to ensure they remain responsive to community needs as identified in the community assessment.
 - In March and April, staff and parents distribute questionnaires in the community and throughout the program.
 - The updated Community Assessment and Strategic Plan is discussed with and approved by both the Policy Council and Commissioners Court.

5. The grantee will describe the process for monitoring program performance and using program data to evaluate progress and risks, and to inform continuous improvement in all program areas.

- Program performance is monitored daily at the center level and on-line via the ChildPlus data tracking system.
- Area Service Managers and Content Area staff monitor for compliance issues on a daily basis via observation and checklists.
- Child data can be monitored on-line via ChildPlus system.
- Program monitoring takes place twice a year which involves cross monitoring between content areas.
- Annually, a local self-assessment is conducted.
- Any concerns are addressed in a Program Improvement Plan which is presented and approved by PC and CC.

6. The grantee will discuss how the program plans to supervise staff and provide feedback to inform professional development opportunities and continuous program improvement.

- All staff receive an annual performance evaluation.
- Teaching staff receive two performance evaluations annually.
- All new staff receive a monthly evaluation for three months.
- Education staff provide staff development based on CLASS results.
- Various trainings are offered to staff throughout the year.
- Staff are highly encouraged to pursue educational goals with financial assistance from the grant.

7.

Have you been provided training on carrying out responsibilities of shared governance effectively?

- SHOW - THE RED BINDER
- Yes. Mrs. Oliveros provided an orientation on the program rules and regulations to me when I took office and annually in October.
- She provides me with policy updates as needed and ongoing opportunities for training.
- Provides presentation to the Court on various topics.

2. How does this training help you make decisions about the Head Start program?

A. Criteria for defining recruitment, selection, and enrollment policies?

- The Community Assessment is used to determine the areas of need in Webb County.
- The recruitment area is all of Webb County.
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B. Selecting of delegate agency.

- The Court discussed with Mrs. Oliveros the possibility of having Texas Migrant Council as a delegate agency when Mary Capello expressed interest in partnering with Webb County for the Early Head Start program (2009).
- C. Composition of policy council and parent committee and how members are chosen?
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Head Start Self-Assessment Questions 2020

Program Governance

Policy Council Interview

Program Governance : PM3: The grantee maintains a formal structure for program governance that includes a governing body, a policy council (or policy committee for delegates), and parent committees.

1. The grantee will describe the composition of the governing body and policy council, and the grantee's strategy for leveraging their expertise 1301.2(a)-(b); 1301.3(b)-(c)

- The governing body is composed of five elected officials. Four Commissioners and One County Judge.
- The Policy Council Representatives and Alternates are current Head Start parents elected by, the parents during their first Parent Committee Meeting.
- Commissioner's Court meetings are every second and fourth Monday of each month at 9 a.m. at the Commissioners Courthouse.
- Policy Council Meetings are on the fourth Thursday of each month at 10 a.m.
- Both, governing body and policy council, have agendas to follow. All agendas are written by the PC Chair in consultation with members and administration. Agendas are filed with the County Clerk's office seventy - two hours before the meeting date.
- Any item that needs approval as to Performance Standards needs to be on the governing body agenda and on the policy council's agenda for approval.
- Policy council members are also in different committees: Budget Committee, Planning Committee, By-laws Committee; Community Assessment Committee; Local Self-Assessment Committee; Education Committee; Health Advisory Committee; Family Services Committee; Nutrition Committee, etc.

2. The grantee will describe how the governing body and policy council are equipped to meet their roles and responsibilities, and to provide effective oversight. 1301.5

- Policy Council Members are offered an orientation training on Head Start Program Performance Standards and "How to Conduct a Meeting" before the first policy council meeting takes place. Former Head Start policy council parents attend the training and take part on a "mock" policy council meeting in an effort to train members on what to expect. A Question and Answer Session takes place where new members can ask question of former members. Member of the Commissioners Court are invited to welcome PC members and describe their role in the governance process. After the presentation, all policy council members stand and take their Oath of Office.
- Director and Parent Engagement Coordinator explain and review all policy council agendas with the PC Chair.

- a. During the first policy council meeting, (on the agenda) Executive Head Start Director, explains and goes over the roles and responsibilities of the policy council and explains the role of each of the committees, the hiring process, dismissal of personnel process, budget input (parents and staff), and the process for approval of all budgets.
- Executive Director's Monthly reports to governing body and policy council. A sample is attached.

**Webb County Head Start
Local Self-Assessment Report
November 12-26, 2019**

Content Area Reviewed: Education

Key Indicators: F1: Designing quality education and child development program services & F2: Education and Child Development Services

Prepared by: Juanita De Leon, Specialized Services Assistant, Elizabeth Godina, ASM- Larga Vista- Head Start & UISD- Freedom Elementary, Sara Briones, Parent- Sierra Vista, Dolores Dominguez, ASM- Sanchez-Ochoa Elementary, Belinda Martinez, Education Coordinator Assistant
Veronica Rangel, ASM-Dovalina and Gloria A. Flores, Education Coordinator Assistant

Instrument: FY 2020 Monitoring Review Protocols- Focus Area 1 & 2

SECTION I: BACKGROUND

Interviewed personnel:

Rosangela Velasco, LISD-Heights-ASM
Sandra Pena, LISD-Zachry-ASM
Santiago Gutierrez, LISD-Teacher –Dovalina
Melina Román, LISD-Teacher-Dovalina
Esteban Gonzalez, LISD-Teacher-Dovalina
Nelly Vasquez, LISD- Teacher- Dovalina
Mayra Salinas, LISD-Teacher- Heights
Jessica Trevino, LISD-Teacher- Heights
Melissa Bernal, LISD-Teacher-Heights
Imelda Piton, LISD-Teacher-Zachry
Emma Morales, LISD-Teacher-Zachry
Patricia Gutierrez, LISD-Teacher-Zachry
Elizabeth Almanza, LISD-Teacher- Zachry
Lucy Trejo, Education Director for Head Start, EHS and CCP
Maria E. Martinez, ASM- Sierra Vista Head Start
Esmeralda Martinez, FSW- Sierra Vista Head Start
Ashley Márquez, EHS/Sierra Vista- Home Visitor
Diana Córdova, Teacher- Sierra Vista Head Start
Gloria Álvaro, Teacher-Roosevelt Head Start
Pricila Ojeda, Teacher-Roosevelt Head Start
Francis Gonzalez, Teacher-Little Palominos Head Start
Araceli Perez, Teacher- Little Palominos Head Start

Leticia Zavala, Records Manager- Head Start
Lucila Ruiz, Special Services Coordinator- Head Start
Cordelia Cuellar, UISD-ECC Dean
H.R. Saldivar- UISD- Teacher- Zaffirini Elementary
Maria A. Landa- UISD- Teacher- H. Cuellar Elementary
Vanessa Guardiola-UISD- Teacher- Arndt Elementary

Centers monitored:

LISD- Dovalina Elementary
LISD- Heights Elementary
LISD- Zachry Elementary
EHS-Sierra Vista
EHS Little Palominos
Sierra Vista Head Start
Little Palominos Head Start
Roosevelt Head Start
UISD- Zaffirini Elementary
UISD- Arndt Elementary
UISD- Cuellar Elementary

The following reports, documents, instruments, etc. discussed and opinionated upon:

LISD- Frog Street Curriculum, Webb County Head Start/ISD school readiness goals, lesson plans, individual child planning, small group planning, school readiness data, Individual Education Plans, IEPs, Individual/Student Summary Reports from CIRCLE-Progress Monitoring, CLASS Observation Tool, Daily Schedules, Transition Logs and Pre-k Guidelines alignment to HS Early Learning Outcomes Framework . My Teaching Strategies Curriculum for Infants, Toddlers and Twos, My Teaching Strategies for Preschool, Parents As Teachers curriculum, Individual child planning forms, lesson plans, DECA strategies, parent conferences, staff trainings, Teacher consultations, school readiness goals, Flip It charts and conferences with consultants.
UISD-Frog Street Curriculum, CLI- Engage Assessment, Pre- Kindergarten Guidelines, Head Start Early Learning Outcomes Framework, UISD Webb County Head Start Weekly Planning Sheets, Webb County Head Start School Readiness Goals and UISD Scope and Sequence.

SECTION II: SUMMARY

assistants and substitutes are all academically prepared to assist and help teachers in the classroom. Teachers are all Bachelor Degreed, Assistants have Child Development Associates and/or Associates Degree, and some substitutes have CDAs and / or Associates Degrees. All Webb County Head Start/EHS/CCP educational staff meet requirements based on this performance standard-1302.92(c) (1).

**Webb County Head Start
Local Self-Assessment Report
11/12-11/26, 2019**

Content Area Reviewed: Health and Safety, Specialized Needs, and Nutrition

Prepared by:

Irma Cruz LVN Leticia Mendoza, Nutrition Coordinator Karina Lujan Education Assistant

Angelica Ramos Spec. Asst. , Sylvia Salinas Parent Roosevelt, Myriam Lopez Dovalina Parent

Instrument: FY 2020 Head Start Monitoring Protocols

SECTION I: BACKGROUND

The following people were interviewed:

Leticia Mendoza, Nutrit Coord./Lucila Ruiz MH Coord, Ana Huerta, Specialized Needs Director,
Veronica Rangel, Dovalina Area Service Manager Rosa Maria TrevinoPalominos Area Service Manger
Ana Hill Parent- Floyd Center Sara Gonzalez Springfield Teacher
Samantha Bustamante Regina's Teacher, Yvonne Santa Cruz Finley Teacher Shirley Martinez Floyd Teacher
Soraida Mohamed Teacher Finley
Gloria Balderama Roosevelt Area Service Manager Nidia Varela Area Service Mangers Prada

The following centers were monitored:

Prada

Springfield

Floyd

Dovalina

Little Palominos

Roosevelt

Regina
Sierra Vista

The following reports, documents, instruments, etc. were reviewed:

Child Health Record Physical, dental, immunization records Tb Questionnaire, screening results of vision, nutrition concerns, referral and Notes for Follow up.

First Aid Kits and charts, tooth brush racks/charts Fire extinguishers/logs, Emergency phone numbers

of vision, hearing, hemoglobin, lead blood pressures, id of nutrition concerns and follow up,

CPR Posters, allergy forms, IEP, ICP lesson plans

allergy forms , referrals, height and weight graphs.

Center Health and Safety Screener

phone number logs, lesson plans ICP , Centers Health and Safety Screeners. First Aid cpr charts Carbon Mon log

SECTION II: SUMMARY

HSPPS Health Program Services

Upon review of documents, on site observations and interviews with parents and staff

the Webb County Head Start EHS and CCP Program met all performance standards compliances. All documents reviewed found effective

in meeting the needs of families. Health, nutrition,

mental health and specialized services provide services such as screening, counseling from a

a variety of private & community resources (RD services, family counseling, opiod treatment

resources, Pillar community services, staff wellness fairs and Parent Health wellness fairs

Children's allergies are addressed & emergency plans reflect allergen, action plan.

Evacuation plans are posted and staff aware of procedures. Health and Safety screeners for all sites were reviewed and found

complete.

Data tour included reviewing Child Plus Professional Head Start Management System Head Start for generating, sharing reports & data.

Parents, staff and consultants informed of program decisions. Plans are reviewed and revised by consultants, Parents Services Committees.

A variety of community resources are available to parents/staff. The services are presented during monthly parent meetings, including

resources transitioning from Head Start. Meal menus reflect appropriate meal pattern & reflect culturally reflective of population &

appropriate to children/ families. Transition modifications, menu adaptive equipment assist children on different specturms to meet

individualized needs and modified equipment etc.

Parents receive information through monthly parent handout, Child Plus messenger service and phone contacts.

**Webb County Head Start
Local Self-Assessment Report
11/12-11/26, 2019**

Content Area Reviewed: Family and Community Enagegment

Prepared by: Staff Linda M. Payle, Karla Valdez Staff: Cynthia Davila, Rosa Treviño
Staff: Rosangela Velazco, Carmen Garci: Parent Ana Hill

Instrument: FY 2020 Head Start Monitoring Protocols

SECTION I: BACKGROUND

The following people were interviewed:

<u>FSW staff, Lesslie Rangel, Carmen Garcia</u>	<u>FSW staff, Esmeralda Martinez</u>
<u>FSW staff, Claudia Rubio,</u>	<u>FSW staff Yvette Flores, Sofia Salas</u>
<u>FSW staff, Cynthia Davila, Sylvia Guzman</u>	<u>FSW staff Gloria Aguilar , Miriam Gutierrez</u>
<u>FSW Staff, Claudia Martinez</u>	<u>FSW staff Laura Guzman</u>
<u> </u>	<u> </u>

The following centers were monitored:

<u>Ricardo Floyd, Arndt UISD, Roosevelt UISD,</u>	<u>Dr. Henry Cuellar UISD, Alma Pierce LISD.</u>
<u>Sierra Vista, Education Ctr. CCP,</u>	<u>Sanchez / Ochoa LISD, J.C. Martin LISD</u>
<u>Newman UISD, Larga Vista</u>	<u>Springfield Acres, Villa Alegre</u>
<u> </u>	<u> </u>

The following reports, documents, instruments, etc. were reviewed:

* Focus Area I and II - Family and Community Engegement Services

*Referrals, Family Profile Assessment, Individual Family Agreeemt, Goals at a glance,

Resource Binder, (Housing, Health, Employment, Financial Services, Mental Health,

Nutrition etc..., Individual Family Partnership Agreement (IFPA),

SECTION II: SUMMARY

Local Self Assessment Committee visited Centers and interviewed the Family Service Workers.

The Family Serviced workers demonstrated and explained the process and tools working with family goals.

They also demonstrated the collaboration among teachers, parents and Family Service Workers.

SECTION III: POTENTIAL AREA(S) OF NONCOMPLIANCE

Performance Standard: _____

Potential Non-Compliance: None

Recommendation: None