<table>
<tr><td colspan="2" align="center">**NEIGHBORIMPACT HEAD START & EARLY HEAD START**
Policy & Procedure</td></tr>
<tr><td>**Section: Program Design and Management**</td><td>**PC Approval Date: 11/21/05**</td></tr>
<tr><td>**Title: Ongoing Monitoring**</td><td>**Updated: 6/2017**</td></tr>
<tr><td>**Policy #: HS-61**</td><td>**NI Board Approval: 9/12/19**</td></tr>
<tr><td colspan="2">**Forms Required: Ongoing monitoring tool, monitoring tools listed in procedures, program self assessment, community assessment**</td></tr>
<tr><td>**Performance Standards:** 1302.101(a)-(b),1302.102(b), 1302.102(c), 1302.102(d), 642(c)(1)(E), 642(c)(2)(D), 642(d)(2),</td><td>**Page 1 of 4**</td></tr>
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Policy: NeighborImpact Head Start is committed to the continuous improvement of its Head Start and Early Head Start programs through regular and ongoing monitoring of all aspects of its operations. It is the policy of NeighborImpact Head Start to maintain an effective and efficient system of ongoing monitoring that assures both compliance with Federal Performance Standards and requirements and the delivery of quality services for children and families. Ongoing monitoring encompasses the review and evaluation of services and systems, documentation of results, tracking of issues needing correction, and validation that correction has been achieved. The following description outlines the monitoring process.

Procedure: The monitoring process is comprehensive in scope. It includes all service areas. The monitoring process involves key staff at various levels, and is designed to ensure that the results from all levels "trickle up" through the organization to the very top where planning and policy decisions are made. The following is an overview of the ongoing monitoring process:

Level l – Site Monitoring by Site Staff & Site Lead- Classroom monitoring by center staff ensures that classroom environments are always welcoming, safe, and ready for children. Any needs for repairs, materials and supplies are promptly reported and corrected. The monitoring tools used for site monitoring include the Creative Curriculum Implementation Checklist, Mandatory Posting Checklist, Daily- Weekly-Monthly Indoor/Outdoor Health and Safety Checklists.

Level 2 -Monitoring by Site Leads/ Content Area Coordinators/ Program Managers: Agency staff who have supervisory responsibilities monitor staffs activities to ensure that service delivery, procedures, and recordkeeping are carried out in an appropriate and timely manner. Involvement in monitoring gives supervisory staff fresh information about agency operations, and helps supervisors identify needs for further procedure development, training or individual supervision. Content Area Coordinators will be involved in Level 2 monitoring using tools that have been designed to monitor the function of their content area. Site Leads will monitor classrooms and child files monthly. Regional Coordinators will monitor sites every other month.

Level 3 – **Quarterly Monitoring Review Meeting by Management:** Quarterly (Dec, March, May, Aug) the Head Start Management team will review the ongoing monitoring to

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ensure quality. This level of monitoring will include reviewing all Level 2 monitoring. Content Area Coordinators will be responsible for bringing their data sets to the quarterly meeting.

Level4- Level 4 represents the point at which all trends that have been identified from monitoring in levels 1-3 converge and must be considered and analyzed for impact on agency wide operations and planning, including the grant budget, service plans, training and technical assistance plans, and policy and procedure development. The directors and department heads, must consider all the information from levels 1-3.

Data Tracking and Follow Up -As shown in the table below each monitoring level has identified tools. The responsible staff for collecting the information is identified. The oversight role is assigned to the supervisory staff responsible for ensuring:
1. Monitoring staff received training or a procedure on the use of the forms or tools and is informed about the required schedule for completion.
2. The currently approved forms or tools for the monitoring are furnished to the monitor.
3. Results are reported and follow-up corrections are timely and documented.
4. Provide monitoring results for the Level 3 quarterly monitoring review meeting.

MONITORING PROCEDURES

Level 1 -Site Monitoring by Teaching Staff & Site Lead
Note: Level 1 action is summarized in Level 3 by Content Area Coordinators or Managers

Responsible Staff/ Oversight	Monitoring Frequency	Monitoring Focus	Monitoring Tool
Teaching staff Complete Creative Curriculum Implementation Checklist Oversight: Site Lead Oversees Corrective Action	2 times per year: Before classes Begin, and mid year (Jan/Feb)	Safe environment, developmentally appropriate spaces and materials	CC Implementation Checklist
Site Lead Completes Mandatory Postings Checklist Oversight: Regional Coordinators	Before Classes begin and monthly	Classroom environment	Mandatory Postings Checklist

Teaching Staff complete Health & Safety checklists Oversight: Site Lead & Facilities Manager	Daily Weekly Monthly	Safety and sanitation for indoor and outdoor spaces	Daily, Weekly, Monthly Indoor/ outdoor Health and

Procedural Description: The assigned checklists are done by staff. Problems requiring additional follow-up are reported to the Site Lead. The checklists are reviewed and signed by the Site Lead weekly, and maintained in the monitoring binder for tracking and completion of repairs and other issues. The completed pre-opening checklists are submitted to the Site Lead for development of corrective action plans if needed. The Regional Coordinator will incorporate the patterns, trends, follow-up status, and related recommendations from these sources into the level 3 monitoring meeting.

Level 2- Ongoing Monitoring by Site Leads/ Content Area Coordinators/ Program Managers
Note: Level 2 action are reviewed at Quarterly level 3 meeting.

Responsible Staff/ Oversight	Monitoring Frequency	Monitoring Focus	Monitoring Tool
Site Leads/ Regionals	Monthly	Child files – all service areas	Monthly File Check
Site Leads/ Regionals	Monthly	Environmnet curriculum, teaching practices, education componenents	Classroom monitoring form
Regional Coordinators/ Ed Manager	Every other month	Site monitoring	Site Monitoring Form
Education Services Team/ Education manager	Two times per year	Teacher/ Child interactions	CLASS tool

Content Area Coordinators: Transportation/ Facilities Education Health/ Nutrition Family Service (inclusion, disabilities, MH) ERSEA	Monthly	Content area specific data	Monthly monitoring forms

Procedural Description: Responsible staff members who have supervisory or service area responsibility are responsible for monthly monitoring using the tools specified. In addition, they will utilize systems reports. Their methods will include report analysis, record reviews, observations in classrooms and work environments, and facility inspections.

Program Managers: monitor services provided by staff such as specialists, health staff, family service workers, using monitoring tools customized for their service area. Findings, corrective actions, and validation are documented and brought to the quarterly Level 3 monitoring meeting.

Level 3 -Agency Monitoring by Coordinators/ Managers

Monitoring Staff	MonitoringFrequency	Monitoring Focus	Monitoring Tools
• Level 3 Team consists of the Management Team.	• Dec • March • May (review self assessment and community assessment data) • August	All areas of service delivery will be reviewed by the management team	Each manager/ content area coordinator will bring their data set to share with the team. Data will be analyzed, action items will be created where needed. Short term, and long term goals will be created, in areas needed, based on the data analyzed.