

## Education/Disabilities Component Monitors

**PURPOSE:** As part of the monitoring system, regular observations and monitors are scheduled to ensure that work processes are being completed in accordance with policies and performance standards.

**PROCEDURES:**

### Teacher Assistant Monitors:

Teacher Assistants are monitored by their immediate supervisors (Teacher or Child and Family Advocate) following these steps:

- Complete an observation monthly using the TA observation form or other appropriate observation form (see forms under education – staff observations)
- Provide written feedback to the observation on the Responsive Observation Form (included with staff observations), to include identified strengths, areas for growth, suggestions for improvement.
- Meet with the Teacher Assistant to go over the observation, providing positive feedback for work done well, giving constructive suggestions for areas needing improvement and identifying a goal for the next observation (document goal on the responsive observation form).
- Send originals to the Education Manager with the month end report. Provide a copy to the TA and keep a copy to refer to for follow up.
- Education Managers, upon reviewing the observation, and the supervisor's response, will provide feedback to the Teacher/CFA to include positive responses regarding their supervisory role and constructive and supportive suggestions toward more effective supervisory approaches.
- Education Manager will forward the original Teacher Assistant Observation, Teacher's Responsive Observation and their Responsive Observation (feedback back to the Teacher) to the Office Manager for tracking and filing.
- The Teacher/Child and Family Advocate may access the Education Manager as a resource for assistance in supporting Teacher Assistants regarding areas of improvement, continued success or need for training related to education and classroom concerns.

### Teachers and Child and Family Advocate Monitors:

1. Education Managers monitor the completion of monthly tasks of Teachers and Child and Family Advocates (CFAs) following these steps:
  - Review Teacher/CFA timelines (refer to Work Plan E-04) monthly to determine if all work was completed.
  - Address unfinished tasks or any other questions/concerns by making notations on the time-line and returning it to the Teacher or CFA with time frames identified as to when work is to be completed.

- Items not completed within the requested time frame will be addressed in a formal “write up” or on a written Plan of Assistance (refer to HR 08). The Education/Disabilities Director is available to discuss this process, when needed. The “write up” and/or Plan of Assistance will be written within three weeks of the time frame that work was not completed with the original filed in the employee’s personnel file. Appropriate follow up will be scheduled with the employee to ensure that the work is completed within the established time frame.
2. Education Managers monitor curriculum and teaching practices of Teachers and CFAs following these steps:
    - Complete a monthly observation from the Suggested Observation Cycle for Education Staff and recommended observation forms (Refer to Work Plan E-3).
    - Provide written feedback to the observation on the Responsive Observation Form (see forms under education - staff observations), to include identified strengths, areas for growth, suggestions for improvement.
    - Meet with the Teacher or CFA to go over the observation, providing positive feedback for work done well, giving constructive suggestions for areas needing improvement and identifying a goal for the next observation (document goal on the responsive observation form). The Education Manager is responsible to address, with Teacher or CFA areas noted for improvement, continued success and/or need for training.
    - Send originals to the Office Manager for tracking and filing (except during months that Education Director review). Provide a copy to the Teacher/CFA and keep a copy to refer to for follow up.
  3. Education Managers will monitor recordkeeping and case management using the following steps:
    - Complete a comprehensive file review monitor on 3-5 files (depending on case load) for each teacher or CFA quarterly. Complete the file monitor forms (see Record Keeping Monitors PM 04) identifying strengths, concerns and suggestions for concerns and planned follow up.
    - Meet with Teacher or CFA to review monitor results, establishing a time frame for completion of any corrections, omissions in documentation processes, having staff sign off on forms.
    - Schedule a time for follow up.
    - Forward completed monitor forms to Office Manager for tracking and filing.

Education Manager Monitors:

1. The Education/Disabilities Director monitors overall progress and compliance within the Education and Disabilities Component. This process is done through monthly meetings with Education Managers.
2. The Education/Disabilities Director randomly reviews education timelines to ensure program quality. The Education/Disabilities Director meets and discusses with Education

Managers chronically late timelines and/or items that have not been completed. Decisions are made regarding the need for a Plan of Assistance. The Education/Disabilities Director are responsible to see that Education Managers implement the Plan of Assistance with the appropriate staff members, when needed, in a timely and professional manner.

3. The Education/Disabilities Director reviews Education Managers= observations of the Teachers and CFAs at least four times a year (August, November, February and May). The Education/Disabilities Director is responsible to address, with Education Managers, areas noted for improvement, continued success and/or need for training.

Contracted Site Monitors:

1. The Education/Disabilities Director is responsible for monitors and file reviews with contracted sites. These monitors and file reviews are done three times a year (September/October, December/January and March/April).
2. The Education/Disabilities Director may utilize the PRISM Classroom Observation Instrument, timelines, and file review monitor forms to monitor the Education and Disabilities Component with contracted sites. The monitor visit includes a time to review with Program Managers areas noted for improvement, continued success and/or need for training. See Policy and Procedures Manual.