

FACTOR 1a – ORGANIZATIONAL APPROACH: <i>Revision/update Policies/procedures and other related guidance (after updated and approved, distribute/train the staff and other stakeholders as appropriate on the updated documents/guidance)</i>							
Citation Identified Concerns	Action Step	Responsible Person (execution)	Target Date	Evidence/ Documentation	Task oversight (whom)	Completion Date	Comments
<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p>	<p>Met with T&TA Specialists for guidance on correction. (Program Specialist, Health & Safety TTA Specialist, and TTA Specialist)</p> <ul style="list-style-type: none"> a. Share the Quality Improvement Plan for review with TAR Committee 03-17-2023 b. Met with T/TA for Staffing 03-27-2023 c. Onsite visit with Nadia Ochoa 04-06-2023 d. Meeting with T/TA on 04-11-2023 e. Meeting with T/TA on 04-25-2023 f. On site visit from TAR Committee 05-02/03-2023 g. Submitted Quality Improvement Plan for governing body approval 05-2023 h. Submitted final Quality Improvement Plan to OHS for approval 05-29-2023 	<p>NCCAA Birth-to-Five Head Start Director, Associate Director, and Curriculum and Instruction Coordinator</p>	<p>First meeting was 05-23-22</p>	<p>Agendas and sign ins</p> <p>03/17/2023</p> <p>03/27/2023</p> <p>04-06-2023</p> <p>04/11-2023</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>Ongoing through May 2023</p>	
<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p>	<p>Updated Policy Council and Board monthly on the status of the Quality Improvement Plan. The Policy Council and Board approved the Quality Improvement Plan during their May meetings and received a detailed overview of the action steps. The governing bodies receive monitoring reports regarding agency information on a regular basis.</p>	<p>NCCAA Birth-to-Five Head Start Director,</p>	<p>January 2023 and Ongoing</p>	<p>May 28, 2023 agendas/minutes</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>Ongoing through May 2023</p>	
<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do</p>	<p>Governing Body Orientation</p>	<p>Birth-to-Five Head Start Director and</p>	<p>October and January of the service year</p>	<p>Policy Council Orientation & Sign-in Sheets</p>	<p>Birth-to-Five Head Start Director and</p>	<p>January 2023 then ongoing as needed</p>	

Quality Improvement Plan

Program: Nueces County Community Action Agency

Birth-to-Five Head Start

Grant No. 06CH010656

Goal: Nueces County Community Action Agency Birth-to-Five Head Start will develop and execute a Quality Improvement Plan to ensure that staff do not maltreat or endanger the children and enforces a system of health and safety practices that ensure children are safe at all times.

<p>not maltreat or endanger the health or safety of the children.</p> <p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p>	<p>The Policy Council and Board of Directors are offered orientation training at the start of the new year and again mid-year. The training is available virtually for new members that missed the new and or mid year training. The agency uses the Head Start Management and Systems Wheel as a guide to ensure topics are covered. The program wants to ensure that the Policy Council and Board understand their roles and responsibility related to program oversight through involvement in monitoring and goal setting.</p>	<p>Associate Director</p>		<p>NCCAA Program Orientation Board of Directors Program & Birth-to Five Head Start Policy Council</p> <p>Sign-in Sheets</p>	<p>Associate Director</p>		
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<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Revised/amended and obtained approval from Policy Council And Governing Body of Programs, Policies, and other official documents.</p> <p>Birth-to-Five Head Start Organizational chart.</p> <ul style="list-style-type: none"> • Director and Associate Director Job description • Supporting Staff Job description (Content Area Coordinators, Content Specialist, Education Coaches, Education Mentors, Site Base Manager Quality Support Coach, Teachers, Assistant Teachers, Child Development Specialists, Infant Toddler Caregivers, Apprentice Child Development Specialist, Apprentice Infant Toddler Caregiver, Site Base Manager • Agency policies/procedures on: <ul style="list-style-type: none"> > Child Maltreatment and Reporting > Discipline and Guidance > Manager/Coordinators Classroom Observation Checklist • ECI MOUs/agreements • Mental Health Consultant Contracts <p>Ongoing Monitoring Plan T/TA Plan New Staff Orientation</p> <p>NCCAA Policies</p> <ul style="list-style-type: none"> • Agency Standard of Conduct • Employee handbook (Employee Action Notification Form Terminations) • Staff Notification of Deficiency • Component Manuals • Active supervision • Staff Safe Phrase • Mental Health Environmental Checklist • Grievance Policy 	<p>All Component Coordinators</p>	<p>May 05, 2023</p>	<p>Revised Job Descriptions</p> <p>Ongoing Monitoring Plan</p> <p>Manager/Coordinator Classroom Observation Checklist</p> <p>T/TA Plan</p> <p>MOU</p> <p>Child Maltreatment and Reporting</p> <p>Discipline and Guidance</p> <p>Agency policies/procedures on:</p> <p>Agency Standard of Conduct</p> <p>Employee Handbook (EANF for Termination)</p> <p>Environmental Checklist</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>May 28, 2023\</p>	<p>Coordinators Job Descriptions included:</p> <p>Health</p> <p>Mental Health and Disability</p> <p>ERSEA</p> <p>Nutrition</p> <p>Curriculum and Instruction</p> <p>Family and Community Partnership</p> <p>T/TA</p> <p>The following Policies and Procedures have been revised:</p> <p>Standards of Conduct Discipline and Guidance Policy</p> <p>Child Maltreatment and Reporting</p> <p>Center Variance</p> <p>Agency policies/procedures on:</p>
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				Staff Notification of Deficiency			
				Active supervision			
				Staff Safe Phrase			
				Mental Health Environmental Checklist			
				Grievance Policy			

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	<p>Workplace Standards:</p> <p>Nueces County Community Action Agency Employee Handbook covers the workplace standards thoroughly. The policy is specific about the disciplinary actions resulting from an infraction.</p> <p>The staff were suspended while an internal investigation was completed. The investigation allowed Human Resources and Program Director time to determine the facts, report to child care licensing, communicate with the families, report to the Office of Head Start, and file a report with the local police department.</p> <p>The staff that were involved in inappropriate discipline were terminated as a result of their actions.</p>	Human Resources	September 2022	<p>Copies of the Employee Handbook Standards # 402 and 403</p> <p>Staff Employee Action Notification Form</p>	Human Resources, Program Director, and Governing Bodies	Ongoing as applicable	
<p>1302.90</p> <p>Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Component Manuals</p> <p>Every service area has a policy and procedure manual on google drive. Every Birth-to-Five Head Start classroom staff has access. The staff receive annual training over the content manuals. The staff may review them as a refresher as needed.</p>	Content Area Coordinators	August 2022	Sample of the content manuals	Director and Associate Director of the Birth-to-Five Head Start	April 2023	
<p>1302.47</p> <p>The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p>	<p>Request a reduction of slots</p> <p>The agency has asked for assistance in submitting an application for an enrollment reduction. The reduction will assist with the required classroom staff and current staff vacancies.</p>	Director and Associate Director of the Birth-to-Five Head Start Human Resources	In Process	Verification of communication with Regional Office	ongoing through June 2023	Director and Associate Director of the Birth-to-Five Head Start Human Resources	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90</p>	<p>Staff Educational Assistance CDA Class The program has implemented an apprentice program due to the struggle in recruiting qualified staff. If an applicant is hired without having the required credentials they are enrolled in the agency CDA program.</p>	<p>T/TA Coordinator and Specialist</p>	<p>September 01 2023</p>	<p>Qualification Letter CDA Commitment Letter CDA Enrollment Letter CDA Lapse</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>Ongoing based on need of staff and scheduled staff development days</p>	

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<p>Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>The program allocates time and resources for staff to complete their portfolios and professional development hours toward their CDA.</p> <ul style="list-style-type: none"> a. Allowed time on staff development days to take CDA class with in-house CDA trainer and to work on documents needed for CDA portfolios b. Provided sample portfolios as a guide for teachers receiving their CDA c. Provided all supplies required to build a portfolio (binder, sheet dividers, spiral notebook, pen, highlighter and CDA Competency Standards Book) 			<p>B-2-5 Educational Assistance Agreement</p> <p>Educational Assistance Clause</p> <p>AA/BA Commitment Letter</p>			
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FACTOR 1b – COMMUNITY PARTNERSHIPS APPROACH (supporting services quality/improvements)							
	<p>Action Step</p>	<p>Responsible Person (execution)</p>	<p>Target Date</p>	<p>Evidence/ Documentation</p>	<p>Task oversight (whom)</p>	<p>Completion Date</p>	<p>Comments</p>

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	<ul style="list-style-type: none"> ● Participating in our Health Fair and providing education about local resources ● Conducting Annual Dental Fluoride Gel application to applicable students ● Nurse Consultant providing recommendations regarding health related issues ● University Staff providing environmental quality control emissions tests on vehicles ● Providing monetary support for our Community Gardens ● Providing meal preparation demonstrations; meals on a budget training ● Providing health information and service; health screenings ● Providing recommendations on insurance options ● Providing supplies, materials, door prize items, for staff and families ● Attending Parent Meetings ● Supporting our Programs events 						
<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.47</p>	<p>Amistad Health CEO/Pediatrician</p> <p>1. Conducts quarterly presentations, “The Doctor Is In” series by providing information regarding</p> <p>a. Childhood diseases</p>	<p>Health Coordinator</p>	<p>September 2022-</p>	<p>Amistad Health Board of Directors Meeting</p> <p>Health Advisory Meeting 02/17/2023 “The Doctor Is In.”</p>		<p>Ongoing through August 2023</p>	

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<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety</p>	<p>Board Participation/Advisory Committees</p> <p>The Health Coordinator is a member of the Amistad Health Board of Directors. She has served on the Board for almost five years. She volunteers at the Clinic and supports their activities. The coordinator was on the CEO selection committee and was instrumental in the selection of the new CEO.</p>	<p>Health Coordinator</p>	<p>September 2022</p>	<p>Meeting Minutes</p> <p>Amistad Community Health Center, Incorporated Board of Directors</p> <p>Board of Directors Meeting Agenda & Meeting Minutes</p>	<p>Director and Associate Director of the Birth-to-Five HEad Start</p>	<p>Ongoing through August 2023</p>	

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<p>practices that ensured children were kept safe.</p>	<p>The Health Coordinator serves on the South Texas Vocational Technical School (STVT). She serves on the Medical Assistant Program Advisory Committee. She reviews the program curriculum and makes recommendations for quality improvement.</p> <p>The Health Coordinator is the current President of the Del Mar College Advisory Committee Medical Assistant Program. The Committee meets quarterly to review the work of the Program and ensure the students are being successful in their studies.</p>			<p>Focus Group Sessions for Community Stakeholders</p>			
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FACTOR 2 – STAFF SUPPORT APPROACH (Training/Professional Development, Staff wellness etc.)							
	Action Step	Responsible Person (execution)	Target Date	Evidence/ Documentation	Task oversight (whom)	Completion Date	Comments
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<p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety</p>	<p>Staff Training</p> <p>22-23 Fall Annual Training</p> <p>Staff Wellness</p> <p>“We are all in pursuit of Happiness. What does your pursuit of happiness mean to you?”</p> <p>Includes documentation of Mental Health Employee Assistance Program available to ALL staff</p> <p>Presentation by Tadd Dorrah</p>	<p>Human Resources and Benefit Specialists</p>	<p>July 2022</p>	<p>Screenshot of training Powerpoint</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>July 2022</p>	

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<p>practices that ensured children were kept safe.</p>	<p>BKCW Insurance Broker</p>						
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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>New Staff Orientation Training Agendas</p> <p>New Staff Orientation-Education</p> <ul style="list-style-type: none"> ● Active supervision ● Magic Number ● Safety Transition Checklist 	<p>Content Area Coordinators</p> <p>Content Area Coordinators</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Training Agenda/</p> <p>Training Agenda</p>	<p>Director and Associate Director of the Birth-to-Five Head Start</p>	<p>Initial Onboarding Training</p> <p>Initial Onboarding Training</p>	<p>The New Staff Orientations have been revised and every component will be reviewing the NCCAA Standards of Conduct Policies and Procedures.</p>
	<p>New Staff Orientation- Field Observations/Questions and Answers</p>	<p>Content Area Coordinators</p>	<p>Ongoing</p>	<p>Training Agenda</p>		<p>Initial Onboarding Training</p>	
	<p>New Staff Orientation-NCCAA Preventing, Recognizing, and Reporting Child Maltreatment and Policy Procedures</p>	<p>Content Area Coordinators</p>	<p>Ongoing</p>	<p>Training Agenda</p>		<p>Initial Onboarding Training</p>	
	<p>New Staff Orientation-Discipline and Guidance and Procedures</p>	<p>Content Area Coordinators</p>	<p>Ongoing</p>	<p>Training Agenda</p>		<p>Initial Onboarding Training</p>	
	<p>Nobody is Taught How to Handle Grief:</p>	<p>Content Area Coordinators</p>	<p>07/27/2022</p>	<p>Training Agenda</p>		<p>07/28/2022</p>	
	<p>“Play the Game” FCP Manual & NCCAA B25 Head Start Operational Policies Handbook</p>	<p>Content Area Coordinators</p>	<p>07/27/2023</p>	<p>Training Agenda</p>		<p>07/28/2022</p>	
	<p>Fall Annual Safety-Education</p> <ul style="list-style-type: none"> ● Active supervision ● Magic Number ● Safety Transition Checklist 	<p>Content Area Coordinators</p>	<p>07/28/2022</p>	<p>Training Agenda</p>		<p>09/30/22, 11/18/2022</p>	
	<p>Fall Annual Screening (ASQ)/Calendars/Checklist</p>	<p>Content Area Coordinators</p>	<p>07/28/2022</p>	<p>Training Agenda</p>		<p>11/21/2022</p>	
						<p>12/20/2022 01/27/2023, 01/30/2023</p>	
						<p>02/10/2023</p>	

Monica Alaniz and John Lennon

Quality Improvement Plan

Program: Nueces County Community Action Agency

Birth-to-Five Head Start

Grant No. 06CH010656

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	<p>Fall Annual Training-NCCAA Preventing, Recognizing, and Reporting Child Maltreatment and Policy Procedures Fall Annual Training: Health Emergencies, First Aid Kits, and Incident Reports</p>	<p>Content Area Coordinators Content Area Coordinators</p>	<p>07/28/2022 07/29/2023</p>	<p>Training Agenda Training Agenda</p>		<p>03/13/2023</p>	
	<p>Fall Annual Training: Mental Health Services</p>	<p>Content Area Coordinators</p>	<p>07/28/2023</p>	<p>Training Agenda</p>		<p>03/14/2023</p>	
	<p>Fall Annual Training-Discipline and Guidance and Procedures</p>	<p>Content Area Coordinators</p>	<p>07/28/2023 08/04/2023 08/08/2023</p>	<p>Training Agenda</p>		<p>03/14/2023 03/15/2023</p>	
	<p>NCCAA Discipline and Guidance Policy, Suspension, Expulsion & More</p>	<p>Content Area Coordinators</p>	<p>09/20/2022</p>	<p>Training Agenda</p>		<p>03/15/2023</p>	
	<p>Corrective Action Plan Policy and Procedure Training</p>	<p>Content Area Coordinators</p>	<p>11/22/2022</p>	<p>Training Agenda</p>			
	<p>ECKLC 15-Minute In-Service Suites: Being Aware of Children's Needs and 3 Minute Meditation</p>	<p>Content Area Coordinators</p>	<p>11/21/2022</p>	<p>Training Agenda</p>			
	<p>Medication Administration in Early Education and Child Care Settings Healthy Futures</p>	<p>Content Area Coordinators</p>	<p>11/21/2022</p>	<p>Training Agenda</p>			
	<p>Transition Safety Checklist</p>	<p>Content Area Coordinators</p>	<p>09/30/2022</p>	<p>Training Agenda</p>			
	<p>Transition Safety Checklist</p>						

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	<p>Are you On The Right Track with Discipline and Guidance? Minimum Standards/Active Supervision</p>	<p>Content Area Coordinators</p>	<p>11/18/2022</p>	<p>Training Agenda</p>			
		<p>Content Area Coordinators</p>	<p>11/21/2022</p>	<p>Training Agenda</p>			
	<p>ECKLC-15 Minute In-Service Suites: Managing the Classroom:Schedules and Routines and Take a Breath (Stress Poster Activity)</p>	<p>Content Area Coordinators</p>	<p>12/20/2022</p>	<p>Training Agenda Training Agenda</p>			
	<p>Self-Care and Mindfulness</p>	<p>Content Area Coordinator</p>	<p>12/20/2022</p>	<p>Training Agenda</p>			
	<p>FCP Ongoing Monitoring</p>	<p>Content Area Coordinators</p>	<p>01/24/2023</p>	<p>Training Agenda</p>			
	<p>ECKLC 15 Minute In-Service Suite: Classroom Transitions & Sesame Street: Elmo Loves Yoga</p>	<p>Content Area Coordinators</p>	<p>01/24/2023</p>	<p>Training Agenda</p>			
	<p>CLASS</p>	<p>Content Area Coordinators</p>	<p>01/20/2023</p>	<p>Training Agenda</p>			
	<p>Preventing, Recognizing, and Reporting Child Maltreatment</p>	<p>Content Area Coordinators</p>	<p>02/16/2023</p>	<p>Training Agenda</p>			
	<p>Child Abuse and Neglect CPS 101 Training</p>	<p>Content Area Coordinators</p>	<p>01/27/2023 01/30/2023</p>	<p>Training Agenda</p>			
	<p>What is Conscious Discipline?</p>	<p>Content Area Coordinators</p>	<p>02/10/2023</p>	<p>Training Agenda</p>			

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	I'm Moving, I'm Learning 101: Introduction to IMIL	Content Area Coordinators	03/13/2023	Training Agenda			
	Preventing Joint Dislocation/Preventing Recurrence of Dislocation "Do You Respond or React? Effective Guidance Techniques"	Content Area Coordinators	03/14/2023	Training Agenda			
	Mindful Self-Care to Support Emotional Skills	Content Area Coordinators	03/14/2023	Training Agenda			
		Content Area Coordinators	03/14/2023	Training Agenda			
	Chair Yoga and What is Yoga for Kids	Content Area Coordinators	03/15/2023`	Training Agenda			
				Training Agenda/Sign-In Sheets			
	ECKLC 15 Minute In-Service Suite: Building a Solid Foundation of Early Learning	Content Area Coordinators	03/15/2023	Training Agenda			
		Content Area Coordinators	03/16/2023	Training Agenda			
	Becoming Hopeful: Power of the Positive						
	Summer Institute: ECKLC 15 Minute In-Service Suite: Behavior Guidance: Redirecting Behavior Wellness Activity: Emotional Wellness: Make Your Playlist	Content Area Coordinators	03/19/2023	Training Agenda			
		Content Area Coordinators	04/28/2023	Training Agenda			
	Building Relationships						
			04/28/2023	Training Agenda			

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		Content Area Coordinators		Sign-In sheets			

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Practice Based Coaching Support</p> <p>Practice Based Coaching Implementation Plan</p> <p>The TTA Early Childhood Specialist will provide:</p> <ul style="list-style-type: none"> ● onsite training for Practice Based Coaching ● virtual training for any staff that were not able to attend the on-site ● Follow-up session to revise the Practice Base Coaching Implementation Plan. 	<p>Director and Associate Director Birth-to-Five Head Start Director</p>	<p>2022-2023 2023-2024</p> <p>07/06/2023-07/07/2023</p> <p>08/21/2023-8/23/2023</p> <p>TBD</p>	<p>sign in sheets Training Agendas Program Leaders Guide to Practice-Based Coaching Practice-Based Coaching Handouts Practiced Based Coaching Implementation Plan</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>Estimated date of Completion</p> <p>07/06/2023-07/07/2023</p> <p>08/21/2023-8/23/2023</p> <p>TTA Early Childhood Specialist 05-23/24-2023</p>	

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				2021-2022 2022-2023			
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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>IMIL Training for Staff and Families I am Moving, I am Learning (IMIL) training is provided to all Health Start staff twice annually; once at Pre-Service and again during Spring Break Training. The program provides information to staff on the importance of moving, physical activity, nutrition, oral health, and mental wellness. The audience participates in the training by moving about the room, dancing, and enjoying the universal language of music. Staff are trained on the importance of physical well-being and that learning should be fun and engaging. IMIL can be used as physical and mental health activities for the staff, children, and families.</p>	<p>Family and Community Partnership Coordinator Health Coordinator Nutrition Coordinator</p>	<p>07/29/2022</p>	<p>Agenda Power-Point Sign-in Sheets</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Ongoing through August 2023</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90</p>	<p>Realignment of Budget and Staff Positions</p> <p>Created an additional position for Education Coach</p> <p>The agency now has four Education Coach positions to assist in the support of the staff through the process of Practice Based Coaching.</p>	<p>Curriculum and Instruction Coordinator</p>		<p>EANF For the New Position</p> <p>Job Descriptions</p>	<p>Birth-to-five Director and Associate Director</p>	<p>January 2023</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90</p>	<p>Reflective Supervision:</p> <p>Strength-based Attitudes: 1.NCCAA is building a culture where staff receive the support and respect we are asking them to give families.</p>	<p>Leadership staff at all levels</p>	<p>January 2023</p>	<p>Staff Wellness Plan</p> <p>Samples of surveys</p> <p>Open Forum Notes</p> <p>Staff Training</p>	<p>Birth-to-five Director and Associate Director</p>	<p>May 2023</p>	

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<p>Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>2.NCCAA believes that staff are our partners with a critical role in achieving outcomes.</p> <p>3.NCCAA has a TTA plan to increase staff expertise relating to their own fields of practice.</p> <p>4.NCCAA believes that staff contributions are valuable and important.</p> <p><i>Relationship-based Practices:</i></p> <p>1. NCCAA has always had an open door policy and staff are encouraged to talk with management and leadership at any time. Additionally the agency has implemented open forum discussions, and surveys as modes of increased communication and opportunities for the staff to express themselves.</p> <p>2. Managers, mentors, and coaches are trained to support staff’s competence and accentuate the positives among staff members by using two stars and a wish method. The staff are provided two positive topics and one area that needs to be strengthened. Staff need to be reassured about their knowledge and expertise. Staff have the opportunity to express goals by developing a professional development plan</p>						
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Quality Improvement Plan

Program: Nueces County Community Action Agency

Birth-to-Five Head Start

Grant No. 06CH010656

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	<p>and at the time of evaluations. The managers, mentors, and coaches provide resources to assist in goal attainment.</p> <p>3. Family Advocates obtain a Family Development Credential through the University of Connecticut. This curriculum is intense in the implementation of strength based tools when working with families.</p> <p>4. NCCAA has implemented a few practices for self reflection. We have intentional time to reflect on goals and develop professional development plans. Occasionally “Peeks and Valleys” are shared during the manager meetings. Staff are asked to share their successes and struggles. We celebrate and encourage each other. Reflection practices have been added to the staff wellness plan to become standard practice for all levels of staff.</p>						
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Quality Improvement Plan
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Birth-to-Five Head Start
Grant No. 06CH010656

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	<p>Transitions/ Greeting Circle</p> <p>Resource box/ Transition Box</p> <p>IMIL/ Choosey Box</p> <p>Record Monitoring</p> <p>CLASS</p> <p>Toxic Materials in the classroom</p> <p>These training will be interactive small group sessions to provide the staff opportunities to role play and ask questions in a safe environment and to ensure that the staff have the skills to be successful in the classroom.</p>						
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Staff Open Forums</p> <p>To create a culture of safety and open communication the leadership team has implemented staff open forums at the end of every “all staff” training. The staff are asked to share any concerns and express any needs that they have to be successful in the classroom. During the forums the staff have expressed the following concerns:</p> <ol style="list-style-type: none"> 1. Practical applications to take care of children with special needs and or challenging behaviors. 2. Staffing 3. Parent involvement and support for caring for the children with challenging behaviors 	<p>Birth-to-Five Head Start Director</p>	<p>11-01-2023</p>	<p>Sign ins</p>	<p>Birth-to-Five Head Start Director</p>	<p>Ongoing</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Staff Survey: Program Assessment (Challenging Behaviors)</p> <p>The survey was set up on Google Forms and the staff had the opportunity to complete the survey anonymously. The survey was taken from ECLKC. The survey was taken to obtain the staff feelings regarding how well the program handled challenging behaviors. The primary concern expressed was the need for techniques to address challenging behaviors, and that some staff feeling depression and anxiety to some extent.</p>	<p>Birth-to-Five Head Start Director</p>	<p>01-03-2023</p>	<p>Sample of the survey results</p>	<p>Birth-to-Five Head Start Director</p>	<p>01-28-2023</p>	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Staff Survey: Staff Feedback</p> <p>The survey was created on Google Forms so each staff can complete it anonymously. The staff was created to allow the staff to share their feelings about the agency and any concerns related to the classroom environment and the stress of the job. Staff expressed that they have experienced some frustration and stress and have a need for specific techniques to deal with challenging behaviors.</p>	<p>Birth-to-Five Head Start</p>	<p>02-01-2023</p>	<p>Sample of the survey results</p>	<p>Birth-to-Five Head Start</p>	<p>04-01-2023</p>	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90</p>	<p>New Staff Orientation was revised to add the following:</p> <ol style="list-style-type: none"> 1. Every component will discuss the Standards of Conduct as it relates to children services 2. New Staff Orientation-reporting child health and safety incidents, types of reportable incidents and 	<p>Content Area Coordinator</p>	<p>03-24-23</p>	<p>Governing Body Approval of Summary of Changes to the T/TA Plan</p> <p>NSO Code of Conducts</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>04-08-2023</p>	

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<p>Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>consequences for failing to report incidents, staff safe phrase, center variance policy,</p>						
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p> <p>1302.102 (d) (non-compliance) The grant recipient did not report to the responsible Health and Human Services (HHS) official immediately or as soon as practicable, incidents affecting the health and safety of program participants</p>	<p>Fall Annual Training was revised to add the following: Annual Fall Training- timely reporting child health and safety incidents, types of reportable incidents and consequences for failing to report incidents, progress reports for D/MH, Staff Safe Place, M/H Environmental Checklist</p> <p>All Birth-to-Five Head Start staff will be trained on “ACF-IM-HS-22-07” Reporting Child Health and Safety Incidents</p> <p>Staff have been trained that a report will be made to OHS prior to an internal investigation being completed. After the report is made to OHS an internal investigation will begin. OHS will receive additional information obtained through the investigation as applicable.</p> <p>Any staff that does not report an incident in a timely manner will receive disciplinary actions up-to and including termination.</p>	<p>Content Area Coordinator</p>	<p>03-24-23</p>	<p>Governing Body Approval of Summary of Changes to the T/TA Plan</p> <p>Fall Annual Training: NCCAA Preventing, Recognizing and Reporting Child Maltreatment Policy</p>	<p>Birth-to-Five Head Start Director and Associate Director</p>	<p>04-08-2023</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90</p>	<p>Staff Training:</p> <p>Site Leader Credentialing</p> <p>The Site Leader Credential explores topics surrounding day-to-day leadership in a Head Start/Early Head Start site. Participants will work on managing and leading teams, setting tone and culture at the site level, and managing the everyday responsibilities that make up Head Start/Early Head Start programming. This four-month credentialing course includes independent online work, monthly virtual</p>	<p>Associate Director and Site Base Managers</p>	<p>May 2023</p>	<p>Registration Verification</p> <p>PO 63134 Site Leader Credential</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Pending Completion</p>	

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<p>Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>meetings, project-based learning experiences, problem-solving activities, and discussions about real-world issues site leaders are facing today, all with the support of a network of peers.</p>						
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	<ul style="list-style-type: none"> ● How to identify the function of challenging behavior ● Ways to help children manage their actions, words, and behaviors with increasing independence ● Adult responses that acknowledge child needs, prioritize prosocial interaction, and promote wellness 						
	<p>Staff Paid Winter Break</p> <p>NCCAA Governing Bodies voted to approve all staff have a paid winter break between Christmas and New Years Day. The Board and Policy Council determined that the staff needed a break to promote well being and relaxation.</p>	CEO and Human Resources	December 2022 - January 2023	Directors Reports from Governing Body Meeting Minutes	CEO and Human Resources	December 2022 - January 2023	
FACTOR 3- SUPPORT CHILD AND FAMILY APPROACH (Parenting Curricular/Education, Disability and Mental Health services, etc.)							
	Action Step	Responsible Person (execution)	Target Date	Evidence/ Documentation	Task oversight (whom)	Completion Date	Comments
1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.	<p>STEP Parenting Classes</p> <p>A research-based curriculum, the STEP Program focuses on improving parent/child communication and helping children learn from the consequences of their own choices. The program helps parents to understand young children’s behaviors and provide them</p>	Family and Community Partnership Coordinator	September 2022	<p>STEP Flyer</p> <p>Sign in sheets</p> <p>09/22/2022</p> <p>10/27/2022</p> <p>01/26/2023</p>	Birth-to-five Director and Associate Director	Ongoing through August 2023	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Fathers Actively Involved in Head Start</p> <p>The goal of our male involvement activities is to provide a supportive, educational and father friendly environment to all father figures involved in the lives of our children.</p>	<p>Family and Community Partnership Coordinator</p>	<p>September 2022</p>	<p>Flyers</p> <p>Sign in sheets</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Ongoing through August 2023</p>	
<p>1302.47</p> <p>The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Wellness/IMIL (I'm Moving, I'm Learning) for Families Meetings</p> <p>IMIL Meetings provide families with activities and information on the importance of physical activity, preventive care, mental care and healthy lifestyle. The family training is provided during Health Advisory Meetings, Parent Meetings, and during the quarterly Parent Mini Conferences. Parents are encouraged to continue the practice of keeping children moving at home. The message is to keep the entire family engaged in physical activity daily and to practice mental wellness by relaxing, alleviating stress, and learning how to</p>	<p>Family and Community Partnership Coordinator</p> <p>Health Coordinator</p> <p>Nutrition Coordinator</p>	<p>September 2022</p>	<p>IMIL With Families Agenda Riversquare</p> <p>Mentoring Plan: IMIL Movers</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Ongoing through August 2023</p>	

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	eat balanced meals as a family.						
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	goodies.						
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<p>1302.47</p> <p>The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do</p>	<p>Family Engagement Mini-Conferences</p> <p>Quarterly Conferences focused on providing parents with resourceful information and education on topics such as: parenting skills, self-care, stress management, School Readiness, school transitions, etc.</p>	<p>Family and Community Partnership Coordinator</p>	<p>September 2022</p>	<p>Spring Mini-Conference</p> <p>Winter Mini-Conference</p> <p>Sign in sheets</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Ongoing through August 2023</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety</p>	<p>P.I.E. (Partners In Education) Empowerment Groups Our P.I.E. meetings offer parents the opportunity to connect with other parents and</p>	<p>Family and Community Partnership Coordinator</p>	<p>September 2022</p>	<p>P.I.E. Flyers 09/08/2022 01/12/2023 03/09/2023</p>	<p>Birth-to-five Director and Associate Director</p>	<p>Ongoing through August 2023</p>	

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<p>practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>the community, and provide supportive and resourceful information on childhood development, parenting skills, and self-care skills.</p>			<p>04/06/2023 05/11/2023 06/08/2023</p> <p>Sign in sheets</p> <p>09/08/2022 10/06/2022 12/01/2022 01/12/2023 03/09/2023</p>			
FACTOR 4- ENVIRONMENTAL APPROACH (changes: modifications to the physical environments, indoors/outdoors)							
	<p>Action Step</p>	<p>Responsible Person (execution)</p>	<p>Target Date</p>	<p>Evidence/ Documentation</p>	<p>Task oversight (whom)</p>	<p>Completion Date</p>	<p>Comments</p>
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Classroom Environment Environmental Checklist Reviews the classroom to ensure that it meets the requirements of Performance and Minimum standards with well stock appropriate supplies and materials for learning . The checklist is completed as follows:</p> <p>July/ August concern in the classroom</p> <p>December March June</p>	<p>Mentors or Coaches</p> <p>Site Based Manager</p> <p>Site Based Manager</p>	<p>07/25/2022 Ongoing throughout the year</p> <p>12/01/2022 03/01/2023 06/01/2023</p> <p>Ongoing throughout the year.</p>	<p>Child Plus Reports Environmental Checklist</p> <p>EHS 07/27/2023 12/20/2023 07/13/2022</p> <p>HS 10/11/2022 12/12/2022 03/27/2023</p>	<p>Director and Associate Director Birth to Five Head Start</p>	<p>8/9/2022</p> <p>12/21/2022 3/30/2022</p> <p>06/09/2023</p>	

Quality Improvement Plan
Program: Nueces County Community Action Agency
Birth-to-Five Head Start
Grant No. 06CH010656

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	when staff transfer/ leave agency new staff is hired						
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FACTOR 5 – ONGOING MONITORING APPROACH (supervision, assessing compliance, policy/procedures, practices, etc.)							
	Action Step	Responsible Person (execution)	Target Date	Evidence/ Documentation	Task oversight (whom)	Completion Date	Comments
1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do	Staff Training: NSO Fall Annual Training Inservice Cluster Specialized Training CDA Classes Staff Development All staff training is monitored through the Agency Database. When a training is completed a sample of the training agenda and sign in is	T/TA Coordinator and Specialist	July, 2022	Training Agendas and Staff Sign-ins	Director and Associate Director Birth to Five Head Star	July, 2022 and ongoing	

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<p>not maltreat or endanger the health or safety of the children.</p>	<p>provided to the T/TA Specialist. At the time of a training the staff receive an agenda and sign in to verify attendance. Once completed at the time of training attendance the sign ins are submitted to the T/TA Coordinator and Specialist to enter into ChildPlus</p>						
	<p>Memorandum of Understanding (MOU)</p> <p>The memorandums of understanding are tracked by the Associate Director and the Content Area Coordinator. A tracking document has been created on the shared drive and the documents are filed in a binder, in a locked cabinet in the Associate Director Office.</p> <p>The contracts are monitored on a monthly basis and updated by the content area coordination prior to expiration. The MOU and Community Partners tracking is also shared and reported to the Community Services Director for CSBG reporting.</p>	<p>Content Area Coordinator</p>	<p>September 01-2022</p>	<p>MOU Tracking form and signed contracts</p>	<p>Director and Associate Director Birth to Five Head Start</p>	<p>September 2022 and ongoing</p>	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Environmental Checklist</p> <p>Environmental checklists are completed in the agency database to document that the classroom environment is set age appropriately, well supplied, and to ensure the health and safety of the children. The Environmental Checklist is created at a minimum of four times per year. The checklists are monitored by the education department.</p>	<p>Site Base Managers and Education Team</p>	<p>August 2022 and ongoing</p>	<p>Child Plus Environmental Checklist</p> <p>Soledad Room 1</p> <p>Soledad Room 2</p> <p>Soledad Room 3</p> <p>Soledad Room 4</p> <p>Soledad Room 5</p>	<p>Director and Associate Director Birth to Five Head Start</p>	<p>August 2022 and ongoing throughout the year</p>	

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<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do</p>	<p>Classroom Observation Checklist Completed during New Staff Orientation</p> <p>The new staff attend orientation on Monday through Thursday. On Friday the new staff go to preselected classrooms to check for understanding of the policies and procedures learned during New Staff Orientation. Results of the observation are shared with the Curriculum and Instruction Coordinator and Education Specialist. If there are concerns regarding the classroom feedback, the results are shared with</p>	<p>Curriculum & Instruction Coordinator</p> <p>Curriculum & Instruction Specialist</p>	<p>Upon Onboarding</p>	<p>Completed Classroom Observation Checklist</p>	<p>Curriculum & Instruction Coordinator</p> <p>Curriculum & Instruction Specialist</p> <p>Coaches</p>	<p>Last day of New Staff Orientation according to New Staff Orientation Schedule</p>	

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not maltreat or endanger the health or safety of the children.	the leadership team and the center managers for follow up.						
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1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.	Classroom Observation Checklist Coordinators The Component Coordinators will use the Classroom Observation Checklist once a month to monitor classes to ensure that the teachers are implementing appropriate classroom management and implementation of policies and procedures. The Associate Director monitors to ensure completion.	Component Coordinators	April 2023	Completed Classroom Checklist May 01,2023	Associate Director Birth-to-Five Head Start	Ongoing monthly through August	
1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety	Health and Safety Monitoring Safety Transition Checklist Magic Number Health and Safety Checklist	Curriculum & Instruction Coordinator	April 01. 2023	Safety Forms Weekly Monitoring Form	Director and Associate Director Birth to Five Head Start	Ongoing throughout the school year	

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<p>practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>The coordinator emails the Site Base Manager (SBM) that were selected for the day. The SBM has 10 minutes to gather, scan, and email to the coordinator. The coordinator reviews the document for accuracy. The coordinator provides feedback to the SBM</p>			<p>Excel Tracking SpreadSheet April 2023</p>			
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Family Engagement Activities The center staff work with the parents to complete in-kind forms for any parent engagement activities. The staff submit the forms to the Family and Community Partnership (FCP) team. The FCP team input all of the in-kind</p>	<p>Family & Community Partnership Coordinator</p>	<p>April 01. 2023</p>	<p>Safety Forms Weekly Monitoring Form (Excel Tracking SpreadSheet)</p>	<p>Director and Associate Director Birth to Five Head Start</p>	<p>Ongoing throughout the school year</p>	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Ongoing Monitoring Plan The agency has an inclusive Ongoing Monitoring Plan. The document is reviewed and approved by the governing bodies when changes are recommended. The document demonstrates how each component is integrated and monitored to ensure systems and protocols are followed accordingly.</p>	<p>Content Area Coordinators and SPecialists</p>	<p>August 2022 and monitored throughout the year</p>	<p>Ongoing Monitoring Plan Documentation of Training for Terminated Staff</p>	<p>Director and Associate Director Birth to Five Head Start</p>	<p>Ongoing throughout the school year</p>	
<p>FACTOR 6– FISCAL APPROACH (QIP fiscal implications)</p>							

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	Action Step	Responsible Person (execution)	Target Date	Evidence/ Documentation	Task oversight (whom)	Completion Date	Comments
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Professional Development and Staff Training</p> <ol style="list-style-type: none"> 1. NCCAA B-5 invests Professional Development including coordinator specialized training and guest speakers and staff attending out of town training. 2. When staff travel the agency pays for registration, hotel accommodations, and per diem. Monies are used from T/TA, ARP, and Regular budgets. 3. The agency also has assistance for the staff that required to attend CDA and or college classes 	T/TA Coordinator and Specialists	09-01-2022 and ongoing	<p>Training Registrations</p> <p>Documentation of Expenses for Staff Training</p>	Director and Associate Director Birth to Five Head Start	Ongoing throughout the year and ending August 2023	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety practices that ensured children were kept safe.</p> <p>1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>Mental Health Activities and Materials</p> <p>The agency has spent funds on mental health activities: Center monthly mental health activities Staff Luncheon during Spring Break Training Monthly allowance per center</p>	Director and Associate Director Birth to Five Head Start	10-01-2023	Activity sign ins	Director and Associate Director Birth to Five Head Start	Ongoing through the end of the year	
<p>1302.47 The grant recipient did not ensure it established, trained staff on, implemented, and enforced a system of health and safety</p>	<p>Staff Recruitment</p> <p>The agency has a recruitment plan that is reflective of estimated cost. The program attempts to schedule recruitment activities that do not have a cost involved.</p>	Site Base Managers, Human Resources Associate Director	09-01-2023	Recruitment plan and example of expense	Director and Associate Director Birth to Five Head Start	Ongoing through the end of the year	

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<p>practices that ensured children were kept safe. 1302.90 Personnel policies to ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of the children.</p>	<p>When necessary the agency will incur an expense for billboards, radio and tv ads.</p>						
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****Note:** Add factor(s) as needed.