

2016-2017 Self-Assessment and Program Improvement Plan

The 2016-2017 Self-Assessment was conducted by the SENDCAA Head Start Birth to Five Management Team and lead by the Project Director Lindsey Ohren. Input was provided by the Policy Council parents and community members, as well as all staff and Board of Directors through a survey and conversation.

The results determined the five program areas to focus on for this Self-Assessment.. The FY 2018 Monitoring Protocols, Performance Standards, and ERSEA manuals were utilized, along with a Self-Assessment questionnaire process, which was completed collectively by each component area. The component areas and staff responsible for conducting each assessment are as follows:

ERSEA	CLASS	Comprehensive Services and School Readiness	Health Program Services	Financial & Administrative Requirements
Rebecca Pepera – ERSEA Coordinator	Gay Seelig – Education Coordinator	Sarah Nowacki – Education Coordinator	Lillian Okla- Health & Nutrition Lead Coordinator	Lindsey Ohren – Project Director
All Family Advocates	All classroom staff	All classroom staff	All health staff	Mary Lou Ohman – Fiscal Officer

As component area teams, we met several times and answered the questions in the regulatory references (monitoring protocols, ERSEA manual, Performance Standards) while reviewing our current policies and procedures. The management team members created a print version of the protocols, as well as conducting surveys with all Head Start staff (teachers, family advocates, health staff), and Policy Council members (parents and community members) to gather input on what is working well and what areas we need to improve.

We then met again as a management team, to discuss what the questionnaire responses indicated as our primary areas for growth and improvement. Each coordinator presented her component area and the concerns to move forward with a Program Improvement Plan.

ERSEA

Our Head Start and Early Head Start ERSEA Coordinator met with Family Advocates and the found the following: **Strengths:** During the 2016-2017 school year, our program works well to contact families and determine reasons for absenteeism and working with the family to emphasize the importance of attendance. Additionally, we have strong recruitment efforts and are able to maintain an active waiting list throughout the year.

Improvement Area 1: We have identified an increasing need to improve the consistency and uniformity of all eligibility determinations records and documentation. In order to reach this we strive to provide more in depth enrollment training for staff, as well as providing a more detailed enrollment handbook containing policies and procedures to follow. We will develop a monitoring system to quality check a cross section of eligibility determination records monthly.

Improvement Area 2: A trend has been identified of increased turnover at the beginning of each school year. Our ERSEA Coordinator and Family Advocate staff plan to develop a process to reduce the number of no shows at the start of each school year, and for each newly enrolled child.

CLASS

Education Coordinators met with classroom staff in Head Start and Early Head Start and found the following: **Strengths:** During the 2016-2017 school year, our classroom staff indicated strength in coaching based upon teaching practices observed during CLASS. CLASS scores for our program are high in the area of Emotional Support.

Improvement Area 1: Classroom staff have indicated a desire to be further informed with regards to their CLASS scores and how they compare to the national averages. They would like to know which domains they are lower in and ways to improve upon that specific practice.

Improvement Area 2: Implementing a consistent system for reviewing CLASS scores with teachers post review. Instructional Support is an area we feel our program needs growth, coaching has been assigned around this teaching practice.

Comprehensive Services & School Readiness

Education Coordinators met with classroom staff in Head Start and Early Head Start and found the following: **Strengths:** Our classroom staff feel we have nurturing and responsive practices, interactions and environments. Daily classroom experiences (small group, large group, curriculum, and outdoor experiences).

Improvement Area 1: The Education component has indicated a further need to partner with parents to build relationships through increased participation (in-kind, parent committees, conferences/home visits).

Health Program Services

Our Health & Nutrition Lead Coordinator met with Health staff in Head Start and Early Head Start and found the following: **Strengths:** 90 day deadline requirements have improved due to increased partnerships with area healthcare providers. Team work, policies, and expectations are made clear through training and consistent supervision and health files are well maintained and monitored.

Improvement Area 1: Work collaboratively with Family Advocates to create a process to encourage and improve attendance at the beginning of each year and for all newly enrolled families.

Improvement Area 2: Continue to seek out and build healthcare and dental partnerships with local providers willing to accept Medical Assistance.

Financial and Administrative Requirements

The Program Manager and Fiscal Officer of Head Start and Early Head Start met and found the following: **Strengths:** Our program hired an Accountant in March of 2017 in order to add an additional layer of financial accountability to the agency. In addition, Head Start and Early Head Start did not have any financial or administrative findings on our most recent audit.

Improvement Area 1: To continue to work on improving our collection and tracking of all sources of in-kind, including developing a monitoring system to quality check a cross-section of in-kind documentation each month.

Improvement Area 2: To continue to monitor expenses related to Davis Bacon, which will include additional checks from the Program Director, two fiscal representatives, and the agency Executive Director.