

ATTACHMENT B



Standards of Conduct Monitoring Report Education Service Provider Results

Purpose

The Head Start Program Performance Standards require that programs ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care.

In alignment with the Office of Head Start's requirements, the City of Phoenix Head Start Birth to Five Program must ensure that staff consistently implement active supervision strategies. Additionally, it is essential for all staff, consultants, contractors, and volunteers to adhere to the program's Standards of Conduct as specified in section [1302.90\(c\)\(1\)\(i-iv\)](#).

This monitoring will enable the City of Phoenix Head Start Birth to Five Program to identify necessary changes and build capacity, ensuring that children are properly supervised while in the care of caregivers and that caregivers comply with the Standards of Conduct.

Process

The Education Service Providers conducted 135 classroom observations in January 2025. They utilized a monitoring protocol with seven questions created by the City of Phoenix Head Start Birth to Five Program.

The table below indicates the number of classrooms in compliance, the number of classrooms in non-compliance, and the number of classrooms where the area of non-compliance was corrected on-site or immediately.

Table 1.1 – Key Findings and Trends

Compliance Indicators	Compliant	Non-compliant	Corrected On-site
1. Children are always within sight and sound of the teaching staff.	124	3	8
2. Teaching staff ensure all children are safe and accounted for during transitions (counting was observed when leaving the classroom & upon returning).	122	4	9
3. Teaching staff can reply immediately and accurately as to how many children are in attendance at the time of the visit. (Cross-check with sign-in roster & whiteboard)	127	2	6
4. Staff effectively position themselves to supervise all children in the classroom and/or on the playground.	124	4	7
5. Staff use teacher talk to communicate children's locations and changes to the typical routine (e.g., the flow of children, staff changes, taking children to the restroom, etc.).	122	7	6

Compliance Indicators	Compliant	Non-compliant	Corrected On-site
6. When there is conflict in the classroom, the staff responds appropriately. (Staff remain calm, recognize children's feelings, get down on the child's level, encourage the use of Conscious Discipline strategies)	132	2	1
7. Staff guide children's movement in the classroom appropriately. (Staff gently guide children, use self and parallel talk, are respectful with children, use music to prompt transitions, etc.)	134	0	1

Areas of Non-Compliance

Areas of non-compliance that cannot be corrected on-site are documented in ChildPlus through an action plan completed by the Education Service Provider, which includes an anticipated correction date. The Head Start Birth to Five Quality Assurance Monitoring team reviews these action plans and follows up within five days of the correction date to ensure that all necessary corrections have been completed. Once the corrections have been verified, the Quality Assurance Monitor closes the action plan.