

**REGION 14 EDUCATION SERVICE CENTER
HEAD START OPERATIONAL PLAN
MANAGEMENT SYSTEMS AND PROCEDURES**

STANDARD	OBJECTIVE	SPECIFIC TASKS/ACTIVITIES	PERSON RESPONSIBLE	TARGET DATE	REFERENCE EVALUATION
1304.51(a)(1)	(a) Program Planning (a) (1) Grantee and delegate agencies must develop and implement a systematic, ongoing process of program planning that includes consultation with the program's governing body, policy groups, and program staff, and with other community organizations that service Early Head Start and Head Start or other low-income families with young children. Program Planning must include:				
1304.51(a)(1)(i)	(a)(1)(i) An Assessment of community strengths, needs, and resources through completion of the Community Assessment, in accordance with the requirements of 45 CFR 1305.3;	P & P 1304.51 a1i	Head Start Director P & P 1304.51a1i	Every three years and update yearly	P & P 1304.51 a1i
1304.51(a)(1)(ii)	(a)(1)(ii) The formulation of both multi-year (long range) program goals and short-term program and financial objectives that address the findings of the Community Assessment, are consistent with the philosophy of Early Head Start and Head Start, and reflect the findings of the program's annual self-assessment; and	P & P 1304.51 a1ii	Head Start Director P & P 1304.51a1ii	April - May	P & P 1304.51 a1ii
1304.51(a)(1)(iii)	(a)(1)(iii)The development of written plan(s) for implementing services in each of the program areas covered by this part (e.g. Early Childhood Development and Health Services, Family and Community Partnerships, and Program Design and Management).	P & P 1304.51 a1iii	Head Start Director P & P 1304.51a1iii	April - May	P & P 1304.51 a1iii
1304.51(a)(2)	(a)(2) All written plans for implementing services, and the progress in meeting them, must be reviewed by the grantee or delegate agency staff and reviewed and approved by the Policy Council or Policy Committee at least annually and must be revised and updated as needed.	P & P 1304.51 a1iii	Head Start Director P & P 1304.51a1iii	April - May	P & P 1304.51 a1iii
1304.51(b)	(b)Communications-general. Grantee and delegate agencies must establish and implement systems to ensure that timely and accurate information is provided to parents, policy groups, staff, and the general community.	P & P 1304.51(b)	Head Start Director P & P 1304.51(b)	September - August	P & P 1304.51(b)

STANDARD	OBJECTIVE	SPECIFIC TASKS/ACTIVITIES	PERSON RESPONSIBLE	TARGET DATE	REFERENCE EVALUATION
1304.51(c)(1)	(c)Communication with families: (c) (1) Grantee and delegate agencies must ensure that effective two-way comprehensive communications between staff and parents are carried out on a regular basis throughout the program year.	*provide two-way communication for parents, staff, governing bodies & community *provide parent orientation at the beginning of the school year *communicate with parents through informal conversation, telephone, notes, letters, newsletters, surveys, ESC Staff Parent Meeting trainings *communicate with parents in their preferred language through an interpreter and translate written information into parent's preferred language.	Head Start Director	September - August	Communication Chart Contact Logs Parent Meeting Minutes Family Partnership Plan
1304.51(c)(2)	(c) (2) Communication with parents must be carried out in the parents' primary or preferred language or through an interpreter, to the extent feasible.	*Communicate with parents in their preferred language through an interpreter and translate written information into parent's preferred language.	Head Start Director	September - August	Spanish Documents and Communication Chart
1304.51(d)	(d) Communication with governing bodies and policy groups. Grantee and delegate agencies must ensure that the following information is provided regularly to their grantee and delegate governing bodies and to members of their policy groups:	*communicate with Region 14 ESC Board and Policy Council regarding financial reports, program planning, reapplication, policies and guidelines *discuss Head Start information at ESC Board meetings and Policy Council meetings as needed	Head Start Director Executive Director	September - August	Communication Chart, Policy Council and ESC Board Meeting Minutes
1304.51(d)(1)	(d)(1) Procedures and timetables for program planning:	P & P 1304.51 a1ii	Head Start Director	September - August	Communication Chart
1304.51(d)(2)	(d)(2) Policies, guidelines, and other communications from HHS:	P & P 1304.51 (d)	Head Start Director Executive Director	September - August	IM Binder
1304.51(d)(3)	(d)(3) Program and financial reports; and	P & P 1304.51 (d)	Head Start Director Federal Grants Officer	September - August	Program budget and Financial Reports
1304.51(d)(4)	(d)(4) Program plans, policies, procedures, and Early Head Start and Head Start grant applications	P & P 1304.51 (d)	Head Start Director Federal Grants Officer	September - August	Operational Plan

STANDARD	OBJECTIVE	SPECIFIC TASKS/ACTIVITIES	PERSON RESPONSIBLE	TARGET DATE	REFERENCE EVALUATION
1304.51(e)	(e) Communication among staff. Grantee and delegate agencies must have mechanisms for regular communication among all program staff to facilitate quality outcomes for children and families.	*communicate orally & in writing to ensure quality services are provided to Head Start children & families *hold weekly staff meetings to discuss current issues and needs of classrooms & children *make on-site visits to classrooms to offer technical assistance *conduct Child File Reviews on-site four times per year. *ISD Staff Newsletters	Head Start Director ESC Staff	September - August	Newsletters Policies & Procedures, Grant Application, Communication Chart
1304.51(f)	(f) Communication with delegate agencies. Grantees must have a procedure for ensuring that delegate agency governing bodies, Policy Committees, and all staff receive all regulations, policies, and other pertinent communications in a timely manner	n/a	n/a	n/a	n/a
1304.51(g)	(g) Record-keeping systems Grantee and delegate agencies must establish and maintain efficient and effective record-keeping systems to provide accurate and timely information regarding children, families, and staff and must ensure appropriate confidentiality of this information.	P & P 1304.51g	Head Start Director P&P 1304.51g	September - August	P & P 1304.51g
1304.51(h)(1)	(h) Reporting systems. (h)(1) Grantee and delegate agencies must establish and maintain efficient and effective reporting systems that: generate periodic reports of financial status and program operations in order to control program quality, maintain program accountability and advise governing bodies, policy groups and staff of program progress	ISO BUSINESS PORTFOLIO P & P 1304.51 (h)(1)(2)	Head Start Director Federal Grant Officer P & P 1304.51h1	September - August	P & P 1304.51h1
1304.51(h)(2)	(h)(2) Generate official reports for Federal, State, and local authorities, as required by applicable law.	ISO BUSINESS PORTFOLIO P & P 1304.51 (h)(1)(2)	Head Start Director Federal Grants Officer		
1304.51(i)(1)	(i)Program Self-Assessment and monitoring. (i)(1) At least once each program year, with the consultation and participation of the policy groups and, as appropriate, other community members, grantee and delegate agencies must conduct a self-assessment of their effectiveness and progress in meeting program goals and objectives and in implementing Federal regulations.	P&P 1304.51i12	Head Start Director ESC Staff	February - April	P&P 1304.51i12

STANDARD	OBJECTIVE	SPECIFIC TASKS/ACTIVITIES	PERSON RESPONSIBLE	TARGET DATE	REFERENCE EVALUATION
1304.51(i)(2)	(1)(2) Grantees must establish and implement procedures for the ongoing monitoring of their own Early Head Start and Head Start operations, as well as those of each of their delegate agencies, to ensure that these operations effectively implement Federal regulations.	P&P 1304.51i12	Head Start Director P&P 1304.51i12	September - August	P&P 1304.51i12
1304.51(i)(3)	(i)(3) Grantees must inform delegate agency governing bodies of any deficiencies in delegate agency operations identified in the monitoring review and must help them develop plans, including timetables, for addressing identified problems.	n/a	n/a	n/a	n/a

**HEAD START PROCEDURE FOR:
PROGRAM PLANNING
COMPONENT: CENTER FOR YOUNG LEARNERS**

1.0 Scope: Performance Standard 1304.51(a)(1)(i) Program Planning-Community Assessment

2.0 Responsibility:

2.1 Community Assessment Committee

3.0 Resources:

- 3.1 Census Bureau
- 3.2 Texas Kids Count
- 3.3 Texas Dept. of Health & Human Services
- 3.4 PROMIS
- 3.5 PIR
- 3.6 PEIMS Data
- 3.7 Surveys
- 3.8 Resource Directory

4.0 Procedures:

4.1 **ESC 14 Head Start will conduct a Community Assessment** once every three years, updated annually to identify the strengths and needs, and resources of all the communities in the grantee's target service area.

5.0 Associated Documents:

5.1 Community Assessment

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
Community Assessment	Print	CYL Office	7 years	Shredded	Back-up

7.0 Monitoring:

- 7.1 Policy Council approval
- 7.2 ESC 14 Board of Directors approval.
- 7.3 ESC 14 Head Start staff review, as needs arise.

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006		
8-2009		Reviewed & Revised as needed

**HEAD START PROCEDURES FOR:
PROGRAM PLANNING
COMPONENT: CENTER FOR YOUNG LEARNERS**

1.0 **Scope:** Performance Standard 1304.51(a)(1)(ii) Long range and short term program goals.

2.0 **Responsibility:**

- 2.1 Head Start Director
- 2.2 ESC Staff
- 2.3 ISD Staff
- 2.4 Parents
- 2.5 Governing Body members
- 2.6 Self-Assessment Strategic Planning Committee
- 2.7 Business Manager

3.0 **Resources:**

- 3.1 Self-Assessment Strategic Plan Process Book

4.0 **Procedures:**

- 4.1 The Policy Council and the ESC Board will be informed of all meetings and time frames for program planning.
- 4.2 The ESC 14 Head Start program philosophy will be developed, reviewed, and approved by the P.C.
- 4.3 A **Goal/Strategic Planning Committee** consisting of key decision-makers(Head Start parents, ESC and ISD Staff members, Policy Council members, ESC Board members, community members, and financial management personnel) will provide input and/or participate on an annual basis.
- 4.4 The participating members will gather input from all of the above, and will complete the following **Strategic Planning Steps:**
 - 4.4.1 **STEP #1: Synthesizing Data**
 - 4.4.1.1 The Strategic Planning input team will formulate answers to the following question:
 - 4.4.1.1.1 What information can be drawn from the following data sources that will assist the team in program planning?
 - *Federal Monitoring Report and Head Start Grant Application
 - *Program Information Report (PIR)
 - *Child Records
 - *Family Records
 - *Program Performance Appraisals
 - *Self-Assessment
 - *Community Assessment
 - *Child Outcomes Analysis
 - *Previous Systems Improvement Plan

**HEAD START PROCEDURES FOR:
PROGRAM PLANNING
COMPONENT: CENTER FOR YOUNG LEARNERS**

4.4.2 STEP #2: Analyzing Data Sources

4.4.2.1 The Strategic Planning Committee will analyze each data source. Areas for program improvement that emerge from the team's discussion of the information will be identified.

4.4.3 STEP #3: Prioritize Goals

4.4.3.1 Goals will be analyzed and prioritized from the resulting data.

4.4.4 STEP #4: The ESC 14 Head Start Systems

Improvement Plan and Regional Office Summary Report will be created.

4.4.4.1 Including each of the short-term goals determined above, action steps necessary to achieve those goals, lead person(s) responsible, time lines, and resources.

4.4.4.2 Long-term goals will be reviewed and revised/updated as needed.

5.0 Associated Documents:

- 5.1 ESC Comprehensive Plan
- 5.2 Head Start Systems Improvement Plan
- 5.3 Administration for Children & Families Regional Office S-A Summary Report

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
ESC Comprehensive Plan	Print	CYL Office	Updated Annually	Shredded	Secure Office
Head Start Systems Improvement Plan	Print	CYL Office	Updated Annually	Shredded	Secure office
Administration for Children & Families Regional Office S-A Summary Report	Print	CYL Office	Annual	Shredded	Secure office

7.0 Monitoring:

- 7.1 CYL Meetings

**HEAD START PROCEDURES FOR:
PROGRAM PLANNING
COMPONENT: CENTER FOR YOUNG LEARNERS**

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006		
8-2009		Reviewed & Revised as needed

**HEAD START PROCEDURES FOR:
DEVELOPMENT OF WRITTEN PLANS
COMPONENT: CENTER FOR YOUNG LEARNERS**

- 1.0 **Scope:** **Performance Standard 1304.51(a)(1)(iii) and Standard 1304.51 (a)(2) Plans for implementing services, and the progress in meeting them with the approval of Policy Council and the ESC Board of Directors.**

- 2.0 **Responsibility:**
 - 2.1 Head Start Director
 - 2.2 Policy Council
 - 2.3 ESC Board of Directors
 - 2.4 Community Assessment Committee
 - 2.5 ESC Staff
 - 2.6 Business Manager

- 3.0 **Resources:**
 - 3.1 Community Assessment
 - 3.2 PROMIS

- 4.0 **Procedures:**
 - 4.1 **ESC 14 Head Start will develop an Operational Plan** for implementing Head Start services and complying with Performance Standards, including areas of:
 - 4.1.1 Child Health & Development,
 - 4.1.2 Education & Early Childhood Development,
 - 4.1.3 Child Health & Safety,
 - 4.1.4 Child Nutrition,
 - 4.1.5 Mental Health,
 - 4.1.6 Family Partnerships,
 - 4.1.7 Community Partnerships,
 - 4.1.8 Program Design & Management,
 - 4.1.9 Management Systems & Procedures,
 - 4.1.10 Human Resource Management,
 - 4.1.11 Facilities, Materials & Equipment,
 - 4.1.12 ERSEA,
 - 4.1.13 Staff Program Options,
 - 4.1.14 Disabilities,
 - 4.1.15 Facility Purchasing,
 - 4.1.16 Transportation
 - 4.1.17 Head Start Fellows.
 - 4.2 ESC 14 Head Start will review and approve the Operational Plan annually.
 - 4.3 Will revise and update on an on-going basis, as needed.
 - 4.4 Copies of the Operational Plan will be provided to all administrators and ISD Staff on the ESC 14 website.

**HEAD START PROCEDURES FOR:
DEVELOPMENT OF WRITTEN PLANS
COMPONENT: CENTER FOR YOUNG LEARNERS**

5.0 Associated Documents:

- 5.1 Operational Plan
- 5.2 Head Start Grant

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
Operational Plan	Print/ESC 14 Website	CYL Office	7 years	Shredded	CYL Office/ Backup

7.0 Monitoring:

- 7.1 Self-Assessment
- 7.2 Policy Council & Board approval of ACF report
- 7.3 Systems Improvement Plan

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006		
8-2009		Reviewed & Revised as needed

**HEAD START PROCEDURES FOR:
RECORD – KEEPING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

1.0 Scope: Performance Standard 1304.51(g) Record-keeping systems

2.0 Responsibility:

- 2.1 Head Start Director
- 2.2 Family & Community Partnership Consultants
- 2.3 Family Service Workers
- 2.4 PROMIS Technical Support
- 2.5 ESC Management Staff

3.0 Resources:

- 3.1 PROMIS
- 3.2 Head Start File Authorization

4.0 Procedures:

- 4.1 Information regarding children and families is kept in individual child files at each Head Start Site.
- 4.2 These files include information related to:
 - 4.2.1 disabilities
 - 4.2.2 family services
 - 4.2.3 child health information
 - 4.2.4 demographic information
 - 4.2.5 contacts with the families
- 4.3 All files are stored in locked cabinets to ensure confidentiality
- 4.4 The Family Service Worker at each site is responsible for inputting family information into PROMIS.
 - 4.4.1 With assistance from the ESC PROMIS Technical Support Staff member
 - 4.4.2 PROMIS is only accessible by ESC and Head Start Staff.
- 4.5 ESC staff can generate timely reports to provide better services to families utilizing PROMIS.
- 4.6 ESC Staff will conduct quarterly child file reviews on-site to maintain accurate record-keeping.

5.0 Associated Documents:

- 5.1 Child's File

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
PROMIS Reports	Print	Computer	On-going	Delete	Backup
Quarterly Review Reports	Print	Binder	7 years	Shred	ESC lock office

7.0 Monitoring:

- 7.1 Quarterly review and Follow-up

**HEAD START PROCEDURES FOR:
RECORD – KEEPING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006 8-2009		Reviewed & Revised as needed

**HEAD START PROCEDURES FOR:
REPORTING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

1.0 Scope: Performance Standard 1304.51(h) (1) Reporting systems

2.0 Responsibility:

- 2.1 Head Start Director
- 2.2 Business Manager
- 2.3 PROMIS Technical Support
- 2.4 ESC Management Staff

3.0 Resources:

- 3.1 RSCCC
- 3.2 PROMIS
- 3.3 PIR

4.0 Procedures:

- 4.1 Financial status and program operations reports are provided to the ESC Board, Policy Council, and ESC Head Start Staff.
 - 4.1.1 Reports provide financial status summary and information regarding program operations.
 - 4.1.2 Discussion of these reports is recorded in the minutes of the meetings.
- 4.2 Financial reports are generated through RSCCC on a monthly basis.
 - 4.2.1 Can be generated on an as needed basis.
- 4.5 PROMIS records enrollment, attendance
- 4.6 PIR contains grantee program data.
 - 4.6.1 Generated annually
 - 4.6.2 Submitted electronically to the proper authorities.

5.0 Associated Documents:

- 5.1 Financial Reports
- 5.2 PROMIS REPORTS
- 5.3 PIR

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
Financial Reports	Paper	Policy Council Notebook of Meeting Minutes	7 years	Shred	Secure office
PROMIS	Electronic	Computer	Continuous	Delete	Backup
PIR	Electronic	Computer	Continuous	Delete	backup

7.0 Monitoring:

- 7.1 Quarterly review and Follow-up

**HEAD START PROCEDURES FOR:
REPORTING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006 8-2009		Reviewed & Revised as needed

**HEAD START PROCEDURE FOR:
REPORTING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

- 1.0 **Scope:** Performance Standard 1304.51(h)(1)(2) Generate official reports to provide financial information to governing bodies and Federal Authorities

- 2.0 **Responsibility:**
 - 2.1 Federal Grant Officer
 - 2.2 Head Start Director
 - 2.2 Chief Financial Officer

- 3.0 **Resources:**
 - 3.1 RSCCC
 - 3.2 Financial Data of Head Start and Early Head Start Programs

- 4.0 **Procedure:**
 - 4.1 Financial reports are provided to the Policy Council and Region 14 ESC Board of Trustees on a monthly and bi-monthly basis.
 - 4.1.1 Information given is budget versus actual year- to -date
 - 4.2 Financial information is available on an as- needed basis.
 - 4.3 Federal reports are generated as required
 - 4.3.1 269 is reported quarterly
 - 4.3.2 272 report is filed 3 times per year
 - 4.3.2.1 First 6 months
 - 4.3.2.2 Year -end
 - 4.3.2.3 Final year -end report
 - 4.4 PROMIS records enrollment and attendance.
 - 4.5 PIR contains grantee program data
 - 4.5.1 Generated annually
 - 4.5.2 Submitted electronically to the proper authorities.

- 5.0 **Associated Documents:**
 - 5.0 Financial Reports
 - 5.1 269 Report
 - 5.2 272 Report
 - 5.3 PROMIS Reports
 - 5.4 PIR

**HEAD START PROCEDURE FOR:
REPORTING SYSTEMS
COMPONENT: CENTER FOR YOUNG LEARNERS**

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
Financial Reports	Paper	Center for Young Learners	7 years	Shred/Delete	Secure office
269 Report	Paper	Business Office	7 years	Shred	Secure office
272 Report	Paper	Business Office	7 years	Shred	Secure office
PROMIS REPORTS	Electronic	Center for Young Learners at ESC	Continuous	Delete	Backup
PIR Reports	Electronic	Center for Young Learners at ESC	Continuous	Delete	Backup

7.0 Monitoring:

- 7.1 269 is reported quarterly
- 7.2 272 report is filed 3 times per year

8.0 Revision History:

Date	Revision #	Description of Revision
02/27/2007	1	Federal reports required the 269 and 272
8-2009		Reviewed and Revised as needed

**HEAD START PROCEDURES FOR:
ONGOING MONITORING OF HEAD START OPERATIONS
COMPONENT: CENTER FOR YOUNG LEARNERS**

1.0 Scope: Performance Standard 1304.51(i)(1)(2) Program Self-Assessment & Monitoring

2.0 Responsibility:

- 2.1 Head Start Director
- 2.2 ESC Staff

3.0 Resources:

- 3.1 PROMIS Documentation
- 3.2 Community Assessment
- 3.3 Self-Assessment
- 3.4 Systems Improvement Plan
- 3.5 Parent Surveys
- 3.6 Visit Reports
- 3.7 Quarterly Review Reports
- 3.8 Communication with on-site staff and administrators
- 3.9 Newsletters
- 3.10 Memos

4.0 Procedures:

- 4.1 ESC 14 Head Start Director will **monitor all operations** through review of ESC Staff on-site visit reports, consultation with individual ESC Staff members, weekly Center for Young Learners staff meetings, communication with ISD administrators and staff, and through on-site observations and discussions.
- 4.2 ESC 14 Head Start Staff will **conduct quarterly Child File Reviews** on-site to monitor compliance with the Head Start Performance Standards, and provide feedback to ISD staff regarding accurate and timely record-keeping and documentation.

5.0 Associated Documents:

- 5.1 10th-of-the-month Reports
- 5.2 Quarterly Reports

6.0 Record Retention Table:

Identification	Format	Storage	Retention	Disposition	Protection
10 th -of-the-month Reports	Print	Quarterly Reports Binder	7 years	Shredded	CYL Office
Quarterly Reports	Print	Quarterly Reports Binder	7 years	Shredded	CYL Office

**HEAD START PROCEDURES FOR:
ONGOING MONITORING OF HEAD START OPERATIONS
COMPONENT: CENTER FOR YOUNG LEARNERS**

7.0 Monitoring:

7.1 Quarterly review and Follow-up

8.0 Revision History:

Date:	Revision#	Description of Revision
6-2006 8-2009		Reviewed & Revised as needed