

Accessing Community Resources and Services

POLICY:

Staff will work collaboratively with parents in the identification and use of community resources and services to meet family needs and interests.

This policy relates to Head Start Performance Standards 45 CFR Part 1302.45, 1302.50, 1302.53

PROCEDURE:

1. Parents are provided information on available community resources for emergency or crisis assistance, opportunities for continuing education and employment training, and programs/agencies which provide counseling and/or information on mental health issues that place families at risk (e.g. substance abuse, domestic violence, child abuse and neglect).
2. Each family will receive a Community Resource Directory during orientation with instructions on how to use it to access information and services. (*see Family Assessment/Goal Setting policy*)
3. During home visits or other opportunities that arise, the Family Advocate will give referrals on needs the family has identified in the Family Agreement/Partnership Agreement process. (*see Family Assessment/Goal Setting policy*)
4. Families will receive notice and information on additional opportunities for education, community collaboration, resource/referral throughout the program year. These could be posted on parent bulletin boards, referenced during parent meeting /training, during home visits or conferences and in newsletters.
5. The Family Advocate follows up with each family to determine whether the quality and timelines of the services received through referrals met the family's expectations and circumstances.