



Family and Community Engagement

Table of Contents

Family Engagement Approach.....	3
Parent activities to promote child learning and development	4
Family Partnership Services	5
Families in Emergency or Crisis.....	7
Referrals and Follow-up.....	8
Family Contact	9
Family Contact Form	11
Training and Technical Assistance	14
Open House.....	15
Parent Orientation	17
Parent Meetings	18
Parent Meeting Sign-In Sheet.....	20
JCCDC/Parent Handbook & JCCDC Community Resource Directory....	21
Distribution of JCCDC Parent Handbook & Community Resource Directory	23
Referrals and Follow-up.....	25
Parent Bulletin Boards.....	27
Working with Volunteers.....	29
Volunteer Application	31
Volunteer Master File	32
Volunteer Master File Form	34
Parent Volunteer Agreement.....	35
Pedestrian Safety Training	36
Pedestrian Safety Form	37
Transitioning.....	38
Maintaining Official Files	40
Ongoing Monitoring.....	43
Direct Services for Infants and Toddlers.....	44
Services to Pregnant Women: Breastfeeding	45

Family Engagement Approach

Regulation Reference:

(2016) 45 CFR 1302.50 (a)(b)(1-6), 1302.90(b)(6)

Policy:

A program must integrate parent and family engagement strategies into all systems and program services to support family well-being and promote children's learning and development. Programs are encouraged to develop innovative two-generation approaches that address prevalent needs of families across their program that may leverage community partnerships or other funding sources.

Procedures:

1. Jefferson County Child Development Council, Inc. Head Start/Early Head Start FCC program recognizes parents as their children's primary teachers and nurturers. As such the program will implement intentional strategies to engage parents in their children's learning and development and support parent-child relationships, including specific strategies for father engagement.
2. All staff will work to develop relationships with parents and structure services to encourage trust and respectful, ongoing two-way communication between staff and parents to create welcoming program environments that incorporate the unique cultural, ethnic, and linguistic backgrounds of families in the program and community.
3. All Family and Community Engagement staff will collaborate with families in a family partnership process that identifies needs, interests, strengths, goals, and services and resources that support family well-being, including family safety, health, and economic stability.
4. Parents will be given the opportunities to participate in the program as employees or volunteers.
5. Family engagement services will be conducted in the family's preferred language, or through an interpreter, to the extent possible. Staff will ensure families have the opportunity to share personal information in an environment in which they feel safe.
6. JCCDC, Inc. Head Start/Early Head Start FCC program will implement procedures for teachers, home visitors, and family support staff to share information with each other, as appropriate and consistent with the requirements in part 1303 subpart C, FERPA; or IDEA, to ensure coordinated family engagement strategies with children and families in the classroom, home, and community.

Parent Activities to promote child learning and development

Regulation Reference:

(2016) 45 CFR 1302.51 (a)(1-3)(b)

Policy:

A program must promote shared responsibility with parents for children's early learning and development and implement family engagement strategies that are designed to foster parental confidence and skills in promoting children's learning and development.

Procedures:

1. Jefferson County Child Development Council, Inc. Head Start/Early Head Start FCC will offer activities that support parent-child relationships and child development including language, dual language, literacy, and bi-literacy development as appropriate.
2. Jefferson County Child Development Council, Inc. Head Start/Early Head Start FCC program will provide parents with information about the importance of their child's regular attendance, and partner with them, as necessary, to promote consistent attendance.
3. For dual language learners, JCCDC, Inc. Head Start/Early Head Start program will provide information and resources for parents about the benefits of bilingualism and biliteracy.

Research-based Parenting Curriculum

4. JCCDC, Inc. Head Start/Early Head Start FCC program will establish and further develop ongoing opportunities for parents to participate in a research-based parenting curriculum that builds on parents' knowledge and offers parents the opportunity to practice parenting skills to promote children's learning and development.
5. If significant adaptations to the parenting curriculum are made to better meet the needs of one or more specific populations JCCDC, Inc. Head Start/Early Head Start FCC program will work with an expert or experts to develop such adaptations.

Family Partnership Services

Regulation Reference:

(2016) 45 CFR 1302.52 (a)(b)(c)(1-4)(d)

Policy:

A program must implement a family partnership process that includes a family partnership agreement and activities described in 1302.52 to support family well-being, including family safety, health, and economic stability, to support child learning and development, to provide, if applicable, services and supports for children with disabilities, and to foster parental confidence and skills that promote the early learning and development of their children. The process must be initiated as early in the program year as possible and continue for as long as the family participates in the program, based on parent interest and need.

Procedures:

1. When the parents, legal guardians, pregnant teen, or pregnant woman are ready, the Family and Community Engagement Specialist will complete the framework for the Family Plan of Action, giving responsibilities, timetables and strategies for achieving these goals.
2. The parent, legal guardians, pregnant teen, and/or pregnant woman will sign the partnership agreement at enrollment. A copy of the agreement will be given to the pregnant teen, pregnant woman, and/or parent.
3. Together, the parent, legal guardians, pregnant teen or pregnant woman and the Family and Community Engagement Specialist will determine each person's responsibility.
4. The Family and Community Engagement Specialist will follow-up to give the parent, pregnant teen, and pregnant woman, information when needed.
5. The Family and Community Engagement Specialist will follow-up to see if the parent, pregnant teen, and/or pregnant woman has worked toward the goal(s) set or if he/she has accomplished the goal(s).
6. If the goal is obtained, the Family and Community Engagement Specialist and FCC Provider will work with the parent, pregnant teen, and/or pregnant woman to identify a new goal. If there is a new goal, follow the above steps.
7. As services for families are provided, the Family and Community Engagement Specialist will indicate what is being done in the contact notes and Family Service/Tracking Worksheet. Also, indicate the completion date.

8. If the parent is a second-year parent, the Family and Community Engagement Specialist will hold an informal interview (contact) to see if there is a new goal(s).
9. The Family and Community Engagement Specialist will revisit/revise the Family Plan of Action as needed.
10. The Family and Community Engagement Services Manager will monitor the families to see if the kind, quality and timeliness of the services (for quality assurance) to ensure the family expectations are met.
11. The Family and Community Engagement Services Manager will use a monitoring checklist to review the records of the Family and Community Engagement Specialist.

Families in Crisis

Regulation Reference:

(2016) 45 CFR 1302.50(d)

Policy:

A program will assist families in an emergency or crisis situation and promote community advocacy.

Procedures:

1. Emergency assistance or crisis intervention may be required in situations such as natural disasters, home fires, death or desertion, etc. A crisis or emergency means the need for immediate assistance. It is the policy of the Family Engagement staff to assist in alleviating the stress and impact of a crisis.
2. The Family Engagement staff must immediately take the necessary steps to provide adequate assistance. These steps (depending upon the type of crisis) may include home visits, telephone calls or direct contact in (and)making the appropriate referrals.
3. If utilities are disconnected or eviction is pending, we (community resources are explored and exhausted before direct agency assistance may be reviewed as an option) JCCDC assistance will only be considered in an extreme crisis.
4. JCCDC, Inc. HS/EHS Program will solicit (explore community resources for clothing donations throughout the year to assist families in crisis). The program will also receive additional money (funding) for crisis intervention for Head Start/Early Head Start children daily survival needs such as coats, underwear, pants, tops, socks, etc.
5. In case of a disaster such as a fire or flood, the American Red Cross, the Salvation Army, and other (community resources are contacted).
6. The Family & Community Engagement Manager and Family Engagement staff will (network with other community resources to assess and assist families. The FCC team will participate in outlets in the community to build networks, partnerships and collaborative opportunities to improve services for families and extend agency outreach) and collaborate with other resource agencies to assure better coordination and information sharing with community concerns. Attention will be called to the inadequacies of existing community services. The Family and Community Engagement Specialist will assist in improving services or forming new partnerships.

7. The Family and Community Engagement Specialist will (conduct quality assurance checks) follow-up to see whether the kind, quality, and timeliness of the (determine if) services met the families' expectations. If a family is in need of emergency food, FCE Staff will contact social service agencies or JCCDC.

Referrals and Follow-up

Regulation Reference:

(2016) 45 CFR 1302.50(d)

Policy:

All JCCDC, Inc. staff will make referrals to other agencies and follow-up to determine whether the kind, quality and timeliness of the services received through referrals met the families' expectations.

Procedures:

After the needs of the families have been identified, the Family and Community Engagement Specialist will make the appropriate referrals.

1. FCC Providers will refer families to Family Engagement Services for needs of which they are made aware.
2. The Family and Community Engagement Specialist will supply their sites with referral forms.
3. Written referrals will be placed in family folders and a copy maintained at the Administrative Office.
4. All referrals will be made within five working days.
5. The Family and Community Engagement Specialist will document all referrals on weekly contact notes and weekly.
6. When services have been received, it should be indicated on the contact notes and the weekly work sheet.

ADVOCACY:

The goal of Family and Community Engagement staff is to assist families in becoming self-sustaining. Also, we want families to be their best advocate. Family Engagement staff contributes to the strengthening of the relationship between families and the communities by helping families learn which community agencies are available and can best serve their needs. In turn, families aid in their community's growth.

The Family and Community Engagement Manager will solicit community agencies and individuals to become advocates for Head Start/Early Head Start FCC partners and children and families.

Jefferson County Child Development Council

Early Head Start/Head Start Family Child Care

Family Contact

Regulation Reference:

(2016) 45 CFR 1302.50, 1302.52, 1302.80, 1302.34, 1302.51, 1302.81, 1302.70, 1302.71, 1302.72, 1302.22, 1302.82

Policy:

The Family Contact form is used to document contacts with the families in the JCCDC EHS/HS FCC program. Providers and staff document contacts with the family, whether it is a phone call concerning a child's absence, a home visit, a conference to explore a problem related to a child, or some aspect of the program.

Staff use the Family Contact form to document a specific conversation with a parent or guardian. If a service is provided to a family, the Family Service Transaction form is completed.

Procedure:

1. Any Provider or JCCDC staff member contacting a participating child's family completes the Family Contact form. The form is filled out completely as outlined in the following Instructions (next page).
 - a. If a staff member other than PFCE completes the form, he/she forwards it to PFCE staff for review. Both staff will sign the form to indicate completion and review.
 - b. Completed and reviewed forms are submitted to the PFCE and/or ERSEA Manager.
 - c. After data is entered into ChildPlus, the forms are filed in the child's Central Office File in chronological or alphabetical order.
2. If problems are identified, the PFCE staff contacts the family immediately to offer assistance. If a service is performed, it is documented on the Family Service Transaction form. Once the service is complete, both forms are stapled together and entered into ChildPlus by PFCE staff.
3. PFCE staff should have all data for the week in ChildPlus by Friday of each week.

Instructions for completing the Family Contact Form

1. All sections must be completed
2. PROVIDER'S NAME: Write full name. HOME ID# - NA
3. FAMILY SEQUENCE # : NA

4. FAMILY NAME: This may be different from the child's name. Refer to the computer-generated application forms for correct name.
5. CONTACT DATE: The date contact was made
6. CHECK APPROPRIATE CODE(S) FOR ITEM "A": This indicates the reason the contact was made and for what program area of Head Start. There can be more than one code in this section.

Example: If the Provider contacted the parent about an education concern, then ED=Education must be marked
7. CODES IN SECTION B: Indicates HOW the contact was made.

Example: The parent was called by phone, then P=Phone is circled.
8. CONTACT DESCRIPTION: (24 char) Reason you have an educational concern. Limit to 24 characters.

Example: Rather than "Child appeared sleepy and uninterested in activities" --- state "Child sleepy, uninterested"
9. COMMENTS: State what the parents says. Example: "Child's grandparents were visiting from out of town and he has been staying up late at night. This could explain the child's behavior."
10. Were Problems identified or Services recommended? YES NO (circle one)

Be sure to complete this section. If problems or services were identified, then PFCE staff will contact the family and complete the Family Services Transaction Form.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Family Contact Form

Provider's Name / Home ID#: _____

Child's name: _____ Family #: _____

Parent/Guardian: _____ Telephone #: _____

Family member contact: _____ Contact date: _____

Check appropriate code(s) for items A & B:

A	B
AD = Administration AT = Attendance ED = Education DIS = Disabilities HLT = Health MH = Mental Health NU = Nutrition PI = Parent Inv. SS = Social Services	H = Home visit P = Phone call C = Center visit O = Office meeting M = Miscellaneous (message, note, etc.)

Contact description *24 characters*:

Were problems identified or services recommended? *Circle one* Yes No
 If yes, complete the Family Service Transaction form.

Date: _____ JCCDC Staff: _____

Community partnerships and coordination with other early childhood and education programs.

Regulation Reference:

(2016) 45 CFR 1302.53 (a)(1)(i-viii)

Policy:

A program must establish ongoing collaborative relationships and partnerships with community organizations such as establishing joint agreements, procedures, or contracts and arranging for onsite delivery of services as appropriate, to facilitate access to community services that are responsive to children's and families' needs and family partnership goals, and community needs and resources, as determined by the community assessment.

Procedures:

1. Jefferson County Child Development Council, Inc. Head Start/Early Head Start program will establish necessary collaborative relationships and partnerships, with community organizations that may include:
 - (i) Health care providers, including child and adult mental health professionals, Medicaid managed care networks, dentists, other health professionals, nutritional service providers, providers of prenatal and postnatal support, and substance abuse treatment providers;
 - (ii) Individuals and agencies that provide services to children with disabilities and their families, elementary schools, state preschool providers, and providers of childcare services;
 - (iii) Family preservation and support services and child protective services and any other agency to which child abuse must be reported under state or tribal law;
 - (iv) Educational and cultural institutions, such as libraries and museums, for both children and families;
 - (v) Temporary Assistance for Needy Families, nutrition assistance agencies, workforce development and training programs, adult or family literacy, adult education, and post-secondary education institutions, and agencies or financial institutions that provide asset-building education, products and services to enhance family financial stability and savings;
 - (vi) Housing assistance agencies and providers of support for children and families experiencing homelessness, including the local educational agency liaison designated under section 722(g)(1)(J)(ii) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11431 et seq.);
 - (vii) Domestic violence prevention and support providers; and,
 - (viii) Other organizations or businesses that may provide support and resources to families.

2. Jefferson County Child Development Council, Inc. Head Start program will take an active role in promoting coordinated systems of comprehensive early childhood services to low-income children and families in the community through communication, cooperation, and the sharing of information among agencies and our community partners, while protecting the privacy of child records in accordance with subpart C of part 1303 of the Head Start Program Performance Standards and applicable federal, state, local, and tribal laws.

Training and Technical Assistance

Regulation Reference:

(2016) 45 CFR 1302.12

Policy:

Training and technical assistance will be provided for all staff including contracted staff, FCC Providers.

Procedures:

1. The Family and Community Engagement Manager (FCEM) will provide training and technical assistance on how to provide services to pregnant teens, pregnant women, children, and families.
2. The FCEM will identify and provide all required training for the Family and Community Engagement Specialist.
3. The FCEM will conduct weekly staff meetings.
4. The FCEM will identify appropriate training provided by other agencies to enhance implementation of Head Start/Early Head Start goals.
5. The FCEM will attend bi-weekly Team Leaders' meetings to collaborate with education and provide the Family and Community Engagement Specialists with updated information.
6. During the evaluation process and weekly training Family and Community Engagement Specialists are asked to identify any training or support needed to ensure that families are being served.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Open House

Regulation Reference:

(2016) 45 CFR 1302.30, 1302.31, 1302.35, 1302.34

Policy:

In all program options and settings, the child's learning experience is enriched by parent participation. This participation begins on the day the child enters the program. Parents tend to exhibit greater participation in environments where they feel welcomed. The Jefferson County Child Development Council Early Head Start/Head Start Family Child Care (JCCDC EHS/HS FCC) Provider's Open House takes place prior to the first day of the new program year. For Providers who sign their EHS/HS FCC Program Agreement after the program year has begun, the open house is held prior to the date children begin.

This is usually the first contact the child and parent have with their new childcare program. Children feel secure when their parents feel comfortable with the Provider and the environment. It is extremely important for the Provider to prepare for the special occasion to ensure that this first experience is positive.

The Provider plans the open house program to acquaint children and families with their new childcare environment. This program helps create a feeling of cooperation between adults and children prior to beginning the new program year. An Open House allow adults to see what their children will be doing. It is a time when Providers prepare children and parents for transition to the new environment. The Open House is not the occasion to conduct in-depth information about the child. An appointment for a conference or a confidential telephone call with a parent can be made to exchange such information.

Procedure:

1. The ERSEA Coordinator completes and mails a program acceptance letter to each parent/guardian of the enrolled child. This letter contains the child's JCCDC EHS/HS FCC program placement, and the date/time of their JCCDC EHS/HS FCC Provider's Open House. The Open House usually takes place on the Saturday or Sunday afternoon prior to the date children start the new program year.
2. Once the Provider receives his/her new JCCDC EHS/HS FCC Home role, the Provider calls the new parents to encourage attendance at the Open House and to offer directions to the JCCDC EHS/HS FCC Home.

3. Providers begin preparation for Open House by creating color name tags for parents and children. Each child's cubby is labeled with the child's name.
4. Providers arrange their home as if the children were coming for the first Program day. Rooms are organized and decorated to be inviting to both parents and children.
5. Learning centers are arranged with interesting activities at each site.
6. The art area displays creative materials to encourage parent/child activity.
7. The outdoor area is clean and free of hazards. Encourage parents to take children outside to the play area. Providers remind parents that they are responsible for supervising their child(ren) during this Open House visit.
8. The Parent Bulletin Board is placed in the welcome area and decorated with the first week's menu, lesson plans, schedule, and other program information.
9. The Provider stands by the door to welcome each parent and child. Providers get down on the child's level and look him/her in the eye for introductions. If the Provider has an assistant, he/she will also attend this event.
10. Providers use this occasion to show each parent the sign-in sheet and review attendance policy. It is also an appropriate time to remind parents to bring a change of weather clothes for the child.
11. Serve a light (not messy) snack, such as cheese/crackers, and juice, that is wrapped, store bought and individually packaged.
12. This first Open House is not an occasion for a lengthy talk. If the Provider has the opportunity, there may be a quick question and answer period.
13. Distribute a letter to parent on JCCDC's curriculum to each parent.

The Open House should last an hour and be flexible for families coming a little late. Providers must remember that this is the parent and child's first impression of their new childcare environment.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Parent Orientation

Regulation Reference:

(2016) 45 CFR 1302.22, 1302.50, 1302.51, 1302.52, 1302.46, 1302.30, 1302.34

Policy:

Parent Orientation occurs in August and individual orientations will be conducted with parents throughout the year upon enrollment. Parent/Guardian learn more about ways to participate, contribute to child's growth and development in the Jefferson County Child Development Family Child Care Program.

Procedure:

- Parent/Guardian of all enrolled children in JCCDC program are expected to attend the Parent Orientation to become familiar with JCCDC FCC program.
- The Parent Orientation will cover all pertinent information, policies, parent/program expectations and complete required paperwork.
- JCCDC Family & Community Partnership Manager facilitate orientation with assistance of JCCDC staff.
- Notices of the Parent Orientation are posted at each Provider sites and sent to each parent/guardian prior to the orientation session.

Required topics for Orientation are, but are not limited to:

- Parent Information Sheet. Health & Safety
- Participation and activities for parent/guardians (ways to volunteer)
- Parent/Guardians Expectation/Rights and Responsibilities
- School Readiness
- Policy Council
- Parent Committees
- Male Involvement
- Child Abuse/Neglect

Additional topics to be covered during Parent Orientation include, but are not limited to the following:

- Parents/guardians are the child's first teachers
- Pedestrian & Safety tips
- Nutrition (menus)
- Confidentiality
- Decorum as it relates to parent behavior and attitudes at JCCDC EHS/HS FCC Program activities and event.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Parent Meetings

Regulation Reference:

(1999) 45 CFR 1301.4, 1302.50, 1302.51, 1302.52, 1302.46, 1302.30, 1302.34

Policy:

Parent meetings help parents better understand the purpose of Jefferson County Child Development Council Early Head Start/Head Start Family Child Care and provide a more detailed look at what it offers their children. Parent meetings also provide parent information and training on child development, health, and other related topics.

Procedure:

1. The Parent, Family & Community Engagement staff regularly schedules Parent meetings and includes these on the JCCDC EHS/HSFCC program calendar. Meetings may be held at the JCCDC Central office, the Provider site, or other community locations.
2. PFCE staff, along with other program staff, determines topics for each meeting, based on required topics as well as indicated parent interests and needs.
3. Topics covered include, but are not limited to, the following:
 - Child abuse and neglect – prevention, recognition, and reporting of suspected child abuse and neglect.
 - Mental health – help parents better understand mental health issues and increase awareness of available mental health services.
 - Disabilities – information regarding inclusion of children with disabilities, individualization, and services available through JCCDC EHS/HS FCC and in the community.
 - Advocacy Role – encourage and assist parents to become productive decision-making citizens, civil servants, community leaders, and an advocate for their children, in EHS/HS FCC as well as in public school and in the community.
 - Parenting Skills Sessions – designed to enhance adult skills in the area of parenting.
 - Transition – assist in making a smooth transition from EHS to HS, and HS into kindergarten.
4. The Parent Sign-In Sheet is used to document parent's attendance at JCCDC EHS/HS FCC meetings. The individual conducting the meeting completes the top portion of the form.

5. Every parent attending the meeting signs this form. The person conducting the meeting reminds all parents to sign in.
6. The person conducting the meeting collects sign-in sheet(s) at the end of the meeting, checks sheet(s) for accuracy (e.g., number of parents, time of meeting), and submits the sheet(s) to the PFCE staff.
7. The PFCE staff maintains the sheets(s) as part of a permanent record.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Parent Meeting Sign-In Sheet

Date: _____ Location: _____

Meeting topic: _____

Start Time: _____ End Time: _____

Parent name <i>(Print)</i>	Child's name	Relation to child <i>(Parent Guardian, Grandparent, etc.)</i>	Any changes to contact information <i>(address, phone, emergency contact)</i>

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care JCCDC/Parent Handbook & JCCDC Community Resource Directory

Regulation Reference:

(1999) 45 CFR 1302.40, 1302.46, 1302.50, 1302.51, 1302.52, 1302.70, 1302.71, 1302.72

Policy:

Because of the diversity of interest and needs of JCCDC EHS/HS FCC families, JCCDC staff must be familiar with the array of available services in Jefferson County, serving children and families. PFCE staff assist parents in identifying and accessing community services by providing an up-to-date resource directory. This directory is updated annually and contains a variety of resources categorized by services provided. Only resources pertinent to participating families are included. Those resources no longer in existence or which have shown to be ineffective are deleted.

In addition to this directory, the JCCDC Parent Handbook (PH) and JCCDC Community Resource Directory (RD) contains updated program information pertinent to program families. All JCCDC Specialists participate in development of the Handbook. It is their opportunity to inform parents about each Specialist's content area such as education, Family & Community Partnership, Disabilities/Mental Health, Nutrition, and Health & Safety for children and families. The Executive Director acts as chief editor. He/she decides what new information will be added to keep families abreast of changes within the JCCDC EHS/HS FCC program. He/she also decides what information is outdated and should be deleted.

Procedure:

1. The PFCE Manager, with assistance from staff, reviews the JCCDC Community Resource Directory to locate new resources that may assist families. New resources are recorded to include in the updated edition of the PH & RD.
2. The current JCCDC PH & JCCDC Community RD is annually reviewed to locate service providers no longer in existence. If there is a question regarding the accuracy of either directory, staff call the service provider to confirm information.
3. Service providers included in the JCCDC Parent Handbook & JCCDC Community Resources Directory reflect the needs of the changing program population.
4. The PFCE Manager meets with the Executive Director in March once every two years on the EHS/HS FCC information portion of the PH & RD and gives assignments to the specialist for the updated edition.

5. All updated information is presented to the Executive Director by the last day of April.
6. The JCCDC Parent Handbook & JCCDC Community Resource Directory is in final printing form by the last day of May.

JCCDC Early Head Start/Head Start Family Child Care Distribution of Parent Handbook & Community Resource Directory

Regulation Reference:

(1999) 45 CFR 1302.40, 1302.46, 1302.50, 1302.51, 1302.52, 1302.70, 1302.71, 1302.72

Policy:

Each family receives written information about the Jefferson County Child Development Council Early Head Start/Head Start Family Child Care program when his/her child enrolls in either program. The JCCDC Parent Handbook and Community Resource Directory is updated regularly and provided to each family upon enrollment.

Procedure:

1. Pertinent information regarding the JCCDC EHS/HS FCC program is shared with parents through distribution of the Parent Handbook and Community Resource Directory. Information shared includes, but is not limited to, the JCCDC EHS/HS FCC Organizational Chart, policies and procedures on volunteering, Department of Human Resources Regulations, available services, program activities, recognizing, reporting and preventing abuse & neglect, and expectations of and rights of parents.
2. The Parent Family & Community Engagement Manager revises the Parent Handbook bi-annually. Review and recommendations for the Handbook are provided by all area specialists and staff.
3. Suggestions for modification or additions to the Handbook are submitted in writing to the PFCE Manager at any time during the year.
4. Parents receive the Parent Handbook during the initial screening procedures. Parents of children who do not participate in this screening or who enroll later in the year receive the Parent Handbook at the time of their child(ren) enrollment.
5. Extra copies of the Parent Handbook are distributed throughout the year:
 - a. to replace lost copies;
 - b. for quick reference by staff or parent; and,
 - c. for distribution by PFCE staff to late enrollees.
6. Copies also are placed in the PFCE office.
7. Additional sessions are held either at the Central Office or at a convenient location for the majority of participating families. Families receive written notification of these scheduled orientation sessions.

8. A notice is also posted on each Parent Information Bulletin Board. During this session the PH & RD are distributed, and parents receive training on utilization of the information presented. Parents sign in receipt of the PH&RD and training. Those parents not present will receive their PH & RD from their Provider and sign in receipt. These sheets recording receipt of the PH & RD are filed in the PFCE Manager's Parent Training File. Parents entering the program after these initial sessions receive their PH&RD and training during the enrollment process. These families also sign in receipt of the PH&RD.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Referral for Services

Instructions: Complete this form for any services a family/child may require. Call the PFCE staff. Information on this form must be completed by JCCDC Staff.

Date: _____ Provider name: _____

Child Name: _____ Parent name: _____

Services Needed: _____

Information Shared: _____

Action Taken: _____

JCCDC Staff Signature: _____

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Referral for Services

Instructions: Complete this form for any services a family/child may require. Call the PFCE staff. Information on this form must be completed by JCCDC Staff.

Date: _____ Provider name: _____

Child Name: _____ Parent name: _____

Services Needed: _____

Information Shared: _____

Action Taken: _____

JCCDC Staff Signature: _____

Jefferson County Child Development Council, Inc.
728 37th Street South
Birmingham, AL 35222
(205) 933-1095

Early Head Start/Head Start Family Child Care Program

Date: _____

(Name)

(Street Address)

(City) (State) (Zip)

Re: Referral for assistance with: _____

To Whom It May Concern:

_____ is a participant in the Jefferson County Child Development Council (JCCDC) Early Head Start/Head Start Family Child Care Program. We are working with this family towards the following goals:

Please accept this letter as a referral to you requesting services for this family.

Thank you for your assistance. If you have any questions or need additional information, please call me at (205) 933-1095.

Sincerely,

Parent, Family, & Community Engagement Staff

Jefferson County Child Development Council Early Head Start/Head Start Family Child Council Parent Bulletin Boards

Regulation Reference:

(1999) 45 CFR 1302.34, 1302.41, 1302.42, 1302.46, 1302.22, 1302.23

Policy:

Parents are provided written information and resources on a variety of topics, such as:

- Importance of preventive care, well childcare, and early intervention.
- Importance of having a Medical Home for continuity of care.
- The roles of parent/guardian, Providers, and health care professionals as partners in promoting children's health.
- Components of health care, including vision, hearing, speech, nutrition, dental, general health and development, and mental/emotional health.
- Services available, including screening, diagnosis, and special services.

Parent information is posted on a designated parent bulletin board at each site; the purpose is to enhance parent's awareness socially and economically, as well as to inform them of community and parent involvement and activities.

Procedure:

1. Each Provider designs a parent bulletin board for his/her site. The selected area is easily accessible to the parents and is visually attractive so that parents notice it when they enter the Family Child Care.
2. Providers use the parent bulletin board to display information specific to parents' interest. Examples of information include upcoming events, parent meetings, employment announcements, parenting tips of the month, health and safety information, nutrition/menus, community/civic events, and the Family & Community Partnership staff schedule (date and time PFCE staff will be at the site and available to meet with parents).
3. Posted information is available in parent's primary language (if applicable).
4. Each Friday, the Provider reviews the parent bulletin board and updates the information. For example:
 - Employment announcements are removed after the application deadline.
 - Childcare activities and parent meeting notices are removed after the event occurs.
 - Health and safety information is changed weekly.
 - Community and civic events are removed after the event occurs.
 - Updated breakfast and lunch menus are posted.

- Parent Newsletters are posted on Parent Bulletin Board and distributed to each parent.
 - Parenting Tips on topics such as budgeting, parenting, mental health, health, etc. are posted.
5. In addition to information posted on the bulletin board, parents are given written information on child health and safety, child development, and other topics. The Area Specialists identify resources and coordinate parent information for their specific component.

Jefferson County Child Development Council

Early Head Start/Head Start Family Child Care Program

Working with Volunteers

Regulation Reference:

(2016) 45 CFR 1302.101, 1302.90, 1302.92, 1302.91, 1302.94, 1301.5

Policy:

All families, regardless of family structure, are included in all aspects of the program. Parents are encouraged to volunteer in a variety of ways. Volunteer participation is **not required** as a condition of enrollment in JCCDC EHS/HS FCC. Other individuals in the community are also welcome to volunteer in the JCCDC EHS/HS FCC Program. All volunteers who are not JCCDC EHS/HS FCC parents/guardians are subject to criminal background checks.

Individuals who volunteer at least three days per week will provide documentation of a current physical, including TB test or chest x-ray. The Health and Safety Manager will assist volunteers as needed in obtaining physicals and testing.

Volunteers who work at least four hours during a single day with JCCDC EHS/HS Program may have lunch with the children.

The PFCE staff and Early Childhood and Development Manager provide orientation and training for volunteers at Provider sites. Orientation and training will be conducted each year as new techniques are developed and/or as deemed necessary by PFCE Manager.

Procedure:

Application: Parents of enrolled children:

1. The Volunteer Agreement form is given to parents at the initial pre-screening or upon their child's enrollment in the program. Participation is voluntary and is not required as a condition of a child's enrollment.
2. JCCDC Staff members explain to parents that volunteering is important to their children and the program. The form is used to determine the number of hours a parent can volunteer and on what days. The parent is asked to check the appropriate boxes for their response.
3. Completed forms are given to the Data Entry staff for data entry.
4. The PFCE staff inform Providers about parents who wish to volunteer.

Application: All other volunteers (e.g., college students, community residents, retirees):

1. The Volunteer Application form is completed by the individuals seeking to volunteer and submitted to the Provider or to the JCCDC Office.

2. Completed forms are provided to the Data Entry staff for data entry.
3. The Data Entry staff inform Providers of individuals who wish to volunteer.

Requirements for All Volunteers:

1. Volunteers must receive orientation and training as approved by the PFCE Manager. Training includes, but is not limited to:
 - a. Orientation to Jefferson County Child Development Center Early Head Start/Head Start Family Child Care
 - b. Confidentiality
 - c. Communication between Providers, parents, and children
 - d. Dress code
 - e. Volunteer expectations and requirements
2. All persons who regularly volunteer at least three days per week **must** provide documentation of a current physical (last 12 months), including TB test or chest x-ray. The Health Services Specialist assists volunteers in obtaining physicals and appropriate documentation.
3. No volunteer, under any circumstance, may remove a child (other than his/her own) from the Provider's site or supervision. EHS/HS FCC children **must** be supervised by JCCDC Providers at all times.

Tracking Volunteer Hours:

1. Volunteer hours are tracked using the In-kind Weekly Volunteer Time Sheet and Child Plus.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Volunteer Application

Name: _____ Date: _____
Address: _____
City: _____ State: _____ Zip code: _____
Telephone: (day) _____ (night) _____
Occupation: _____ Employer: _____
Age range: ___ 18-25 ___ 25-40 ___ 41-65 ___ over 65
Status: ___ College student ___ Community resident ___ Retiree ___ Other

What days and time are best for you to volunteer? _____

*(If you volunteer 3 or more days per week, you will need a TB skin test)

Education: _____

Special Skills: _____

Have you worked or volunteered with Jefferson County Child Development Council before?
___ yes ___ no

If yes, please describe: _____

Other experience: _____

How would you like to volunteer with Jefferson County Child Development Council Early Head Start/Head Start Family Child Care? (Please circle all that apply.)

Staff assistance:

Helping with meals/snacks Field trip chaperone Other: _____

Administrative:

Clerical help Computer operations Planning special events

Community outreach:

Help with recruitment Telephone committee

Please list any other ways you would like to help: _____

NOTE: All volunteers who are not Jefferson County Child Development Council Early Head Start/Head Start Family Child Care parents are subject to criminal background check.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Volunteer Master File

Regulation Reference:

(1999) 45 CFR 1302.101, 1302.90, 1303.23, 1302.102, 1301.3, 1303.32

Policy:

Before any documentation of contributions can be entered into the computer, each person or agency must have a Volunteer Master File form in the computer system. This form is used to gather information on volunteers or contributors to the JCCDC EHS/HS FCC Program. Once this information is entered into the computer all donations or services rendered by the individual or agency can be recorded. This form is completed only once on a specific individual or agency.

The Volunteer Master File form is completed for all volunteers or contributors who are not current Jefferson County Child Development Council Early Head Start/Head Start Family Child Care parents. The parents of enrolled children are automatically entered in the computer system.

Procedure:

1. The Volunteer Master File form is completed the first time a person or agency performs a service or makes a contribution to the JCCDC program. Once entered into the computer system, the information remains from year to year. If a person does not know if the form has been completed, he/she should complete another form. Staff members should remove duplicate forms. **NOTE:** This form is used **only** to provide information about the donor. It is **not** used to document the services or contribution rendered to the program.
2. Any staff member handling an in-kind contribution completes the Volunteer Master File form. For example, the Health & Safety Specialist completes the form on all agencies, doctors, etc., that perform in-kind services for JCCDC EHS/HS FCC through the Health Component.
3. The staff member completing the form submits it to the Parent, Family & Community Engagement staff. The PFCE staff checks the form for completion and accuracy, and the PFCE Specialist enters the data.
4. The PFCE staff enters the information and submits this information to the Accounting Department at the end of the month. Original forms are returned to the PFCE Parent Involvement staff. Forms are maintained in a file entitled Volunteer Master File 20__-20__.

EVALUTION OF VOLUNTEER TIME

1. Parent Volunteer Time at sites, on field trips, etc., will be valued at the average hourly rate of entry-level Providers, including fringe benefits.
2. Professional and Advisory Volunteer Time will be valued at the hourly rate that would be paid for the services rendered, if not donated.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Volunteer Master File Form

The Volunteer Masterfile Form is completed the first time an in-kind service or volunteer time is rendered and must be completed for anyone (excluding current JCCDC parents) who performs any type of In-kind or reduced cost services for JCCDC.

Volunteer's name _____
Last name *First name*

or ---

Agency/organization _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

Description of Volunteer: (check one)

- A = Agency
- P = Parent
- F = Former Parent
- N = Non-parent (community person)

Service type: (Check type of service that will usually be contributed)

- M = Materials
- S = Space
- T = Time
- O = Other

Provider with whom this volunteer is normally associated with: _____ or state "all."

***** to be completed by the PFCE Manager*****

School year: _____ Grant year: _____

Service rate: _____
(Rate in \$ for usual type of service. Time donations **must** have an hourly rate).

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Parent Volunteer Agreement

Early Head Start-Head Start expects all parents to contribute to their child's participation in the program by volunteering as much as possible. One of the most important ways to volunteer is in your child's Family Child Care Home. Please complete the following form so that we can know your availability and work with you to schedule your volunteer time. *NOTE: Parents who volunteer with children for 3 or more days per week must have a TB skin test.*

Child's name: _____ Provider: _____

I will volunteer in the following way(s): (please check)

Assist in Provider Home Assist in other ways: _____

I can volunteer at least: (please check)

2 hours per week 4 hours per week 6 hours per week

8 hours per week Other: _____

I am available for Volunteer Training: (please check all available day(s) time(s))

Monday Tuesday Wednesday Thursday Friday weekends

morning afternoon evening

I can volunteer any of the following days: (please check)

Monday Tuesday Wednesday Thursday Friday All days

Parent's/Guardian signature: _____ Date: _____

____ I am employed/student and cannot volunteer regularly.

Parent's/Guardian signature: _____ Date: _____

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Pedestrian Safety Training

Regulation Reference:

(2001) CFR 1310.21(a) & (b)(1-5)

Policy:

The Early Childhood and Development Specialist, along with the Family & Community Partnership Specialist, are responsible for ensuring developmentally appropriate Pedestrian Safety Training for Program parents and children. This required pedestrian safety must be provided within 30 days of the program year.

Procedure:

1. The PFCE staff provides parents with Pedestrian Safety training at the time of application. After training is completed, a Pedestrian Safety Checklist is signed by the parent and the PFCE staff and placed in the child's Central File.
2. Providers use the curriculum themes, community resources, and their education curriculum resource material to conduct Pedestrian Safety Training for children during the month of June, which is the first month of the program year.
3. Families entering the program after the first 30 days of the program year will receive training within 30 days of their enrollment.

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Pedestrian Safety Form

Child's Name: _____

Date: _____

Parent/Guardian: _____

JCCDC Staff initial: _____

JCCDC EHS-HS Provider signature: _____

- DO NOT cross the street alone if you are younger than 6 years old. An adult should always accompany a child when crossing the street.
- Stop at the curb before crossing the street.
- Walk, don't run, across the street.
- Cross at corners, using traffic signals and crosswalks.
- Look left, right, and left again before crossing.
- Walk facing traffic.
- Make sure drivers see you before crossing in front of them.
- Do not play in driveways, streets, parking lots, or unfenced yards by the street.
- Wear white clothing or reflectors when walking at night
- Cross at least 20 feet in front of a school bus.

I have read and understand each of the above Pedestrian Safety Tips.

Parent/Guardian signature

Date

JCCDC Staff signature

Date

Jefferson County Child Development Council Early Head Start/Head Start Family Child Care Transitioning

Regulation Reference:

(2016) 45 CFR 1302.70, 1302.71, 1302.72, 1302.50, 1302.52

Policy:

A child's educational success can be linked, in part, to effective Early Head Start/Head Start plans, practices, and activities for transition both in and out of the program. These plans must include partnerships between the following entities:

- The Early Head Start/Head Start Family Child Care Program Staff Providers, and consultants
- The EHS/HS FCC children and their families
- The children's current and previous providers for health care, social service, and education.
- All health, social services and educational (LEA) professionals who will provide continuity in services after the child leaves the EHS-HS FCC Program

The success of these partnerships supports the long-term benefits of a child's early education.

Mandatory transition activities are cited in multiple areas of the HS Program Performance Standards are reviewed regularly by the EHS/HS FCC Program staff. The standards clearly state that there must be a thoughtful plan that includes the following procedures:

- Providing appropriate activities leading up to the child's actual transition and placement;
- Emphasizing active parental involvement in the planning and transition process;
- Depicting the multifaceted aspects of transition that occur when the child enters and leaves Head Start;
- Addressing issues such as Limited English Proficiencies (LEP), and
- Recognizing parents as primary educators of their children.

There are four critical elements that support positive transition experiences for children and families. Funding has been allocated to support these activities. These are as follows:

- Preparation of parents to be full partners in their child's educational process;
- Providing materials to enhance the child's transition to the LEA;
- Providing a developmentally appropriate curriculum and educational practices to prepare children for transition, and
- The on-going communication and collaboration between staff, families, and counterparts in all local health services, social services, and Local Educational Agency.

Procedure:

Parent, Family & Community Engagement staff act as the direct link from the child and family's past and current community services to the JCCDC EHS-HS Program. The PFCE Manager is responsible for coordinating the following transition activities:

Into the JCCDC EHS/HS FCC Program:

1. **Pre-Interview Requirements:** Prior to the application interview, the PFCE staff mails a Physical Form to be completed by the applicant's physician and brought to the applicant interview. Applicants are informed that a current Immunization certification must also be brought to the application interview.
2. **Application Interview:** The staff request and record any current services the family and child are receiving, and a release of information form is signed by the child's parent/guardian to obtain information from other agencies. If the applying child has been diagnosed with a disability, the parent/guardian must complete any forms required by the Disability and Mental Health Services Manager. During the health history part of the interview, special health needs and previous health services may be revealed.
3. **Routing of Information:** Generally, all information received for the child's application is initially routed to the PFCE staff. The PFCE staff then route information to the appropriate program specialist. As soon as possible, all child records are placed in the child's comprehensive file under the proper heading. Some of the information is duplicated and placed in the child's confidential JCCDC EHS/HS FCC Provider file. Community
4. **Other Service Providers:** If the family has been receiving social services from another agency, the PFCE staff person taking the application contacts the service provider(s) and follows up on any current or previous services the family has received. This contact ensures service continuity and reduces any duplication of services. It is also crucial in developing a Family Partnership Plan. There may be a current Family Services Plan already in effect with another agency. The PFCE staff make every effort to obtain this plan and collaborate with the other agency to support the on-going services.

Out of the EHS/HS FCC Program:

1. **Maintaining Central Filing System:** PFCE Staff is responsible for maintaining the Central Filing System. PFCE receive all requests for transfer of information. Release of Information forms must be signed prior to releasing any information. These requests are placed in the child's comprehensive file.

2. **Advocacy**: PFCE staff act as advocates for the family to ensure that other service agencies provide for the continuity of services. Once contact is made with an agency that provides future services, the PFCE staff formalize these arrangements. A follow-up letter outlining these services is written to the service provider(s) and copied to the parent/guardian. This letter is reviewed with the parent/guardian to assure a clear understanding of future services and enable the family to have closure with the EHS-HS Staff who has provided services and counseling. If there has been in collaboration with another service agency, a closure conference is held to determine if services should be continued and to provide for smooth transition out of the JCCDC EHS/HS FCC Program.

Maintaining Children's Official Files

Regulation Reference:
(1999) 45 CFR 1302.18

Performance Objective:

To protect the privacy and confidentiality of all children and pregnant teen/mom records.

Procedures:

1. File cabinets containing the official files of the pregnant teens, pregnant women and children will be kept at the Administrative Office and a copy of the file at each Family Childcare Provider site.
2. File cabinets must be locked.
3. The official files of pregnant teens, pregnant women and children will be accessible through the Family and Community Engagement team for a period of one year after the pregnant teen, pregnant woman and/or child leaves the program.
4. **Active Files:** Files of enrolled pregnant teens, pregnant women and children only will be in the top one or two drawers of the cabinet and filed in alphabetical order. The files will be maintained in the drawer of the Family and Community Engagement Specialist.
5. **Inactive Files:** Files of pregnant teens, pregnant women and/or child who have been terminated from the program will be filed alphabetically in a separate drawer in the Family and Community Engagement Area.
6. **Waiting list files:** Files of pregnant teens, women and children who have not yet been enrolled will be filed alphabetically. These files are located in Family Engagement In-Take office.
7. Each drawer is to be clearly marked Active Files, Inactive Files or Waiting List Files.
8. Files of pregnant teens, pregnant women, and children enrolled the previous year will be maintained in the bottom drawer of the file cabinet.

End of Year File Maintenance

9. The Family and Community Engagement Specialist will ensure that at the end of the program year, all files of the pregnant teens, pregnant women, and children are maintained for record keeping purposes.

10. The Family and Community Engagement Specialist will collect FCC files and combine with their files.

11. The Family and Community Engagement team will organize all files of pregnant teens, pregnant women, and children on their caseload and maintain them for three years.

Ongoing Monitoring

Regulation Reference:

(1999) 45 CFR 1302.100, 1302.102

Policy:

JCCDC, Inc. Head Start/Early Head Start program will demonstrate that it has established and implemented procedures for ongoing monitoring of Family and Community Engagement Services to ensure effective implementation of Federal Regulations.

Procedures:

1. Family and Community Engagement Specialist will make contact with a family; it will be documented on the Family Contact Notes. FCE Specialist will attach the contact sheet to the Tracking worksheet.
2. FCE Specialists will submit the Family Services contact weekly to the Family and Community Engagement Manager.
3. Family and Community Engagement Manager will review the compiled Family Engagement reports monthly to ensure services are provided to children and families.
4. Family and Community Engagement Specialists will complete and submit a monthly monitoring report to the Family and Community Engagement Manager.
5. Family and Community Engagement Manager will conduct a monthly audit to ensure that services are provided to children and families.
6. Family and Community Engagement Manager will review FCE files monthly to ensure that the Family and Community Engagement Services area is in compliance.
7. Family and Community Engagement Manager will monitor attendance daily to ensure that the grantee has maintained 85% percent attendance.
8. FCE Specialists will submit a weekly report on children who have been absent three or more consecutive days.
9. The FCE Specialists will complete an Absentee/Attendance sheet when the attendance at a FCC Home falls below 85%.

Direct Services for Infants and Toddlers

Regulation Reference:

Section 645A - Head Start Act 2007

Policy:

Jefferson County Child Development Council, Inc. Early Head Start Program provides comprehensive services to pregnant teens, pregnant women and families of children age 6 weeks – 36 months.

Program participants are provided the following direct services:

- Wipes
- Formula
- Nutritionally balanced meals
- Snacks
- Toothbrushes

Parents are provided the following direct services:

- Training
- Socialization
- Goal Setting
- Child Care Services
- Health Education

When an application is made for the prenatal program Family and Community Engagement Specialists discuss the importance of oral health and selecting a dental home. Applicants and program participants are encouraged to submit to a dental screening at least annually. Family and Community Engagement Specialists advocate for families and work with them as they gain self-sufficiency.

Services to Pregnant Women: Breastfeeding

Regulation Reference:

(2016) 45 CFR 1302.47, 1302.80

Performance Objective:

Jefferson County Child Development Council, Inc. Head Start/Early Head Start program will provide information about breastfeeding to pregnant teens and pregnant women.

Procedures:

1. The FCE Team will identify pregnant teens and pregnant women.
2. The FCE Team will distribute flyers and pamphlets about breastfeeding.
3. The FCE Team will discuss the benefits of breastfeeding with pregnant teens and pregnant women at the home.
4. The FCE Team will discuss the benefits of breastfeeding with pregnant teens and pregnant women during group socialization.
5. Community partner/Consultant will demonstrate breastfeeding to pregnant teens and pregnant women in appropriate training.
6. FCC Providers will make allowances for mothers wishing to breast-feed their child at the FCC Home.