

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 1304.41

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*)
3. Family Advocate will follow up on referrals with families within 60 days, as to whether the referral was used and the timeliness and responsiveness of the agency to which they are referred.
4. Referrals and follow up will be documented on the Family Assessment/Family Partnership Agreement and maintained confidentially in the family file.
5. Referral documentation will also be entered on the COPA data base and on the Family Services Monthly Report and submitted to the grantee Family Services Manager by the 5th working day of each month. (*see Family Services Monthly Report policy*)

Approved by the Policy Council July, 2015