

Big Sandy Area C.A.P., Inc. – HEAD START  
Program Policies and Procedures

## **Advocating for Families**

### POLICY:

Head Start will assist families in obtaining and receiving needed services. Staff will advocate for the family when necessary, and while training them To become an advocate for their child and for themselves.

*This policy relates to Head Start Performance Standards 45 CFR Part 1304.41*

### PROCEDURE:

1. Upon enrollment family service staff is assigned to begin advocacy efforts when necessary.
2. If a family brings to the attention of the staff that they are having difficulty in communicating with an agency, staff will act as a spokesperson for the family.
3. After the family has contacted an agency, the FSW/Home Visitor, will follow-up to see that services were obtained.
4. If a family fails to receive services or benefits to which they are entitled, the FSW/Home Visitor, in collaboration with other relevant staff, will assist in identifying the problems in an effort to obtain services for the family.
5. Family and agency contacts are documented and maintained in the child / family file or entered on COPA.

*Approved by the Policy Council October, 2007*