

Monitoring Protocol: Eligibility

What are you monitoring?	Eligibility Monitoring is conducted to ensure determining, verifying, and documenting eligibility PSESD processes are followed and align with Head Start/Early Head Start and ECEAP Performance Standards.
Who is responsible?	<p>Family Engagement Monitors are responsible for monitoring site's files.</p> <p>Family Engagement Coaches are responsible for reviewing results with each site staff and provide additional coaching, when applicable, in partnership with ERSEA Consultant and Family Engagement Monitors.</p> <p>Program Manager, Family Engagement is responsible for reviewing data, noting successes, and analyzing gaps in program, in partnership with Family Engagement Coaches, ERSEA Consultant, and Family Engagement Monitors.</p>
How will you plan for the monitoring?	<p>Family Engagement Coaches, in partnership with ERSEA Consultant when applicable, will train site staff on PSESD ERSEA Program Manual to ensure site staff are determining, certifying and documenting eligibility per PSESD processes and program's performance standards throughout the year as needed.</p> <p>Family Engagement Monitors will reach out to site staff one week before desktop monitoring will take place listing selected files to be monitored and all action steps needed to provide documentation for monitoring. (4 files for 15+ funded slots per class session and 2 files for under 15 funded slots per class session)</p>
How will the data be collected?	<p>Site staff will upload documentation from selected files within one week of notice from Family Engagement Monitor.</p> <p>Family Engagement Monitor will conduct desktop monitoring on determining, verifying and documenting eligibility for all selected files and enter results in ChildPlus.</p>
Who collects (enters) the data?	Family Engagement Monitors are responsible for data collection and documentation. All documentation is entered in ChildPlus.
How often will you collect the data?	PSESD will review Eligibility Monitoring once a year for all sites.
What documents and/or activities will be monitored?	A selected file's application, Eligibility Verification record, and supporting documentation, such as, proof of income, age, authority to enroll and family size will be reviewed and monitored.
What will be learned from these documents and/or activities?	Effective monitoring of sites and centers ensures site staff comply with program processes and confirms determining, verifying and documenting eligibility following standards. Monitoring also ensures that the appropriate records are available to support enrollment into the program.

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<p>How is the ongoing monitoring data aggregated and analyzed?</p>	<p>Program Manager, Family Engagement and Program Manager, Monitoring/Compliance will work together with Family Engagement Coaches, ERSEA Consultant and Family Engagement Monitors will work with their team managers to analyze the data for the sites they support. The data will then be aggregated and analyzed at the program level and shared department-wide.</p>
<p>How are the results shared?</p>	<p>Family Engagement Monitor will share the monitoring results with the site's Family Engagement Coach and Team Manager within 5 business days of monitoring.</p> <p>Family Engagement Coach will review monitoring results with site staff and center leadership within 10 business days of notice from Family Engagement Monitor. Family Engagement Coach will debrief with site leadership and staff after monitoring is completed to review strengths, concerns, and areas for improvement; determine whether technical assistance, training or coaching is needed; provide ongoing follow-up and/or closeout corrective action as appropriate.</p> <p>Results will also be shared at Family Engagement Services meetings designated by the Program Manager, Family Engagement.</p>
<p>What is the plan for responding to issues and making course corrections?</p>	<p>CAPs will be issued if 50% of files monitored are missing supporting documentation or non-observed actions per class session. All CAPs will be sent to center leadership via the CAP Template within 5 business days of being monitored and the Family Engagement Coach and Team Manager will be copied.</p> <p>Center leadership, in collaboration with Family Engagement Coach, should complete CAPs template and return to Family Engagement Monitor within 10 business days.</p> <p>All remaining monitoring items that are not observed or not up-to standards require technical assistance and/or follow-up from Family Engagement Coach or in partnership with ERSEA Consultant or Family Engagement Monitor.</p>