

SIUC HEAD START
Operating Policies and Procedures Manual

Subpart C – Family and Community Partnerships 1304.41 Community Partnerships	
<u>Name</u>	<u>Number</u>
Section: Partnerships	
Community Partnerships – General	C.41.1
Community Meetings	C.41.2
Community Partnership Agreements	C.41.3
Newsletter - Community Connections	C.41.4
Volunteer Program Supervision	C.41.5
Volunteer Recruitment	C.41.6
Volunteer Standards of Conduct	C.41.7
Volunteers – Parents	C.41.8
Volunteers – Community	C.41.9
Community Reading Week	C.41.9.1
Volunteers - Students & Interns	C.41.10
Volunteer Application & Selection	C.41.11
Volunteer Health & Background Documentation	C.41.12
Volunteer Orientation	C.41.13
Volunteer Evaluation	C.41.14
Volunteer Recognition	C.40.25, C.41.15
Volunteer Termination	C.41.16
Section: Advisory Committees	
Advisory Committees - General	C.41.17
Health Advisory Committee	C.41.18
Education Committee	C.41.19
Section: Transition Services	
Transition Services	C.41.20
Referrals - General	C.41.21
Referrals - Early Head Start	C.41.21.1

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Community Partnerships - General	Number: C.41.1
Service Area: FCP – Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)

POLICY: The program must take an active role in community planning to encourage strong communication, cooperation and the sharing of information among agencies and their community partners and to improve the delivery of community services to children and families in accordance with the agency’s confidentiality policies.

PROCEDURE: The Family/Community Partnerships Coordinator (FCPC) is responsible for designing an effective community involvement plan, which includes:

- Participating in community meetings and events
- Establishing and maintaining interagency agreements with community service providers that can support the needs of Head Start families
- Educating community stakeholders about Head Start and the needs of Head Start families
- Developing an effective communitywide strategic planning process
- Maintaining a volunteer outreach program

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Community Meetings	Number: C.41.2
Service Area: FCP – Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(1)

POLICY: SIUC Head Start staff will participate in community meetings as approved by the Director.

PROCEDURE:

- Service area coordinators are responsible for identifying community meetings appropriate to their service area that best meet their networking and information sharing needs.
- Each Family/Community Service Worker (FCSW) will have at least one community meeting they are responsible for attending regularly. The schedule will be reviewed and updated annually.
- Examples of community meetings include, but is not limited to:
 - LAN (Local Area Network) meetings
 - Interagency meetings
 - Healthy Communities Coalition meetings

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Community Partnership Agreements	Number: C.41.3
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(2)(i)-(ix)

POLICY: SIUC Head Start will establish collaborative relationships, which may include written agreements, with community organizations that provide services responsive to the needs of Head Start families.

PROCEDURE:

Establishing new agreements:

- The Director and service area coordinators are responsible for identifying organizations that SIUC Head Start may benefit from a written agreement with.
- When possible written agreements should be established, either initiated by SIUC Head Start or initiated by the other party.
- Efforts to establish a written agreement should be documented.

Updating existing agreements:

- A grid is prepared annually by the FCPC listing:
 - The agency with which agreement exists
 - The type of agreement (letter/memo of understanding; interagency agreement; linkage agreement, etc.)
 - Which party initiates the agreement
 - The designated day-to-day person at Head Start. The designated day-to-day person is also responsible for making efforts to update.
 - The date the agreement was last signed by the partner
- If the agreement is initiated by SIUC Head Start, the designated day-to-day person reviews the past agreement, makes any needed/recommended revisions and submits the document along with a cover letter to the Director for review/approval.
 - Once the document is approved and signed by the Director, it is sent to the other agency for review/approval.
- If the agreement is initiated by the other party, the SIUC Head Start designated day-to-day person is responsible for monitoring when agreements are due for renewal and communicating with the other party needed to facilitate renewal.
- Once agreements are signed by both parties, originals are kept by the Director and copies by the FCPC and the designated day-to-day staff person.
- Determinations to cease interagency agreements are made by the Director.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Newsletter – Community Connections	Number: C.41.4
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)

POLICY: The SIUC Head Start *Community Connections* newsletter contains information of relevance to community stakeholders and is distributed twice per year – Spring and Fall.

PROCEDURE: The FCPC is responsible for:

- Preparing the newsletter and submitting to the Director for review.
- Updating the mailing list
- Copying and distributing the newsletter
- Keeping records of newsletters and mailing lists
- Updating information on the website

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Program Supervision	Number: C.41.5
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: The Family and Community Partnerships Coordinator (FCPC) is responsible for implementing an effective volunteer program, which includes outreach to encourage volunteers from the community to participate in the program. The volunteer program should clearly define the procedures and responsibilities for volunteers and to:

- Ensure that the third person in the classroom is a volunteer.
- Have volunteers participate in the fullest extent possible in all program operations.
- Calculate the value of volunteer time as part of the non-federal match for federal funding (in-kind).
- Use community resources to provide services to children spending federal funds.

PROCEDURE:

- The FCPC maintains a central file/notebook for all program volunteers that contains required forms and information about individual volunteers.
- Center Directors are responsible for submitting copies of volunteer paperwork to the Program Services Operations Manager who forwards it to the FCPC.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Recruitment	Number: C.41.6
Service Area: FCP - Community Partnerships	Section: Volunteer
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: All staff have a role in recruiting volunteers.

PROCEDURE: Center directors, community workers, coordinators, specialists and teaching staff are expected to encourage all parents/guardians to volunteer. Family/Community Partnerships staff are expected to encourage volunteers from within the community. The following organizations may be contacted:

1. Local high schools in Jackson and Williamson counties
 2. Southern Illinois University Sororities and Fraternities
 3. Saluki Volunteer Corp.
 4. Church and senior citizens groups
- Generally, student interns are recruited as volunteers through contacts made by the Head Start Director or by designated staff to appropriate University colleges/ departments.
 - In order to minimize repetitive contacts with community volunteers, staff members will coordinate the recruitment of community volunteers with the Director or the FCPC.
 - If an organization, not listed above, is targeted for community volunteer recruitment, the FCPC should be consulted.
 - Contact with media about volunteer opportunities will be approved by the Program Director.
 - For parent volunteers, information about opportunities for volunteering will be conducted at Parent Orientation and Parent Meetings.

Tips for Recruiting Volunteers

- Be familiar with, and creative about, the opportunities provided by the program.
- Be familiar with the policies and procedures that affect volunteers.
- Demonstrate, in action, voice and time given, an enthusiasm for volunteer participation. The partnership with volunteers begins during the first contact.
- Gather information about the volunteer's interests and desires for specific opportunities, along with the motivation for volunteering.
- Provide information to a potential volunteer about how the assistance to be provided would be useful, helpful and recognized.
- Ask for volunteer help and support (most persons report the reason for not volunteering as "not being asked").

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Standards of Conduct	Number: C.41.7
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.52(h)(1); DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2)

POLICY: All volunteers will abide by the program's standards of conduct.

PROCEDURE: Head Start Performance Standard 1304.52(h)(1) specifies that volunteers:

- (i) they will respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
- (ii) they will follow program confidentiality policies concerning information about children, families and other staff members;
- (iii) no child will be left alone or unsupervised while under their care; and
- (iv) they will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2) state that volunteers whose duties require contact with children on a regularly scheduled basis of one or more times per month shall meet the same personnel qualifications required of other staff by Section 407.100(a).

These General Requirements for Personnel are:

a.) Shall be able to demonstrate the skill and competence necessary to contribute to each child's physical, intellectual, personal, emotional and social development. Factors contributing to the attainment of this standard include:

- (v) emotional maturity when working with children
- (vi) cooperation with the purposes and services of the program
- (vii) respect for children and adults
- (viii) flexibility, understanding and patience
- (ix) physical and mental health that do not interfere with child care responsibilities
- (x) good personal hygiene
- (xi) frequent interaction with children
- (xii) listening skills, availability and responsiveness to children
- (xiii) sensitivity to children's socioeconomic, cultural, ethnic and religious backgrounds and individual needs and capabilities

- (xiv) use of positive discipline and guidance techniques, and
- (xv) ability to provide an environment in which children can feel comfortable, relaxed, happy and involved in play, recreation and other activities.

Volunteers whose duties require contact with children on a regularly scheduled basis of one or more times per month or volunteers whose duties put them in contact with records or other confidential information will be asked to read and sign the SIUC Head Start Information for Volunteers: Standards of Conduct and Confidentiality.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteers - Parents	Number: C.41.8
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.40(d)(2); 1304.41(a)(3)

POLICY: The program encourages parents to volunteer during program operating hours; volunteering by parents is not mandatory. The following volunteer opportunities are available for parents/guardians:

- Working in your own home with your child.
- Participating in home visits and parent teacher conferences.
- Planning, developing and attending parent activities.
- In the governance of the Head Start classroom and program by:
 - Attending and supporting the monthly Parent Committee meetings.
 - Serving as officers of the Parent Committee.
 - Serving as elected members of the Policy Council.
 - Electing parents to represent them at Parent Committee meetings and Head Start Policy Council meetings.
 - Serving on the Male Advisory Panel, Education Committee and/or Health Advisory Committee.
- Volunteering at Head Start Centers in the following ways:
 - In the Classroom
 - Help teachers with children in the classroom during group time, center time, playground time, mealtime, etc. to carry out daily activities.
 - Serve as an additional adult supervising children on field trips.
 - Present cultural activities to children.
 - Assist teachers with bulletin boards.
 - Assist teachers in the preparation of classroom materials. (i.e. clean toys, label items, organize classroom materials, prepare classroom displays for teachers).
 - Read stories to the children.
 - Assist with restroom breaks and brushing teeth.
 - Discipline children only under the direction and approval of Head Start staff. All discipline of the children is to be consistent with Head Start's Discipline Statement.
 - In the Office
 - Assist with copying.
 - Assist with answering the phone.
 - Assist with filing.
 - Prepare parent bulletin board.

- Use computer for assigned tasks.
- Assist with other duties as available.
- Help with preparing the monthly newsletters.

In the Kitchen

- Assist with setting up meal carts.
- Assist with washing dishes.
- Assist with cleaning in the kitchen.
- Assist with all other duties as available.

On the Bus

- Receive training to serve as a bus monitor
- Ensure all children are buckled in seat belts and backpacks stowed safely under seats.
- Ensure children remain seated on the bus.
- Maintain an appropriate noise level so as not to disrupt the driver.

In the Community

- Help recruit children for Head Start by telling other parents of preschool children about Head Start.
- Assist staff in posting flyers in the community.

PROCEDURE: Information about volunteer opportunities for parents will be provided in the Parent Handbook, in the newsletter, on the SIUC Head Start website, at Parent Orientation and monthly at Parent Committee Meetings.

Parent volunteers are not required to complete a volunteer application unless they are providing volunteer service for credit or unless they are being used as replacement/supplemental staff. Staff supervising the parent volunteers will work with the parent/FCPC to determine when additional volunteer paperwork should be completed.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteers – Community	Number: C.41.9
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: The program encourages community volunteers to volunteer during program operating hours. Opportunities for community volunteers include:

- Serving on Policy Council as approved by parent members (four community representatives annually)
- Serving on program advisory committees and providing parent input to improve or develop the program's operations (e.g., curriculum, approach to child development and education and health advisory committee)
- Volunteering at Head Start Centers in the following ways:

In the Classroom

- Help teachers with children in the classroom during group time, center time, playground time, mealtime, etc. to carry out daily activities.
- Serve as additional adult supervising children on field trips.
- Present cultural activities to children.
- Assist teachers with bulletin boards.
- Assist teachers in the preparation of classroom materials. (i.e. clean toys, label items, organize classroom materials, prepare classroom displays for teachers).
- Read stories to the children.
- Assist with restroom breaks and brushing teeth.
- Discipline children only under the direction and approval of Head Start staff. All discipline of the children is to be consistent with Head Start's Discipline Statement.

In the Office

- Assist with copying.
- Assist with answering the phone.
- Assist with filing.
- Prepare parent bulletin board.
- Use computer for assigned tasks.
- Assist with other duties as available.
- Help with preparing the monthly newsletters.

In the Kitchen

- Assist with setting up meal carts.
- Assist with washing dishes.

- Assist with cleaning in the kitchen.
- Assist with all other duties as available.

On the Bus

- Receive training to serve as a bus monitor
- Ensure all children are buckled in seat belts and backpacks stowed safely under seats.
- Ensure children remain seated on the bus.
- Maintain an appropriate noise level so as not to disrupt the driver.

In the Community

- Help recruit children for Head Start by telling other parents of preschool children about Head Start.
- Assist staff in posting flyers in the community.
- Participating in special events and activities such as Family Reading Night, Community Resource Fair and Community Reading Week (See Community Reading Week policy/procedure C.41.9.1).
- Assisting with the repair and maintenance of facilities and grounds, materials and equipment as approved

PROCEDURE: Information about volunteer opportunities for community members will be provided individually by staff, on the website, in the Community Connections newsletter, through the Saluki Volunteer Corps and other student organizations.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Community Reading Week	Number: C.41.9.1
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Community Reading Week may be held each year to offer community representatives the opportunity for involvement at Head Start.

PROCEDURE: The FCPC is responsible for:

- Developing plans for Community Reading Week annually, including dates, theme, and recommended list of invitees
- Reviewing plans with Director
- Drafting invite letter for Director's review/signature
- Preparing invites
- Following-up with those invited and preparing schedule of readers
- Notifying Center Directors of schedule
- Communicating with Center Directors regarding participation
- Reporting participation to Director
- Preparing thank-you letters/cards for Director's approval

Center Directors are responsible for:

- Greeting readers
- Obtaining in-kind from readers
- Taking photographs
- Communicating with FCPC regarding participation

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteers - Students & Interns	Number: C.41.10
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Both high school and college student volunteers/interns have specific educational requirements.

PROCEDURE:

- Volunteer responsibilities and assignments are determined individually with each volunteer.
- All interns must be arranged through the Director's office.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Application & Selection	Number: C.41.11
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Section 407.180(d) of the IL DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2).

POLICY: Volunteers will complete paperwork as required by DCFS Licensing Standards. Required paperwork to be determined based on type of volunteer and number of hours.

PROCEDURE:

- No volunteer application is required for volunteers who are assisting the program on an irregular, informal basis (e.g., special events such as Community Reading Week, Parent Activity, Family Fun Fair, etc.).
- Parent volunteers are not required to complete a volunteer application unless they are providing volunteer service for credit or unless they are being used as replacement/supplemental staff. Staff supervising the parent volunteers will work with the parent/FCPC to determine when additional volunteer paperwork should be completed.
- All other persons interested in volunteering, including student interns, are required to complete a Volunteer Application Form. Center Directors must recommend volunteers to the Program Systems Operations Manager who reviews the application for approval.
 - The Program Systems Operations Manager forwards the application to the FCPC for review and copying.
 - The Program Systems Operations Manager will return the application to the Center Director recommending the volunteer for completion of required paperwork, scheduling, placement and orientation
- Administrative office staff should submit applications for volunteers to the FCPC who reviews and forwards to the Program Director for approval. The staff recommending the volunteer is responsible for scheduling a meeting with the Program Director for introductions.
- After interviewing a potential volunteer, the staff member recommending will have considered whether the involvement of a particular volunteer, based upon the potential volunteer's motivation, interests, abilities, skills and knowledge, meets the program's need to ensure positive outcomes for families and children. Volunteers should meet requirements outlined by DCFS and Head Start Performance Standards.
- Volunteers may serve in any capacity for which they are qualified.

- Volunteers whose duties require contact with children on a regularly scheduled basis of one or more times per month or volunteers whose duties put them in contact with records or other confidential information will be asked to read and sign the Information for Volunteers: Standards of Conduct and Confidentiality.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Health & Background Documentation	Number: C.41.12
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Section 407.180(d) of the IL DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2).

POLICY: Volunteers will complete paperwork as required by DCFS Licensing Standards. Required paperwork to be determined based on type of volunteer and number of hours.

PROCEDURE: The following health and background documentation are required for all volunteers who complete a volunteer application:

A. Parent/Community Volunteers

The following documentation is required for volunteers who **are not being used as replacement or supplemental staff**. (*Replacement or supplemental staff means any paid or unpaid individual who is used to perform essential staff duties as evidenced by being counted in the staff-child ratio or being allowed to be alone with children in a licensed child care facility outside the visual or auditory supervision of facility staff*):

1. DCFS physical and TB test, except for volunteers assisting the program during the time Head Start is not in session and children are not present.
2. CANTS, Child Sex Offender Registry checks.

The following documentation is required for volunteers who **are being used as replacement or supplemental staff**. (*Replacement or supplemental staff means any paid or unpaid individual who is used to perform essential staff duties as evidenced by being counted in the staff-child ratio or being allowed to be alone with children in a licensed child care facility outside the visual or auditory supervision of facility staff*):

1. DCFS physical and TB test
2. DCFS Acknowledgment of Mandated Reporter Status
3. DCFS Background Inquiry
4. DCFS State of Illinois 508-1
5. DCFS Authorization for Background Check
6. Background check (CANTS, Child Sex Offender Registry, criminal history via fingerprints)
7. Fingerprinting form

B. Student Volunteers Student volunteers include students completing course work for credit and including high school students. Students not completing course work for credit, including high school students, shall be considered community volunteers per above A. See section C for additional information regarding interns.

The following documentation is required for student volunteers who **are not being used** as replacement or supplemental staff. (*Replacement or supplemental staff means any paid or unpaid individual who is used to perform essential staff duties as evidenced by being counted in the staff-child ratio or being allowed to be alone with children in a licensed child care facility outside the visual or auditory supervision of facility staff*):

1. DCFS physical and TB test
2. CANTS and Child Sex Offender Registry Checks

No criminal history check via fingerprints is required unless student volunteers are used as replacement or supplemental staff, as defined above.

Students under age 18 are not subject to fingerprinting but are subject to a CANTS check.

The following documentation is required for student volunteers who **are being used** as replacement or supplemental staff. (*Replacement or supplemental staff means any paid or unpaid individual who is used to perform essential staff duties as evidenced by being counted in the staff-child ratio or being allowed to be alone with children in a licensed child care facility outside the visual or auditory supervision of facility staff*):

1. DCFS physical and TB test
2. DCFS Acknowledgment of Mandated Reporter Status
3. DCFS Background Inquiry
4. DCFS State of Illinois 508-1
5. DCFS Authorization for Background Check
6. Background check (CANTS, Child Sex Offender Registry, criminal history via fingerprints)
7. Fingerprinting form
8. Three letters of references.

Additional Student and Youth Aides Requirements

All students assisting in the care of children:

- Must be at least 14 years of age or older
- Must be under the direct supervision of a teacher
- Are not counted for purposes of maintaining staff/child ratios, except as provided in Section 407.160(d) of the IL DCFS Licensing Standards for Day Care Centers (January 1, 1998, P.T. 98.2).

- Records on each student or youth aide shall include:
 - The full name, home address and home telephone number of the student or youth aide.
 - A copy of the current school medical examination form
 - The name of the person at the day care center who is responsible for supervising the student or youth aide
- When a student is placed as part of a practicum or vocational training program, or when a youth aide is placed as part of an agency leadership training program, the record shall also include:
 - The name of the school or agency arranging the placement
 - The name, title and telephone number of the school or agency staff member responsible for the participation of the student or youth aide
- A plan for the participation of the student or youth aide shall be agreed upon in writing and:
 - Shall be signed by the participant, the supervising child care staff member and the school or agency staff member
 - Shall specify duties and hours and indicate the person and group to which the student or youth aide is assigned while in the center
- There shall be a written agreement regarding procedures for terminating an unsatisfactory student or youth aide.

To meet the above DCFS requirements, Student Volunteers, Head Start staff and School staff will complete an SIUC Head Start Classroom Student Aide Agreement if the student's placement primarily involves being with children in classrooms.

Any written reports made as a result of student interning/volunteering must be copied to SIUC Head Start.

C. Interns. All interns must be arranged through the director's office.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Orientation	Number: C.41.13
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: Revised 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Volunteers will be provided orientation as appropriate to their duties.

PROCEDURE:

- Orientation for regular parent, student and community volunteers will be provided through an appropriate orientation process.
- The staff person supervising the volunteer is responsible for providing orientation.
- Minimally, training of community and student volunteers will include an orientation about the goals and underlying philosophy of Head Start and the ways in which they are implemented by the program.
- Other information to be shared at orientation may include:
 - An overview of preschool child development.
 - A review of the Parent Handbook
 - An explanation of in-kind
 - Information regarding Standards of Conduct and Confidentiality
 - Information regarding health/safety and hygiene procedures

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Evaluation	Number: C.41.14
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Each volunteer is entitled to an evaluation of their performance.

PROCEDURE:

- Parent and community volunteers, upon request, may receive an evaluation of tasks performed.
- The staff person supervising the volunteer is responsible for completing the evaluation in consultation with teachers or other staff who have worked with the volunteer.
- High school and college student volunteers are evaluated in accordance with practicum procedures established by the appropriate faculty members and educational institution and a copy will be maintained in the volunteer's file.

SIUC HEAD START
Operating Policies and Procedures Manual

Subject: Volunteer Recognition	Number: C.41.15
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: Revised 08/2006

REGULATION REFERENCE: Performance Standard 1304.40(d)(2) & (3);
1304.41(a)(3)

POLICY: The program is to recognize the contributions of parent volunteers.

PROCEDURE: The program will utilize a variety of methods to recognize parent volunteers:

Parent Volunteers of the Month

- Center Directors select a Parent Volunteer of the Month for each center/co-location from September through April based on the criteria established.
 - Criteria for the Parent Volunteer of the Month and Parent Volunteer of the Year will be reviewed annually by parents at the September parent meetings.
 - Generally the criteria will be printed in the October parent newsletter.
- The Parent Volunteer of the Month will be awarded a certificate.
 - Printed certificates (excluding the recipient's name) are provided annually to Center Directors by the FCPC, generally in August.
 - The Center Director is to write/type the recipient's name on the certificate each month and provide to the parent.
- The Parent Volunteer of the Month's name will be announced at a subsequent parent meeting by the Center Director.
- FCSWs are to post the Parent Volunteer of the Month's name on the parent board.

Parent Volunteers of the Year

- Male and Female Parent Volunteers of the Year will be selected for each center/co-location each April based on established criteria.
- Center Directors track parent volunteer hours monthly and review the annual total to determine the male and female parents with the highest hours based on the established criteria.
- Parent Volunteers of the Year will be recognized at their center/site by the Center Director with a certificate and/or gift.
- Recipients of the Male and Female Parent Volunteer of the Year awards at each center/site are eligible to apply for the SIUC Head Start Program-Wide Male and Female Volunteer of the Year awards.
 - The FCPC prepares the applications annually, generally in April, and distributes to Center Directors with the return date. The application includes information about the applicant's volunteer activities, a personal statement, references and a total of their eligible volunteer hours.

- Center Directors must provide their Volunteers of the Year with their packets, provide any assistance needed for parents to complete the packets and return the packets to the FCPC by the due date.
- The Director establishes a committee to review the applications and select the program-wide Male & Female Volunteers of the Year. The committee generally includes the FCPC, administrative staff and/or representatives from the Policy Council. The committee typically meets in late April.
- The FCPC is responsible to coordinate the committee meeting, ensure minutes are kept and provide the names of the selected recipients to the Director immediately following the selection.
- The Director will recognize the Male and Female Volunteers of the Year.
- The center Male or Female Volunteer of the Year at the Murphysboro center with the highest volunteer hours is entitled to the Earlene Sanders Award.

Parent/Community Volunteer Recognition

- Parents/Guardians who have volunteered 50 hours will receive a parent volunteer recognition certificate, generally at their child's recognition ceremony at the center.
 - The Center Director tracks parent volunteer hours to determine eligibility.
 - The FCPC provides certificates to Center Directors.
- Other persons who volunteer (i.e. community/student volunteers) 25 hours will receive a general volunteer recognition certificate.
 - The staff person supervising the volunteer is responsible to ensure they receive a certificate.
 - The FCPC provides certificates as requested.

Policy Council Volunteer Recognition

- Each year a Policy Council member is selected by members of the Council to receive the Rosia Kerens Award per the criteria established by Policy Council.
- The recipient is announced at the annual staff/Policy Council recognition ceremony held in May.

Criteria for Rosia Kerrens Award

Rosia Kerrens was a parent in the first Murphysboro Head Start. Her enthusiasm and commitment as a parent, center committee chairperson and Policy Council member of Head Start was exemplary. This award was created in her honor as a role model and dedication to parents, parent involvement and Head Start in general.

Criteria for the Rosia Kerrens award includes the following:

1. To be awarded of and dedicated to supporting Head Start guidelines, performance standards and policies as related to parents, children, families and community.
2. To participate in all training as possible and relevant to promote Head Start.
3. To be a Policy Council member.
4. To reward meritorious service (within the current Head Start year, as a minimum).
5. To be an advocate of Head Start children and families.

This award should be given with consensus of the Policy Council.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Volunteer Termination	Number: C.41.16
Service Area: FCP - Community Partnerships	Section: Partnerships
Relevant Forms: Located on P:/common drive	Date Effective: 01/2006

REGULATION REFERENCE: Performance Standard 1304.41(a)(3)

POLICY: Student volunteers, interns and community volunteers can be immediately discharged if a violation of Head Start policies and procedures occurs, for failing to meet standards of conduct and confidentiality, for unsatisfactory performance of assigned duties and for chronic absenteeism.

PROCEDURE: The staff person responsible for supervising the volunteer is responsible for notifying the volunteer of the termination. The FCPC and Program Director should be consulted/informed of such action.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Advisory Committees - General	Number: C.41.17
Service Area: FCP - Community Partnerships	Section: Advisory Committees
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: Advisory committees will be established as needed to support program service issues such as community partnerships and to help the program respond to community needs.

PROCEDURE:

- Through work with families and the community, service area coordinators may identify areas that may benefit from the development of an advisory committee.
- Staff identifying a need must meet with the Program Director, who will work with the coordinator make a determination of next steps.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Health Advisory Committee	Number: C.41.18
Service Area: FCP - Community Partnerships	Section: Advisory Committees
Relevant Forms: Located on P:/common drive	Date Effective: Revised 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: The health service area utilizes a Health Advisory Committee composed of Head Start staff, Head Start parents, and community health professionals. Its purpose is to offer support, guidance, and advisement to Head Start health services. A minimum of two (2) meetings will be held each program year.

PROCEDURE: The ultimate goal of the Health Advisory Committee is to assist in enabling Head Start to provide the necessary health services and education to children and their families. The Health/Nutrition Coordinator is to facilitate the Health Advisory Committee.

Membership

In general, the membership will be:

- Two parents elected from each parent committee.
- One dental professional.
- One nutrition professional.
- One medical professional.
- One mental health professional.
- Head Start staff representing various aspects of the Head Start program.

Meetings

- A minimum of two (2) meetings will be held each program year. In general, these meetings will be held in October and March. Additional meetings may be called if need warrants.
- An agenda is established by the Health/Nutrition Coordinator and submitted to Program Director for approval. Meeting notices are to be mailed to each member.
- Information is to be shared and input received from the committee regarding:
 - Child Nutrition services/issues
 - Health & Dental services/issues
 - Mental Health & Disabilities services/issues
 - Staff Wellness
- Minutes are to be taken of the meeting and minutes provided to the committee at the next regularly scheduled meeting. Sign-in-sheet and in-kind forms are to be made available at each meeting.
- Documentation of meeting minutes, sign-in-sheet and materials shared is to be maintained by the Health/Nutrition Coordinator.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Education Committee	Number: C.41.19
Service Area: FCP – Community Partnerships	Section: Advisory Committees
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(b)

POLICY: The early childhood development area utilizes an Education Committee composed of Head Start staff, Head Start parents. Its purpose is to offer support, guidance, and advisement to Head Start early childhood services. A minimum of two (2) meetings will be held each program year.

PROCEDURE: The appropriate early childhood staff will facilitate the Education Committee, which is composed of Head Start staff and Head Start parents.

In general, the membership will be:

- One parent elected from each parent committee.
- The child development coordinator and specialist
- Center directors, including the collaboration specialist to represent co-locations
- One supervising teacher from each center
- A co-location teacher (if possible)

A minimum of two (2) meetings will be held each program year. In general, these meetings will be held in October and March. Additional meetings may be called if need warrants.

The ultimate goal of the Education Committee is to assist in enabling Head Start to provide the necessary education services to children and their families.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Transition Services	Number: C.41.20
Service Area: FCP – Community Partnerships	Section: Advisory Committees; Transition Services
Relevant Forms: Located on P:/common drive	Date Effective: 08/2008

REGULATION REFERENCE: Performance Standard 1304.41(c)(1)(i-iv)

POLICY: The program coordinates with the LEA's to support successful transitions for children and families.

PROCEDURE: Outreach to school personnel is accomplished through the Kindergarten Transition Committee, the participation of kindergarten principals and teachers at parent meetings, and communication with other school staff.

The Kindergarten Transition Committee includes school superintendents or their designees who participate in meetings held two times a year generally in October and March. Communication is typically held based on the following topics:

- Content of transition files
- Interagency agreements
- Local definition of school readiness
- Providing parents updated information about the specific district/school their child will attend.
- Ensuring a representative from each district attends the parent meeting to share information concerning kindergarten, school expectations/policies, supplies, etc.
- New mandates/initiatives from OHS or ISBE.

The Parent Meeting generally held in April highlights kindergarten transition information for families. The FCPC is responsible to assist parents in inviting kindergarten teachers and school administrators to parent committee meetings.

Transition files include documents that facilitate a smooth transition from Head Start to the child's designated attendance center for Kindergarten.

The teacher is responsible to:

- Ensure parents complete a Release of Information for Educational Programming during the first home visit if their child will be eligible to attend kindergarten the following fall.
- Submit the RIEP form to the center director who reviews the form for completeness and forwards it to the Child Development Coordinator.

FCSWs are responsible to:

- Develop a transition file for children with a signed RIEP form

- Submit transition files to the CDC by the designated due date.

The Child Development Coordinator is responsible to:

- Track the Release of Information for Educational Programming forms
- Provide center directors with a list of RIEP's submitted
- Distribute a memo that describes the contents of transition files.
- Develop a list of children's names and their last center attended for signature by the LEA.
- Distribute transition files to LEA's.
- Ensure opportunities for joint staff training with LEAs are offered.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Referrals - General	Number: C.41.21
Service Area: FCP – Community Partnerships	Section: Transition Services
Relevant Forms: Located on P:/common drive	Date Effective: 07/2009

REGULATION REFERENCE: Performance Standard 1304.41(c)(2)

POLICY: Referrals for children from community agencies will be processed in a timely manner.

PROCEDURE:

- The staff person receiving the referral verifies receipt of the referral with the referring agency and forwards the referral to the Program/Systems Operations Coordinator (PSOC).
- The PSOC completes the referral tracking form, along with a due date and any pertinent information and forwards the referral to the appropriate center.
- Center staff must complete the enrollment application and return the referral by the due date.
- The PSOC is responsible for tracking the status of the referral and following-up with the center as needed.
- Referrals from certain community agencies are given priority points for enrollment on the selection criteria form.

**SIUC HEAD START
Operating Policies and Procedures Manual**

Subject: Referrals - Early Head Start	Number: C.41.21.1
Service Area: FCP – Community Partnerships	Section: Transition Services
Relevant Forms: Located on P:/common drive	Date Effective: 07/2009

REGULATION REFERENCE: Performance Standard 1304.41(c)(2)

POLICY: Referrals for children from Early Head Start will be processed in a timely manner.

PROCEDURE:

- Per the interagency agreement with The H Group Early Head Start, referrals for children are submitted to the Family/Community Partnerships Coordinator.
- The FCPC verifies with the referring person the receipt of the referral.
- The FCPC completes the referral tracking form, along with a due date and any pertinent information and submits to the Program/Systems Operations Coordinator for tracking and forwarding to the appropriate center.
- Center staff are to complete the enrollment application and return the referral by the due date.
- The FCPC is to provide follow-up information to the referral source within 30 days of the receipt of the referral.
- Referrals from Early Head Start are given priority points for enrollment on the selection criteria form.