



**COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY**

NO. 01 ISSUE 1
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EFFECTIVE: 11-29-10

SUBJECT: Delegate Agency - Compliance and Quality of Operations

APPROVED: 11-29-10

[Signature]
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PURPOSE

To ensure Delegate Agency (DA) program operation's quality and compliance and to inform delegate(s) of monitoring results and, if applicable, correction plans, appeals and defunding proceedings.

POLICY

Preschool Services Department (PSD) has the right to monitor the performance of Delegate Agencies in the delivery of services provided under contract. Delegate Agencies must demonstrate compliance with the federal and state requirements such that no deficiency exists in its program. An area or areas of performance in which a Delegate Agency is not in compliance with state or federal requirements may result in a "deficiency designation" and corrective actions will be taken.

REFERENCE

Head Start Performance Standards 1304.51(i)(3); Head Start Act 641(d)(1), 641(d)(2)(A), 641(d)(2)(B), and 641(d)(3).

PROCEDURE

In the event of a deficiency PSD will take the following actions:

1. Notify the DA of any non-compliance or deficiency;
2. Provide a reasonable time period to correct the non-compliance or deficiency;
3. Provide reasonable training and assistance to assist the DA in correcting deficiency

In the event the DA fails to correct the deficiency, PSD may opt to pursue either of the following options:

1. Initiate procedures to terminate the designation of Delegate Agency;
2. Conduct monthly monitoring visits to DA until all deficiencies are corrected or a decision is made to defund the DA

The DA will be notified in writing if PSD proceeds with the termination of the designation of DA. Such notification will include an explanation for the decision. The DA will have the right to appeal, in writing, the decision to PSD within ten (10) working days after receipt of the notice.