

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

Referral Tracking

POLICY:

Family Advocate will track family services referrals and follow up services.

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

PROCEDURE:

1. Head Start will make services available to each family based on identified needs. *(see Family Assessment policy)*
2. Services will be rendered directly through the agency or by referral when appropriate. *(see Accessing Community Resources and Services policy)* Family Advocates will assist families with referrals by 90 calendar days after enrollment. Referrals can be made thereafter when needed.
3. At least 50% of the families that are assigned to a Family Advocate's caseload should have a referral within the first 90 days of the child's enrollment. All referrals must be listed on COPA within 120 days of the child's enrollment.
4. Family Advocate will follow up on family referrals within 60 days as to whether the referral was used and the timeliness and responsiveness of the agency to which they are referred.
5. Referrals and follow up will be documented on the Family Assessment/Family Partnership Agreement and maintained confidentially in the family file.