## Subpart C – Family and Community Partnerships
### 1304.40 Family Partnerships

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REGULATION REFERENCE: Performance Standard 1304.40

POLICY: For purposes of monitoring, reporting and planning family community service workers (FCSWs) will complete a weekly status report of tasks completed using the report form.

PROCEDURE:
- The FCPC is responsible for preparing the forms and providing them to each center director.
- The form is to be completed and signed by the family/community service worker (FCSW) and submitted to their supervisor each Friday.
- Each supervisor is responsible to review and sign each report and submit to the FCPC by Monday of each week. Information in this report is to be used in preparing the Family/Community Partnerships monthly Director’s Report.
**Subject:** Child/Family Team Meetings - Monitoring  
**Number:** C.40.1.1  
**Service Area:** FCP - Family Partnerships  
**Section:** Family Goal Setting  
**Relevant Forms:** Located on P:/common drive  
**Date Effective:** 05/2015

**REGULATION REFERENCE:** Performance Standard 1304.40

**POLICY:** For purposes of monitoring, reporting and planning, monthly Child/Family Team Meetings will be held with each FCSW, their supervisor, a representative from family/community partnerships service area and a representative from health/nutrition service area. Other staff may be included as appropriate.

**PROCEDURE:**
- A regular meeting day, time and location for each center will be established annually.
- Each party will be responsible to complete their own agenda and bring this to the meetings.
- If a party is absent for the regularly scheduled meeting, admin staff will try to accommodate and reschedule the meeting. If this is not possible the FCSW will provide a report on their activities related to the agenda.
- FCP staff will be responsible for ensuring there is a sign in sheet and keeping record of agendas and sign in sheet.

POLICY: Staff must maintain accurate and detailed documentation recorded on a timely basis and shared with other staff as appropriate.

PROCEDURE: The primary tool used by FCSWs for documentation of ongoing contacts with or on behalf of families is the COPA database.
- FCSWs are responsible for ensuring that family information and contacts are entered into the database in a timely manner and kept updated. Timely entry is considered within one week of contact.
- FCPC is responsible for monitoring the quality and timeliness of information into the family section of the database by FCSWs and providing training, assistance and support as needed to facilitate entry.
- Other staff may have contact with the family and should enter family case notes as needed.

The following screens will be used to document family case management services provided by FCSWs:

Family Case Notes
The family case notes form should be the "road map" detailing the worker's case management activities with parents, including:
- Ongoing contacts with families, such as phone calls, letters sent, parent meeting reminders, attendance follow-up, etc.
- Information received from or provided to other staff related to the family.

Referral & Services
The referral & services screen is used to document the following:
- Referrals to community agencies
- Services provided to families by the program, including requests for information/materials from the family and Information/materials provided to the family
- Transportation service provided to families by FCSW
- Follow-up with families on their level of satisfaction with assistance provided by FCSWs and/or outside agencies
Family Assessment
- Family Assessments should be entered into the database by the FCSW within one week of completion
- FCP Staff monitors with the FCSWs the completion and data entry of family assessments through COPA database and the FCSWs weekly status reports. The FCP service area staff will review and print the Family Assessment and provide it to the center director at the Child/Family Team meeting for review
- The FCP service area staff will monitor completion and content of Family Assessments and provide support to FCSWs as needed
- *See Family Assessment procedure for additional information*

Family Goals
- Family Partnership Agreements are to be entered into the COPA database Family Goals screen by the FCSW within one week of establishment
- Progress, follow-up notes and completion status should also be entered into the COPA database by the FCSW within one week of follow-up with family
- *See Family Partnership Agreement procedure for additional information*

Family Visits
- Within one week of completion of a visit, FCSWs are to complete the Family visit screen in the database, which will be monitored by the (FCPC).
- If a visit was attempted, but was unsuccessful, FCSW should use the family case notes to document these attempts

At the end of the program year for children transitioning to kindergarten or in the event that a child withdraws from the program, the Family Case History report will be printed by the FCSW and placed in the child’s file.

Additional documentation may include the following:

Family Assistance Request Form
- This form is to be completed by the FCSW and signed by the parent whenever the FCSW is making referrals to community agencies.
- The information in the form is to be entered into the Referral & Services screen of the database within one week of initiating the form and after completing follow-up.
- Follow-up with families should be documented on the form and in the database per the FCSW Follow-Up procedure.
- *See Community Services/Projects procedure for additional information*
Contact Forms
- Staff, other than FCSWs, making contacts with families should utilize the Family Case Notes screen in COPA when possible.
- However, Contact Forms may be utilized when it is not possible or best practice to document in the Family Case Notes screen.
- The Contact Form is a duplicate and is used to share information with other staff. The original is filed in the child’s folder; the duplicate is provided to the appropriate recipient, reviewed, initialed and forwarded FCPC.
- The FCPC maintains a file of Contact Forms received by coordinators.

Changes of Contact Information
- Center directors are responsible to ensure FCSWs maintain an up-to-date database of addresses/phone numbers for families.
  - The FCSW is responsible for updating addresses, phone numbers or other contact information for families in the database to ensure all staff have access to current information.
  - The center director is responsible to ensure information is provided to all staff whenever a family contacts the center with a change of contact information and/or completes a new Emergency Data Form.
  - Center directors or FCSW are to contact the office manager when contact information is changed for any family.
- Center directors are responsible to notify the director’s office whenever a Policy Council member’s address/phone number changes.
REGULATION REFERENCE: Performance Standard 1304.40(a)(1)

POLICY: Each family during the program year is to complete the Family Assessment/Family Partnership Agreement (FA/FPA during a home visit with the FCSW). In addition, FCSWs are to make home visits in accordance with the findings of assessments of children and families. Home visits are also required for chronic and consecutive absences.

PROCEDURE:
- Due dates for Family Assessment/Family Partnership Agreement (FA/FPA) visits are as follows:
  - Newly enrolled children: visit is due within 45 calendar days from enrollment into the classroom.
  - Returning children and/or families who received a FCSW home visit in the previous program year: visit is due within 90 days of enrollment into the classroom.
- Visits are to be scheduled with the parent(s)/guardians at a time that is mutually convenient for parents and staff.
- Staff should coordinate schedules so that families are not subjected to excessive visits by Head Start personnel. This will assist in streamlining services to Head Start children and families.
- Visits may only be completed in a location outside of the family home if home visits are forbidden by parents and/or in situations where it may be unsafe for the worker. If it is at the request of the parent, every effort to explain the benefits of completing the visit at home must be made by the worker.
- All attempts to schedule, no-shows, cancellations and situations where a parent refuses to participate in the home visit should be documented by FCSWs in the family case notes.
- Within one week of a completed visit, FCSWs are to complete the family visit screen in the database, which will be monitored by the (FCPC).
- FCSWs report weekly to center directors the status of home visits using the FCSW Weekly Status Report. The report is forwarded to the FCPC.
- FCPC reports on status of home visits by preparing a monthly report for the Program Director’s report. Additional reports detailing the status of each worker may be prepared by the FCPC and submitted to the program director as needed.
- In the event of a FCSW staff vacancy, re-assignment of cases and due dates for visits will be determined on a situational basis via consultation between the director, center director and FCP staff.
REGULATION REFERENCE: Performance Standard 1304.40(a)(1)

POLICY: Each family enrolled in the program must be offered the opportunity to participate in the family partnership process, which includes a home visit, an initial family assessment, an updated family assessment and family partnership agreement. The family assessment is used to determine family goals, strengths, challenges, services and other supports. The child’s medical, dental and educational status is to be discussed during the family assessment process.

The purpose of the family assessment is to provide information to assist both the FCSW and the parent in identifying and establishing Family Partnership Agreement goals.

PROCEDURE:
- Family Assessments via home visit are to be completed by FCSWs within 45 calendar days from child’s date of enrollment into the classroom for newly enrolled children.
- Families who have received a FCSW home visit in the previous program year must have a home visit within 90-days of the child’s date of enrollment into the classroom.
- A Family Assessment Instrument has been developed to guide staff in the exchange of valuable information with families.
- The Family Assessment Instrument is to be completed and signed by families and FCSW. This assessment instrument will be sent to FCP staff to verify assessment has been entered into COPA. The FCP staff will ensure families and FCSW have signed the assessment.
- The information exchanged in completing the Family Assessment should guide the FCSW and the family when developing their Family Partnership Agreements.
- FCSWs should prepare for the Family Assessment before meeting with the family by reviewing the child’s file and transferring pertinent information to the assessment form to be reviewed with the family during the visit, including the status of the child’s health requirements.
- A case note should be completed when the assessment home visit is completed or attempted.
- Family Assessments, as well as any referrals or services provided by the FCSW should be entered into the database by the FCSW. A case note should be written when assessment is entered.
- The FCP Service Area will review assessment in COPA to ensure completion and monitor for quality. Support/training will be provided to FCSWs as needed.
- FCP staff will complete assessment, they will print them off. FCP staff will return the paper instrument and the printed copy back to the center director for review and to be filed in the child’s file.
• FCSW will complete an updated assessment no sooner than 60 days from the last
day of school. This assessment can be completed by phone or in person at any
location. Other than location, FCSW will need to follow the same protocol as they
would if the assessment was the initial assessment. (i.e. case noting, circulation of
paper tool, etc.).

• FCSW will need to complete the updated assessment paper tool however no parent
signature is needed.

• See policy C.40.4.1 if parent refuses to complete family assessment.
SIU CARBONDALE HEAD START
Operating Policies and Procedures Manual

Subject: Refusal of Family Assessment
Service Area: FCP – Family Partnerships
Relevant Forms: Located on P:/common drive

Number: C.40.4.1
Section: Family Goal Setting
Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(a)(1)

POLICY: The program must obtain written documentation when a family refuses to participate in the family assessment home visit process.

PROCEDURE:

FCSWs are aware that it is beneficial for families to participate in the Family Assessment home visit process and that this is a requirement for families whose children are enrolled in SIU Carbondale Head Start. FCSWs should assume the role of educator and provide encouragement and education to parents by explaining this requirement and the reasoning for the visit and benefits of this service. FCSWs will make reasonable attempts to arrange and complete this home visit and thoroughly document these attempts. If reasonable attempts have been made and documented, and a family still refuses to participate, those refusals must be documented.

- When a family is continually uncooperative and refuses to complete the Family Assessment home visit, FCSWs must bring the situation to the attention of the center director and family/community partnerships staff.
- FCSWs will use family case notes to document efforts spent in encouraging families to participate as well as attempts they have made to meet with the family in the home.
- A joint decision between center director and family/community partnerships staff will be made on whether the Refusal of Family Assessment & FPA Goal Process Form should be utilized or if other avenues should be explored.
- FCSWs will be given directives on how to proceed. If this form is to be utilized, FCSWs will complete and sign the form, obtain a signature from the child’s parent or guardian, and place a copy in the child’s file. An additional copy should be sent to family/community partnership staff.
REGULATION REFERENCE: Performance Standard 1304.40(a)(1) & (2)

POLICY: The family partnership agreement identifies family goals, responsibilities, timetables and steps/strategies for achieving these goals as well as documents the progress in achieving them. The Family Partnership Agreements, (FPAs) are family-driven, take into account and build upon as appropriate, information obtained from the family assessment and from the parent and/or other community agencies concerning preexisting plans. SIU Carbondale Head Start coordinates with families and other agencies to support the accomplishment of preexisting goals/plans.

PROCEDURE:
- FPAs are to be completed by FCSWs during the home visit within 45 calendar days from enrollment into the classroom for newly enrolled children.
- All families are required to have two goals, one of which must be literacy related.
- Families who have received a FCSW home visit in the previous program year must have an FPA within 90-days of the child’s date of enrollment into the classroom.
- All families enrolled a second year must have an opportunity to have an updated FPA. If the goal and activities remain the same, the information should be transferred to a new form.
- Information gathered during the Family Assessment regarding family strengths, challenges, services, supports and the status of children’s health/dental requirements should be utilized in the development of FPA goals.
- Additional FPAs may be initialized with families throughout the program year.
- An FPA form is used to document the individualized family goals, responsibilities, timetables and strategies for achieving them as well as the progress in achieving goals.
  - As part of the documentation required above, the FPAs should clearly identify the steps required to achieve the goal.
  - Both the overall goals and the steps recorded on FPAs should meet the following criteria*:

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<td>Realistic</td>
<td>Goals must be truly possible for the family to achieve and within the control of the family.</td>
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<tr>
<td>Specific</td>
<td>Goals must be clearly stated and measurable.</td>
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<tr>
<td>Time-Limited</td>
<td>Goals must permit the family to recognize success within a certain time frame.</td>
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<tr>
<td>Results-Oriented</td>
<td>Goals must be stated in a way that makes it possible for family members to agree on their achievement; the goals must give some idea of how much must be done to meet the need or achieve the desired outcome.</td>
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• The FPA is to be determined jointly, with either the FCSW or parent completing the form. The goals should focus on areas of immediate need, areas of priority for the parents and completion of program health requirements.
• Forms are printed in duplicate. Parents are provided with the white copy. The yellow copy goes in the child’s file.
• The FPAs are to be entered into the COPA database within one week of the contact by the FCSW.
• FCSWs are to follow-up with families on the status of their goals at least once per month.
  o Progress, follow-up notes and completion status should be entered into the COPA database by the FCSW within one week of follow-up with family.
• The FCPC will review the Family Goals screen in the database at the same time as the Family Assessment.
REGULATION REFERENCE: Performance Standard Performance Standard 1304.40 (a)(1)

POLICY: FCSWs and supervising teachers will have an opportunity to consult with each other regarding mutually served children and families on caseloads/in classrooms. The consultation time should be utilized by teachers and FCSWs to enhance their understanding of the whole family and plan appropriate strategies for working with the family.

PROCEDURE:
- FCSWs are responsible for scheduling consultations with teachers monthly.
- Within the first 90 days of the child’s first day of attendance, all mutual children/families are to be discussed. At subsequent meetings, the teacher and FCSW should determine which cases to discuss.
- The FCSW and teacher will each complete their individual prep forms for each child. The Teacher/Family and Community Service Worker Consultation Form will then be completed on each family discussed. Suggested areas for prioritizing discussion are listed on the form.
- Children with chronic absenteeism must be discussed, including the Attendance Action Plans developed with the family to address attendance. See procedure E.05.6 for guidelines on chronic absenteeism.
- The FCSW completes the consultation form and both the teacher and FCSW sign the form. The FCSW then submits the form to the center director for review.
- The center director forwards the form to the FCPC who reviews and forwards to the CDC. The CDC reviews the form and returns it to the center within two weeks for placement in the child’s file.
- The CDC and FCPC may meet to consult on cases as needed.
Copies of Teacher/FCSW Consultation Forms may be forwarded to the other service area coordinators/specialists as appropriate.
Subject: Consultations - FCSW Case Consultations

Service Area: FCP – Family Partnerships

Relevant Forms: Located on P:/common drive

Number: C.40.7

Section: Family Goal Setting

Date Effective: 05/2013

REGULATION REFERENCE: Performance Standard 1304.40(a)(1)

POLICY: FCSW Case Consultations provide SIU Carbondale Head Start family services staff an opportunity to participate in group supervision and to learn from and assist each other in case management of Head Start families.

PROCEDURE:

- The FCSW Case Consultations are held each program year according to the schedule prepared by the FCPC. Generally, quarterly meetings will be held.
- Staff included in the consultations are all FCSWs, the mental health consultant, the FCPC, the HNC and/or health specialist and the CDC and/or CDS.
- The FCPC is responsible for arranging the meeting at a time mutually convenient for staff involved.
- FCSWs will work with the FCPC to prepare a list of families/children to be discussed during the consultations. FCSWs are to submit the list of children to their supervisor, who will forward to the FCPC by the due date established by the FCPC.
- The FCPC will distribute the list to service area coordinators in advance of the meeting. Generally, cases discussed at prior meetings will be included on the list at subsequent meetings.
- FCSWs are responsible for preparing case presentations and bringing any needed documents to the meeting in order to be fully prepared for the consultations.
- Staff must sign-in in order to participate in the meeting. By doing so, the staff agrees to the statement of confidentiality on the sign-in form since families/children on other worker’s caseloads will be discussed.
- The Mental Health Observation/Consultation form will be used to document cases discussed and recommendations made. The forms will be shared with the appropriate center director.
- The FCPC maintains records of case consultations, including sign-in sheets, lists of cases and copies of Mental Health Observation/Consultation forms.
Subject: Family Assessment - Preexisting Family Plans  
Number: C.40.8

Service Area: FCP - Family Partnerships  
Section: Family Goal Setting

Relevant Forms: Located on P:/common drive  
Date Effective: 07/2010

REGULATION REFERENCE: Performance Standard 1304.40(a)(3)

POLICY: The family partnership agreement must take into account, and build upon as appropriate, information obtained from the family and other community agencies concerning pre-existing family plans. This avoids duplication of effort or conflict with any pre-existing family plans developed between other programs and the Head Start family. SIU Carbondale Head Start must coordinate, to the extent possible, with families and other agencies to support the accomplishment of goals in the pre-existing family plans.

PROCEDURE:
- FCSWs should review the enrollment application and utilize the family assessment process to discuss with the family any involvement with other agencies.
- The family and FCSW should determine the feasibility of Head Start and the other agency working together with the family.
- FCSWs should ask the parent to sign the appropriate release of information to facilitate communication with the other program. Information **must not** be shared with other agencies without the written consent of the parent.
- FCSWs are responsible to document on family assistance request forms and in case notes communication with other agencies concerning pre-existing family plans; information is to be shared with other Head Start staff as appropriate.
Subject: Parent Orientation  
Number: C.40.9  
Service Area: FCP – Family Partnerships  
Section: Family Goal Setting  
Relevant Forms: Located on P:/common drive  
Date Effective: 12/2014

REGULATION REFERENCE: Performance Standard 1304.40(a)(4)&(5)

POLICY: Each family enrolled in Head Start will receive parent orientation annually.

PROCEDURE:
- The FCPC is responsible for preparing a plan, materials for parent orientation and ensuring plans are carried out.
- Center directors/collaboration training specialist are responsible for ensuring completion of parent orientation/initial visits conducted by staff at their centers/sites.
- FCSWs are responsible to conduct a visit with parents to provide parent orientation to families. These visits may be conducted either in the home or at the Head Start center.
- Parent orientation visits are to be completed by FCSWs within 30 days of Enrollment into the classroom.
- New families, families with outstanding health requirements, homeless families, foster families and families with limited literacy skills should be prioritized and receive their visits first.
- FCSWs are to review the child’s file prior to the first visit.
- The following should be completed at the Initial Visit:
  - Review Parent Handbook
    - Discuss impact of attendance
    - Discuss importance of volunteering
  - Review how to use Community Resource Guide
  - Review Head Start Calendar
  - Complete surveys with parents
  - Complete Emergency Data Forms, CACFP forms, and, if applicable, updated permission forms
  - Discuss the parents’ plan for care when Head Start is closed
  - Follow-up on health requirements, discussion of the importance of keeping kids up-to-date on health
  - Discuss upcoming FA/FPA visit
  - Any other information that has been deemed necessary by FCPC in consultation with program director.
- Each parent receiving an initial visit should sign a Parent Orientation, Handbook and Community Resource Guide Acknowledgement form. Center directors are responsible to ensure a form is placed in each child’s file.
Surveys completed during initial visits should be forwarded to the FCPC within one week of completion.

The FCPC tallies the surveys and prepares reports for each center prior to the first parent meeting. The results will be used to assist parent committees in establishing the date/time of their regular meetings and to determine parent education topics for the school year.

Co-location date(s) will be established in coordination with co-location staff.

Coordinators/specialists will assist with parent orientation as needed.

Sign-in sheets and completed surveys should be submitted to the FCPC within one week of on-site parent orientation.

**Preparation of materials:**

- The FCPC is responsible for preparing information about parent orientation to be included when acceptance letters are mailed to parents in August.
- The FCPC is responsible for preparing and ordering materials to be used with initial visits and, if applicable, on-site parent orientation. The materials may include, but are not limited to the following:
  - Parent Handbook
  - Community Resource Guide
  - Information about each Head Start service area. The FCPC should work with each service area coordinators to determine materials to be provided regarding their service area.
  - CACFP information
  - WIC information
  - Transportation & pedestrian safety information
  - Child abuse/neglect information
  - Discipline/child development information
  - Surveys to be completed by parents (i.e. parent meeting preference, parent education topics, male involvement survey, etc.)
  - *Parent Orientation, Handbook and Community Resource Guide Acknowledgement*
  - Other materials deemed pertinent
**Subject:** Parent Handbook  
**Number:** C.40.10  
**Service Area:** FCP - Family Partnerships  
**Section:** Family Goal Setting  
**Relevant Forms:** Located on P:/common drive  
**Date Effective:** 08/2008

**REGULATION REFERENCE:** Performance Standard 1304.40(a)(4) & (5)

**POLICY:** Each enrolled family must receive an updated Parent Handbook annually.

**PROCEDURE:**
- FCSWs are responsible for ensuring that each family receives a copy of the SIU Carbondale Head Start Parent Handbook within 30 days of the child’s first day of school each year.
- The *Parent Orientation, Handbook and Community Resource Guide Acknowledgement* form should be signed by the parent and placed in the child’s file. Presence of these forms will be monitored during file reviews.
- The FCPC is responsible for developing plans to complete the update and overseeing the update of the Parent Handbook annually.
  - Center directors, service area coordinators and parents should all have the opportunity to review the handbook and recommend changes.
- The completed update should be submitted to the director for review/approval annually, generally in May.
- The FCPC is responsible to ensure the appropriate forms are completed to order copies of the handbook through SIU Carbondale’s Printing & Duplicating department, submitting forms to the program director for review/signature and distributing copies of the handbook to each center/site in August of each year.
Subject: Newsletter - Family Connections  Number: C.40.11
Service Area: FCP – Family Partnerships  Section: Family Goal Setting
Relevant Forms: Located on P:/common drive  Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(a)(4) & (5)

POLICY: The program is to develop and provide a newsletter of relevance to parents during the months of September – May.

PROCEDURE:
- The FCPC is responsible to ensure the newsletter is prepared monthly.
- The receptionist assists with copying the final newsletter provided by the FCPC. Newsletters are distributed to families by the first working day of each month.
- The FCPC is responsible to contact a Policy Council parent representative monthly to prepare an article for the newsletter. Generally, officers should be contacted first.
- Coordinators are responsible for submitting to the FCPC articles and other items to appear in the newsletter, including the menu. Articles are due by the second Friday of the month.
- Information from the newsletter is available on the website http://headstart.siu.edu/ each month; FCPC responsible for coordinating with secretarial staff and ensuring the information is updated monthly.
- Records of newsletters are kept by the FCPC.
Subject: FCSW - Advocacy for Families  
Number: C.40.12  
Service Area: FCP - Family Partnerships  
Section: Accessing Community Services & Resources  
Relevant Forms: Located on P:\common drive  
Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1340.40(b)(1)(i)-(iii)

POLICY: Through partnership with families, program staff are to identify and continually access, directly or through referrals, services and resources that are responsive to each family’s interests and goals.

PROCEDURE:  
- FCPC is responsible to ensure that training, support and resources are available for FCSWs to be responsive to each family’s needs and interests.
- FCPC is responsible to monitor the family assessments, family partnerships agreements and case notes to ensure family’s needs are being met and to guide and/or identify needed areas of support and/or training by FCSWs.
- FCSWs should maintain the central role of case manager with regard to advocating for families. FCSWs are to assist the parents and families in obtaining needed services by:
  - Assisting the family in emergencies or crises in areas such as food, housing, clothing and transportation
  - Providing education and other appropriate interventions including opportunities for parents to participate in counseling programs or to receive information on mental health issues that place families at risk such as substance abuse, child abuse and neglect and domestic violence.
  - Providing opportunities for continuing education and employment training and other employment services through formal and informal networks in the community.
  - Accompanying the parent to service providers.
  - Interpreting the strengths and needs of the family to another agency.
  - Gaining and understanding of the policies/procedures of other agencies as they relate to service delivery for mutually served families.
  - Providing transportation to the agency, if needed.
  - Following up with the parent and agency regarding external referrals and documenting follow-up.
  - Making internal service requests to other Head Start staff on behalf of families and following-up with services/information provided.
Subject: Community Services/Projects
Number: C.40.12.1

Service Area: FCP – Family Partnerships
Section: Accessing Community Services and Resources

Relevant Forms: Located on P:/common drive
Date Effective: 05/2010

REGULATION REFERENCE: Performance Standard 1304.40(b)

POLICY: The Head Start Performance Standards state that programs must:

“work collaboratively with all participating parents to identify and continually access, either directly or through referrals, services and resources that are responsive to each family’s interests and goals, including:

- Emergency or crisis assistance in areas such as food, housing, clothing, and transportation;
- Education and other appropriate interventions, including opportunities for parents to participate in counseling programs or to receive information on mental health issues that place families at risk, such as substance abuse, child abuse and neglect, and domestic violence; and
- Opportunities for continuing education and employment training and other employment services through formal and informal networks in the community”

PROCEDURE: To meet these standards, the program will collaborate with community agencies, service providers and other organizations to provide families’ information and referrals to resources that meet family needs. Families are provided a comprehensive Community Resource Guide to ensure they are made aware of community resources that meet their needs. When considering a referral or providing information to families about a program/activity/service, staff must consider the following criteria:

1. Was this program/activity/service request by the family?
2. Does this program/activity/service meet the direct/immediate need of the family as defined by the family?

- Examples of such services include, but are not limited to, Salvation Army Angel Tree, Shop with a Cop, Holiday Food Baskets, etc.
- Written permission must be obtained from a parent/guardian if the program is referring the family for this type of service. Families will be asked to complete a Family Assistance Request Form.

For other projects/activities that may be solicited from universities, colleges or other organizations in the community (including fraternities, sororities or service organizations) that do not meet the above criteria:

- A request form must be completed at least two weeks in advance of the event/activity. A committee will be formed to review the request form and give approval/disapproval.
The committee should be comprised of:
- The program director
- A selected service area coordinator
- The family/community partnerships specialist
- A selected center director (generally from the center where the activity is to take place)
- A Policy Council parent representative
- A Policy Council community representative.

- If the activity is for all centers, the director will appoint the Policy Council Chair and a center director to the committee.
- The committee members should review the proposal within one week of receipt of the request and provide feedback to the committee.
- The service area coordinator presenting the proposal should be available to the committee members to answer questions.
- When making a decision, the committee must consider the following:
  - Does the activity provide a benefit to families and/or children?
  - Does the activity assist the program in meeting required performance standards, rules, etc.?
  - What program resources are needed? (i.e. flex schedules, staff availability, materials, etc.)
- The committee will reach a consensus and provide, in writing, their approval/disapproval and the justification.
- If the proposal involves local media outlets (i.e., TV, radio, newspaper), it will be submitted to the Executive/Head Start director for approval.
- If the event is to be carried out annually, approval is only required the first year as long as no changes are made to the program.
REGULATION REFERENCE: Performance Standard 1304.40 (b)(2)

POLICY: Program staff must follow-up with each family to determine whether the kind, quality and timeliness of the services received through referrals met the families’ expectations and needs.

PROCEDURE:
- FCSWs must document referrals in the Referral & Services section of the database.
- The FCSW will conduct initial follow-up to determine the level of satisfaction with the assistance, i.e.,
  - What service did the family receive?
  - Was service timely and did it meet the family’s needs?
  - What additional assistance is needed?
  - Other comments
- If there is ongoing follow-up, documentation is to be maintained in the family section of the database.
- FCSWs needing additional support with referrals or determining services needed to meet families need should contact the FCPC for guidance.
Subject: Community Resource Guide  
Number: C.40.14  
Service Area: FCP - Family Partnerships  
Section: Accessing Community Services & Resources  
Relevant Forms: Located on P:/common drive  
Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.40(b)(1)(i)-(iii)

POLICY: Each family enrolled will receive the SIU Carbondale Head Start Community Resource Guide, a comprehensive listing of services available in the community that may be of assistance to families.

PROCEDURE:
- FCSWs are responsible for ensuring that each family receives a copy of the Community Resource Guide within 30 days of the child’s first day of school.
- The Parent Orientation, Handbook and Community Resource Guide Acknowledgement form should be signed by the parent and placed in the child’s file. Presence of these forms will be monitored during file reviews.
- The FCPC is responsible for developing plans to complete the update and overseeing the update of the Community Resource Guide annually. Plans for carrying-out the update should be discussed with the program director prior to implementation.
- The completed update should be submitted to the director for review annually, generally in May.
- The FCPC is also responsible to ensure the appropriate forms are completed to order copies of the guide through SIU Carbondale’s Printing & Duplicating department, submitting forms to the program director for review/signature and distributing copies of the guide to each center/site in August of each year.
Subject: Parent Resource Racks                      Number: C.40.15

Service Area: FCP – Family Partnerships           Section: Accessing Community Services & Resources

Relevant Forms: Located on P:/common drive        Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.40(b)(i)-(iii)

POLICY: Each SIU Carbondale Head Start center has resource racks that are to contain information of interest to families.

PROCEDURE:
- FCSWs are responsible for updating and maintaining the information in the resource racks each month.
- Center directors are responsible to monitor the resource rack condition.
- At a minimum, the information available should include resources related to:
  o Emergency or crisis assistance, including food, clothing, housing
  o Transportation
  o Mental health, including substance abuse, child abuse/neglect, domestic violence
  o Adult education
  o Employment services/job training
  o Parenting
- The FCPC is responsible for ensuring racks are available, providing resources to FCSWs for the racks and ensuring information available is appropriate, timely and meets the requirements.
Subject: Parent Bulletin Boards  Number: C.40.16

Service Area: FCP - Family Partnerships  Section: Accessing Community Services & Resources

Relevant Forms: Located on P:/common drive  Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.40(b)(i)-(iii)

POLICY: Parent bulletin boards are to be located in each center/site. The boards are to post information of relevance to parents and provide information related to the parent education theme/parent meeting topic of the month.

PROCEDURE:
- The FCPC is responsible to provide information for updating the bulletin boards monthly and ensuring posted materials are timely and appropriate.
- FCSWs are responsible each month for decorating the boards, posting the updated material and posting additional approved material.
- Parent participation should be utilized as much as possible to update/maintain the boards. A Parent Board committee may be established through each parent committee.
- Copies of all information posted should be submitted to the FCPC for review.
- The FCPC maintains records of materials posted.
- Information that must be posted on the bulletin board includes:
  - CACFP brochure
  - Most recent parent committee meeting minutes
  - Most recent *Family Connections* newsletter
  - Most recent community calendar
  - Most recent parent volunteer of the month
Subject: Parent Involvement - General
Number: C.40.17

Service Area: FCP - Family Partnerships
Section: Parent Involvement - General

Relevant Forms: Located on P:/common drive
Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(d)(1)

POLICY: The program must provide parent involvement and education activities that are responsive to the on-going and expressed needs of parents both as individuals and as members of a group. Other community agencies should be encouraged to assist in the planning and implementation of such activities.

PROCEDURE:
• FCPC is responsible for establishing and ensuring that a parent involvement program is implemented. All staff are required to assist and participate in various aspects of parent involvement.
• FCPC collects information from parents through surveys, during parent committee meetings, individually through family assessments, and advisory committees, and/or through focus groups.
  o Initial surveys are completed at the time of parent orientation (August).
  o Parents’ top interests related to themselves and to their child are prioritized.
  o Parent meeting topics are established for that program year.
  o This information is provided to center directors via a report.
  o Interests may surface during parent meetings, through family assessments and/or at committee meetings which is considered when planning parent involvement and education services.
  o Focus groups may be conducted to receive input from parents on specific topics or issues that are to be addressed.
• FCPC and FCSWs are required to attend local community agencies meetings on a schedule determined each program year.
  o Information received from parents should be shared to seek assistance from such agencies in preparing programs and/or addressing issues.
• A variety of approaches are implemented to ensure parent interests and education needs are being addressed. The following group parent involvement activities are to occur:
  o Parent Committee Meetings are to be held with the time/date established at the beginning of each program year. FCPC is responsible to coordinate meetings with center directors.
  o Parent And Child Together (PACT) Activities may be conducted each quarter in conjunction with a scheduled parent committee meeting.
  o Annual program parent activity/activities planned and implemented by parents with assistance from staff.
  o Family Involvement months
  o Male Involvement Activities
- One specially planned activity is to be conducted at least annually, i.e., family fun fair, community resource fair.
- Individual parent involvement and education interests are identified and addressed by FCSWs through family assessments and case management activities.
- FCPC monitors and reports parent attendance at parent involvement events. Education services provided to parents by the program are reported annually in the Program Information Report (PIR).
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<table>
<thead>
<tr>
<th>Subject: Parent Committees</th>
<th>Number: C.40.18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area: FCP - Family Partnerships</td>
<td>Section: Parent Involvement-General</td>
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<tr>
<td>Relevant Forms: Located on P:/common drive</td>
<td>Date Effective: 05/2015</td>
</tr>
</tbody>
</table>

REGULATION REFERENCE: Performance Standard 1304.40 (d)(1)

POLICY: All parents/guardians who have children enrolled in the program are members of the Head Start Parent Committee.

PROCEDURE:
- Head Start parent means a Head Start child’s mother or father, other family member who is a primary caregiver, foster parent, guardian or the person with whom the child has been placed for purpose of adoption pending a final adoption decree (1306.3 Definitions).
- Parent Committees meet between September and April.
- On-site childcare, refreshments and transportation arrangements are generally available at the meetings.
- The Parent Committees are established at the center level as follows:
  - Carbondale center
  - Malone’s Co-Locations
  - Marion center
  - Murphysboro enter
- Main functions of the Parent Committee are to
  - Participate in the governance of the Head Start classroom and program by attending and supporting the Parent Committee meetings; serving as officers of the Parent Committee; serving as elected members of the Policy Council; and/or electing representative(s) to the Policy Council per the above established guidelines
  - Advise staff in developing and implementing local program policies, activities and services.
  - Plan, conduct and participate in informal as well as formal programs and activities for parents and staff.
- The FCPC is responsible for:
  - Determining the parent education topics for parent committee meetings
  - Preparing notices and agendas
  - Ensuring meetings are held
  - Ensuring meetings are carried out in compliance with the operating guidelines
  - Ensuring operating guidelines are updated annually
  - Ensuring parents are elected to serve as Parent Committee Officers, Policy Council, Health Advisory Committee and Education Committee representatives
  - Maintaining an updated roster of officers and informing the necessary staff of changes in elected representatives
  - Maintaining records of meetings, which includes:
    - Flyer used to promote/advertise the meeting to parents
- Agenda
- Sign-in sheet
- Minutes (both written and typed)
- Copies of any handouts provided
  - Tracking and reporting parent meeting attendance
  - Center directors are responsible for:
    - Working with the FCPC to establish the agenda for each meeting
    - Promoting meetings
    - Organizing and supervising meetings
    - Addressing parent questions/concerns
    - Arranging childcare staff
    - Ensuring FCPC receives copies of meeting records within two days of meetings
  - FCSWs are responsible for:
    - Providing monthly reminders to each family on caseload, promoting parent meetings
    - Attending meetings
      - Assist with greeting parents
      - Participating in meetings
      - Assisting with set-up and clean-up
      - Providing childcare when necessary.
      - Providing transportation when necessary.
  - Teachers assist with childcare during meetings per the schedule determined annually by center directors.
  - Efforts are to be put forth by all staff attending parent meetings to solicit volunteer services from parents.
Subject: Parent Activity                                      Number: C.40.19
Service Area: FCP – Family Partnerships                     Section: Parent Involvement - General
Relevant Forms: Located on P:/common drive                  Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(d)(1)

POLICY: The Parent Activity Fund is established for parents to plan and participate in activities which they have designed for themselves. Normally, $10 per child per center/co-location set enrollment will be available annually and will be administered by guidelines developed by the SIU Carbondale Head Start Policy Council who will direct and monitor how these funds will be utilized throughout the year. Parent committees determine how to use their respective center funds, individual center activities or a program wide activity. This information is submitted to the Policy Council who approves the plans. Planning committee(s) are established to implement the plans.

PROCEDURE: The FCPC is responsible for oversight of the Parent Activity funds. Responsibilities include:
- Explaining parent/children activity funds to parent committees
- Ensuring parent committees vote to determine whether to use their parent activity funds on an individual center activity or a program wide activity, generally in October
- Submitting themes/plans from each parent committee to director for Policy Council, based on annual Policy Council schedule and plans.
- Ensuring planning committees are established and supported by staff
- Working with activity chairs, center directors and other staff to support planning of activity
- Monitoring budgets, expenditures and preparing activity fund budget reports
- Monitoring usage of parent/children activity funds to ensure compliance with agency regulations.
REGULATION REFERENCE: Performance Standard 1304.40(d)(1)

POLICY: Family Involvement month activities are to be planned annually.

PROCEDURE:
- The FCPC is responsible for:
  - Working with center directors to determine months/dates and specific activities for family involvement month activities.
  - Preparing flyers, newsletter articles and other materials to promote parent involvement month.
  - Preparing forms to be used by teachers to track participation in family involvement month activities.
  - Monitoring participation and reporting as requested.
- Center directors are responsible for:
  - Working with FCPC to determine activities and dates for family involvement month activities.
  - Promoting activities to families.
  - Ensuring teachers complete tracking forms and/or other appropriate forms for participating families.
  - Returning all tracking forms to FCPC after conclusion of activity.
- FCSWs are responsible for:
  - Promoting family involvement month to families on caseload through individual contacts.
  - Monitoring participation of families on caseload.
### REGULATION REFERENCE:
Performance Standard 1304.40(d)(1)

### POLICY:
The program is to develop and implement a male involvement program where all men involved in providing parenting support for SIU Carbondale Head Start children have the opportunity to participate.

### PROCEDURE:
- The FCPC is responsible for carrying out the male involvement program, gathering information from fathers about their interests and needs, providing resources to support needs, maintaining records and overseeing designated activities.
- Designated activities to support male involvement include:
  - Parent Orientation Surveys
  - Male Advisory Panel (MAP) meetings
  - MUSCLE (Men Understanding Small Children’s Learning Experiences) literacy program
  - M.A.L.E. Week and/or Father/Father-Figure Appreciation Day
  - Center/site and program Male Volunteer of the Year recognition
  - Other activities determined annually
- In addition to these male-focused services, men in the program are encouraged to participate in all parent involvement activities including: parent committee meetings, home visits, parent/teacher conferences, classroom field trips and the annual parent activity.
- Leadership opportunities are to be made available for parents on the Parent Committee, Policy Council, Education Committee and Health Advisory Committee. Men are to be strongly encouraged to take a leadership role in the program.
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Subject: Father/Male Involvement - Male Advisory Panel
Number: C.40.22

Service Area: FCP – Family Partnerships
Section: Parent Involvement - General

Relevant Forms: Located on P:/common drive
Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(d)(1)

POLICY: An advisory committee, entitled The Male Advisory Panel (MAP), is to be established annually to receive input into the male involvement program and provide support.

PROCEDURE:
- The FCPC is responsible for organizing and overseeing MAP meetings and preparing notices.
- Male Advisory Panel is to be comprised of Head Start fathers/father figures and community volunteers.
- Male Advisory Panel meetings are to be held two to three times per year.
- Invitations to participate in MAP are posted in every center and sent home with every child.
- Any male Parent Committee chairs and Policy Council representatives are strongly encouraged to participate in the panel.
- Center directors are responsible to ensure that distributing and posting notices of meetings materials promoting MAP meetings is completed in timely manner.
- FCSWs are responsible to promote MAP meetings with families are their respective caseloads and coordinate transportation services with parents to facilitate attendance.
- Outcomes of MAP meetings are to be reported by a MAP member in attendance at both meetings at the next parent committee meetings; if no member is available the FCPC will provide the report.
REGULATION REFERENCE:  Performance Standard 1304.40(d)(1)

POLICY: The SIU Carbondale Head Start MUSCLE program is designed to facilitate male involvement and promote literacy by recognizing the contribution of fathers and father figures who read to children. The MUSCLE acronym stands for Men Understanding Small Children’s Learning Experiences.

PROCEDURE:
• FCPC is responsible to develop, coordinate and monitor the MUSCLE program, i.e. provide MUSCLE tracking sheets for each classroom, ensure participants receive items.
• The reading activities take place in classrooms and are tracked by the teacher in the classroom and by the FCPC with books checked out.
• Recognition is earned on the following schedule:

<table>
<thead>
<tr>
<th>Item</th>
<th># of reading visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>MUSCLE Certificate</td>
<td>1</td>
</tr>
<tr>
<td>Storybook</td>
<td>4</td>
</tr>
<tr>
<td>Child’s t-shirt</td>
<td>5</td>
</tr>
<tr>
<td>Male’s adult t-shirt</td>
<td>7</td>
</tr>
</tbody>
</table>

• Items are earned per visit, not per book read. (Visiting once and reading 10 books does not earn a T-shirt). This requirement is to encourage males to visit the classroom on multiple occasions.
• Teachers are responsible to ensure that men who participate in the program receive the items they have earned by following these procedures:
  o Ensuring that MUSCLE tracking form is completed when a male visitor reads to the children. The form may be completed either by the teacher or the reader.
  o The address (including city, state & zip) and phone number should be completed on the MUSCLE and tracking forms as it may be necessary to mail items.
• MUSCLE tracking sheets should be submitted to the FCPC on the last day of every month. The FCPC is responsible for distributing items.
• If no one participated in MUSCLE during a particular month, the top portion of the sheet should be completed and N/A written across the grid. Sheets with no participation are still due on the last day of every month.
REGULATION REFERENCE: Performance Standard 1304.40(d)(2)

POLICY: Centers must be open to parents during all program hours. Parents must be welcomed as visitors and encouraged to observe children as often as possible and to participate with children in group activities. The participation of parents must be voluntary, and must not be required as a condition of the child’s enrollment.

PROCEDURE:
- Center directors will inform parents of center hours of operation at parent orientation. The information is included in parent handbook and on the website.
- FCPC is responsible to develop, coordinate and monitor plans and activities implemented by center staff that welcome parents to visit, encourage parent to observe children and to participate in group activities.
- FCPC is responsible to ensure that volunteer opportunities for parents are presented at parent committee meetings, included in the newsletter and posted on parent and classroom bulletin boards each month.
- See Community Partnerships Policies and Procedures for additional information about volunteer requirements.
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Subject: Volunteer Recognition  Number: C.40.25
Service Area: FCP – Family Partnerships  Section: Parent Involvement - General
Relevant Forms: Located on P:/common drive  Date Effective: 05/2013

REGULATION REFERENCE: Performance Standard 1304.40(d)(2) & (3)

POLICY: The program is to recognize the contributions of parent volunteers.

PROCEDURE: The program will utilize a variety of methods to recognize parent volunteers:

Parent Volunteers of the Month
- Center directors select a Parent Volunteer of the Month for each center/co-location from September through April based on the criteria established.
  - Criteria for the Parent Volunteer of the Month and Parent Volunteer of the Year will be reviewed annually by parents at the September parent meetings.
- The Parent Volunteer of the Month will be awarded a certificate.
  - Printed certificates (excluding the recipient’s name) are provided annually to center directors by the FCPC, generally in August.
  - The center director is to write/type the recipient’s name on the certificate each month and provide to the parent.
- The Parent Volunteer of the Month’s name will be announced at a subsequent parent meeting by the center director.
- FCSWs are to post the Parent Volunteer of the Month’s name on the parent board.

Parent Volunteers of the Year
- Male and Female Parent Volunteers of the Year will be selected for each center/co-location each April based on established criteria.
- Center directors track parent volunteer hours monthly and review the annual total to determine the male and female parents with the highest hours based on the established criteria.
- Parent Volunteers of the Year will be recognized at their center/site by the center director with a certificate and/or gift.
- Recipients of the Male and Female Parent Volunteer of the Year awards at each center/site are eligible to apply for the SIU Carbondale Head Start Program-Wide Male and Female Volunteer of the Year awards.
  - The FCPC prepares the applications annually, generally in April, and distributes to center directors with the return date. The application includes information about the applicant’s volunteer activities, a personal statement, references and a total of their eligible volunteer hours.
  - Center directors must provide their Volunteers of the Year with their packets, provide any assistance needed for parents to complete the packets and return the packets to the FCPC by the due date.
  - The director establishes a committee to review the applications and select the program-wide Male & Female Volunteers of the Year. The committee generally includes the FCPC, administrative staff and/or representatives from the Policy Council. The committee typically meets in late April.
The FCPC is responsible to coordinate the committee meeting, ensure minutes are kept and provide the names of the selected recipients to the director immediately following the selection.

The director or designee will recognize the Male and Female Volunteers of the Year.

- The center Male or Female Volunteer of the Year at the Murphysboro center with the highest volunteer hours is entitled to the Earlene Sanders Award.

Anyone employed by the Head Start program cannot claim any volunteer time as an in-kind donation. For example, a parent employed as a bus monitor can volunteer at the center but cannot claim those hours as in-kind. Therefore, parent volunteers who are staff are not eligible for Parent Volunteer of the Month/Year awards (see In-Kind Documentation A.00.4).

Parent/Community Volunteer Recognition

- Parents/Guardians who have volunteered 50 hours will receive a parent volunteer recognition certificate, generally at their child’s recognition ceremony at the center.
  - The center director tracks parent volunteer hours to determine eligibility.
  - The FCPC provides certificates to center directors.
- Other persons who volunteer (i.e. community/student volunteers) 25 hours will receive a general volunteer recognition certificate.
  - The staff person supervising the volunteer is responsible to ensure they receive a certificate.
  - The FCPC provides certificates as requested.

Policy Council Volunteer Recognition

- Each year a Policy Council member is selected by members of the council to receive the Rosia Kerens Award per the criteria established by Policy Council.
- The recipient is announced at an event/meeting that is annually determined in conjunction with the Policy Council.

Criteria for Rosia Kerrens Award

Rosia Kerrens was a parent in the first Murphysboro Head Start. Her enthusiasm and commitment as a parent, center committee chairperson and Policy Council member of Head Start was exemplary. This award was created in her honor as a role model and dedication to parents, parent involvement and Head Start in general.

Criteria for the Rosia Kerrens award includes the following:

1. To be awarded of and dedicated to supporting Head Start guidelines, performance standards and policies as related to parents, children, families and community.
2. To participate in all training as possible and relevant to promote Head Start.
3. To be a Policy Council member.
4. To reward meritorious service (within the current Head Start year, as a minimum).
5. To be an advocate of Head Start children and families.

This award should be given with consensus of the Policy Council.
REGULATION REFERENCE: Performance Standard 1304.40(d)(3)

POLICY: Parents must be provided with opportunities to participate in the program as employees or volunteers.

PROCEDURE:
- The FCPC is responsible to:
  - Provide parent with volunteer information at parent orientation, in the parent handbook and at parent committee meetings.
  - Contact the business manager regarding employment vacancies and include listings monthly in the newsletter.
  - Ensure information about employment and volunteer opportunities are posted on parent bulletin boards as needed.
- FCSWs are responsible to post information regarding employment and volunteer opportunities on parent bulletin boards as provided.
- Past or current parents applying for employment are to be given preference for employment vacancies for which they are qualified. See Personnel Policies for procedures.
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Subject: Parent Involvement - Child Development & Education  
Number: C.40.27

Service Area: FCP – Family Partnerships  
Section: Parent Involvement in Child Development & Education

Relevant Forms: Located on P:/common drive  
Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.40(e)(1) & (3)

POLICY: Parents must be included in the development of the program’s curriculum and approach to child development and education. Parents must have the opportunity to enhance their parenting skills, knowledge and understanding of the educational and developmental needs and activities of their children and to share concerns about their children with program staff.

PROCEDURE:
- The FCPC is to ensure the curriculum is discussed with parents at parent orientation and at least one parent committee meeting annually. Input into the curriculum will be gathered from parents through the parent committees, which will be shared during self-assessment.
- Parents will have the opportunity to elect a representative from their parent committee to the Education Committee at the first meeting of the program year in September.
- FCSWs will discuss the family’s child care and parenting status during family assessment, which includes a discussion on parenting and child development issues and concerns of the parent.
  - Individual support provided to parents related to their child’s development and education will be documented by FCSWs in the database.
- The FCPC collects information from parents at parent orientation, parent committee meetings, focus groups, etc. related to their educational needs regarding their children. This information is used to plan a parent involvement and education program that is responsive to the needs of parents.
  - Parent committee meetings, special events, the newsletter, parent bulletin boards, and resource racks will provide information, education and resources for parents related to parenting issues and concerns.
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<th>Subject:</th>
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REGULATION REFERENCE: Performance Standard 1304.40(e)(4)

POLICY: Families must be offered the opportunity for family literacy development either directly from the program or through referrals to other local agencies.

PROCEDURE:
- The FCPC will ensure parents have access to materials, services, and activities essential to family literacy development. Such materials will be available through:
  - Resource racks
  - Parent bulletin boards
  - Parent committee meetings
  - Annual Parent Activity
  - Special events and resource fairs
  - PACT activities held quarterly in conjunction with parent committee meetings
  - FCSWs
  - Community calendar and other community events promoted through Head Start
  - Partnerships with community agencies
- FCSWs must offer parents assistance as adult learners to address their own literacy goals.
  - The parent’s education status must be discussed as part of the family assessment process.
  - Individual family partnership agreements must be developed with parents interested in pursuing their learning goals.
  - Parents’ will be referred by FCSWs to the adult education provider most beneficial to the parent.
- The FCPC is responsible to maintain a formal relationship with each adult basic education/family literacy/GED provider in the community. A written interagency agreement is maintained jointly with providers and updated annually.
- Parents’ enrollment in adult education is monitored by the FCPC and reported annually in the PIR.
Parent & Child Together (PACT) Activities

- PACT (Parent And Child Together) Activities will be offered on a schedule determined annually by the FCPC and program director.
- Generally PACT activities may be offered prior to select parent committee meetings and/or at parent events.
- The FCPC is responsible for determining PACT activities and gathering needed materials, however, parents and other staff may be utilized in carrying out activities.
- The activities should a demonstration of ways parents can work with their child at home. Therefore, parents are expected to remain with their children during the activity.
- Documentation of PACT activities should include sign-in sheets and a handout provided to parents about the activity, including which learning areas the activity supports.
- The FCPC is responsible for monitoring PACT attendance and maintaining records of attendance.
REGULATION REFERENCE: Performance Standard 1304.40(e)(5)

POLICY: Each family must be offered the opportunity and be encouraged to participate in parent/teacher conferences conducted by teaching staff.

PROCEDURE:
Teachers must:
- Offer each family the opportunity to participate in two parent/teacher conferences per year.
- Schedule P/T conferences with parents at a mutually convenient time.
- Document completion of P/T conferences using a Progress and Planning form.
- Share results from the screenings, assessments, observations, and individualization plan and discuss developmental progress and any concerns.
- Solicit parent(s)/guardian(s) input relative to the curriculum.
- Provide parent with home activities to support the child’s interests, needs, or strengths.
- Explain the advantages of P/T conferences to reluctant parents.

The CDC must:
- Ensure each family is offered the opportunity to participate in two P/T conferences per year.
- Monitor documentation of P/T conferences by teachers.
- Follow-up with and support teachers experiencing difficulty completing P/T conferences.
Subject: Health Education                                      Number: C.40.30

Service Area: FCP - Family Partnerships                        Section: Parent Involvement in Health, Nutrition and Mental Health Education

Relevant Forms: Located on P:/common drive               Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.20(e)(2) & (3);
1304.40(f)(1) & (2)(i-iii)

POLICY: Medical and dental education programs for program staff, parents and families must be provided.

PROCEDURE:
FCSWs must assist parents in understanding how to enroll and participate in system of ongoing family health care by:

• Discussing the family and child’s medical and dental health status during Family Assessment.
• Encouraging establishment of a medical/dental home
• Providing parents with a list of low cost medical/dental providers, which is prepared and updated by the HNC
• Providing information and assistance in applying for medical benefits
• Educating parents on the importance of completing program health requirements and implementing health/dental referrals for any child with outstanding health/dental requirements. Health/dental referrals are monitored by center directors and health/nutrition staff.
• Educating the parent, by providing examples and explaining health/dental screenings and requirements, so that they can prepare their child prior to receiving the needed screening.
• Assisting in obtaining prior parent permission for any screening or exam completed at Head Start.
• Establishing FPAs with families who are challenged in meeting program health/dental requirements.
• Ensuring parents are aware of and understand the purpose and results of all health procedures, requirements, screenings, examinations, etc. conducted by or for Head Start.
• Encouraging parents to accompany their child to medical and dental examinations and appointments and actively participate in their child’s health care.

The FCPC is responsible for:

• Ensuring parents are provided with educational opportunities, related to their child’s medical/dental health, including first aid and safety information.
• Preparing the schedule of health education activities for parents to be included in the overall parent education/parent meeting schedule, which is determined annually by the FCPC and approved by the director.
• Providing medical/dental health and safety awareness parent education opportunities through:
  o Parent committee meetings
  o Special events
  o Resource racks
  o Bulletin boards
  o Newsletter
  o Referrals to community providers
  o Individually through staff

• The health/nutrition service area staff is responsible for providing information to share with parents specific to the health needs of individual children as needed.
REGULATION REFERENCE: Performance Standard 1304.23(d); 1304.40(f)(3)(i) & (ii)

POLICY: Nutrition education programs for program staff, parents and families must be provided.

PROCEDURE:
The FCPC must ensure nutrition education is provided to parents in the selection and preparation of foods to meet family needs and in the management of food budgets, and to broaden nutrition knowledge.

- The schedule of nutrition education activities for parents will be included in the overall parent education/parent meeting schedule, which is determined annually by the FCPC and approved by the director.
- Nutrition education opportunities for parents may be provided through:
  - Parent committee meetings
  - Special events
  - Resource racks
  - Bulletin boards
  - Newsletters
  - Referrals to community providers
  - Individually through staff
  - Growth Assessment follow-up

FCSWs are responsible for:
- Discussing family nutrition with parents during the family assessment process.
- Referring families to community resources to support family nutrition and family access to food.
- Initiating an internal service request for families as needed to support nutrition.

The HNC is responsible for:
- Providing parents’ information specific to the nutritional needs of individual children as needed.
- Providing resources and support for the nutrition education program.
REGULATION REFERENCE: Performance Standard 1304.40(f)(4)(i)-(iii)

POLICY: Mental health education programs for program staff, parents and families must be provided.

PROCEDURE:
- The FCPC must ensure a variety of opportunities are provided for parents and program staff to identify and discuss issues related to child mental health.
  - The schedule of mental health consultations for parents will be included in the overall parent education/parent meeting schedule, which is determined annually by the FCPC and approved by the director.
  - Mental health parent education opportunities may be provided through:
    - Parent committee meetings
    - Special events
    - Resource racks
    - Bulletin boards
    - Newsletter
    - Referrals to community providers
    - Individually through staff
- FCSWs are provided support to address family mental health concerns through group case consultations the mental health consultant, the FCPC, the HNC and/or health specialist and the CDC and/or CDS. Consultations are to be held based on an annually determined schedule.
- FCSWs are to complete Mental Health Assistance Requests to request additional support for families on an individual basis.
- Mental Health Assistance Requests are completed by the FCSW, signed by the center director and forwarded to the CDS for determination of needed action.
- The CDS is responsible for:
  - Providing parents’ information specific to the mental health needs of individual children as needed.
  - Providing resources and support for the mental health education program.
  - Ensuring parents are actively involved in planning and implementing any mental health interventions for their children.
REGULATION REFERENCE: Performance Standard 1304.40(g)(1) & (2)

POLICY: Parents must be supported and encouraged to influence the character and goals of community services in order to make them more responsive to their interests and needs.

PROCEDURE:
The FCPC is responsible for:
- Updating the community resource guide each spring and ensuring families receive copies within 30 days of the child’s first day of attendance.
- Ensuring updated resources are available to families through bulletin boards, resource racks, etc.
- Ensuring each family is offered the opportunity to participate in the family partnership process, which includes the home visit, family assessment and family partnership agreement.
- Offering parents the opportunity to interact with community members through:
  - Service in an elected leadership role, such as Policy Council or Health Advisory Committee
  - Soliciting community members to provide parent education at parent committee meetings or special events
  - Organizing community resource fairs for parents
- Ensuring the annual communitywide strategic planning process includes information solicited from parents related to their needs and available resources.
- Designing a community partnerships program which includes relationships and interaction with community agencies.

FCSWs are responsible for:
- Completing the family partnership process with each family, which includes the home visit, family assessment and family partnership agreement.
- Assisting parents in accessing community resources.
- Acting as a role model for parents to guide them in working with community agencies.
- Providing each parent with a community resource guide.
- Updating information on bulletin boards and resource racks.
- Attending community meetings as assigned and representing the needs of Head Start families.
Subject: Parent Involvement - Transition Activities  
Number: C.40.34

Service Area: FCP – Family Partnerships  
Section: Parent Involvement in Transition Activities

Relevant Forms: Located on P:/common drive  
Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(h)(1)-(4)

POLICY: The program must assist parents in becoming their children’s advocate as they transition into Head Start and public school.

PROCEDURE:
The FCPC is responsible for:
- Ensuring parents receive information about the transition into Head Start through:
  - Working with enrollment staff to develop effective staff training on the enrollment process, which includes providing parents with information to prepare them for entering Head Start.
  - Developing an effective parent orientation program and monitoring to ensure each family receives orientation.
- Ensuring parents receive information about the transition to public school through:
  - Assisting center directors to invite kindergarten teachers and school administrators to parent committee meetings annually, generally in April.
  - Working with the CDC to determine/develop materials to be included in transition packets provided to parents as children transition out of the program.
  - Participating in meetings of the kindergarten transition committee.
  - Working with CDC to provide additional parent education related to kindergarten transition as needed.

FCSWs are responsible for:
- Providing and documenting information to parents to prepare them for entry into Head Start at the time of enrollment.
- Ensuring each family on their caseload receives parent orientation within 30 days of the child’s acceptance to the program
- Attending and participating in parent committee meetings.
- Preparing transition files

The CDC is responsible for:
- Scheduling and facilitating meetings of the Kindergarten Transition Committee and Education Committee.
- Assisting parents of children with social-emotional concerns to meet/communicate with school personnel prior to school attendance.
- Working with the FCPC to determine/develop materials to be included in transition packets provided to parents as children transition out of the program.
- Preparing release for Educational Programming forms for teachers to obtain parental permission to share information/records with public schools.
- Monitoring preparation of children’s transition files and delivering them to schools.

Teachers are responsible for:
- Distributing Child Transition packets during the final home visit.
- Obtaining parent signature on the Release for Educational Programming form.
- Sharing children’s progress with parents toward school readiness skills; ensuring parents are informed of school expectations.
- Discussing activities that can be completed at home throughout the summer months to enhance the child’s learning and development, stressing the importance of parents reading to their children on a daily basis.
Subject: Parent Involvement - Home Visits  Number: C.40.35

Service Area: FCP – Family Partnerships  Section: Parent Involvement in Home Visits

Relevant Forms: Located on P:\common drive  Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.40(i)(1)-(3)

POLICY: Each family must be offered the opportunity to participate in home visits by Head Start staff.

PROCEDURE:
The FCPC must:
- Ensure each family is offered the opportunity to participate in the family partnerships process, which includes home visits, family assessments and family partnership agreements.
- Monitor documentation of home visits by FCSWs, including the location of the visit.
- Follow-up with and support FCSWs completing a larger than average percentage of visits in a location other than the family home.

FCSWs must:
- Offer each family the opportunity to participate in the family partnerships process, which includes home visits, family assessments and family partnership agreements.
- Schedule home visits with parents at a mutually convenient time.
- Document completion of home visits in the database, including the location of the visit when completed somewhere other than the family home.
- Explain the advantages of home visits to reluctant parents.
- Document instances where parents refuse to participate in home visits. See policy C.40.3.1 for more information

The CDC must:
- Ensure each family is offered the opportunity to participate in two teacher home visits per year.
- Monitor documentation of home visits by teachers, including the location of the visit and number of attempts.
- Follow-up with and support teachers experiencing difficulty completing home visits.

Teachers must:
- Offer each family the opportunity to participate in two home visits per year.
- Schedule home visits with parents at a mutually convenient time.
- Document completion of home visits.
- Explain the advantages of home visits to reluctant parents.
- Document instances where parents refuse to participate in home visits.
  - See ECDHS/Parent Contacts procedure for more information
### Subpart C – Family and Community Partnerships
#### 1304.41 Community Partnerships

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Subject: Community Partnerships - General

Number: C.41.1

Service Area: FCP – Community Partnerships

Section: Partnerships

Relevant Forms: Located on P:/common drive

Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)

POLICY: The program must take an active role in community planning to encourage strong communication, cooperation and the sharing of information among agencies and their community partners and to improve the delivery of community services to children and families in accordance with the agency’s confidentiality policies.

PROCEDURE: The FCPC is responsible for designing an effective community involvement plan, which includes:

- Participating in community meetings and events
- Establishing and maintaining interagency agreements with community service providers that can support the needs of Head Start families
- Educating community stakeholders about Head Start and the needs of Head Start families
- Developing an effective communitywide strategic planning process
- Maintaining a volunteer outreach program
REGULATION REFERENCE: Performance Standard 1304.41(a)(1)

POLICY: SIU Carbondale Head Start staff will participate in community meetings as approved by the director.

PROCEDURE:
- Service area coordinators are responsible for identifying community meetings appropriate to their service area that best meet their networking and information sharing needs.
- Each FCSW will have at least one community meeting they are responsible for attending regularly. The schedule will be reviewed and updated annually.
- Examples of community meetings include, but is not limited to:
  - LAN (Local Area Network) meetings
  - Interagency meetings
  - Healthy Communities Coalition meetings
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Subject: Community Partnership Agreements
Number: C.41.3

Service Area: FCP - Community Partnerships
Section: Partnerships

Relevant Forms: Located on P:/common drive
Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(2)(i)-(ix)

POLICY: SIU Carbondale Head Start will establish collaborative relationships, which may include written agreements, with community organizations that provide services responsive to the needs of Head Start families.

PROCEDURE:
Establishing new agreements:
- The director and service area coordinators are responsible for identifying organizations with which SIU Carbondale Head Start may benefit from a written agreement.
- When possible written agreements should be established; either initiated by SIU Carbondale Head Start or initiated by the other party.
- Efforts to establish a written agreement should be documented.

Updating existing agreements:
- A grid is prepared annually by the FCPC listing:
  - The agency with which agreement exists
  - The type of agreement (letter/memo of understanding; interagency agreement; linkage agreement, etc.)
  - Which party initiates the agreement
  - The designated day-to-day person at Head Start. The designated day-to-day person is also responsible for making efforts to update.
  - The date the agreement was last signed by the partner
- If the agreement is initiated by SIU Carbondale Head Start, the designated day-to-day person reviews the past agreement, makes any needed/recommended revisions and submits the document along with a cover letter to the director for review/approval.
  - Once the document is approved and signed by the director, it is sent to the other agency for review/approval.
- If the agreement is initiated by the other party, the SIU Carbondale Head Start designated day-to-day person is responsible for monitoring when agreements are due for renewal and communicating with the other party needed to facilitate renewal.
- Once agreements are signed by both parties, originals are kept by the director and copies by the FCPC and the designated day-to-day staff person.
- Determinations to cease interagency agreements are made by the director.
REGULATION REFERENCE: Performance Standard 1304.41(a)

POLICY: The SIU Carbondale Head Start Community Connections newsletter contains information of relevance to community stakeholders and is distributed twice per year – Spring and Fall.

PROCEDURE: The FCPC is responsible for:
- Preparing the newsletter and submitting to the director for review.
- Updating the mailing list
- Copying and distributing the newsletter
- Keeping records of newsletters and mailing lists
- Providing newsletter to office manager for updating the website
REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: The FCPC is responsible for implementing an effective volunteer program, which includes outreach to encourage volunteers from the community to participate in the program.

PROCEDURE:
- The FCPC maintains a central file/notebook for all regular program volunteers that contains required forms and information about individual volunteers.
- Center directors are responsible for submitting copies of regular program volunteer paperwork to the FCPC.
Subject: Volunteer Recruitment | Number: C.41.6
Service Area: FCP - Community Partnerships | Section: Volunteer
Relevant Forms: Located on P:/common drive | Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: All staff have a role in recruiting volunteers.

PROCEDURE: Center directors, community workers, coordinators, specialists and teaching staff are expected to encourage all parents/guardians to volunteer. FCP staff are expected to encourage volunteers from within the community. The following organizations may be contacted:

1. Local high schools in Jackson and Williamson counties
2. Southern Illinois University Sororities and Fraternities
3. Saluki Volunteer Corp.
4. Church and senior citizens groups

- Generally, student interns are recruited as volunteers through contacts made by the Head Start director or by designated staff to appropriate University colleges/departments.
- In order to minimize repetitive contacts with community volunteers, staff members will coordinate the recruitment of community volunteers with the director or the FCPC.
- If an organization, not listed above, is targeted for community volunteer recruitment, the FCPC should be consulted.
- Contact with media about volunteer opportunities will be approved by the program director.
- For parent volunteers, information about opportunities for volunteering will be conducted at Parent Orientation and Parent Meetings.

Tips for Recruiting Volunteers

- Be familiar with, and creative about, the opportunities provided by the program.
- Be familiar with the policies and procedures that affect volunteers.
- Demonstrate, in action, voice and time given, an enthusiasm for volunteer participation. The partnership with volunteers begins during the first contact.
- Gather information about the volunteer’s interests and desires for specific opportunities, along with the motivation for volunteering.
- Provide information to a potential volunteer about how the assistance to be provided would be useful, helpful and recognized.
- Ask for volunteer help and support (most persons report the reason for not volunteering as “not being asked”).
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**REGULATION REFERENCE:** Performance Standard 1304.52(h)(1); DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2)

**POLICY:** All volunteers will abide by the program’s standards of conduct.

**PROCEDURE:** Head Start Performance Standard 1304.52(h)(1) specifies that volunteers:

1. **(i)** they will respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
2. **(ii)** they will follow program confidentiality policies concerning information about children, families and other staff members;
3. **(iii)** no child will be left alone or unsupervised while under their care; and
4. **(iv)** they will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

*DCFS Licensing Standards for Day Care Centers (September 22, 2014, P.T. 98.02)* state that volunteers whose duties require contact with children on a regularly scheduled basis of one or more times per month shall meet the same personnel qualifications required of other staff by Section 407.100(a).

These General Requirements for Personnel are:

1a.) Shall be able to demonstrate the skill and competence necessary to contribute to each child’s physical, intellectual, personal, emotional and social development. Factors contributing to the attainment of this standard include:

1. **(v)** emotional maturity when working with children
2. **(vi)** cooperation with the purposes and services of the program
3. **(vii)** respect for children and adults
4. **(viii)** flexibility, understanding and patience
5. **(ix)** physical and mental health that do not interfere with child care responsibilities
6. **(x)** good personal hygiene
7. **(xi)** frequent interaction with children
8. **(xii)** listening skills, availability and responsiveness to children
(xiii) sensitivity to children’s socioeconomic, cultural, ethnic and religious backgrounds and individual needs and capabilities
(xiv) use of positive discipline and guidance techniques, and
(xv) ability to provide an environment in which children can feel comfortable, relaxed, happy and involved in play, recreation and other activities.

Volunteers whose duties require contact with children on a regularly scheduled basis of one or more times per month or volunteers whose duties put them in contact with records or other confidential information will be asked to read and sign the SIU Carbondale Head Start Information for Volunteers: Standards of Conduct and Confidentiality.

POLICY: The program encourages parents to volunteer during program operating hours; volunteering by parents is not mandatory. The following volunteer opportunities are available for parents/guardians:

- Working in your own home with your child.
- Participating in home visits and parent teacher conferences.
- Planning, developing and attending parent activities.
- In the governance of the Head Start classroom and program by:
  - Attending and supporting the Parent Committee meetings.
  - Serving as officers of the Parent Committee.
  - Serving as elected members of the Policy Council.
  - Electing parents to represent them at Parent Committee meetings and Head Start Policy Council meetings.
  - Serving on the Male Advisory Panel, Education Committee and/or Health Advisory Committee.
- Volunteering at Head Start centers in the following ways:
  - In the Classroom
    - Help teachers with children in the classroom during group time, center time, playground time, mealtime, etc. to carry out daily activities.
    - Serve as an additional adult supervising children on field trips.
    - Present cultural activities to children.
    - Assist teachers with bulletin boards.
    - Assist teachers in the preparation of classroom materials. (i.e. clean toys, label items, organize classroom materials, prepare classroom displays for teachers).
    - Read stories to the children.
    - Assist with restroom breaks and brushing teeth.
    - Discipline children only under the direction and approval of Head Start staff. All discipline of the children is to be consistent with Head Start’s Discipline Statement.
  - In the Office
    - Assistant with copying.
    - Assist with answering the phone.
    - Assist with filing.
    - Prepare parent bulletin board.
    - Use computer for assigned tasks.
- Assist with other duties as available.
- Help with preparing the monthly newsletters.

**In the Kitchen**
- Assist with setting up meal carts.
- Assist with washing dishes.
- Assist with cleaning in the kitchen.
- Assist with all other duties as available.

**On the Bus**
- Receive training to serve as a bus monitor
- Ensure all children are buckled in seat belts and backpacks stowed safely under seats.
- Ensure children remain seated on the bus.
- Maintain an appropriate noise level so as not to disrupt the driver.

**In the Community**
- Help recruit children for Head Start by telling other parents of preschool children about Head Start.
- Assist staff in posting flyers in the community.

**PROCEDURE:**

The program director or designee is responsible to:
- Ensure a safe and healthy environment for children, staff and volunteers by developing and implementing program policies that comply with Department of Children and Family Services Licensing Standards for Daycare Centers and Head Start Performance Standards around staff/volunteer health requirements.
- Determine the program’s definition of “regular” volunteer. The definition may be reviewed and updated annually or as needed.

The FCPC is responsible to:
- Ensure information about volunteer opportunities for parents is provided in the Parent Handbook, in the newsletter, on the SIU Carbondale Head Start website, during parent orientation and monthly at Parent Committee meetings.
- Monitor parent volunteer records and consult with center directors when additional health/background documentation is required.
- Maintain volunteer records.
- Report status of volunteers to the program director as requested.

Center directors are responsible to:
- Ensure “regular” parent volunteers in the classroom obtain TB clearance and provide a physical examination signed by a medical professional as required by the Illinois Department of Children and Family Services (DCFS).
- Ensure, in addition to the physical examination and TB test, a background check is completed for parent volunteers who will be used as replacement or supplemental staff. **Parent volunteers who do not meet the background/health requirements for staff, as outlined in the Illinois DCFS Licensing Standards for Daycare**
Centers, SHOULD NOT be used as replacement or supplemental staff as evidenced by being counted in the child/staff ratio, being left alone with children outside the visual or auditory supervision of staff, or being responsible for any child/children other than their own. **Parent volunteers who are being utilized to fill a required staff position (i.e. teacher) MUST meet all requirements/standards that apply to an employed person in that position.**

- Provide copies of health/background documentation for parent volunteers to FCPC.
- Consult with FCPC when additional volunteer health/background requirements are needed for parent volunteers.

FCSWs are responsible to:
- Provide information to parents about volunteer opportunities at Head Start and encourage parent participation.
- Document contacts with parents about parent volunteer opportunities and report via weekly status report.
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Subject: Volunteers – Community & Student  
Number: C.41.9

Service Area: FCP - Community Partnerships  
Section: Partnerships

Relevant Forms: Located on P:/common drive  
Date Effective: 07/2011


POLICY: The program encourages community and student volunteers to volunteer during program operating hours. Opportunities for community volunteers include:

- Serving on Policy Council as approved by parent members (four community representatives annually)
- Serving on program advisory committees and providing parent input to improve or develop the program’s operations (e.g., curriculum, approach to child development and education and health advisory committee)
- Volunteering at Head Start centers in the following ways:

  **In the Classroom**
  - Help teachers with children in the classroom during group time, center time, playground time, mealtime, etc. to carry out daily activities.
  - Serve as additional adult supervising children on field trips.
  - Present cultural activities to children.
  - Assist teachers with bulletin boards.
  - Assist teachers in the preparation of classroom materials. (i.e. clean toys, label items, organize classroom materials, prepare classroom displays for teachers).
  - Read stories to the children.
  - Assist with restroom breaks and brushing teeth.
  - Discipline children only under the direction and approval of Head Start staff. All discipline of the children is to be consistent with Head Start’s Discipline Statement.

  **In the Office**
  - Assist with copying.
  - Assist with answering the phone.
  - Assist with filing.
  - Prepare parent bulletin board.
  - Use computer for assigned tasks.
  - Assist with other duties as available.
  - Help with preparing the monthly newsletters.
In the Kitchen
- Assist with setting up meal carts.
- Assist with washing dishes.
- Assist with cleaning in the kitchen.
- Assist with all other duties as available.

On the Bus
- Receive training to serve as a bus monitor
- Ensure all children are buckled in seat belts and backpacks stowed safely under seats.
- Ensure children remain seated on the bus.
- Maintain an appropriate noise level so as not to disrupt the driver.

In the Community
- Help recruit children for Head Start by telling other parents of preschool children about Head Start.
- Assist staff in posting flyers in the community.
  - Participating in special events and activities such as Family Reading Night, Community Resource Fair and Community Reading Week (See Community Reading Week policy/procedure C.41.9.1).
  - Assisting with the repair and maintenance of facilities and grounds, materials and equipment as approved

No volunteer application is required for volunteers who are assisting the program on an irregular, informal basis (i.e. special events such as Community Reading Week, parent activity events, Family Fun Fair, etc.)

All interns must be arranged through the director's office.

PROCEDURE:
The program director or designee is responsible to:
- Ensure a safe and healthy environment for children, staff and volunteers by developing and implementing program policies that comply with Department of Children and Family Services Licensing Standards for Daycare Centers and Head Start Performance Standards around staff/volunteer health requirements.
- Review applications for community/student volunteers to be utilized in the administrative office.

The FCPC is responsible to:
- Ensure information about volunteer opportunities for community members is provided to staff, on the website, in the Community Connections newsletter, through the Saluki Volunteer Corps and other student organizations.
- Ensure that volunteer applications are completed for community/student volunteers, except for those who are assisting the program on an irregular, informal basis.
- Review volunteer applications and ensure that appropriate health/background requirements are requested from the volunteer.
- Forward volunteer applications to the appropriate supervisor for review/approval.
- Maintain records of community/student volunteers.
- Report status of volunteers to the program director as requested.
Program service area staff are responsible to:

- Interview potential volunteers for their service area and determine whether the volunteer meets the requirements outlined by DCFS and Head Start Performance Standards.
- Ensure appropriate paperwork is completed. Generally requirements for community/student volunteers will include:
  - Volunteer application
  - DCFS Authorization for Background Check
    - Form may be utilized to conduct SACWIS and Sex Offender Registry checks alone or as part of full criminal background check with fingerprinting.
    - Determinations of background check/fingerprinting requirements will be made by the FCPC based on anticipated volunteer hours and responsibilities.
    - Students under age 18 are not subject to fingerprinting but are subject to a SACWIS and Sex Offender Registry check.
  - Information for Volunteers: Standards of Conduct and Confidentiality
    - DCFS physical examination and TB test
  - Submit applications for volunteers to the FCPC who reviews and forwards to the program director for approval.
  - Ensure volunteers comply with requested health/background documentation and provide copies to the FCPC.
  - Ensure, in addition to the physical examination and TB test, a background check is completed for community/student volunteers who will be used as replacement or supplemental staff. **Community/student volunteers who do not meet the background/health requirements for staff, as outlined in the Illinois DCFS Licensing Standards for Daycare Centers, SHOULD NOT be used as replacement or supplemental staff as evidenced by being counted in the child/staff ratio, being left alone with children outside the visual or auditory supervision of staff, or being responsible for any child/children.** **Community/student volunteers who are being utilized to fill a required staff position (i.e. teacher) MUST meet all requirements/standards that apply to an employed person in that position.**
- Provide the volunteer with orientation to the program, which includes:
  - An overview of the Head Start program
  - An explanation of in-kind
  - Information regarding Standards of Conduct and Confidentiality
  - Information regarding health/safety and hygiene practices
  - Instruction in duties/tasks of the volunteer
- Provide the volunteer with an evaluation of their performance as requested.
  - High school and college student volunteers are evaluated in accordance with practicum procedures established by the appropriate faculty members and educational institution and a copy is to be maintained in the volunteer's file.
- Terminate community/student volunteers who fail to meet standards of conduct and confidentiality, perform unsatisfactorily or are chronically absent. The FCPC and program director should be consulted/informed of such action.
Center directors are responsible to:

- Interview potential volunteers for their center and determine whether the volunteer meets the requirements outlined by DCFS and Head Start Performance Standards.

- Ensure appropriate paperwork is completed. Generally requirements for community/student volunteers will include:
  - Volunteer application
  - DCFS Authorization for Background Check
    - Form may be utilized to conduct SACWIS and Sex Offender Registry checks alone or as part of full criminal background check with fingerprinting.
    - Determinations of background check/fingerprinting requirements will be made by the FCPC based on anticipated volunteer hours and responsibilities.
    - Students under age 18 are not subject to fingerprinting but are subject to a SACWIS and Sex Offender Registry check.
  - Information for Volunteers: Standards of Conduct and Confidentiality
  - Classroom Student Aide Agreement
  - DCFS physical examination and TB test

- Submit applications for volunteers to the FCPC who reviews for approval.

- Ensure volunteers comply with requested health/background documentation and provide copies to the FCPC.

- Ensure, in addition to the physical examination and TB test, a background check is completed for community/student volunteers who will be used as replacement or supplemental staff. **Community/student volunteers who do not meet the background/health requirements for staff, as outlined in the Illinois DCFS Licensing Standards for Daycare Centers, SHOULD NOT be used as replacement or supplemental staff as evidenced by being counted in the child/staff ratio, being left alone with children outside the visual or auditory supervision of staff, or being responsible for any child/children.**
  
  **Community/student volunteers who are being utilized to fill a required staff position (i.e. teacher) MUST meet all requirements/standards that apply to an employed person in that position.**

- Provide the volunteer with orientation to the program, which includes:
  - An overview of the Head Start program
  - An explanation of in-kind
  - Information regarding Standards of Conduct and Confidentiality
  - Information regarding health/safety and hygiene practices
  - Instruction in duties/tasks of the volunteer

- Provide the volunteer with an evaluation of their performance as requested.
  - High school and college student volunteers are evaluated in accordance with practicum procedures established by the appropriate faculty members and educational institution and a copy is to be maintained in the volunteer's file.

- Terminate community/student volunteers who fail to meet standards of conduct and confidentiality, perform unsatisfactorily or are chronically absent. The FCPC and program director should be consulted/informed of such action.
REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Community Reading Week may be held each year to offer community representatives the opportunity for involvement at Head Start.

PROCEDURE: The FCPC is responsible for:
- Developing plans for Community Reading Week annually, including dates, theme, and recommended list of invitees
- Reviewing plans with director
- Drafting invite letter for director’s review/signature
- Preparing invites
- Following-up with those invited and preparing schedule of readers
- Notifying center directors of schedule
- Communicating with center directors regarding participation
- Reporting participation to director
- Preparing thank-you letters/cards for director’s approval

Center directors are responsible for:
- Greeting readers
- Obtaining in-kind from readers
- Taking photographs
- Communicating with FCPC regarding participation
POLICY: Both high school and college student volunteers/interns have specific educational requirements.

PROCEDURE:
- Volunteer responsibilities and assignments are determined individually with each volunteer.
- All interns must be arranged through the director’s office.

Additional Requirements for Student and Youth Aides
All students assisting in the care of children:
- Must be at least 14 years of age or older
- Must be under the direct supervision of a teacher
- Are not counted for purposes of maintaining staff/child ratios, except as provided in Section 407.160(d) of the IL DCFS Licensing Standards for Day Care Centers (September 22, 2014 - P.T. 2014.17).

- Records on each student or youth aide shall include:
  - The full name, home address and home telephone number of the student or youth aide.
  - A copy of the current school medical examination form
  - The name of the person at the day care center who is responsible for supervising the student or youth aide
- When a student is placed as part of a practicum or vocational training program, or when a youth aide is placed as part of an agency leadership training program, the record shall also include:
  - The name of the school or agency arranging the placement
  - The name, title and telephone number of the school or agency staff member responsible for the participation of the student or youth aide
- A plan for the participation of the student or youth aide shall be agreed upon in writing and:
  - Shall be signed by the participant, the supervising child care staff member and the school or agency staff member
  - Shall specify duties and hours and indicate the person and group to which the student or youth aide is assigned while in the center
• There shall be a written agreement regarding procedures for terminating an unsatisfactory student or youth aide.

To meet the above DCFS requirements, Student Volunteers, Head Start staff and School staff will complete an SIU Carbondale Head Start Classroom Student Aide Agreement if the student’s placement primarily involves being with children in classrooms.

Any written reports made as a result of student interning/volunteering must be copied to SIU Carbondale Head Start.
REGULATION REFERENCE: Performance Standard 1304.40(d)(2) & (3)

POLICY: The program is to recognize the contributions of parent volunteers.

PROCEDURE: The program will utilize a variety of methods to recognize parent volunteers:

Parent Volunteers of the Month
- Center directors select a Parent Volunteer of the Month for each center/co-location from September through April based on the criteria established.
  - Criteria for the Parent Volunteer of the Month and Parent Volunteer of the Year will be reviewed annually by parents at the September parent meetings.
- The Parent Volunteer of the Month will be awarded a certificate.
  - Printed certificates (excluding the recipient's name) are provided annually to center directors by the FCPC, generally in August.
  - The center director is to write/type the recipient's name on the certificate each month and provide to the parent.
- The Parent Volunteer of the Month’s name will be announced at a subsequent parent meeting by the center director.
- FCSWs are to post the Parent Volunteer of the Month’s name on the parent board.

Parent Volunteers of the Year
- Male and Female Parent Volunteers of the Year will be selected for each center/co-location each April based on established criteria.
- Center directors track parent volunteer hours monthly and review the annual total to determine the male and female parents with the highest hours based on the established criteria.
- Parent Volunteers of the Year will be recognized at their center/site by the center director with a certificate and/or gift.
- Recipients of the Male and Female Parent Volunteer of the Year awards at each center/site are eligible to apply for the SIU Carbondale Head Start Program-Wide Male and Female Volunteer of the Year awards.
  - The FCPC prepares the applications annually, generally in April, and distributes to center directors with the return date. The application includes information about the applicant’s volunteer activities, a personal statement, references and a total of their eligible volunteer hours.
  - Center directors must provide their Volunteers of the Year with their packets, provide any assistance needed for parents to complete the packets and return the packets to the FCPC by the due date.
The director establishes a committee to review the applications and select the program-wide Male & Female Volunteers of the Year. The committee generally includes the FCPC, administrative staff and/or representatives from the Policy Council. The committee typically meets in late April.

The FCPC is responsible to coordinate the committee meeting, ensure minutes are kept and provide the names of the selected recipients to the director immediately following the selection.

The director will recognize the Male and Female Volunteers of the Year.

- The center Male or Female Volunteer of the Year at the Murphysboro center with the highest volunteer hours is entitled to the Earlene Sanders Award.

Anyone employed by the Head Start program cannot claim any volunteer time as an in-kind donation. For example, a parent employed as a bus monitor can volunteer at the center but cannot claim those hours as in-kind. Therefore, parent volunteers who are staff are not eligible for Parent Volunteer of the Month/Year awards (see In-Kind Documentation A.00.4).

Parent/Community Volunteer Recognition

- Parents/Guardians who have volunteered 50 hours will receive a parent volunteer recognition certificate, generally at their child’s recognition ceremony at the center.
  - The center director tracks parent volunteer hours to determine eligibility.
  - The FCPC provides certificates to center directors.
- Other persons who volunteer (i.e. community/student volunteers) 25 hours will receive a general volunteer recognition certificate.
  - The staff person supervising the volunteer is responsible to ensure they receive a certificate.
  - The FCPC provides certificates as requested.

Policy Council Volunteer Recognition

- Each year a Policy Council member is selected by members of the Council to receive the Rosia Kerens Award per the criteria established by Policy Council.
- The recipient is announced at the annual staff/Policy Council transition dinner.

Criteria for Rosia Kerens Award

Rosia Kerens was a parent in the first Murphysboro Head Start. Her enthusiasm and commitment as a parent, center committee chairperson and Policy Council member of Head Start was exemplary. This award was created in her honor as a role model and dedication to parents, parent involvement and Head Start in general.
Criteria for the Rosia Kerrens award includes the following:

6. To be awarded of and dedicated to supporting Head Start guidelines, performance standards and policies as related to parents, children, families and community.
7. To participate in all training as possible and relevant to promote Head Start.
8. To be a Policy Council member.
9. To reward meritorious service (within the current Head Start year, as a minimum).
10. To be an advocate of Head Start children and families.

This award should be given with consensus of the Policy Council.
REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: Advisory committees will be established as needed to support program service issues such as community partnerships and to help the program respond to community needs.

PROCEDURE:
- Through work with families and the community, service area coordinators may identify areas that may benefit from the development of an advisory committee.
- Staff identifying a need must meet with the program director, who will work with the coordinator make a determination of next steps.
REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: The health service area utilizes a Health Advisory Committee composed of Head Start staff, Head Start parents, and community health professionals. Its purpose is to offer support, guidance, and advisement to Head Start health services. A minimum of two (2) meetings will be held each program year.

PROCEDURE: The ultimate goal of the Health Advisory Committee is to assist in enabling Head Start to provide the necessary health services and education to children and their families. The HNC is to facilitate the Health Advisory Committee.

Membership
In general, the membership will be:
- Two parents elected from each parent committee.
- One dental professional.
- One nutrition professional.
- One medical professional.
- One mental health professional.
- Head Start staff representing various aspects of the Head Start program.

Meetings
- A minimum of two (2) meetings will be held each program year. In general, these meetings will be held in October and March. Additional meetings may be called if need warrants.
- An agenda is established by the HNC and submitted to program director for approval. Meeting notices are to be mailed to each member.
- Information is to be shared and input received from the committee regarding:
  - Child nutrition services/issues
  - Health & dental services/issues
  - Mental health & disabilities services/issues
  - Staff wellness
- Minutes are to be taken of the meeting and minutes provided to the committee at the next regularly scheduled meeting. Sign-in-sheet and in-kind forms are to be made available at each meeting.
- Documentation of meeting minutes, sign-in-sheet and materials shared is to be maintained by the HNC.
Subject: Education Committee

Service Area: FCP – Community Partnerships

Relevant Forms: Located on P:/common drive

Number: C.41.19
Section: Advisory Committees
Date Effective: 05/2015

REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: The early childhood development area utilizes an Education Committee composed of Head Start staff, Head Start parents. Its purpose is to offer support, guidance, and advisement to Head Start early childhood services. A minimum of two (2) meetings will be held each program year. The ultimate goal of the Education Committee is to assist in enabling Head Start to provide the necessary education services to children and their families.

PROCEDURE: The appropriate early childhood staff will facilitate the Education Committee, which is composed of Head Start staff and Head Start parents.

In general, the membership will be:
• At least one parent elected from each parent committee.
• The CDC and specialist
• Center directors, including the collaboration specialist to represent co-locations
• One supervising teacher from each center
• A co-location teacher (if possible)

A minimum of two (2) meetings will be held each program year. In general, these meetings will be held in October and March. Additional meetings may be called if need warrants.
REGULATION REFERENCE: Performance Standard 1304.41(c)(1)(i-iv)

POLICY: The program coordinates with the LEA’s to support successful transitions for children and families.

PROCEDURE: Outreach to school personnel is accomplished through the Kindergarten Transition Committee, the participation of kindergarten principals and teachers at parent meetings, and communication with other school staff.

The Kindergarten Transition Committee includes school superintendents or their designees who participate in meetings held two times a year generally in November and April. Communication is typically held based on the following topics:

- Content of transition files
- Interagency agreements
- Local definition of school readiness
- Providing parents updated information about the specific district/school their child will attend.
- Ensuring a representative from each district attends the parent meeting to share information concerning kindergarten, school expectations/policies, supplies, etc.
- New mandates/initiatives from OHS or ISBE.

The Parent Meeting generally held in April highlights kindergarten transition information for families. The FCPC is responsible to assist center directors in inviting kindergarten teachers and school administrators to parent committee meetings.

Transition files include documents that facilitate a smooth transition from Head Start to the child’s designated attendance center for kindergarten.

The teacher is responsible to:

- Ensure parents complete a Release of Information for Educational Programming during the first home visit if their child will be eligible to attend kindergarten the following fall.
- Submit the RIEP form to the center director who reviews the form for completeness and forwards it to the CDC.
FCSWs are responsible to:
- Develop a kindergarten transition file for children with a signed RIEP form
- Submit transition files to the CDC by the designated due date.

The CDC is responsible to:
- Track the Release of Information for Educational Programming forms
- Provide center directors with a list of RIEP’s submitted
- Distribute a memo that describes the contents of transition files.
- Develop a list of children’s names and their last center attended for signature by the LEA.
- Distribute kindergarten transition files to LEA’s.
- Ensure opportunities for joint staff training with LEAs are offered.