



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Head Start | 4th Floor – Switzer Memorial Building, 330 C Street SW, Washington DC 20024 eclkc.ohs.acf.hhs.gov

Program Performance Summary Report

To: Authorizing Official/Board Chairperson

Mr. Lou D'Allesandro
Southern New Hampshire Services, Inc.
40 Pine Street
Manchester, NH 03108 - 5040

From: Responsible HHS Official

Date: 09/04/2024

Mr. Khari M. Garvin
Director, Office of Head Start

From August 26, 2024 to August 28, 2024, the Administration for Children and Families (ACF) conducted a Focus Area One (FA1) monitoring review of Southern New Hampshire Services, Inc. This report contains information about the grant recipient's performance and compliance with the requirements of the Head Start Program Performance Standards (HSPPS) or Public Law 110-134, *Improving Head Start for School Readiness Act of 2007*.

The Office of Head Start (OHS) would like to thank your leadership and management team and staff for their engagement in the review process. Based on the information gathered during this review, it has been determined that your program meets the requirements of all applicable HSPPS, laws, regulations, and policy requirements.

Please contact your Regional Office for guidance should you have any questions or concerns. Your Regional Office will follow up on the content of this report and can work with you to identify resources to support your program's continuous improvement.

DISTRIBUTION OF THE REPORT

Copies of this report will be distributed to the following:

Ms. Marina Winkler, Regional Program Manager
Mrs. Donnalee Lozeau, Chief Executive Officer/Executive Director
Ms. Sarah Vanderhoof, Head Start Director
Ms. Sarah Vanderhoof, Early Head Start Director

Grant(s) included as part of this review

Grant Recipient Name	Grant Number(s)
Southern New Hampshire Services, Inc.	01CH012315

Glossary of Terms

Term	Definition
Additional Feedback for Program Improvement	An area in which the agency needs to improve performance, also known as an Area of Concern (AOC). These issues should be discussed with the grant recipient's Regional Office for possible technical assistance. This feedback is not considered a non-compliance with federal requirements.
Area of Noncompliance (ANC)	An area in which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more areas of performance. This status requires a written timeline for correction and possible technical assistance or guidance from the grant recipient's program specialist. If not corrected within the specified timeline, this status becomes a deficiency.
Deficiency	<p>As defined in the Head Start Act, the term "deficiency" means:</p> <p>(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:</p> <ul style="list-style-type: none"> (i) a threat to the health, safety, or civil rights of children or staff; (ii) a denial to parents of the exercise of their full roles and responsibilities related to program operations; (iii) a failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management; (iv) the misuse of funds received under this subchapter; (v) loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal grants or contracts, or the improper use of Federal funds; or (vi) failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified; <p>(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or</p> <p>(C) an unresolved area of noncompliance.</p>

How To Read This Report

The Focus Area 1: Foundational Review Report includes the following sections:

- **Program Overview**, provides a summary describing the grant recipient.
- **Review Details**, provides details on the grant recipient performance in each Content Area, Performance Area, and Performance Measure.

Program Overview

Southern New Hampshire Services, Inc. is a community action agency that offers an array of resources to help families become self-sufficient. The grant recipient receives Head Start and Early Head Start funding to enroll 352 children in a center-based program option. Services are available at 10 locations in Hillsborough and Rockingham Counties.

Review Details

This section of the report provides details on grant recipient performance in each Content Area, Performance Area, and Performance Measure.

- Each Performance Area includes the compliant Performance Measures monitored in this review.



Program Design, Management, and Improvement

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Program Design and Strategic Planning

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has an established process for using data to monitor performance and progress toward goals and inform continuous improvement.
- The grant recipient's program structure and systems are designed to be responsive to community needs and informed by community strengths and resources.

Performance Area: Program Governance

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has strategies to support collaboration across program staff, the governing body, and the policy council to facilitate effective program governance.
- The grant recipient establishes program governance with sufficient expertise and representation that supports effective program oversight and engagement with families and the community.

Performance Area: Staffing and Staff Supports

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has a defined approach for ongoing supervision and support of staff.
- The grant recipient's leadership and management team have clearly defined roles and responsibilities and the appropriate experience to execute Head Start program operations.



Education and Child Development Services

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Curricula, Screening, and Assessment Tools

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient uses research-based and culturally appropriate curricula to support child outcomes.
- The grant recipient uses appropriate ongoing child assessment tools to understand and support children's abilities and progress and to individualize for every child.
- The grant recipient uses appropriate screening tools to refer children as indicated for evaluation.

Performance Area: Teaching Strategies and Learning Environments

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops engaging learning environments that promote healthy development for enrolled children.
- The grant recipient uses home visits and group socializations to promote parent engagement and extend children's learning.
- The grant recipient staff identify effective teaching strategies that are responsive to children's needs.

Performance Area: Qualifications, Professional Development, and Coaching

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has qualified education staff.
- The grant recipient establishes a system of professional development to support delivery of quality education and child development services.
- The grant recipient uses a research-based coaching strategy to support education staff to use effective teaching practices.



Health Services

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Child Health and Oral Health Status and Care

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has a process to ensure children become and remain up-to-date on medical and oral health care, including needs for referrals and follow-up care.

Performance Area: Mental Health and Social and Emotional Well-Being

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops a positive program environment, in partnership with a qualified mental health consultant, that promotes the mental health and social emotional well-being of children.
- The grant recipient develops positive discipline policies and practices that prohibit the use of expulsion and suspension.

Performance Area: Safe and Sanitary Environments

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops appropriate administrative safety practices and policies.
- The grant recipient has an approach to maintain safe environments through staff training and ongoing oversight of facility, equipment, and material safety.
- The grant recipient completes background checks prior to hire for all staff.

Performance Area: Expectant Families

Not applicable



Family and Community Engagement Services

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Program Foundations to Support Family Well-Being and Family Engagement

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has strategies to engage all families through open and responsive communication.
- Staff are qualified to support the needs of enrolled families.

Performance Area: Family Partnerships

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops a family partnership process that is anchored in family strengths, interests, and needs.

Performance Area: Promoting Strong Parenting, Parent-Child Relationships, and Engagement in Children's Learning

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient builds on parents' knowledge and offers parents the opportunity to practice parenting skills.

Performance Area: Community Partnerships

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops community partnerships that meet the needs and interests of families.



Fiscal Infrastructure

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Budget Development, Implementation, and Oversight

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient establishes a transparent, data-informed process to develop and maintain a budget that aligns with program goals and circumstances.

Performance Area: Comprehensive Financial Management Structure and System

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops a system to ensure effective control over and accountability for all funds, property, and assets.
- The grant recipient develops a system to ensure that only allowable costs are charged to the Head Start award in accordance with Federal statutes, regulations, and the terms and conditions of the Federal award.
- The grant recipient develops a system for maintaining financial records and generating information needed to manage Federal funds.



Eligibility, Recruitment, Selection, Enrollment, and Attendance

Below is a list of all Performance Areas and compliant Performance Measures monitored in this Content Area, with details on findings, and additional feedback as applicable.

Performance Area: Eligibility

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient has an established process for enrolling eligible families and supporting compliance with eligibility requirements.

Performance Area: Recruitment

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient uses knowledge about the community it serves to develop its recruitment strategy to locate families with the greatest need.

Performance Area: Selection

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient uses knowledge about the community it serves to develop its selection criteria.

Performance Area: Enrollment

Compliance Details

During the review event the OHS monitoring team identified the following Performance Measures as compliant:

- The grant recipient develops a process to maintain and track current enrollment, including the percentage of enrolled children eligible for services under the Individuals with Disabilities Education Act (IDEA).

----- End of Report -----