Creating Issues and Preliminary Areas of Noncompliance

1.	In order to create a preliminary area of noncompliance, you must: 1) identify the standards the grantee is not incompliance with 2) identify the program type of the grantee (Head Start, Early Head Start, or both) 3) provide evidence that includes the methods and sources used to gather the data. In the Evidence boxes (not the narrative section), you can includes person names. 4) write a narrative that includes a thorough description of the concern, including the evidence. In the narrative, you may not include personal names. At the beginning of a review week, a PRISM team member will have a little bit of evidence and a few comments regarding the area of concern. Therefore, at the beginning of the week, issues entered into the software will be under the status of "investigating". As the week progresses, evidence is gathered and narratives are written, the issue can be elevated to a "preliminary area of noncompliance". What follows is a description of how to meet the above requirements in the software. From the Home Page, click on the name of the appropriate core question. Question 1. Program Governance
2.	Click on the **Issue List** button. Issue List
3.	Click on the **New Issue** button. New Issue
4.	In the **Narrative** field, enter the narrative text. As users gather additional information about this issue, they can continue to update this narrative. But please remember, this text is what will appear in the review report that is sent to the grantee.
5.	To see how the newly created issue has become a part of the Issue List for this Core Question, click the **Back** button. Back
6.	The narrative from the newly created issue now appears on the issue list. Note that the status of the issue is "investigating", and the username of the person who entered it (here, "sample.user") is listed. **Investigating (sample.user)**
7.	As users gather additional information about this issue - and when appropriate change its status - they can continue to update this narrative. To do so, click on the **Edit** button. Edit
8.	Click the **Edit** button. Edit
9.	To change the status of an issue that is being investigated click on the drop down menu.

10.	From the drop down menu the user can choose from a variety of statuses. In this exercise we will assume that the issue we were investigating was not substantiated. If you would like to select a different status other than **Closed**, please go to step 14.
11.	Select the **Closed** option from the **Status** drop down menu.
12.	To see how the status of this issue has changed on the issue list, click the **Issue List** button. Issue List
13.	Notice that the status of the issue has been changed to **Closed.** Closed (sample.user)
14.	To create a preliminary area of noncompliance, users can click the **New Issue** button. Users can also change an already existing issue into a preliminary area of noncompliance by providing additional information. New Issue
15.	To create a preliminary area of noncompliance , users must select the appropriate standard by clicking the **Select Standards** button. Select Standards
16.	The Select Standards window appears. Users can expand the list of standards by clicking the plus sign (+) next to the title of the standards category. ⊞
17.	After clicking the +, click on the category from which you would like to select a specific standard. 1304.50 Program Governance.
18.	Standards that are citable have check boxes next to them, below in the bottom half of the box. To select the desired portion of the standard, users place a check mark in the box next to the standard by clicking the box once. ☐
19.	Click the **Save** button to save your selection. Save
20.	The standard you selected now becomes a part of the preliminary area of noncompliance you are creating. (If you would like to change the standard you have selected, press the select standard button, and select the **Clear All** button. Press **Save.**)
21.	Place a checkmark next to the appropriate program type. ☐ Head Start ☐ Early Head Start
22.	A user will type a description of the problem they have identified and supporting evidence into the **Narrative** field.

23.	To add supporting evidence, a user will click on the **New Evidence** button. New Evidence
24.	A user can select the method used to obtain the supporting evidence from the drop-down menu. Interview
25.	In the source field, type in a description of the source of the evidence. In the evidence section, you may use titles and names. When using this evidence to support your narrative, or when moving text from the evidence section into the narrative section, please remove any personal names.
26.	In the evidence field, type in a description of the evidence.
27.	To add an additional piece of evidence, a user will click on the **New Evidence** button again. New Evidence
28.	A user can select the method used to obtain the supporting evidence from the drop-down menu. This method must differ from the method previously utilized. Observation
29.	
30.	In this field, a user will type in a description of the second piece of evidence.
31.	Now that a user has: 1. Selected a standard 2. Selected a program type 3. Written a narrative describing the problem, INCLUDING the evidence 4. Added at least two pieces of supporting evidence The status of this issue can now be changed to a **Preliminary Area of Noncompliance (PANC)** by changing the status of this issue using the drop-down menu. If the Preliminary Area of Noncompliance (PANC) was corrected during the review, the status should be set to **PANC Corrected During the Review**.
32.	To return to the issue list for the core question, a user will click on the **Issue List** button. Issue List
33.	The issue list provides a preview of how the Preliminary Area of Noncompliance will appear on the Preliminary Review Report. Please note: the evidence associated with this Preliminary Area of Noncompliance does not appear on the issue list. The narrative of the Preliminary Area of Noncompliance must include a description of any supporting evidence.

34.	Congratulations! You have completed this lesson. Please move to the "Using Checklists" Lesson. **End of Procedure.**