

Office of Head Start National Center

National Center on Program Management and Fiscal Operations

ERSEA Services from a Systems Lens

Session 1a | April 5, 2022

Resilience Relationships Roots

Office of Head Start National Center National Center on Parent, Family, and Community Engagement

ERSEA INSTITUTE 2022

The banner features a photograph of a woman, a young child, and a man smiling together. The background is light blue with stylized purple and orange leaf patterns.

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Interprefy Widget

- Open Interprefy widget. Click on the embedded Interprefy widget **1**.
- Select language. Select your preferred language **2** and click connect **3**.
- Mute webcast. Mute the audio output on the video player **4**.
- Listen to the audio content with interpretation in real-time.

The screenshot shows the Interprefy widget interface. It includes a language dropdown menu set to 'Spanish', a 'CONNECT' button, and a video player. Red callout boxes with numbers 1 through 4 point to the widget title, the language dropdown, the connect button, and the video player's mute icon, respectively.

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Your Presenters



Tim Adams, Program Management/Governance Specialist and EHS-CC Partnerships Specialist



Nicole Holman-Alexander, Program Management/Governance Specialist

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Learning Outcomes

In this session, participants will be able to:

- Identify one tool to support systems thinking with ERSEA
- List one or more strategies to effectively move ERSEA services forward

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True or False

Are your systems designed to get the results you want for ERSEA services?

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A system is...

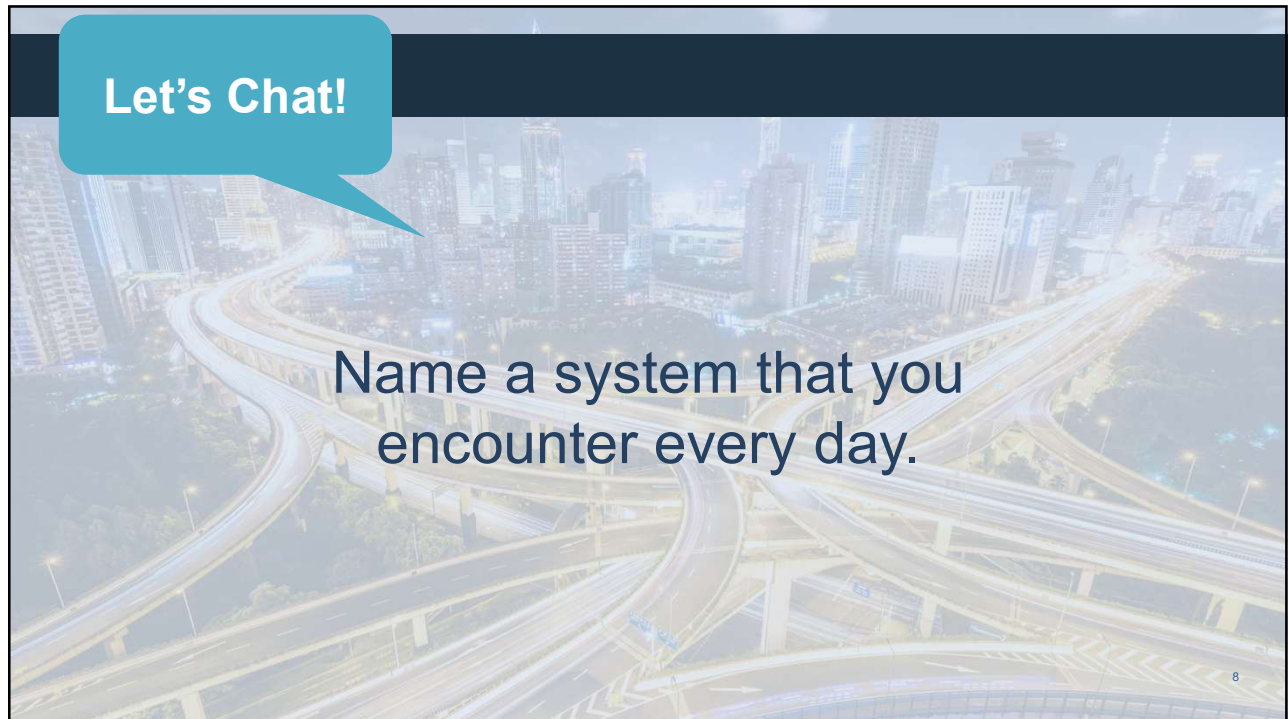
“...a group of interacting, interrelated, or interdependent parts that form a complex and unified whole with a specific purpose.”

Adapted from Kim, Daniel. *Introduction to Systems Thinking*. Westford, MA. Pegasus Communications, Inc., 1999.

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“Systems”
Isn’t Just a
Buzzword



- Interrelated
- Open mind
- Complex
- Open heart
- Unified whole
- Open will
- Specific purpose

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A Management Systems Approach



45 CFR §1302.102 –
Achieving program goals

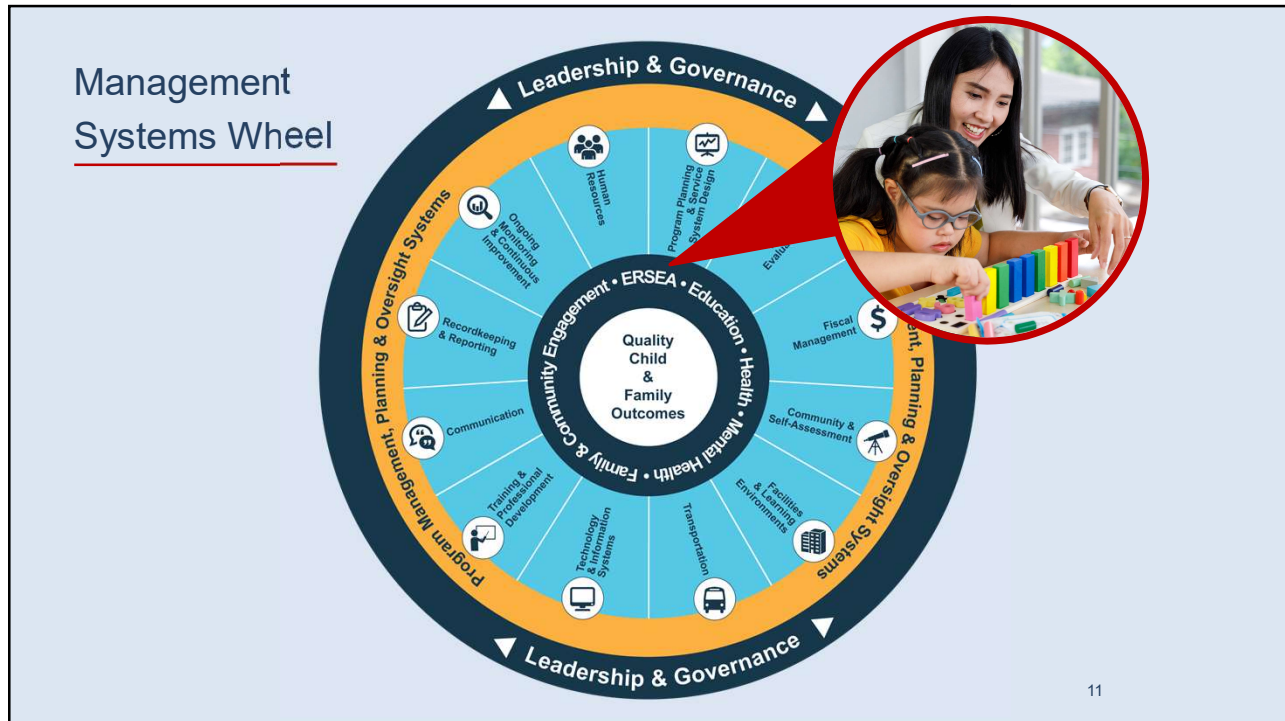
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Thoughtful program
adaptations based
on solid data

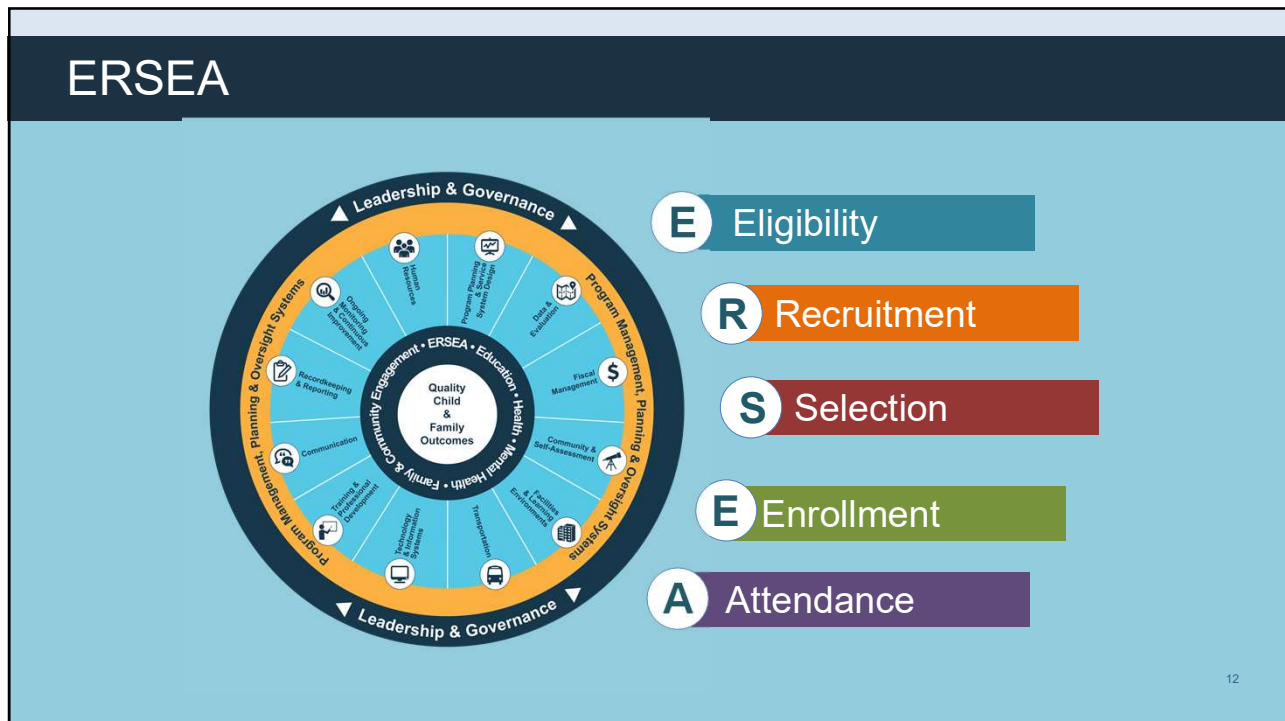
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Modern and dynamic
recruitment processes

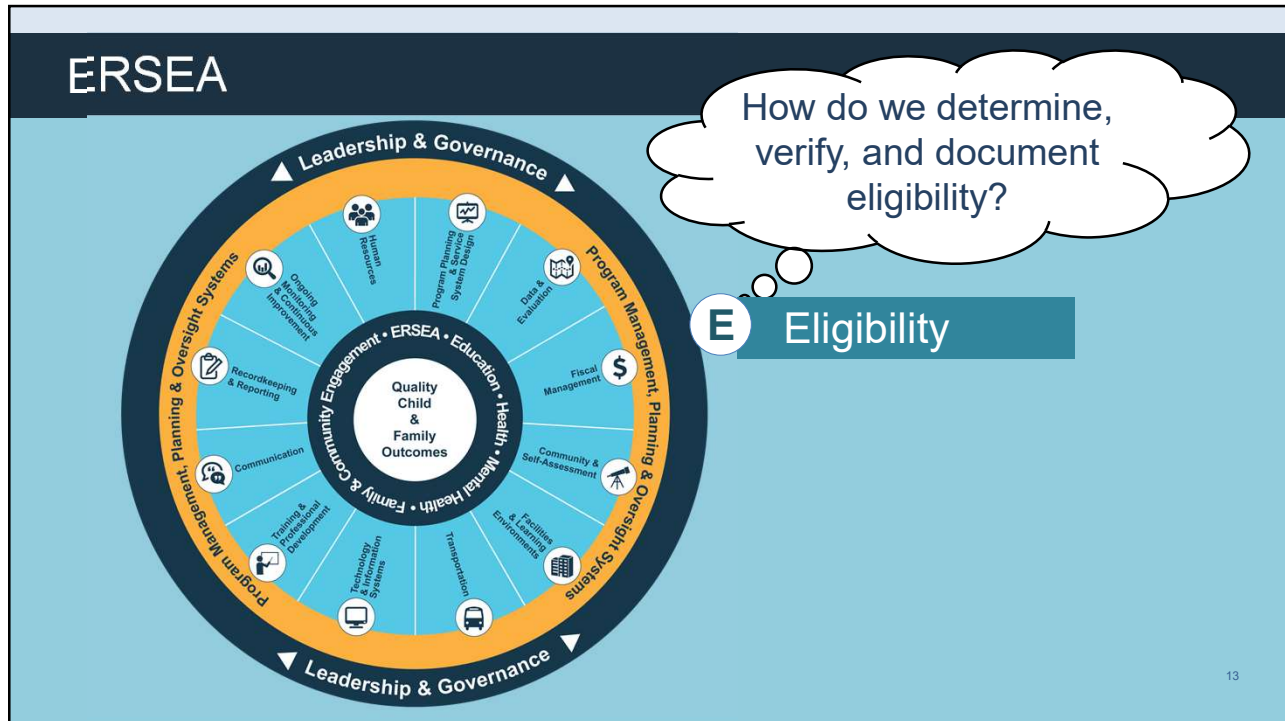
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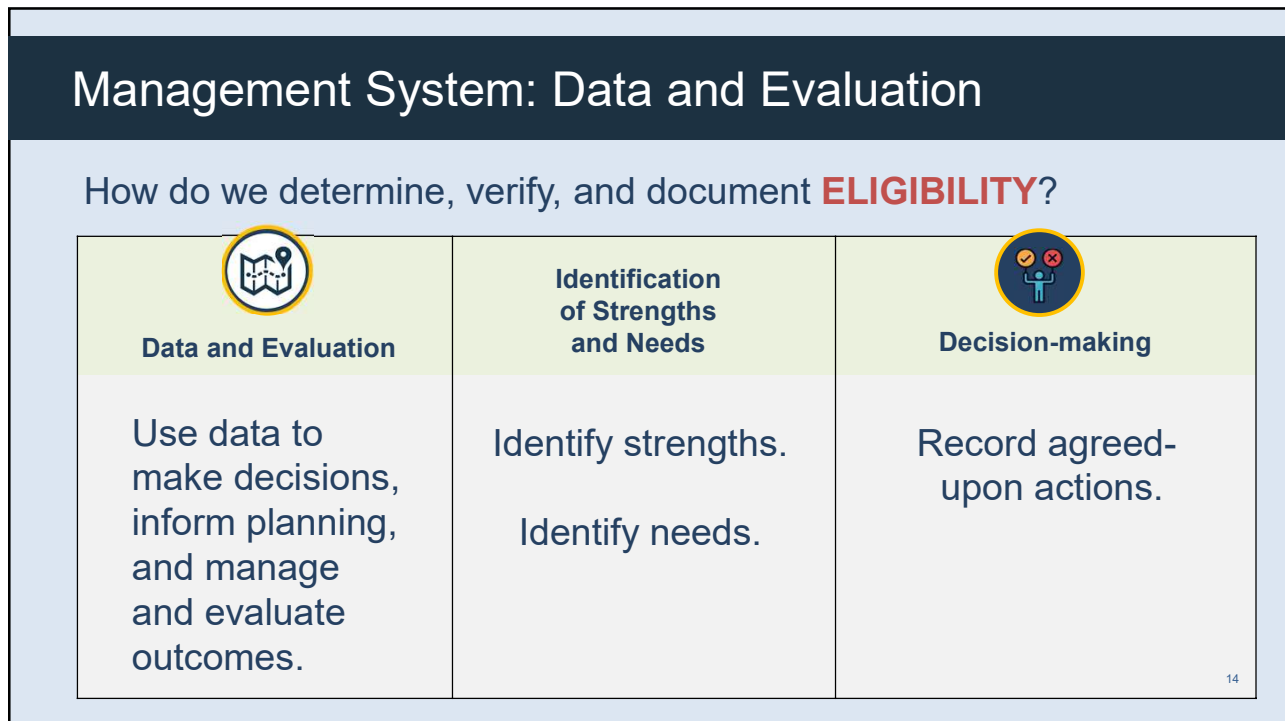
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Management System: Human Resources

How do we determine, verify, and document **ELIGIBILITY**?

 Human Resources	Identification of Strengths and Needs	 Decision-making
Ensure that staff and volunteers have the credentials and competencies needed to fulfill their responsibilities.	Identify strengths. Identify needs.	Record agreed-upon actions.

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Let's Chat!

Identify one tool to support systems thinking with ERSEA

Choose one:

1. A list of buzzwords
2. Handout: The Management Systems Wheel with Guided Questions
3. A map of Route 66
4. None of the above

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E Eligibility	How do we determine, verify, and document eligibility?
R Recruitment	How do we identify and recruit eligible families?
S Selection	How do we prioritize who receives services?
E Enrollment	How can we best serve children and families?
A Attendance	How do we encourage and support the participation of children and families?

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ERSEA

How do we identify and recruit eligible families?




R Recruitment

The diagram is a circular hub-and-spoke model. The central hub is labeled 'Quality Child & Family Outcomes'. The inner ring lists 'ERSEA • Education • Health • Family & Community Engagement • Mental Health'. The outer ring is divided into four quadrants: 'Leadership & Governance' (top), 'Program Management, Planning & Oversight Systems' (right), 'Leadership & Governance' (bottom), and 'Program Management, Planning & Oversight Systems' (left). Each quadrant contains several sub-functions with icons, such as 'Program Planning & System Design', 'Fiscal Management', 'Communication', and 'Recordkeeping & Reporting'.

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Management System: Ongoing Monitoring and Continuous Improvement

How do we identify and **RECRUIT** eligible families?

 Ongoing Monitoring & Continuous Improvement Adapt to better address goals and objectives. Engage everyone in the process of planning and continuous improvement.	 Identification of Needs Identify strengths. Identify needs.	 Decision-making Record agreed-upon actions.
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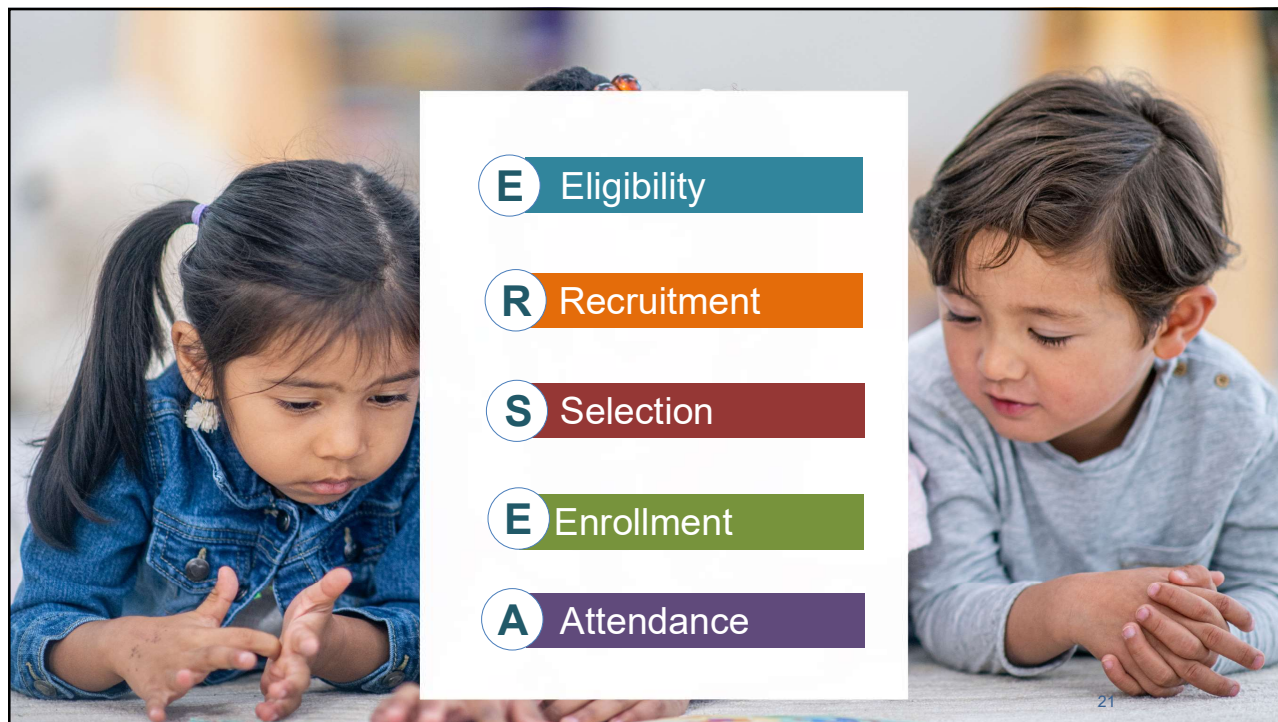
Let's Chat!

Where are you in the process of evaluating each of the five ERSEA elements through the lens of the MSW?

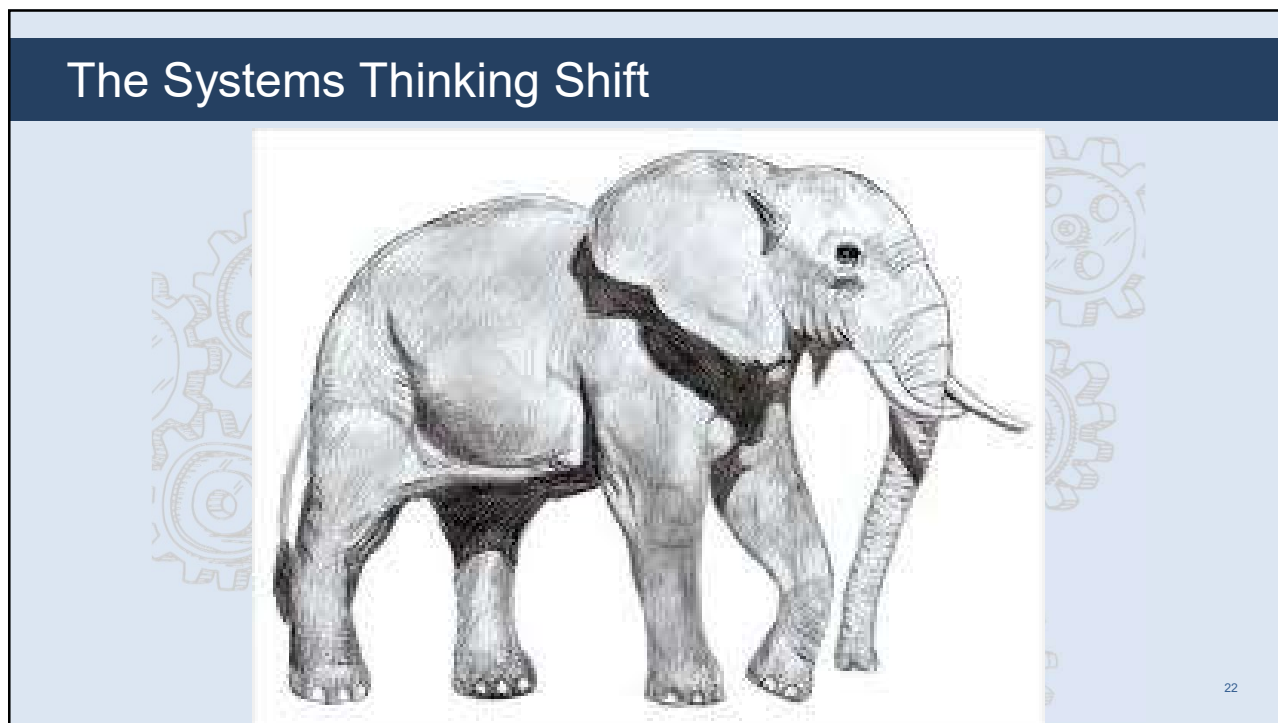
- Complete
- In progress
- Not started yet

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Resources



Head Start Management Systems Wheel

Management Systems


Questions to Consider

- What is the timeline for our annual program planning process? This should include:
 - Community assessment review and update
 - Goal and objective development/revise
 - Operational objectives
 - Action planning
 - Ongoing monitoring
 - Self-assessment
- How are the following stakeholders engaged in our program planning process?
 - Program staff
 - Governing body/trustee Council members
 - Policy Council members
 - Community members
- Do our planning efforts strengthen our outcomes for children, families and communities?
 - How do we collect and use this to inform ongoing assessment?
 - management methods we use to?
 - management support and security of data?

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Reflection and Next Steps




What is one strategy to effectively move your ERSEA services **forward**?

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 **National Center on**
Program Management and Fiscal Operations

 **ADMINISTRATION FOR**
CHILDREN & FAMILIES

Contact PMFO

 pmfo@ecetta.info

 <https://eclkc.ohs.acf.hhs.gov/ncpmfo>

 Call us: 888.874.5469

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