

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

SUBJECT:

**Communication/ Information Systems  
Between Grantee and Delegates**

POLICY:

Two-way communication will occur between the grantee and delegate agencies on a regular basis.

- *This policy relates to [Head Start Performance Standards Part 1304.51](#)*

PROCEDURE:

1. The grantee ensures that delegate agencies receive all regulations, policies, memorandums, instructions and other pertinent information in a timely manner.
2. Communication with delegate agencies will flow through a variety of methods:
  - > interoffice/agency mail and correspondence
  - > telephone, fax & e-mail in order to expedite delivery of dated information
  - > memos
  - > calendars
  - > message posting on COPA
  - > agency webpage
3. Meetings will also be an avenue for sharing information.
  - > Director's/Management meeting held monthly
  - > Unit manager's meeting (Family Services, Education & other advisory group meetings as needed).
  - > Grantee bookkeeper and/or fiscal officer meet with delegate fiscal staff monthly.
  - > Meeting scheduled to discuss matters/concerns relevant to a delegate as needed.

4. Training will be arranged/conducted by the grantee and delegate agencies throughout the program year as identified on the training plan/calendar.
5. Communication will also occur through delegate on-site visits by the grantee to monitor and provide technical assistance.

*Approved by the Policy Council October, 2007*