



Program Operations: Administrator Checklist

For Programs Serving Deaf and Hard of Hearing Infants & Toddlers

Administrators establish the systems, staffing, and operational practices that support consistent, high-quality services for deaf and hard of hearing children and their families.

Staffing & Workforce Development

- ☐ Maintain clear staff roles, responsibilities, and qualifications.
- ☐ Hire and retain personnel with expertise in deaf and hard of hearing early intervention, including ASL proficiency and EHDI knowledge, as appropriate.
- ☐ Monitor caseloads to support high-quality, family-centered services.

Professional Development & Staff Support

- ☐ Provide ongoing professional development aligned with program goals and evidence-based practices.
- ☐ Ensure staff receive reflective supervision, coaching, and mentoring.
- ☐ Provide communication access and accommodations for all staff during meetings, trainings, and professional activities.

Financial Sustainability

- ☐ Align budget decisions with program priorities and family needs.
- ☐ Develop strategies to sustain and diversify funding sources.
- ☐ Allocate resources to support staffing, professional development, and high-quality service delivery.

Policies, Procedures & Data Systems

- ☐ Maintain current policies, procedures, and documentation that support consistent service delivery and IDEA Part C compliance.
- ☐ Ensure staff understand operational expectations and program requirements.
- ☐ Use data systems to monitor program quality, child and family outcomes, and continuous improvement.

Continuous Improvement

- ☐ Review program operations regularly to identify strengths and areas for growth.
- ☐ Gather feedback from families, staff, and community partners to improve services.
- ☐ Use data, feedback, and outcomes to guide planning, decision-making, and program improvement.