

Basics of Internal Monitoring

September 29-October 2, 2020

A Virtual Edition

A critical aspect of providing Head Start services is internal monitoring. The monitoring aspect is one of the most difficult and time-consuming activities in the provision of services, but it is what the process of continuous improvement is built upon. Remember, continuous quality improvement (CQI) is a quality management philosophy that encourages all team members, including board members, volunteers, and employees to continuously ask what can be done better. The way to factually make this determination is to employ monitoring techniques. Among the most important is the CQI focus on understanding and improving underlying work processes and systems versus the traditional quality assurance emphasis on correcting after-the-fact errors of individuals. This is the aspect that the Office Head Start wants programs to address through 1302 Subpart J of the *Head Start Program Performance Standards*.



From the Federal perspective, we have the *Head Start Act* discussing monitoring:

Sec. 641A(g)(3) Ongoing Monitoring - Each Head Start agency (including each Early Head Start agency) and each delegate agency shall establish and implement procedures for the ongoing monitoring of their respective programs, to ensure that the operations of the programs work toward meeting program goals and objectives and standards described in subsection (a)(1).

Then we have the *Head Start Program Performance Standards*:

45 CFR §1302 Subpart J—Program Management and Quality Improvement Purpose, 45 CFR §1302.100 - A program must provide management [to the provision of services] and a process of ongoing monitoring and continuous improvement for achieving program goals that ensures child safety and the delivery of effective, high-quality program services.

As stakeholders are required to discuss quantitative proof of quality based on set procedures, it is clear that a new approach is necessary. CQI not only uses data to instruct changes, but also seeks change from within the system, and likewise looks for answers from the people in the system. Additionally, in CQI, quality is defined by meeting or exceeding the needs of customers, whether internal or external.

Basics of Internal Monitoring Virtual Edition is designed to present monitoring and some base level analysis in the light of these expectations. Since this is expected to be a practical approach to internal monitoring and analysis, this workshop would be appropriate for Agency Directors, Head Start/Early Head Start Directors, Managers, Coordinators, Specialists, and Policy Council and Governing Body members.

The **Basics of Internal Monitoring Virtual Edition** presenter will train using live webinar sessions, therefore you must have access to a computer or mobile device with internet service and have access to speakers or a headset. Participants will be able to download a PDF version of training materials and other useful resources.

Come join us! **We Are Here for You.**

The Standard Registration Fee is \$400 per person. Members of **T/TAS@Your Service** may qualify for the Subscriber Rate of \$375 per person. (Please visit www.ttas.org for information on how to become a subscriber.) For details on registering, including information on earning 1.5 Continuing Education Units (CEUs) for this event, please see page 3.

Learning Outcomes

- ★ Participants will become familiar with the principles of internal program monitoring;
- ★ Participants will discuss priority areas that programs may wish to consider when developing monitoring systems;
- ★ Participants will discuss priority areas and their potential impact on the selection, and choice of computerized monitoring programs;

- ★ Participants will reflect on and share information, techniques, and strategies about monitoring program results as they pertain to licensing, general compliance, and most importantly, documentable progress on program-determined objectives from the Five-Year Goals; and
- ★ Participants will discuss monitoring as part of program evaluation and improvement and downplay the punitive aspect of program monitoring.

Your Presenter



J. Christopher Watkins, MA, MBA, Executive Director of T/TAS, and Management & Finance Specialist, has a wealth of experience in providing training and consultation to Head Start grantees and is an expert in the areas of community assessment, strategic planning, and program

evaluation. He has developed and presented hundreds of management and supervision workshops throughout the U.S., including annual seminars on the Federal monitoring review process. He has a Certificate in Non-Profit Management from Duke University, an MA in Economics from American University, and a BA in Government and an MBA from Western Kentucky University.

(T/TAS reserves the right to substitute presenters.)

IMPORTANT Participation and Technology Information Required to Participate

- ★ **We highly recommend participating from a desktop or laptop computer**, as opposed to a mobile device, for the best participation and audiovisual experience. A high speed internet connection is recommended as the training may be bandwidth intensive at times.
- ★ Participants must register individually and must have a valid and active individual e-mail address to participate. Groups of individuals cannot participate using a single e-mail address.
- ★ **The event will require you to access the WKU **Zoom Video Conferencing** website or app.**
 - If you are participating in the live Zoom session on a *desktop or laptop computer*, you can simply enter the Zoom session using the URL you will receive.
 - If you are participating in the live Zoom session on a *mobile device*, you will need to install the free Zoom Cloud Meetings app to join the session.
- ★ Participants may experience delays in accessing the training based upon the speed and reliability of their computer or mobile device and internet access.
- ★ Participants are responsible for completion of the event within the stated timeframe.

Tentative Agenda

Central Time Zone

September 29, 2020

9:00 – Noon Welcome and The Theory and Application of Monitoring Techniques

- Purpose of Monitoring Defined
- Desk vs Field Monitoring
- Subpart B—Program Structure
- Subpart A—Eligibility, Recruitment, Selection, Enrollment, and Attendance

Noon – 1:30 p.m. Lunch Break

1:30 – 2:30 p.m. Q&A: What Have We Learned, What Can We Use?

September 30, 2020

9:00 – Noon Previous Day Recap and Theory

- CQI Background
- Using Data vs Gut Instinct
- Subpart C—Education and Child Development Program Services (Normal and COVID adjustments)

Noon – 1:30 p.m. Lunch Break

1:30 – 2:30 p.m. Q&A: What Have We Learned, What Can We Use?

October 1, 2020

9:00 – Noon Previous Day Recap and Theory

- Change From Within
- Identifying Needs/Wants of Stakeholders
- Subpart E—Family and Community Engagement Program Services
- Subpart G—Transition Services
- Subpart H—Services to Enrolled Pregnant Women

Noon – 1:30 p.m. Lunch Break

1:30 – 2:30 p.m. Q&A: What Have We Learned, What Can We Use?

October 2, 2020

9:00 – Noon Previous Day Recap and Theory

- Subpart F—Additional Services for Children with Disabilities
- Subpart I—Human Resources Management
- Subpart J—Program Management and Quality Improvement (briefly)
- 1303—Financial & Administrative Requirements
- Justifying the Home-Based Option in Community Assessments
- Recruiting Families for Home Based

Noon – 1:30 p.m. Lunch Break

1:30 – 2:30 p.m. Q&A: What Have We Learned, What Can We Use?

Registering for T/TAS Virtual Events

It is easy to register for events sponsored by T/TAS! Register online for any T/TAS virtual event. Visit our web site at www.ttas.org, locate the event for which you wish to register, and then click on the Register button.

Payment Policy: *Payment or Purchase Order is due at time of registration.* Registrations received without copy of Purchase Order or payment by check or credit card will not be confirmed to participate in this virtual event.

Registration Deadline: Unless the event fills first, registrations for this virtual event must be received by **September 22, 2020.**

Enrollment is Limited: T/TAS cannot guarantee enrollment at virtual events. If available enrollment slots fill, you will have the option of being placed on a waiting list in case space reopens due to cancellations.

Confirmation of Registration: Registrations can only be confirmed by e-mail. Please provide a unique email address for the participant. If an administrator needs to receive a copy of the confirmation, please include administrative email address. If you do not receive a confirmation within five days of registering for the event, please contact the T/TAS office at ttas.register@wku.edu or call 800-882-7482.

Cancellations/Substitutions Policy: To obtain a refund of registration fees (less \$25 enrollment charge), cancellations must be received by email to ttas.register@wku.edu by **September 22, 2020.** If you do not receive an email confirmation of your cancellation from T/TAS within 3 business days, you must call 800-882-7482 to confirm your cancellation email was received in order to be eligible for the refund. Substitutions can be made up to the cancellation deadline date. ***After the cancellation deadline date, no refunds will be provided.***

T/TAS reserves the right to cancel the event if enrollment criteria are not met or when conditions beyond our control prevail. In the event of cancellation, each registrant will be contacted. The liability of T/TAS is limited to the refund of registration fees only.

Continuing Education Units (CEUs): Western Kentucky University offers Continuing Education Units (CEUs) for participants successfully completing a T/TAS training seminar. To apply for CEUs, please select the CEU option as you register online. There is an additional fee of \$25 per person. Consult the event description to learn how many CEUs are offered for each event.

Photo/Video/Recording Policies: Recording this event with electronic devices is not permitted. Participants of this event may be recorded. By registering for the event, authorization is given by you to be included in any recordings made of live webinar or meeting sessions of this event in connection with T/TAS' programs, publications, the Internet and public web sites. T/TAS and any employees, officers and associates, as well as any assignees, are released from any and all claims for damages for libel, slander, invasion of privacy, right of publicity, or any other claim based on use of the above-described material(s).