

**HEAD START/EARLY HEAD START  
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**REGION 16 EDUCATION SERVICE CENTER**  
**Head Start/Early Head Start**

<b>Subject:</b>	<b>Board Orientation</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>April 18, 2018</b>
<b>Policy Council Approval:</b>	<b>May 2, 2018</b>		

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**Regulation Reference:** 45 CFR Part(s): 1301.5; 1305.4(m)

**Policy:**

Members of the Region 16 Education Service Center Board will receive annual orientation and training on the Head Start and Early Head Start programs.

**Procedure:**

1. The Director of Direct Services will conduct the board orientation.
2. Training will include, but will not be limited to, the following:
  - a. Mission and goals of the Head Start/Early Head Start programs
  - b. Description of the service area
  - c. Program configuration
  - d. Roles and responsibilities in governing the program
  - e. Head Start Program Performance Standards/Head Start Act
  - f. Procedures for shared decision making between the Policy Council and the ESC Board
  - g. Newly elected ESC board members must complete eligibility training within 180 days of the beginning of their term. The training will include:
    - how to collect complete and accurate eligibility information from families and third party sources;
    - strategies for treating families with dignity and respect and for dealing with possible issues of domestic violence, stigma, and privacy; and
    - Staff, families, or participants who intentionally attempt to provide or provide false information will face appropriate administrative action which may include termination from the program.

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

<b>Subject:</b>	<b>Coaching</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>February 21, 2018</b>
<b>Policy Council Approval:</b>	<b>March 21, 2018</b>		

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**Regulation Reference:** 45 CFR Part(s): 1302.92 (c)(5)

**Policy:**

Region 16 Head Start/Early Head Start ensures that assessment results used for practice-based coaching are not used to solely determine punitive actions for staff identified as needing support, without providing time and resources for staff to improve.

**REGION 16 EDUCATION SERVICE CENTER**

**Head Start/Early Head Start**

**Subject: Community Assessment**  
**Program: Head Start/Early Head Start**

**Section: Administration**  
**Date Revised: March 7, 2017**  
**Date Reviewed: April 18, 2018**

**Policy Council Approval: March 22, 2017**

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**Regulation Reference:** 45 CFR Part(s): 1302.11 (b)

**Policy:**

An in-depth community assessment within the Region 16 service area will be conducted at least once over the five-year grant period. The community assessment will be updated annually to reflect any significant changes including increased availability of publicly-funded pre-kindergarten, rates of homelessness, and significant shifts in community demographics and resources. Information gathered through the community assessment will be used in decision-making and program planning. This information will also be used to modify goals and objectives, operational plans, policies and procedures, recruitment and selection, service delivery, program options and program expansion.

**Procedure:**

The in-depth community assessment will be conducted in November – February.

1. The information from the community assessment will be disseminated or presented to the administrative team, Region 16 ESC Board, Policy Council, Head Start/Early Head Start staff.
2. The information from the community assessment will be used to:
  - Revise goals and objectives
  - Revise operational plans
  - Revise policies and procedures
  - Determine recruitment, selection, and expansion priorities
  - Determine program options and service delivery options

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

**Subject: Confidentiality**  
**Program: Head Start/Early Head Start**  
**Policy Council Approval: May 2, 2018**

**Section: Administration**  
**Date Revised: April 18, 2018**

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**Regulation Reference:** 45 CFR Part(s): 1303.21

**Policy:**

Region 16 Head Start follows the Federal Educational Rights and Privacy Act (FERPA). FERPA is a federal law that protects the privacy of student education records. Under FERPA, parents have the right to look at and review their student's education records.

The school must have written permission from the parent to release any information from a student's education record unless it is requested by the following parties or under the following conditions:

- School officials with a legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting studies on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system (specific to State law).

Without parent consent, schools may disclose "directory" information. However, schools must allow parents a reasonable amount of time to request that the school not disclose directory information about them.

**Procedure:**

1. Hard copy records pertaining to children and families must be kept from public access to prevent unauthorized review. Electronic records must have restrictions through passwords, limited user access, or other security measures to be kept from public access.
2. Information about a child or family may **not** be shared with other agencies or service providers without the specific consent of the parent. Parental consent will be obtained on the Release of Information form (HS.09). These forms will be kept on file.
3. Staff to staff information must be shared in a secure location without risk of others hearing.

## Confidentiality

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4. Before signing the Release of Information form (HS.09), parents will be made aware of the type of information requested and how it will be used. All information on the form must be completed before parent's signature is obtained.
5. Telephone requests for information are not acceptable unless the parent has previously authorized the release of this information.
6. Information collected by others and forwarded to the Head Start/Early Head Start staff with parental consent will become part of the child's record and thus becomes the burden of confidentiality for the Head Start/Early Head Start program.
7. Parents have a right to see all information in their child's file at any time.
8. Parents may ask to speak to a staff member in confidence at any time concerning their child. The staff must treat this information in a professional, responsible and confidential manner. This is particularly true in relationship to child abuse. The staff's primary responsibility is to protect the child.
9. Center-based Head Start health records will be stored in the health room or other designated area in a locked file cabinet to allow Head Start staff an opportunity to access information.

Regional and day care classrooms will store health records in the classrooms in a locked file cabinet or in family services staff's office. Emergency information and individualized care plans will be kept in a binder designated "Emergency".

10. A File Access Form (HS.24) must be signed by any staff member who accesses the child's folder and who does not routinely work with the child's folder.
11. Volunteers or visitors directly involved with children will be required to sign a Student Privacy and Volunteer/Parent Confidentiality Statement form (HS.133). The signed form will be kept in the office of the principal or center director.
12. Head Start/Early Head Start staff will receive training concerning confidentiality at new employee orientation.



reprimanded and requirements for improved performance. Any two written reprimands in a 12-month period may be cause for termination.

- B. **Disciplinary/Investigatory Suspension:** In accordance with Region 16 ESC policy DC(LOCAL), the Executive Director or the Executive Director's designee may suspend an employee during an investigation of alleged misconduct by the employee or at any time the Executive Director determines that the ESC's best interests will be served by the suspension. Suspension of at-will employees may be with or without pay.
  - C. Although Region 16 ESC generally follows a progressive employee discipline model that encourages strict compliance with service center/Head Start & Early Head Start policies and procedures, certain types of employee behavior or conduct are of such a nature that adherence to the progression of the discipline would not be in the best interests of the Head Start & Early Head Start program and/or the well-being of its children, patrons, and employees. Therefore, in cases warranting use of investigative suspension, or at any time in the sole discretion of the Executive Director if Region 16 ESC, an employee may be terminated effective immediately.
6. Staff with regular child contact. All staff with regular child contact have initial orientation training within three months of hire and ongoing training in all state, local, tribal, federal, and program-developed health, safety, and child care requirements to ensure the safety of children in their care; including, at a minimum, and as appropriated based on staff roles and ages of children they work with, training in:
- A. The prevention and control of infectious diseases;
  - B. Prevention of sudden death syndrome and use of safe sleeping practices;
  - C. Administration of medication, consistent with standards for parental consent;
  - D. Prevention and response to emergencies due to food and allergic reactions;
  - E. Building and physical premises safety, including identification of and protection from hazards, bodies of water, and vehicular traffic;
  - F. Prevention of shaken baby syndrome, abusive head trauma, and child maltreatment;
  - G. Emergency preparedness and response planning for emergencies;
  - H. Handling and storage of hazardous materials and the appropriate disposal of bio contaminants;
  - I. Appropriate precautions in transporting children, if applicable;
  - J. First aid and cardiopulmonary resuscitation; and
  - K. Recognition and reporting of child abuse and neglect, in accordance with the requirement of the Head Start Performance Standards.
7. Staff without regular child contact. All staff with no regular responsibility for or contact with children have initial orientation training within three months of hire; ongoing training in all state, local, tribal, federal, and program-developed health and safety requirements applicable to their work; and training in the program's emergency and disaster preparedness procedures.



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

**Subject:** Program Planning  
**Program:** Head Start/Early Head Start  
**Policy Council Approval:** May 2, 2018  
**Governing Body Approval:** June 29, 2018

**Section:** Administration  
**Date Revised:** April 18, 2018

**Regulation Reference:** 45 CFR Part(s): 1302.102

**Policy:**

The Region 16 ESC Head Start/Early Head Start programs will implement a systematic, ongoing process of program planning that includes consultation with the ESC Board of Directors, the Policy Council, Head Start/Early Head Start staff, and other community organizations that serve low-income families with young children.

**Procedure:**

<b>Month</b>	<b>Participants</b>	<b>Activities</b>
August	Family Advocates/Specialists Team (FAST) and Administrative Team	Review progress from previous year's goals/objectives/plans/outcomes and review current year's goals/objectives/plans.
August	ESC Board	Board orientation and training. Review child & program outcomes. Approve self-assessment/goals/objectives/improvement plan.
August	FAST and Administrative Team	Submit information for Program Information Report
September	Family Services Assistants Parents	Elect parent committee officers/leaders and policy council representatives.
September /October	Officers/Leaders of parent committees attend. Family Services Specialists conduct.	Conduct Parent Leadership Training.
October	ESC Board	Approve Policy Council representatives. School Readiness Leadership Committee. Health Advisory Committee members.
October	Health Advisory Committee Members and staff	Conduct Health Advisory Committee meeting.
October	Policy Council parent and community representatives attend. Family Services Specialists conduct.	Conduct training at initial Policy Council meeting. Seat Policy Council representatives.
November	FAST and Administrative Team	Complete/update community assessment. Review progress on implementing program plans.
January	Administrative Team	At staff meetings discuss suggested changes to program/reconfiguration for next year.
January	Policy Council	Give input for improvements to next year's program.
February	FAST and Administrative Team	Review progress on implementing program plans, including progress on child outcome data.

**Program Planning**

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<b>Month</b>	<b>Participants</b>	<b>Activities</b>
February	Administrative Team	Complete application for the next program year based on most recent self-assessment and program plan reviews.
February/ March	Policy Council/ESC Board	Approve application submission.
February/ March	Administrative Team	Assess training needs and revise training plan.
March	Administrative Team	Submit next year's application.
March	Administrative Team	Revise self-assessment surveys, Assessment for Continuous Excellence (ACE).
April	Health Advisory Committee members and staff	Conduct Health Advisory Committee meeting.
April/May	Teachers, community partners, and parents	Complete self-assessment surveys, ACE.
May-July	Supervisors	Determine target goals and individual training needs for employee growth during annual performance appraisals.
May - July	Administrative Team and supervisors	Review and revise job descriptions.
June	Administrative Team	Compile program and child outcomes information.
June	ESC Board	Recommend names of community representatives for Policy Council. Approve policies
June/July	FAST and Administrative Team	Review end-of-year progress on implementing program plans. Complete self-assessment (Review strengths, needs, community assessment results, review ACE results, review previous year's child outcomes to revise program goals/objectives/configuration/plans/policies/procedures).
June/July	Policy Council	Review child and program outcomes and self-assessment results. Approve revised plans/policies/procedures.

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

**Subject:** Record of Training  
**Program:** Head Start/Early Head Start

**Section:** Administration  
**Date Revised:** January 5, 2016  
**Date Reviewed:** April 18, 2018

**Policy Council Approval:** January 20, 2016

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**Regulation Reference:** 45 CFR Part(s): 1302.101

**Policy:**

A current Staff Development Record will be maintained by each Head Start employee through ESC Works.

**Procedure:**

1. Each employee has an account in the Region 16 ESC works system which documents all trainings attended. Each Region 16 ESC employee prints their own training record annually to be filed with their Performance Evaluation.
2. All training sessions attended by employee that are registered through ESC works are automatically saved in the employee professional development training record.
3. Trainings attended by employee that are not registered by ESC works can be entered by the employee and maintained in their professional development record.

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

<b>Subject:</b>	<b>Scheduling Training</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>April 18, 2018</b>
<b>Policy Council Approval:</b>	<b>May 2, 2018</b>		

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**Regulation Reference:** 45 CFR Part(s): 1302.101

**Policy:**

All training will be scheduled through the office of the Head Start administrative assistant.

**Procedure:**

1. Administrators and specialists needing to schedule Head Start/Early Head Start training will complete a training request form and submit it to the administrative assistant to schedule the training.
2. The administrative assistant will enter the training information into ESCWorks and place it in a folder created for each training.
3. The training will be approved by the designated administrative team member on ESCWorks.
4. Training supplies, such as markers, name tags, etc. will be provided by the administrative assistant upon request. The specialist in charge of the meeting will arrange any special items, such as decorations, food, etc.; the administrative assistant will be in charge of sign-in sheets, requesting evaluations, and certificates.
5. Upon completion of the training, the specialist or administrator in charge will immediately return the sign-in sheet, registration and evaluation forms to the administrative assistant.
6. The administrative assistant will multi-enroll stand-by participants in ESCWorks, and email or fax the sign-in sheets to the registration administrative assistant. The Workshop Roster, Staff Development Evaluation and certificates of attendance will be generated from ESCWorks.
7. Original sign-in sheets and agenda will be placed in the training notebook and kept in the office of the administrative assistant. The CEU certificates of attendance will be copied. The originals will be distributed to the appropriate staff. The copy will be placed in the staff files in the administrative assistant's office.

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

<b>Subject:</b>	<b>Supplemental Pay Procedure – CDA for Regional Schools/Childcare Centers</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>April 16, 2015</b>
		<b>Date Reviewed:</b>	<b>April 18, 2018</b>
<b>Policy Council Approval:</b>	<b>May 6, 2015</b>		

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**Regulation Reference:** 45 CFR Part(s): 1302.91 Head Start Act: Section 648A

**Policy:**

Additional pay of \$300.00 will be made available for Head Start instructional assistants at Region 16 and in Regional ISD sites and Early Head Start Teachers at Region 16 and in Regional ISD sites who meet the Child Development Associate (CDA) qualifications as outlined in their job descriptions.

**Procedure:**

1. Upon completion of the Child Development Associate (CDA) credential, the staff member will submit the certificate to the CDA/training assistant.
2. The CDA/training assistant will review the certificate and facilitate communication with the Director of Direct Services who will notify the campus principal and the business office of the staff member's district. A copy will be filed in the CDA/training assistant's office. The CDA/training assistant will notify the designated Head Start administrative assistant to update the staff information database
3. It is the determination of the district if they choose to pay the additional \$300.00 for CDA to their staff.

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

<b>Subject:</b> Training	<b>Section:</b> Administration
<b>Program:</b> Head Start/Early Head Start	<b>Date Revised:</b> April 18, 2018
<b>Policy Council Approval:</b> May 2, 2018	

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**Regulation Reference:** 45 CFR Part(s): 1302.92

**Policy:**

**Head Start and Early Head Start** staff will attend applicable training each program year. All staff will have access to on-going training during the program year to ensure they can perform job responsibilities and meet or exceed the qualifications for their job description.

**Procedure:**

**Head Start and Early Head Start**

1. The Head Start administrative team and specialists will select topics for training. Selection of topics will be based on:
  - a. Head Start Program Performance Standards
  - b. Monitoring and technical assistance visits by Head Start, licensing agencies, Texas Department of Human Services, and other organizations
  - c. Day Care Minimum Standards
  - d. Areas for growth on the employee's performance evaluation
  - e. Individualized training plans
  - f. Program self-assessment
  - g. On-going Child Outcomes Assessment Data
  - h. CLASS/ITER's observation data
2. The administrative team and specialists will establish the training schedule and format.
3. A Head Start/Early Head Start specialists will be responsible for consultants. The specialists will be responsible for agendas and handouts. The training assistant/administrative assistant will be responsible for registrations and requesting evaluations for training.
4. Training records will be kept according to the procedure outlined in the Training Documentation policy.

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

<b>Subject:</b>	<b>Training Documentation</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>April 18, 2018</b>
<b>Policy Council Approval:</b>	<b>May 2, 2018</b>		

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**Regulation Reference:** 45 CFR Part(s): 1302.101

**Policy:**

Appropriate documentation will be maintained for all training sessions.

**Procedure:**

1. A sign-in sheet, CEU's, if applicable and registration forms, will be prepared by the administrative assistant for all trainings. These forms will be placed in a folder and given to the specialist responsible for the training session on the day prior to the training if the session is out-of-town. For in-town trainings, the administrative assistant will set up the registration table the day before.
2. Each participant at the training will sign-in and complete a registration, if they have not pre-registered.
3. At the end of the training, the administrative assistant will gather all forms along with an agenda used in the training and file them.
4. After multi-enrolling stand-by participants in ESCWorks, the information will be automatically entered into ESCWorks. Subsequent reports will indicate training participation for each staff member.
5. Evaluation and certificate for the trainings are emailed to each workshop participant. After the participant fills out the workshop evaluation, the participant will receive their certificate.
6. The administrative assistant will make copies of all CEU certificates and place them in the participants' training file.
7. The attendance documentation will be kept on file in the store room or administrative assistants' office for seven years.

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

<b>Subject:</b>	<b>Training Plan</b>	<b>Section:</b>	<b>Administration</b>
<b>Program:</b>	<b>Head Start/Early Head Start</b>	<b>Date Revised:</b>	<b>April 18, 2018</b>
<b>Policy Council Approval:</b>	<b>May 2, 2018</b>		

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**Regulation Reference:** 45 CFR Part(s): 1302.101(b)(1); 1302.102

**Policy:**

A training plan will be completed in order to ensure quality services to Head Start/Early Head Start families.

**Procedure:**

1. Each spring, Head Start/Early Head Start Specialists will review the trainings offered.
2. Input for the training needs will come from the following:
  - Growth targets from staff members' annual evaluations
  - Program Self-Assessment Results which includes:
    - Assessment for Continuous Excellence (ACE)
    - Child outcome results
    - Progress towards goals and objectives
  - Formal and informal surveys of training needs
3. The Region VI Training & Technical Assistance Specialist will review the plan and assist with follow-up trainings as requested.
4. Head Start and Early Head Start staff or outside consultants will provide training as determined by the training plan.



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

**Subject: Transportation – Incidental Services**  
**Program: Head Start**

**Section: Administration**  
**Date Revised: March 15, 2017**  
**Date Reviewed: April 18, 2018**

**Policy Council Approval: March 22, 2017**

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**Regulation Reference:** 45 CFR Part(s): 1303.70

**Policy:**

The Region 16 Education Service Center Head Start program will offer Head Start parent's assistance in making transportation arrangements for transportation to incidental services such as dental, vision, and medical follow-up services.

Regional Head Start family services assistants, teachers, classroom assistants and special needs assistants may transport children to incidental dental, vision, medical or social service appointments in a school vehicle or their personal vehicle, according to each ISD's policies and procedures.

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

**Subject: Transportation Services**  
**Program: Head Start/Early Head Start**

**Section: Administration**  
**Date Revised: April 17, 2015**  
**Date Reviewed: April 18, 2018**

**Policy Council Approval: May 6, 2015**

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**Regulation Reference:** 45 CFR Part(s): 1303.70

**Policy:**

Region 16 Education Service Center's Head Start and Early Head Start programs do not provide transportation to or from schools or centers. The programs do not provide transportation for field trips and do not provide reimbursement for transportation for field trips.

**Procedure:**

1. Transportation Services are not provided by the Head Start/Early Head Start programs. The Region 16 service area is a rural area populated by small towns. Head Start/Early Head Start classrooms are located in areas that are easily accessible for eligible families such as elementary schools or neighborhood childcare centers.
2. Region 16 ESC Head Start/Early Head Start does not provide transportation for field trips or reimbursement for transportation for field trips.
3. Head Start/Early Head Start Family Services Staff will assist Head Start and Early Head Start families in obtaining information concerning public transportation, district transportation, and other transportation alternatives for their respective communities.
4. Recruitment announcements will provide contact information on transportation alternatives for prospective families.