

# Internal Monitoring Suite

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## User Manual

**Quality Assurance**

**4/12/2016**



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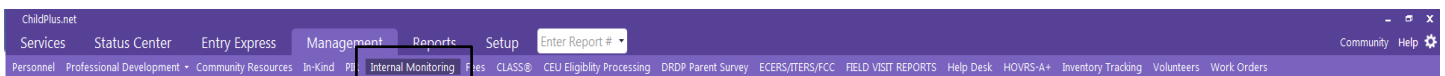
## Internal Monitoring Suite Overview

The Internal Monitoring Suite (IMS) in ChildPlus.net is used by the San Bernardino County Preschool Services Department (PSD) to streamline the monitoring process. IMS allows PSD to track monitoring results and corrective action plans directly in ChildPlus.net. With IMS, PSD is able to:

- Consolidate all monitoring information in ChildPlus.net.
- Eliminate countless hand-written notes, Word documents and spreadsheets.
- Use built-in monitoring protocols and customize PSD specific checklists.
- Track monitoring results, corrective action plans and notes for each monitoring session.
- Review monitoring results and incomplete corrective action plans using comprehensive built-in reports.

## Add Monitoring Record

1. Open the **Internal Monitoring** module. Click **Management > Internal Monitoring**



2. Click the **Add Monitoring Record**

Internal Monitoring

Monitoring | Set Due Dates

Show monitoring scheduled, occurring, or due between 1/1/16 and 4/11/16

Include Unscheduled Refresh

[Add Monitoring Record](#)

Click the icon in the column header to filter results. Drag a column header to this area to group by that column.

Checklist	Agency	Site	Classroom	Due Date	Responsible Staff	Scheduled Date	Scheduled Monitor	Actual Date	Actual Monitor	Monitoring Status	CAP Status
PSD - Safe Environment	Preschool Services Dep...	CA-Fontana USD Admin...	< No Classroom >	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	Completed	CAP Items Past Due
PSD - Safe Environment	Preschool Services Dep...	CA-Fontana USD Redw...	< No Classroom >	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	Completed	CAP Creation Past Due
PSD - Safe Environment	Preschool Services Dep...	CA-Fontana USD Redw...	< No Classroom >	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	2/16/16	Rhoda, Deborah	Completed	CAP Creation Past Due

3. Select the appropriate monitoring checklist

Select a Monitoring Checklist to use for this Monitoring

2016 PSD - CSPP File Review

2016 PSD - CSPP File Review

2016 PSD - Early Head Start Education

2016 PSD - Early Head Start Health & Nutrition

2016 PSD - Environmental Health and Safety Checklist

2016 PSD - Head Start Education

2016 PSD - Health & Nutrition

2016 PSD - Parent Bulletin Board

2016 PSD - Transportation and Child Supervision

4. Click **OK**

Add New Monitoring Record

Select a Monitoring Checklist to use for this Monitoring

2016 PSD - Environmental Health and Safety C...

[OK](#) [Cancel](#)



## Recording Monitoring Results

Using the **Monitoring Results** tab, each indicator must be answered with a selection from the drop down menu under the **Result** column. The monitoring record is incomplete until a result for each indicator has been selected.

### Internal Monitoring

Monitoring | Set Due Dates | 2016 PSD - E... 01 AM ✕

General | **Monitoring Results** | Corrective Action Plan (CAP) | Monitor's Follow-Up

Monitoring Results - 0% (0/98) | Delete Results | Status: Not Due

Indicator #	Indicator	Result	Notes
- KEY PERFORMANCE - AREA NUMBER 1 * SAFE AND CLEAN ENVIRONMENTS - INSIDE			
1.1	The program provides safe, healthy, and clean environments by ensuring: ; Children are not exposed to environmental toxins or pollutants; Environments are clean and sanitary; Materials, equipment, and facilities are age-appropriate and accessible to children; Facilities are well maintained and in good repair; Environments are free from hazards and are designed to prevent injury or harm to children.		
1.	Are there at least 35 square feet of usable indoor space per child available for the care and use of children (e.g., exclusive of bathrooms, halls, kitchen, staff rooms, and storage places)?		
2.	Are cribs/cots at least 3 ft. apart to avoid spreading contagious illness & have easy access to each infant or toddler?		
3.	Are classrooms (center space) organized into functional areas that can be recognized by the children and that allow for individual activities and social interactions?		
4.	Can children be seen and supervised at all times (e.g., view panels on all doors to rooms in which children play; can children be observed while they are in bathroom areas)?		
5.	Are there soft elements, such as carpeting and pillows?		

Non-Compliant - Urgent  
Non-Compliant  
Not Observed  
Compliant  
Not Applicable

Each indicator **Result** that is non-compliant must be accompanied by a note from the monitor with an explanation of the non-compliance indicator.

### Internal Monitoring

Monitoring | Set Due Dates | 2016 PSD - E... 01 AM ✕

General | **Monitoring Results** | Corrective Action Plan (CAP) | Monitor's Follow-Up

Monitoring Results - 2% (2/98) | Delete Results | Status: Not Due

[Save Changes](#)

Indicator #	Indicator	Result	Notes
- KEY PERFORMANCE - AREA NUMBER 1 * SAFE AND CLEAN ENVIRONMENTS - INSIDE			
1.1	The program provides safe, healthy, and clean environments by ensuring: ; Children are not exposed to environmental toxins or pollutants; Environments are clean and sanitary; Materials, equipment, and facilities are age-appropriate and accessible to children; Facilities are well maintained and in good repair; Environments are free from hazards and are designed to prevent injury or harm to children.		
1.	Are there at least 35 square feet of usable indoor space per child available for the care and use of children (e.g., exclusive of bathrooms, halls, kitchen, staff rooms, and storage places)?	Compliant	
2.	Are cribs/cots at least 3 ft. apart to avoid spreading contagious illness & have easy access to each infant or toddler?	Compliant	
3.	Are classrooms (center space) organized into functional areas that can be recognized by the children and that allow for individual activities and social interactions?	Non-Compliant	The classroom was not organized into functional areas.

The **Address By** date will automatically populate after the monitoring record is entered and saved based on the timeframe determined by PSD administration.

General | **Monitoring Results** | Corrective Action Plan (CAP) | Monitor's Follow-Up

Monitoring Results - 2% (2/98) | Delete Results | Status: Not Due

Hide Indicator | Show Regulation Number

Indicator #	Indicator	Result	Notes	Address By
- KEY PERFORMANCE - AREA NUMBER 1 * SAFE AND CLEAN ENVIRONMENTS - INSIDE				
1.1	The program provides safe, healthy, and clean environments by ensuring: ; Children are not exposed to environmental toxins or pollutants; Environments are clean and sanitary; Materials, equipment, and facilities are age-appropriate and accessible to children; Facilities are well maintained and in good repair; Environments are free from hazards and are designed to prevent injury or harm to children.			
1.	Are there at least 35 square feet of usable indoor space per child available for the care and use of children (e.g., exclusive of bathrooms, halls, kitchen, staff rooms, and storage places)?	Compliant		
2.	Are cribs/cots at least 3 ft. apart to avoid spreading contagious illness & have easy access to each infant or toddler?	Compliant		
3.	Are classrooms (center space) organized into functional areas that can be recognized by the children and that allow for individual activities and social interactions?	Non-Compliant	The classroom was not organized into functional areas.	5/18/16

## Creating a Corrective Action Plan

Corrective Action Plans (CAP) are available for non-compliant indicators. In order for ChildPlus to maintain accurate monitoring records and reports, each field in the CAP must be completed. Failure to complete each field with a result is seen as inaccurate reporting for the monitoring record and is considered an incomplete CAP. It is the supervisor's responsibility to ensure the CAP is complete and verified in a timely manner. The image below illustrates a CAP and the following table identifies each field in the image.

Internal Monitoring

Monitoring | Set Due Dates | 2016 PSD - E... 01 AM X

Save Changes | Undo Changes | Copy to Clipboard | Lock this monitoring record | Attach

General | Monitoring Results | **Corrective Action Plan (CAP)** | Monitor's Follow-Up

CAP Responsible Staff | Due Date to Create | CAP Created | Date Verified | Verified By | CAP Status  
N/A (Monitoring Pending)

Notes  
4/11/2016 1:23 PM Vince Wrzalinski  
Please see the attached pictures that show the classroom does not have functional areas. Also, there is an obstacle blocking the view of staff monitoring children in the northeast corner of the classroom.

Non-Compliant Indicators

Indicator Text	Result Notes	Address By	Date Com...
Section: KEY PERFORMANCE - AREA NUMBER 1 * SAFE AND CLEAN ENVIRONMENTS - INSIDE			
3. Are classrooms (center space) organized into functional areas that can be recognized by the children and that allow for individual activities and social interactions?	The classroom was not organized into functional areas.	4/18/2016	
4. Can children be seen and supervised at all times (e.g., view panels on all doors to rooms in which children play; can children be observed while they are in bathroom areas)?	Unable to view children at all times during classroom.	4/18/2016	

FIELD	DESCRIPTION
CAP Responsible Staff	Select the staff member responsible for the Corrective Action Plan.
Due Date to Create	Enter or select the deadline date for creating a Corrective Action Plan. This field will auto populate to a date five days after the monitoring record is entered.
CAP Created	Enter or select the date that the Corrective Action Plan was actually created.
Date Verified	Enter or select the date that the Corrective Action Plan was verified.
Verified By	Select the staff member who verified the Corrective Action Plan. This field must be completed by a supervisor.
CAP Status	Use this field to view the current status of the Corrective Action Plan. This field will automatically update based on the data entered into the corrective action plan.
Notes	Use this area to record general notes about the Corrective Action Plan.

Table describes the fields in the Corrective Action Plan.

CAP STATUS	DESCRIPTION
N/A Monitoring Pending	There is no <b>Actual</b> date filled in for the monitoring record.
CAP Creation Coming Due	The <b>Due Date to Create CAP</b> is in the future and there is no <b>CAP Created</b> date.
CAP Creation Past Due	The <b>Due Date to Create CAP</b> is in the past and there is no <b>CAP Created</b> date.
CAP Items Pending Address	There is a <b>CAP Created</b> date and the <b>Date Completed</b> is empty.
CAP Items Past Due	There is a <b>CAP Created Date</b> and the date completed is empty.
CPA Items All Addressed	There is a <b>CAP Created</b> date and each corrective action has a <b>Date Completed</b> date.
CAP Items All Verified Addressed	There is a date in the <b>Date Verified</b> field.

Table defines the CAP Status of the Correction Action Plan.

## Documenting the Corrective Action Plan

Each non-compliant indicator must contain an associated CAP. To complete the CAP, click on each indicator and add a **Date Completed** with an associated description of your actions in the **Corrective Action Plan** text box. In the event you are unable to complete the corrective action because of a pending work order or other reason, the **Corrective Action Plan Notes** field shall be used to describe the action needed and appropriate follow up must take place until the monitoring record is completed.

Internal Monitoring

Monitoring | Set Due Dates | 2016 PSD - E... 01 AM

Save Changes | Undo Changes | Copy to Clipboard | Lock this monitoring record | Attach

General | Monitoring Results | Corrective Action Plan (CAP) | Monitor's Follow-Up

CAP Responsible Staff | Due Date to Create | CAP Created | Date Verified | Verified By | CAP Status  
N/A (Monitoring Pending)

Notes  
4/11/2016 1:23 PM Vince Wrzallinski  
Please see the attached pictures that show the classroom does not have functional areas. Also, there is an obstacle blocking the view of staff monitoring children in the northeast corner of the classroom.

Non-Compliant Indicators

Indicator Text	Result Notes	Address By	Date Com.
Section: KEY PERFORMANCE - AREA NUMBER 1 * SAFE AND CLEAN ENVIRONMENTS - INSIDE			
3. Are classrooms (center space) organized into functional areas that can be recognized by the children and that allow for individual activities and social interactions?	The classroom was not organized into functional areas.	4/18/2016	4/11/16
4. Can children be seen and supervised at all times (e.g., view panels on all doors to rooms in which children play; can children be observed while they are in bathroom areas)?	Unable to view children at all times during classroom.	4/18/2016	

Corrective Actions for Item: KEY PERFORMANCE - AREA NUMBER 1 \* SAFE AND CLEAN ENVIRONMENTS - INSIDE - #3.

Date Completed | Corrective Action Plan  
4/11/16 | 4/11/2016 1:31 PM Vince Wrzallinski  
Notate the corrective action that was taken.

Corrective Action Plan Notes  
4/11/2016 1:31 PM Vince Wrzallinski  
Notate the reason the CAP is not completed. For example, work order #0001 submitted to maintenance to remove partition in the classroom.

FIELD	DESCRIPTION
Non-Compliant Indicators	Each indicator that was marked as having a non-compliant result on the <b>Monitoring Results</b> tab is included in this list.
Date Completed	Enter the date that the Corrective Action Plan was completed for the selected indicator.
Corrective Action Plan	Use this area to record the Corrective Action Plan for the selected indicator.
Corrective Action Plan Notes	Use this area to record notes about the Corrective Action Plan for the selected indicator.

Table describes the fields in the Corrective Action Plan.

## Monitor's Follow Up

The Monitor's Follow-Up tab is used by the monitor to record any follow up related to the actual monitoring that occurred.

### Internal Monitoring

Monitoring | Set Due Dates | PSD - Safe E... ES-Ontario (DA) - 3/3/2016 ✕

[Save Changes](#) [Undo Changes](#)

General | Monitoring Results | Corrective Action Plan (CAP) | **Monitor's Follow-Up**

Schedule or record monitor's follow-up related to this monitoring

Follow-Ups: 0 completed, 0 scheduled [Delete Follow-Up](#)

Scheduled Date	Completed Date	Responsible Staff	Follow-Up Notes
<a href="#">Click here to add a follow-up</a>			

FIELD	DESCRIPTION
Scheduled	Enter or select the date that the follow-up is scheduled to take place.
Completed	Enter or select the date that the follow-up was completed.
Responsible Staff	Select the staff member responsible for the follow-up.
Follow-up Notes	Use this area to record notes related to the follow-up.

Table describes the fields in the Monitor's Follow-Up.

## Monitoring Reports

There are six built-in reports in the Internal Monitoring Suite in ChildPlus.net. To select a report, click on the **Reports** tab, click **Internal Monitoring** and select the report from the drop-down list.

Services | Status Center | Entry Express | Management | **Reports** | Setup | Enter Report # ▾

Select a Report

- Administration
- Assessment
- Attachments
- Attendance
- CLASS®
- Community Resources
- Disability
- Education
- Enrollment
- Export
- Family
- Fees
- Health
- In-Kind
- Internal Monitoring**
- Labels
- LiveLetter

**Internal Monitoring Reports**  
Select a report by clicking on the list below

- 8001 - Monitoring Activity
- 8005 - Monitoring Compliance Statistics
- 8020 - Monitoring Worksheet
- 8025 - Monitoring Results Detail
- 8030 - Monitoring Follow-Up**
- 8032 - Monitoring Attachment Listing