

Oversight for Quality Outcomes Committee June 17 2010

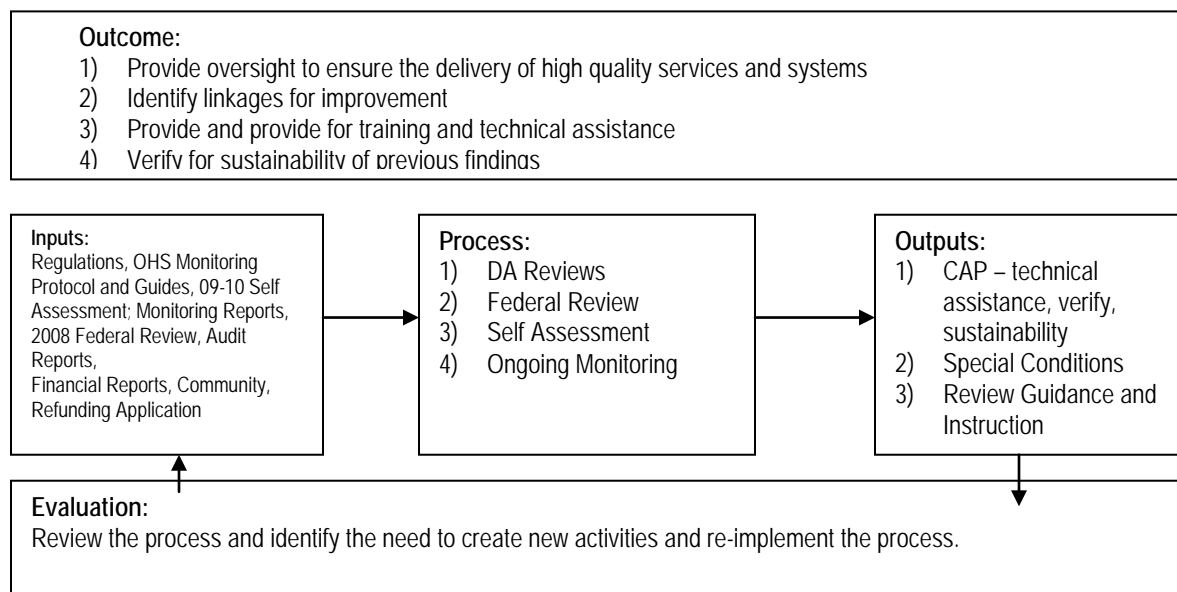
PURPOSE

LACOE and all of its delegates are scheduled to be reviewed in the upcoming program year. In light of the GAO investigation, we expect to be reviewed sooner than later. The goal of the Committee is to clearly determine how LACOE is providing oversight as a Grantee and ensuring that its systems are working in connection with the delivery of high quality services by delegate agencies and child care partners and identify any linkages that must be improved and strengthened.

In order to effectively navigate and facilitate our on-site Federal Review process, although led by the Office of Head Start, we must work with our delegate agencies and child care partners in a comprehensive review of systems and services, identify areas of concern, and provide for training or technical assistance.

In an effort to ensure that the Grantee and its delegate agencies and child care partners have effectively prepared for the on-site review, the Oversight for Quality Outcomes Committee (OQOC) will work in coordinating two simultaneous efforts: (1) Coordinate a Comprehensive PRISM Review of identified delegates and child care partners, and (2) Coordinate the 2007-2008 Federal OHS Review Preparation. ***The Grantee's self-assessment process as well as the on-going monitoring system are also connected to the overall structure of ensuring delivery of high quality services to children and families.***

Additionally, the process is designed to guide the Grantee during all Federal Review preparations over a 3 year period.



FEDERAL REVIEW PREPARATION AND COORDINATION

Designing and coordinating the process by which data and information is gathered is essential to the Grantee and the agencies effectively managing the outcome of the onsite review. The Oversight for Quality Outcomes Committee (OQOC) is charged with developing specific guidance and instruction to facilitate the coordination and preparation efforts for the onsite review.

The Committee will:

1. Define the Action Needed prior to and during the actual onsite review including developing written guidance and instruction, and identifying areas of challenges for agencies
2. Provide guidance and support to LACOE Management Planning Group
3. Define the Roles and Responsibilities of committee members and sub committees
4. Determine the activities to be completed by the Grantee and delegate agencies – the activities will be defined by the purpose of the review
5. Determine Frequency of Meetings
6. Identify all resources to support the review process
7. Provide monthly status updates with timelines
8. Upon completion of the preparation phase, review and analyze the agency reports and identify trends at delegate agencies/child care partners and the relationship to Grantee systems
9. Develop necessary follow up plan to ensure onsite review preparation, including Training & Technical Assistance Plans (T&TA) for the delegate agencies and child care partners and reviewing responses to Protocol/Guidance questions to ensure that responses are thorough and consistent
10. Verification of correction of all identified issues/concerns and non-compliance items as well as for sustainability of the implemented corrections

Roles of Members/Composition

Team Lead: Keesha Woods and Velta Strouble (Kedren)

Grantee Representatives: Beverley Morgan –Sandoz, Elizabeth Rodriguez, Ana Campos, Gaby Abarca, Luis Bautista, Phil Norris, and Kingsley Udo

Agency Staff: 1 Representative TBD

- Overall coordination of the Federal Review and Preparation,
- Coordination of agency Reviews (Beverley Morgan-Sandoz)

- Facilitate weekly meetings with team
- Facilitate monthly Director's Meeting Topic
- Maintain ongoing communication with Division Directors
- Initiate all contracts for reviewers and training consultants
- Design review process with Planning Committee – Sub-Teams and consultants
- Recommend revisions to Grantee systems, policies and procedures, as needed, based upon issues identified at DA/CCP Reviews and Sub-Team Review of Grantee systems
- Identify Team Leads Each agency representative (and Director) must review the pre-site documents in detail and determine if they answer each question identified in the OHS Monitoring Guidance. This is crucial because 50% of the PDM review will occur through the pre-site documents.
- Each agency must start NOW to collect pre-site documents and set up boxes for documentation. Direction to agencies regarding forwarding these documents to the grantee will be forthcoming.

The OQOC Committee has been divided into six (6) sub-teams that will be responsible for developing the specific aspects of the noted areas: Communications, Logistics, Documentation, Training and Technical Assistance, Safe Environments, and Eligibility Verification.

Communication (Keesha Woods/ Sarah Younglove)

- Coordinate Federal Review with the Office of Head Start and Danya
- Maintain contact with Agency Directors
- Recommend revision(s) to Grantee systems, policies and procedures, as needed

Logistics (Keesha Woods, Gaby Abarca)

Write specific guidance relative to the OHS requirements and Grantee – DA/CCP requirements to include room scheduling, training materials, meals and refreshments, audio/visual equipment, room set-up, hotel rooms for reviewers, review team meeting rooms, etc.

Training and Technical Assistance (Luis Bautista and Velta Strouble)

- Develop T & TA Plan for Grantee and its DAs/CCPs
- LACOE and Agency's Board Training
- Coordinate and schedule LACOE Board and Policy Council involvement and all study sessions
- Recommend revisions to Grantee systems, policies and procedures, as needed

Documentation (Velta Strouble, Beverley Morgan-Sandoz, Elizabeth Rodriguez, Ana Campos, Phil Norris, Kingsley Udo and Agency Representatives)

- Coordinate collection of all review documents and preparation for all reviews; i.e., LACOE initiated or Federal identified areas needing revision(s) or correction(s) prior to Federal review
- Establish procedure for verifying correction and sustainability of non-compliance (or deficiency) areas
- Recommend revisions to Grantee systems, policies and procedures, as needed

Safe Environments (Beverley Morgan-Sandoz and Elizabeth Rodriguez)

- Develop process whereby agencies review all facilities and submit completed Checklist
- Review and identify trends of needed corrections

Eligibility Verification (Ana Campos)

- Develop schedule to complete sampling of children's files
- Identify process whereby agencies submit verification that all files have been reviewed and corrections made according to our ERSEA Verification Document

Track Progress of Activities

A calendar of all events will be prepared and used as a tool to review and determine that all activities are being accomplished in a timely manner. The calendar will identify activities, participants and locations. The calendar will be revised, as needed, to update all participants and keep the Grantee on schedule.

Guidance and Instruction

Guidance will be developed by the Grantee, in consultation with the delegate agencies and child care partners, to assist them in preparing for the Federal Review. The guidance will include the rationale as to why the Grantee is asking for this information to be in a particular format or the reason for completing the activity, expected outcomes, strategies and approaches, tip sheets, action plans, sample formats, sample wording, etc.

Guidance Format to be used:

Narrative			
I. Background – Brief description of the Guidance and Instruction for the specific key area (Communication, Logistics, etc) and description of the importance of activities to accomplish outcomes.			
Grantee		Delegate Agency/Child Care Partner	
II. Expected Outcomes			
Grantee		Delegate Agency/ Child Care Partner	
III. Strategy and Approach for Success Example: Identify drivers who are familiar with the geographical areas as well as the program content area and are good listeners as to be able to report back to the Director any concerns of the reviewer. Note: Refer to Danya’s Tip Sheet			
Grantee		Delegate Agency/Child Care Partner	
IV. Action Plan/Activities - Provide samples if applicable			
Activity	Timeline	Person Responsible	Status

Team Leads

Grantee

Grantee staff will be assigned as “leads” for each of the systems and services. The leads will work closely with the LACOE Committee. All LACOE Head Start units will be involved in the process of continuously improving systems in order to provide quality services to children and families through its contracted delegate agencies and child care partners.

Grantee Systems and Services Leads

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|--------------------------------|--------------------------------|
| ○ Health Services | C. Sosa-Valderrama |
| ○ Nutritional Services | C. Sosa-Valderrama |
| ○ Safe Environments | B. Morgan-Sandoz/ Hoss Nabii |
| ○ Disabilities | C. Sosa-Valderrama |
| ○ Mental Health | C. Sosa-Valderrama |
| ○ Family Community Services | C. Sosa-Valderrama |
| ○ Transportation | B. Morgan-Sandoz |
| ○ Early Childhood Education | C. Sosa-Valderrama |
| ○ Fiscal Management | Kingsley Udo/Pat Smith |
| ○ Program Governance | B Morgan-Sandoz/Sandra Ybanez |
| ○ Internal Control | Kingsley Udo/Pat Smith |
| ○ Shared Decision Making | Sarah Younglove/Sandra Ybanez |
| ○ Self Assessment | Alicia Fernandez/ Keesha Woods |
| ○ Ongoing Monitoring | B Morgan-Sandoz / Carol Berk |
| ○ Eligibility | Ana Campos / Steve Duarte |
| ○ Planning | Keesha Woods/ Ana Campos |
| ○ Communications | Debi Anderson/Keesha Woods |
| ○ Record Keeping and Reporting | All MPG based on questions |
| ○ Human Resources | Sarah Younglove/Johan Julin |

Delegate Agencies

Each Delegate Agency will identify a Planning Team Lead (Committee Member) for the overall process and team leads for the content areas such as Health and Nutrition, Internal Controls, etc. similar to the Grantee process.

This information will be submitted to the Grantee by **July 16, 2010** and specific meetings will be identified for ongoing support.

COMPREHENSIVE PRISM REVIEW OF DELEGATE AGENCIES

The DAs/CCPs review process will contain the following steps to ensure a review that is meaningful and that assists the Grantee in continuously improving its systems to provide high quality services to children and families.

1. Define the Purpose of the Reviews; i.e., comprehensive review or limited to special issues and concerns, special one-time funding, expansion and start-up efforts, etc.
2. Define the Roles and Responsibilities of the Reviewers, whether they are consultants or LACOE Head Start Program Design Consultants, Business Services Consultants, Facilities Analysts, etc.
3. Determine the Activities to be Completed in the Review – the activities will be defined by the purpose of the review
4. Identify all resources to support the review process
5. Upon completion of the review, review and analyze the agency reports and identify trends at delegate agencies/child care partners and the relationship to Grantee systems
6. Develop Corrective Action Plans (CAPs) and Training & Technical Assistance Plans (T&TA) for the delegate agencies and child care partners
7. Verify the CAPs for correction of all identified issues/concerns and non-compliance items as well as for sustainability of the implemented CAPs
8. Incorporate the findings as well as the corrective actions into the Federal Review Process for continued follow-up

Agencies selected to participate in the Comprehensive Review process have been identified as having specific issues, concerns or unanswered questions that must be verified prior to the Federal on-site review in an effort to assist the Grantee in identifying technical assistance needed for the specific delegate agencies.

Roles of Members /Composition

LACOE Initiated Team Review Coordinator (Beverley Morgan-Sandoz)

1. Overall coordination of the LACOE Initiated Team Reviews at DAs/CCPs
2. Develop team review schedule
3. Identify content area reviewers
4. Use the OHS Review tool to conduct the review and monitoring processes
5. In consultation with Head Start Director, confirm all areas of non-compliance as identified by agency reviewers and possible deficiency if identified issues lead to that conclusion
6. Identify linkages between problem service delivery and systems implementation at agencies and any connection to LACOE Grantee systems and oversight
7. Recommend appropriate training & technical assistance (and possible trainers) to correct identified non-compliance (or deficiency) areas
8. Establish procedure for verifying correction and sustainability of non-compliance (or deficiency) areas
9. Recommend revision(s) to Review Lead regarding Grantee systems, policies and procedures, as needed

Review Team Leads

1. Lead team meetings at each review agency
2. LACOE spokesperson during on-site review and daily agency debriefings
3. In consultation with Head Start Director, confirm all areas of non-compliance as identified by agency reviewers and possible deficiency if identified issues lead to that conclusion
4. Prepare draft report for each review
5. Identify linkages between problem service delivery and systems implementation at agencies and any connection to LACOE Grantee systems and oversight
6. Recommend appropriate training & technical assistance (and possible trainers) to correct identified non-compliance (or deficiency) areas

LACOE Initiated Review Team Members (Consultants)

1. Review all advance materials in preparation for DA/CCP review(s)
2. Attend all evening team meetings
3. Complete entire protocols for reviewer's respective area(s). If unable to complete, report potential incomplete sections to the LACOE Initiated Review Team Coordinator

4. For any potential non-compliance items, discuss findings with LACOE Head Start Grantee Staff and provide explanation for findings and reasons for making the determination. (The discussion is not to be used to dissuade the Review Team Member from making the finding of non-compliance or to “compromise” on the finding. This is a learning opportunity for LACOE Grantee staff. Final determinations of non-compliance will be made by the Review Team Coordinator and the LACOE Head Start Director.)
5. Maintain reviewer status throughout review and avoid providing extensive on-site technical assistance which would prohibit reviewer from completing the review
6. Identify all items, areas, and questions that are non-compliant and avoid “nesting” findings
7. Recommend linkages to DA/CCP systems for any potential non-compliance item
8. Maintain professional standards at all times and avoid conflict of interest
9. Report all Board, staff or parent behavioral issues to LACOE Initiated Review Team Coordinator

DA Reviews - LACOE Head Start Grantee Staff

1. Review all materials in advance for preparation of the DA/CCP review(s)
2. Attend all evening team meetings
3. Shadow Review Team Member(s) and make the review a “learning” experience.
4. For any potential non-compliance items, probe the reviewer if the rationale and evidence for the finding is not understood or appears to be “reviewer’s opinion” rather than based on Head Start Program Performance Standards or other Federal or State Regulations. (The discussion is not to be used to dissuade the Review Team Member from making the finding of non-compliance or to “compromise” on the finding. Final determinations of non-compliance will be made by the Review Team Coordinator and the LACOE Head Start Director.)
5. Assist the Review Team Member in traveling from one center to another or in providing driving instructions if rental car is available.