

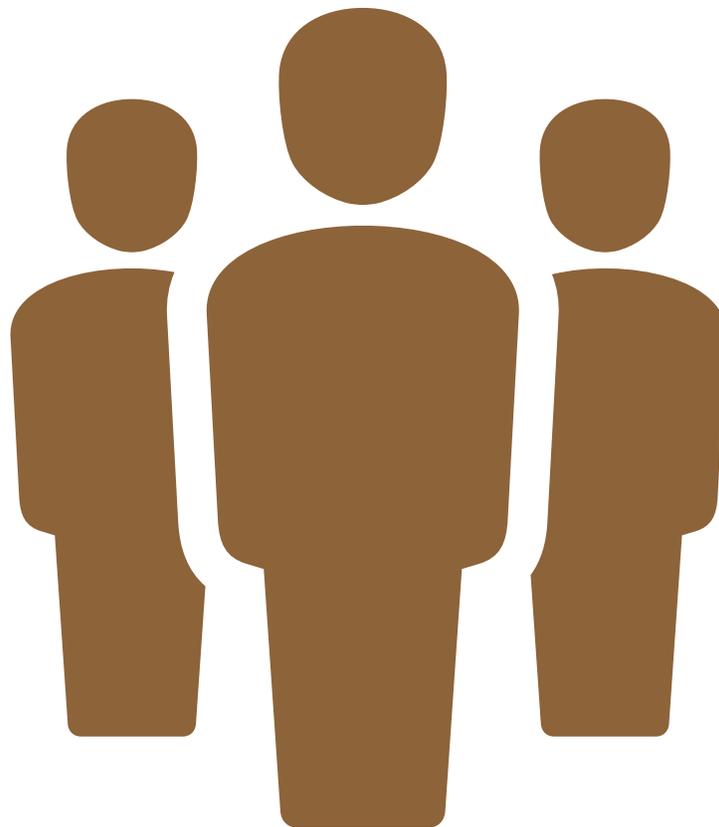


Administration for Children and Families
U.S. Department of Health and Human Services



FY 2016 Office of Head Start Leadership, Governance, Management Systems Monitoring Protocol

Program Staff Interview Guide



Program Staff Interview Guide
FY 2016 LGMS Monitoring Protocol

Key Performance Area #1—Program Planning

Planning

- ▶ Think about how the program has planned for delivery of services to children and families to meet the needs of the community and ensure that the program ensures children’s and families’ safety.

TQ: What are your roles and responsibilities in helping the program with its planning?

Staff should describe:

- *Their familiarity with the program goals and how they align with their day-to-day work*
- *What they do throughout the year to support the program goals; their description should align with the action plan described by the Director*

Key Performance Area #3—Operating and Implementing the Program

Supervision and Support

TQ: How are you supported and supervised in ensuring the health and safety of children?

Staff should describe examples of:

- *Support provided by program administration and/or supervisors to help them maintain children’s health and safety*
- *Training and resources available to help them understand safe practices and maintain children’s health and safety*

TQ: How are you supported and supervised in delivering high-quality comprehensive services to children and families?

TQ: What does the program do to keep you motivated and excited about working to achieve its goals?

Ongoing Communication

TQ: How do you collaborate with other staff to share information that helps you in your work?

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Key Performance Area #4—Evaluating Performance and Stimulating Ongoing Improvement

Ongoing Monitoring

- ▶ With grantee staff, review tracking documents related to the program’s ongoing monitoring activities. Of particular interest is how the program tracks the quality and comprehensiveness of its services and the health and safety of its environments.

TQ: How do you know that the program is providing quality comprehensive services, maintaining safe and healthy practices, and ensuring safe facilities?

Staff should describe:

- *The tools and procedures used to monitor*
- *Frequent, ongoing monitoring activities*
- *The data that are collected to inform revisions to the program goals and plans*

TQ: How do you use the data collected, either directly or through direction from managers or the Director, to improve service delivery and maintain health and safety in the program?