Program Performance Summary Report

To: Board Chairperson
Ms. Janet Lindner
Board Chairperson
United Way of Greater New Haven
370 James Street
4th Floor Suite 403
New Haven, CT 06515

From: Responsible HHS Official

Dr. Deborah Bergeron
Director, Office of Head Start

Date 7-2-15

From May 7-10, 2018, the Administration for Children and Families (ACF) conducted a Focus Area Two Monitoring Review of the United Way of Greater New Haven Early Head Start program. This report contains information about the grantee’s performance and compliance with the requirements of the Head Start Program Performance Standards or Public Law 110-134, Improving Head Start for School Readiness Act of 2007. We would like to thank your governing body, policy council, parents, and staff for their engagement in the review process.

Based on the information gathered during this review, your Head Start program was found to have met the requirements of all applicable Head Start Program Performance Standards, laws, regulations, and policy requirements.

Please contact your Regional Office for guidance should you have any questions or concerns. Your Regional Office will follow up on the content of this report and can work with you to identify resources to support your program’s continuous improvement.

DISTRIBUTION OF THE REPORT

Copies of this report will be distributed to the following recipients:
Ms. Marina Winkler, Regional Program Manager
Ms. Clera Viera, Policy Council Chairperson
Ms. Jennifer Heath, CEO/Executive Director
Ms. Karen Pascale, Early Head Start Director
STRUCTURE OF THE REPORT

This report provides grantees with an overview of program performance based on information collected during the Focus Area Two Monitoring Review. The report contains the following three sections: Overall Performance Summary; Program Infrastructure, Oversight, and Improvement; and Service Delivery. The report also contains a Glossary of Terms, which can be found on page 3 of this report.

Section I: Overall Performance Summary provides a consolidated view of the status of your program’s performance across the four components of Program Infrastructure, Oversight and Improvement areas and the three Service Delivery areas. This section includes a Summary of Findings table, where applicable, to indicate any areas of concern, areas of noncompliance or deficiencies identified during the review.

Section II: Program Infrastructure, Oversight, and Improvement provides information on the effectiveness of your program’s management systems, practices and infrastructure. This section of the report focuses on four areas of performance, described as follows:

1. **Program Management** includes an assessment of the program’s overall management structure, its system of ongoing compliance oversight and continuous improvement, and its system for hiring, supervising, and developing qualified staff.

2. **Program Governance** includes assessment of the governing body and policy council’s active involvement in fulfilling their respective roles and responsibilities and effective oversight of the program.

3. **Financial Management** describes outcomes of the assessment of the grantee’s internal controls, financial management systems, fiscal capacity, and practices.

4. **Enrollment, Recruitment, Selection, Eligibility, and Attendance (ERSEA)** indicates program performance in tracking and using attendance data to assist families and staff in supporting and managing attendance issues, and in monitoring compliance with eligibility requirements.

Section III: Service Delivery provides information on your program’s performance in delivering quality services to children and families within the following three areas:

1. **Early Education and Child Development Childhood Program Services** include outcomes of the assessment of your program’s teaching practices and learning environments, services for children with disabilities and their families, and, where applicable, the delivery of home-based services.

2. **Health Program Services** focus on the assessment of health, mental health, oral health, and nutritional services for children and families, services provided to enrolled pregnant women (where applicable), and the health and safety of the grantee’s environments.

3. **Family and Community Engagement Program Services** describe the assessment outcomes of your program’s family engagement and support strategies, including the integration of family engagement into all services to support family well-being and promote school readiness.
# Glossary of Terms

<table>
<thead>
<tr>
<th>Area of Concern</th>
<th>An area for which the agency needs to improve performance. These issues should be discussed with the grantee’s Regional Office of Head Start for possible technical assistance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area of Noncompliance</td>
<td>An area for which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more area of performance. This status requires a written timeline of correction and possible technical assistance or guidance from the grantee’s program specialist. If not corrected within the specified timeline, this status becomes a deficiency.</td>
</tr>
</tbody>
</table>
| Deficiency | As defined in the Head Start Act, the term "deficiency" means:  
(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:  
(i) a threat to the health, safety, or civil rights of children or staff;  
(ii) a denial to parents of the exercise of their full roles and responsibilities related to program operations;  
(iii) a failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management;  
(iv) the misuse of funds received under this subchapter;  
(v) loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal grants or contracts, or the improper use of Federal funds; or  
(vi) failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified;  
(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or  
(C) an unresolved area of noncompliance. |
Grantee Information

Head Start Enrollment: Not Applicable
Early Head Start Enrollment: 88
01CH2102 – 26; 01HP0012 – 62

Number of Grants: 2
Early Head Start Director: Ms. Karen Pascale
Board Chairperson: Ms. Janet Lindner
Policy Council Chairperson: Ms. Ciera Viera
Program Specialist: Ms. Donna Brown
Fiscal Specialist: Mr. Jeffery Arciero

Section I. Overall Performance Summary

The summary table provides an overview of your program’s performance in each of the seven core areas of performance subsumed within Program Infrastructure, Oversight, and Improvement and the Service Delivery sections of the report. Performance Status is interpreted as follows:

✔ Your program has met all requirements assessed within this performance area.

✗ Your program has an area of concern or an area of noncompliance in one or more requirements assessed within this performance area; your program has not met all requirements.

⚠️ Your program has a deficiency in one or more requirements assessed within this area.

<table>
<thead>
<tr>
<th>Program Performance: Program Infrastructure, Oversight, and Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Area</td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Program Management</td>
</tr>
<tr>
<td>Program Governance</td>
</tr>
<tr>
<td>Financial Management</td>
</tr>
<tr>
<td>ERSEA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Performance: Service Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education and Child Development Program Services</td>
</tr>
<tr>
<td>Health Program Services</td>
</tr>
<tr>
<td>Family and Community Engagement Program Services</td>
</tr>
</tbody>
</table>
Section II: Program Infrastructure, Oversight, and Improvement

This section of the report provides information on your program’s performance in four areas: (1) Program Management; (2) Program Governance; (3) Financial Management; and (4) ERSEA.

1. Program Management

This section describes your program’s performance in providing management, ongoing monitoring, and continuous improvement to achieve program goals and ensure child safety and the delivery of high-quality program services. This section indicates your program’s performance in each of the following areas: program management structure; ongoing oversight and continuous improvement; and staff hiring, supervision, and development.

Program Management Performance Summary

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program management structure</td>
<td>✔</td>
</tr>
<tr>
<td>Ongoing oversight and continuous program improvement</td>
<td>✔</td>
</tr>
<tr>
<td>Staff hiring, supervision, and development</td>
<td>✔</td>
</tr>
</tbody>
</table>

Performance Area Summary

Program management structure. The monitoring review found your program maintains a program and human resource management structure that provides effective management of all program areas.

Ongoing oversight and continuous program improvement. The monitoring review found your program has implemented a system for collecting, using, and sharing data for ongoing monitoring and continuous program improvement.

Staff hiring, supervision, and development. The monitoring review found your program has implemented a systematic approach to staff hiring, supervision, training, support, and professional development that supports high-quality service delivery.

2. Program Governance

This section indicates your program’s performance in each of the two Program Governance performance areas: governing body and policy council.

Program Governance Performance Summary

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governing body</td>
<td>✔</td>
</tr>
<tr>
<td>Policy council</td>
<td>✔</td>
</tr>
</tbody>
</table>

5
Performance Area Summary

**Governing body.** The monitoring review found your program’s governing body uses data (e.g., ongoing monitoring, fiscal, school readiness, and other data such as audits, self-assessment, and monthly reports) and leverages its subject matter expertise to participate fully in the program oversight, planning, and monitoring, including annual approval of the operating budget and the safeguarding of funds.

**Policy council.** The monitoring review found your program’s policy council uses data and leverages its knowledge of the community effectively for ongoing monitoring, continuous improvement, and program oversight, including involvement in budget planning, policies for reimbursement, and participation in policy council activities.

### 3. Financial Management

This section describes your program’s performance in each of the seven performance areas listed under the Financial Management performance area.

#### Financial Management Performance Summary

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal controls</td>
<td>✔</td>
</tr>
<tr>
<td>Financial management system</td>
<td>✔</td>
</tr>
<tr>
<td>Identifying and mitigating risk</td>
<td>✔</td>
</tr>
<tr>
<td>Adequacy of budgeted resources</td>
<td>✔</td>
</tr>
<tr>
<td>Budget management</td>
<td>✔</td>
</tr>
<tr>
<td>Automated accounting and record keeping system</td>
<td>✔</td>
</tr>
<tr>
<td>Delegate agency oversight</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

Performance Area Summary

**Internal controls.** The monitoring review found your program has internal controls that provide effective oversight of all fiduciary areas of responsibility to ensure accomplishment of program objectives.

**Financial management system.** The monitoring review found your program has a financial management system and accounting and reporting practices that support ongoing fiscal operations, provide supporting documentation necessary to facilitate effective audits, enable the grantee to remain in compliance with laws, regulations, grant terms and conditions, and ensure payment of allowable program expenses promptly and within the appropriate budget period.

**Identifying and mitigating risk.** The monitoring review found your program has a process to identify risks and obtain cost-effective insurance for those identified risks, including a system for ensuring the protection of Federal interest in real property purchased with Federal funds.

**Adequacy of budgeted resources.** The monitoring review found your program has sufficient staffing and resources to promote continuity of care for all children enrolled, allow for sufficient time needed for staff to participate in training and
professional development, allow for provision of the full range of services, and ensure that facilities, equipment, and materials remain safe.

**Budget management.** The monitoring review found your program has a management system that effectively monitors its budget for personnel, compensation, benefits, shared cost, non-Federal share, and indirect and administrative costs.

**Automated accounting and record keeping system.** The monitoring review found your program maintains an automated accounting and record keeping system adequate for effective oversight.

**Delegate agency oversight.** Not Applicable

4. **ERSEA**

The final performance area in Section I, ERSEA, focuses on your program’s performance in eligibility and attendance.

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>✔</td>
</tr>
<tr>
<td>Attendance</td>
<td>✔</td>
</tr>
</tbody>
</table>

Performance Area Summary

**Eligibility.** The monitoring review found your program enrolls children who are categorically eligible or who fall within defined income-eligibility requirements based on Head Start requirements.

**Attendance.** The monitoring review found your program monitors and uses attendance data to support families in promoting individual child attendance and to inform program improvements where monthly attendance rates indicate systematic attendance issues.

**Section III. Service Delivery**

This section of the report provides the results of the assessment of your program’s service delivery, including your program’s: (1) Education and Child Development Program Services; (2) Health Program Services; and (3) Family and Community Engagement Program Services.

Each summary table includes information from Section II’s Program Management and Financial Management assessment to provide a comprehensive summary of the assessment of your program’s service delivery. The summary table includes information on how well your program is providing ongoing oversight and continuous improvement; hiring, supervising, and developing staff; and budgeting adequate resources within the respective education, health, and family and community engagement service areas.
1. Education and Child Development Program Services

This section describes your program’s performance in delivering the following services: teaching practices and learning environments, services for children with disabilities, and home-based program services (where applicable).

**Education and Child Development Services Performance Summary**

<table>
<thead>
<tr>
<th>Education and Child Development Service Delivery</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Area</td>
<td></td>
</tr>
<tr>
<td>Teaching practices and learning environments</td>
<td>✔</td>
</tr>
<tr>
<td>Services for children with disabilities</td>
<td>✔</td>
</tr>
<tr>
<td>Home-based services</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

**Program Management**

- Program management structure: ✔
- Ongoing oversight and continuous improvement of education and child development services: ✔
- Hiring, supervision, and development of education and child development staff: ✔

**Financial Management**

- Adequacy of resources for education and child development services: ✔

*Program and Financial Management data is only presented in this summary table; no narrative text is provided in the sections that follow. See Section II for narrative description of grantee Program Management and Financial Management performance.*

**Performance Area Summary**

*Teaching practices and learning environments.* The monitoring review found your program uses a developmentally appropriate research-based curriculum that aligns with the Head Start Early Learning Outcomes Framework and has implemented effective teaching practices and well-organized learning environments that promote progress in children’s development and growth.

*Services for children with disabilities.* The monitoring review found your program fully engages children with disabilities in all aspects of the program, engages families of children with disabilities in their children’s learning and development, and supports families in becoming advocates for services that meet their children’s needs.

*Home-based services.* Not Applicable.
2. Health Program Services

This section indicates your program’s performance in delivering the following Health Program services: addressing health status and health needs; oral health and nutrition services; mental health services; services for pregnant women; and maintaining healthy and safe environments.

**Health Program Services Performance Summary**

<table>
<thead>
<tr>
<th>Health Program Service Delivery</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Area</td>
<td></td>
</tr>
<tr>
<td>Addressing health status and health needs</td>
<td>✔</td>
</tr>
<tr>
<td>Oral health and nutrition services</td>
<td>✔</td>
</tr>
<tr>
<td>Mental health services</td>
<td>✔</td>
</tr>
<tr>
<td>Services for pregnant women</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Healthy and safe environments</td>
<td>✔</td>
</tr>
<tr>
<td>Program Management*</td>
<td></td>
</tr>
<tr>
<td>Program management structure</td>
<td>✔</td>
</tr>
<tr>
<td>Ongoing oversight and continuous improvement of health program services</td>
<td>✔</td>
</tr>
<tr>
<td>Hiring, supervising, and developing health program service staff</td>
<td>✔</td>
</tr>
<tr>
<td>Financial Management*</td>
<td></td>
</tr>
<tr>
<td>Adequacy of resources for health program services</td>
<td>✔</td>
</tr>
</tbody>
</table>

* Program and Financial Management data is only presented in this summary table; no narrative text is provided in the sections that follow. See Section II for narrative description of grantee Program Management and Financial Management performance.

**Performance Area Summary**

**Addressing health status and health needs.** The monitoring review found your program effectively collects, tracks, addresses, and shares information regarding each child’s health status and health needs, including health, mental health, oral health, and nutritional needs.

**Oral health and nutrition services.** The monitoring review found your program has a system for maintaining and monitoring for effective oral health practices and providing nutrition services that meet the nutritional needs of and accommodate the feeding requirements of each child.

**Mental health services.** The monitoring review found your program effectively utilizes mental health consultation to support staff, including home visitors, in identifying and meeting children's mental health and social and emotional needs.

**Services for pregnant women.** Not Applicable
Healthy and safe environments. The monitoring review found your program has implemented a process for monitoring and maintaining healthy and safe environments.

3. Family and Community Engagement Program Services

This section indicates your program’s performance in the following Family and Community Engagement Services: integrating family engagement into all systems and services; creating responsive program environments; and identifying family needs and making progress toward individual family outcomes.

Family and Community Engagement Services Performance Summary

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrating family engagement into all systems and services</td>
<td>✓</td>
</tr>
<tr>
<td>Creating responsive program environments</td>
<td>✓</td>
</tr>
<tr>
<td>Identifying family needs and making progress toward individual family outcomes</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Program Management***

| Program management structure                                                   | ✓                  |
| Ongoing oversight and continuous improvement of family and community engagement services | ✓                  |
| Hiring, supervising, and developing family and community engagement staff       | ✓                  |

**Financial Management***

| Adequacy of resources for family and community engagement services             | ✓                  |

*Program and Financial Management data is only presented in this summary table; no narrative text is provided in the sections that follow. See Section II for narrative description of grantee Program Management and Financial Management performance.

Performance Area Summary

**Integrating family engagement into all systems and services.** The monitoring review found your program integrates family engagement and support strategies into all systems and demonstrates progress in providing quality program services to support family well-being and promote school readiness.

**Creating responsive program environments.** The monitoring review found your program creates welcoming, culturally, and linguistically responsive program environments.

**Identifying family needs and making progress toward individual family outcomes.** The monitoring review found your program collaborates with parents to identify strengths and needs and make progress toward individual family outcomes.

--- End of Report ---