

## **PROCEDURES**

### **HEAD START/EARLY HEAD START FAMILY SERVICES**

- 1. Adult Education**
- 2. Childcare for Parent Meetings**
- 3. Family Partnership Agreement**
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- 5. Requesting and Interpreter**
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## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER Head Start/Early Head Start

<b>Subject:</b> Adult Education	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1302.50(b)(3), 1302.52 (a)
<b>Family Engagement Outcomes:</b>	<b>Families as Learners</b>
<b>Relationship-Based Competencies:</b>	<b>Family Well-Being and Families as Learners</b>

1. At the initial home visit, the Family Partnership Agreement will be initiated; if the family needs or requests information on Adult Education Literacy (AEL), GED, or English as Second Language (ESL) information, the family services staff will provide the family with the information.
2. Prior to the second home visit or monthly contact, the family services staff will obtain information about the most convenient site(s) for GED/ESL/AEL services for Head Start parents.
3. If any Head Start/Early Head Start parent wants to obtain their GED, the following procedure will be followed:
  - a. The family services staff will encourage the parent to contact the Adult Education and Literacy staff in their community to obtain information about GED classes and to schedule an assessment. The family services staff will inform the parent that GED study materials can be checked out (when available) from the family services administrative assistant.
  - b. After completing the assessment, the parent will attend free classes at GED sites, or use their personal computers to practice skills and prepare for the GED exam. AEL instructors will oversee the parent's progress and when they consider the parent to be ready to take the pretest, they will encourage the parent to take the GED READY exam. The GED READY exam fee is \$16.00, \$4.00 each part. The parent will be responsible for paying this fee. The fee must be paid online with a credit card or a check. Once the scores indicate that the parent is ready to take the actual GED exam, if available, the GED scholarship fund will pay for the exam. Scholarship money (if available) is for parents of children currently enrolled in Head Start/Early Head Start.
  - c. The parent will obtain and fill out a GED Scholarship Fund Application (HS.16). The parent will return the application to family services staff who will submit the form to the family services administrative assistant. The family services administrative assistant will contact the parent with the voucher number to pay for the exam. A voucher number will be provided to the parent when the parent has passed each part of the GED Ready exam. There are 4 parts to the exam.

## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER Head Start/Early Head Start

<b>Subject:</b> Childcare for Parent Meetings	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1301.4, 1301.5
<b>Parent and Family Engagement Outcomes:</b>	<b>Family Well-Being and Families as Learners</b>
<b>Relationship-Based Competencies:</b>	<b>Family Connections to Peers and Community</b>

To ensure the safety of children in care while their parents attend meetings and trainings the following procedures will be followed:

1. Head Start/Early Head Start staff member(s) certified in Infant and Toddler CPR will provide childcare and supervise volunteers always.
2. Each parent will be required to sign his or her child(ren) in and out of childcare.
3. The child(ren) will be given an ID bracelet with their name written on it and a number.
4. The parent will be given the tag with the same number for identification purposes.
5. A child safety gate will remain at the entrance until every child has been picked up by their parents or the door will remain closed so that no child may leave the care of the worker(s).
6. The childcare worker(s) will wear a nametag designating them as a caregiver.
7. The supervisor(s) will also wear a nametag designating him/her as the supervisor.
8. All parent or caregiver concerns will be brought to the attention of the supervisor(s) in a timely manner so the problem may be resolved appropriately. If needed, the supervisor will bring the concern to the attention of a Head Start/Early Head Start specialist.
9. It is the responsibility of the supervisor to group children per age and developmentally appropriate practices and staff appropriately.
10. Regional districts and child care centers will follow school district/center policies for child care for parent meetings and trainings.

## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER Head Start/Early Head Start

<b>Subject:</b> Family Partnership Agreement	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1302.50;1302.52(a)(b)(c);1302.53(2)(i)-(viii)

1. Family services staff in Head Start and Early Head Start will assist parents in the process of developing an individualized Family Partnership Agreement (FPA). The FPA process includes families' interests, needs, strengths, and goals. The FPA will be documented in the data management system.
2. Using the information gathered from the family's interests and needs, the family services staff will refer the family to the appropriate social service agencies, including services for children with special needs. The FPA is an on-going process throughout the time the child is enrolled in Head Start/Early Head Start.
3. The family services staff will be trained to identify a crisis situation and respond accordingly. The family services staff will support the family during crisis periods through phone and/or face-to-face contact as needed, while encouraging self-reliance and self-sufficiency.
4. Parents will be educated as needed about counseling programs concerning mental health issues such as at-risk programs, support organizations, substance abuse treatment programs, and domestic violence resources. Education may be provided via parent meetings, one-on-one contact with parents, distribution of brochures, parent bulletin board postings, social media and any other preferences the parents request.
5. The family services staff will provide parents with information about employment services and continuing education, such as GED/ESL classes and college enrollment. Parents will be encouraged to participate in trainings offered by Head Start/EHS and other community agencies in order to gain beneficial job skills.
6. The family services staff will encourage parents to participate in policy council, parent committees, Head Start advisory committees, and other community groups.
7. The family services staff will follow up on referrals made to families in order to assure that the family received the appropriate service in a timely manner. A Referral for Services form (HS.18) will be used when a family member is referred for counseling. Results of services received will be documented in the designated data management system.
8. Meetings and interactions with families will be respectful of each family's diversity and cultural and ethnic background.

## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER

#### Head Start/Early Head Start

<b>Subject:</b> Father Engagement	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1302.50(b)

1. Head Start/Early Head Start staff members will become knowledgeable about the importance of father engagement and share that knowledge with families. As needed, staff members will receive technical assistance and information from the Behavioral Specialist.
2. The designated Mental Wellness Specialist will be available to consult with staff members and parents on issues concerning male/father engagement.
3. The designated Mental Wellness Specialist can provide training and technical assistance to parents or staff through individual contacts, parent meetings, group socialization activities, policy council, staff meetings, written materials, email, video, or other electronic means.
4. Staff members will support father engagement in all aspects of the program to strengthen the role of fathers and father figures as parents and educators of their children. Fathers will be encouraged to participate in home visits, parent-teacher conferences, policy council, parent committees, health advisory committee, school readiness team and other group activities.
5. Staff members will make the program environment at each site father-friendly and will support fathers' strengths, needs and aspirations for themselves and their children.
6. Staff members will support fathers in accessing community resources that support families' strengths, interests, and needs.
7. Staff members will respect and respond appropriately to the culture, language, values, and family structures of each family served.

## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER Head Start/Early Head Start

<b>Subject:</b> Requesting an Interpreter	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s): 1302.53</b>
<b>Parent and Family Engagement Outcomes:</b>	<b>Family Connections to Peers and Community</b>
<b>Relationship-Based Competencies:</b>	<b>Self-Aware and Culturally Responsive Relationships</b>

1. The staff member requesting the interpreter will fill out the Request for Interpreter (HS.71). The staff member will deliver the completed form to the Head Start Family Services administrative assistant or Early Head Start administrative assistant. *All staff will keep in mind that the form needs to be turned in far enough in advance (minimum 2 weeks) to ensure the administrative assistant has ample opportunity to access the interpreter and the interpreter can make arrangements to be available for the meeting.*
2. The Head Start Family Services administrative assistant or Early Head Start administrative assistant will make the needed contact with the interpreter.
3. The interpreter will be asked to contact the family and schedule the meeting according to the family, interpreter and Head Start or Early Head Start staff schedules.
4. The interpreter will call the Head Start Family Services administrative assistant or Early Head Start administrative assistant with the date and time. The administrative assistant will forward the information to the requesting staff by e-mail, telephone or memo. The requesting staff will contact the appropriate staff members with the meeting information.
5. All attempts should be made to keep the meeting once it is set. If complications arise it is the responsibility of the requesting staff member to contact the interpreter and notify them of the conflict. The interpreter will be given the name and phone number of the requesting staff to notify if a problem arises.
6. The Head Start Family Services administrative assistant and Early Head Start administrative assistant will encumber funds in increments of \$200 beginning in August. The administrative assistant will monitor the funds and encumber additional funds as needed.

## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER Head Start/Early Head Start

<b>Subject:</b> Services to Pregnant Women and Expectant Families	<b>Section:</b> Family Services
<b>Program:</b> Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1302.46(b)(i)(iii)

Strategies	Timeline and Action Required
Selection	Call is made to the client by <b>family services staff</b> to determine availability/interest in the opening.
Entry Visit	An appointment is made by <b>family services staff</b> to complete paperwork to enter the program, prenatal resources are delivered, and releases/ are signed. This visit is considered the date of entry.
Documentation	Client files are created; referrals and releases are signed/ processed.
Attendance Group Gatherings	Monthly group activities pertaining to related topics of interest are scheduled by <b>family services staff with input from families.</b>
Home/Service Visits	Home visits are made by <b>home educators</b> weekly for home based program option clients. Visits are made by <b>family services staff</b> twice monthly for center based program option clients. Once the client enters the 8 <sup>th</sup> month of her term, then weekly contacts are added until the baby is born.
Well-being Visit	Within 2 weeks after delivery, the <b>program health staff</b> will visit the new parents to determine the well-being of both mother and child. This visit includes a postpartum assessment. Referrals and/or follow-ups will be made by appropriate health, nutrition, family services or mental wellness staff.
Transition	Following delivery, as soon as the family has made necessary adjustments, <b>family services staff</b> will complete the application for the child and begin the preparation for successful transition to enroll child in center based or home based services as requested by parent. If desired by parent, family services staff may recommend a visit to the center and conduct a tour of the facility for the completion of required paperwork and documentation into the center based option. The <b>home educator</b> will resume weekly visits as soon as the family makes necessary adjustments.
Nutrition Services	After enrollment in the program, a Pregnant Women Health and Nutrition Assessment will be conducted by nutrition staff to assess services needed. Further follow-up for services based on assessment results will be delivered to the mother by the home educator or other appropriate staff and referrals will be made as needed.
Health Services	Home educators and health staff work in collaboration to ensure pregnant mother obtains and maintains insurance and a medical and dental home throughout her pregnancy and postpartum. The home educator assists the pregnant mother in making a dental exam appointment.
Education	Education lessons around various topics related to prenatal health and development will be delivered through Baby Basics and Parents As Teachers curriculum. Topics include education in the areas of proper health and nutrition in pregnancy, breastfeeding, fetal development, substance abuse, father involvement, and mental wellness.

## **PROCEDURE**

### **REGION 16 EDUCATION SERVICE CENTER**

#### **Head Start/Early Head Start**

<b>Subject:</b> Travel Reimbursement for Parents	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s):</b> 1301.3(e)
<b>Parent and Family Engagement Outcomes:</b>	<b>Families as Advocates and Leaders</b>
<b>Relationship-Based Competencies:</b>	<b>Family Access to Community Resources</b>

1. Head Start/Early Head Start parents traveling from outside the immediate region (Amarillo or other designated location) will fill out and submit a travel reimbursement form.
2. Reimbursement for travel to Policy Council meetings will be distributed at the end of the meeting.
3. Reimbursement for travel to trainings will be distributed in the travel check cycle following the submission of the form.



## PROCEDURE

### REGION 16 EDUCATION SERVICE CENTER

#### Head Start/Early Head Start

<b>Subject:</b> Volunteer Recruitment and Recognition	<b>Section:</b> Family Services
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> August 14, 2017
<b>Regulation Reference:</b>	<b>45 CFR Part(s)</b> 1302.90(c);1302.92(d)(2); 1302.94

1. Volunteer Information Sheet form (HS.15) – After a program year has begun, but within 45 days from the date of entry, family services staff will meet with parents and guardians to survey their areas of interest in volunteering. The form will be sent to the appropriate Head Start staff member for tabulation and dissemination.
2. Volunteer Training – A Head Start staff member will conduct an orientation for potential volunteers. If the volunteer desires to work in the classroom/center or work with children, a Child Care Affidavit must be completed and notarized for childcare centers. A criminal history background check, fingerprints, and a tuberculosis questionnaire are required. After a background check is secured, the principal or center director will give an orientation that includes discussion and signing the Standard of Conduct and needs of the individual site.
3. Volunteer Communication – Sites may choose to have an inviting and highly visible volunteer bulletin board or display area or other types of communication depending on the community. The Head Start family services staff is responsible for the board and may include the following information:
  - a. Procedures for becoming a volunteer
  - b. Invitation to volunteer
  - c. Snapshots of volunteers
  - d. Acknowledgement of current volunteers
  - e. Experiences from current volunteers
4. Volunteer Activities – Each site principal or center director must approve all volunteer activities. Volunteer activities may include but are not limited to the following:
  - a. Assisting with center time
  - b. Assisting during breakfast, lunch, and snack time
  - c. Assisting children with disabilities
  - d. Preparing materials for the teacher
  - e. Assisting with special events
  - f. Tutoring children
  - g. Sharing cultural history, crafts, stories, and traditions
  - h. Serving on advisory committees
  - i. Assisting with recess duty
6. Volunteer Meal – The Head Start program will pay for a volunteer’s meal at the campus/childcare center when the volunteer has completed three volunteer hours within one week. The three hours of volunteer time does not have to occur on the same day, but

## **Volunteer Recruitment and Recognition**

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within a one-week period. The volunteer hours must be documented on an In-kind Donated Services Report Form (HS.04).

7. Volunteer Recognition – Volunteers will be recognized by the site and the program at frequent intervals to demonstrate value and appreciation.