

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

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<b>Subject:</b> Governance - Formal Structure	<b>Number:</b> D.50.1
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Council & Parent Committee Structure
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> Revised 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(a) (1-5)

**POLICY:** Head Start programs must establish and maintain a formal structure of shared governance through which parents can participate in policy making or other decisions about the program. As early in the program year as possible, SIUC Head Start program must establish and maintain a Policy Council at the grantee level. The Policy Council and the Governing Body (Head Start Advisory Board) must not have identical memberships and functions. Parent committees must be established at the center level and must be comprised exclusively of the parents of children currently enrolled at the center. Policy Council may not be dissolved until a successor council is elected and seated.

**PROCEDURE:** N/A

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<b>Subject:</b> Governance - Parent Committees	<b>Number:</b> D.50.2
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Council & Parent Committee Structure
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> Revised 07/2009

**REGULATION REFERENCE:** Performance Standard 1304.50 (a)(1) & (2)

**POLICY:** All parents/guardians who have children enrolled in the program are members of the Head Start Parent Committee. Parent Committees meet once a month from September through April. On-site childcare, refreshments and transportation arrangements are available at the meetings. The Parent Committees are established at the center level. In this program the parent committees are established at the following sites:

- Carbondale Center
- John A. Logan College/ Malone’s Center
- Johnston City Center
- Marion Center,
- Murphysboro Center

The main functions of the Parent Committee are:

- 1) Participate in the governance of the Head Start classroom and program by:
  - a) Attending and supporting the Parent Committee meetings.
  - b) Serving as officers of the Parent Committee.
  - c) Serving as elected members of the Policy Council.
  - d) Electing representative(s) to the Policy Council per the above established guidelines
- 2) Advise staff in developing and implementing local program policies, activities and services.
- 3) Plan, conduct and participate in informal as well as formal programs and activities for parents and staff.

Attendance at Parent Committee meetings by the Family/Community Partnerships Coordinator and/or FCSWs will allow them to gain an opportunity to learn and interact with parents in a group setting. Additional insight can be given as to the needs and/or problems that the parents may be experiencing as it relates to the family/ community partnerships service area. Additionally, volunteer services may be solicited from parents during parent committee meetings.

**PROCEDURE:** At the September Parent Committee Meeting, parents will elect officers for the remainder of the year and select their representative(s) to the Policy Council. Offices include chairperson, vice-chairperson and secretary.

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<b>Subject:</b> Policy Council - Composition & Structure	<b>Number:</b> D.50.3
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Group Composition & Formation
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> Revised 07/2009

**REGULATION REFERENCE:** Performance Standard 1304.50(b) (1-7)

**POLICY:** The SIUC Head Start Program’s Shared Governance Plan establishes written procedures for determining number of Policy Council members, selection of community representatives, annual elections, term limits, eligibility and proportionate representation.

**PROCEDURE:**

1. Every two-years (even numbered years) in June, the Shared Governance Plan is to be reviewed and approved by the, Policy Council, Head Start Advisory Board Executive Director and Head Start Director.
2. The Shared Governance Plan section of the approved composition and formation of the Policy Council is to be included in the Policy Council Operating Papers.
3. Policy Council Composition and Formation for SIUC Head Start

A minimum of fifty-one percent (51%) of the Policy Council will be constituted of parents of children currently enrolled in all program options based on the following proportions:

There shall be a minimum of one (1) Policy Council parent representative elected per center. An additional parent representative is elected for each additional 50 children enrolled per center. Co-location site representatives are determined based on additional program enrollment numbers and on the one to fifty ratio (1:50). Co-location sites may be combined to reflect parent representation.

<u>Enrollment Size</u>	<u>Number of Representatives</u>
01-99	1
100-149	2
150-199	3

Community Representatives shall not exceed 49% of the total Policy Council.

Jackson County	2 Community Representatives
Williamson County	2 Community Representatives

The policy Council will consist of 12 members and is composed as follows:

- 8 parents from 4 centers and 2 co-locations
- 4 community representatives

#### 4. Election of Parent Members and Alternates

During the month of September, the parent committees will elect 8 parents and 5 alternate representatives (one per parent committee) by a democratic process. These committees are established at the center level. In this program the parent committees are established at the following sites:

- Carbondale Center
- John A. Logan College/ Malone's Center
- Johnston City Center
- Marion Center
- Murphysboro Center

#### 5. Selection of Community Representatives

Executive Director will identify representatives from the community such as businesses, public or private community, civic, and professional organizations; and others who are familiar with resources and service for low-income children and families and may include the parents of formerly enrolled children. The identified community representatives will be presented to the Policy Council and must be approved by the parent members of the Policy Council before they can be seated. All community representatives must be selected annually in October and thereafter as vacancies occur.

#### 6. Staff Membership on the Policy Council

No staff member, or members of their immediate families, may serve on Policy Council except parents who occasionally substitute for regular staff. In this program, occasional is defined as a Policy Council parent who is substituting no more often than once each three months.

#### 7. Term of Membership

Policy Council terms are limited to three one-year terms. This is for any individual in the group, whether parent or community representative.

#### 8. Reimbursement

Policy Council members who meet the income eligibility guidelines are enabled to attend meetings through the provision of on-site childcare, mileage reimbursement at established state rate and/or transportation arrangements and refreshments. Occasionally, meetings/trainings may be held that require the child care costs incurred by the parent to be reimbursed. Current rate of reimbursement is:

- 1 child @ \$3.50 per hour
- 2 or more children @ \$4.00 per hour

Forms must be completed and verified by the center director/co-location collaboration specialist.

Parent Committee members who meet the income eligibility guidelines are enabled to attend meetings through the provision of on-site childcare, transportation arrangements and refreshments.

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<b>Subject:</b> Policy Council - Responsibilities	<b>Number:</b> D.50.4
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Group Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(c) & (d)

**POLICY:** SIUC Head Start establishes and maintains a written process (Shared Governance Plan) that provides a system for communication, consultation and approval functions of the Policy Council and Advisory Board and ensures effective working partnerships among the Policy Council, governing body and key management staff.

**PROCEDURE:**

1. Every two-years (even numbered years) in June, the Shared Governance Plan is to be reviewed and approved by the, Policy Council, Head Start Advisory Board Executive Director and Head Start Director.
2. See *Shared Governance Plan for procedures*.

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<b>Subject:</b> Complaints from Community	<b>Number:</b> D.50.5
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Group Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(d) (2) (v)

**POLICY:** The Policy Council, along with the Advisory Board establishes and maintains procedures for working with the grantee agency to resolve community complaints about the program. The procedure for parents or a community member to make a formal concern/complaint regarding the SIUC Head Start program the following procedures must be followed:

**PROCEDURE:**

1. All formal parent/community concerns/complaints must be submitted in writing to the Center Director on the SIUC Head Start Parent/Community Complaint Form. The Center Director will forward a copy of the concern/complaint to the Head Start Director for information purposes only. The Center Director will investigate and make every effort to resolve the concern/complaint at this level within two weeks of receiving the complaint.
2. If the Center Director cannot satisfactorily resolve the concern/complaint, the Center Director will refer the concern/complaint to the Head Start Director to investigate and determine any actions to be taken. The complaint when deemed appropriate will be forwarded to the Executive Director.
3. If the Head Start Director cannot resolve the concern/complaint, the Executive Director will be informed. The Executive Director will determine necessary action to be taken. The Executive Director will inform the Advisory Board and the Policy Council of the complaint and action taken or seek input from the Advisory Board and Policy Council for resolutions concerning incidents of a serious nature such as incidents involving injuries, potential litigation, and safety issues.

**Note:** Complaint forms are available at the Center Director's offices or Head Start Director's office. Anyone needing help completing the form may contact the respective community worker and/or Center Director.



**HEAD START RESOLUTION FORM**

Complainant Name \_\_\_\_\_ Date \_\_\_\_\_

Head Start Child's Legal Parent/Guardian \_\_\_\_\_ Community Member \_\_\_\_\_

Other (Please describe) \_\_\_\_\_

\_\_\_\_\_

Child's Name (if applicable) \_\_\_\_\_

Center Location: Carbondale \_\_\_ Johnston City \_\_\_ Marion \_\_\_ Murphysboro \_\_\_

Co-Location (JALC) \_\_\_ Co-Location (Malone's) \_\_\_

Attendance: \_\_\_ am \_\_\_ pm \_\_\_ all day

Summary of complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Nature of Investigation: How was investigation handled (meeting, phone call, interviews, etc.)?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action Taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completed by \_\_\_\_\_

Signature

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<b>Subject:</b> Parent Committee - Responsibilities	<b>Number:</b> D.50.6
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Parent Committee
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(e)(1-2)

**POLICY:** Parent Committees are to advise staff in developing and implementing local program policies, activities and services.

**PROCEDURE:**

1. At the first meeting in September, parents review survey information collected from parents attending the August parent orientation and vote to determine the date and time for the regularly scheduled monthly meetings. Training on how to conduct meetings and review of the parent committee operating guidelines are reviewed. Per this training, parent committees are informed that the meetings are their opportunities to address concerns and issues. The agendas have a standard format that includes agenda review/changes/additions which provides parents opportunities to present concerns/suggestions regarding their center/site, policies, services and activities to the center director/collaboration specialist as well as Policy Council parent representative.
2. Process for parent committee responsibilities to plan, conduct and participate in informal as well as formal programs and activities for parents and staff:
  - a) Participates with self-assessment to provide input at parent committee meetings.
  - b) During August parent orientation, parents complete a survey to identify educational topics of interest related to child development and adult education. Based on the survey data, the training topics schedules and activities are developed for the parent committee meetings.
  - c) Parent committees' operating guidelines set forth a parent representative to be elected to serve on the Health Advisory Committee. The Chairperson or designee of each parent committee serves as the Education Committee representative. Each father/father figure is invited to participate in the Male Advisory Panel (MAP).
  - d) Each committee representative provides a report to his/her respective parent committee regarding the results of the committee meetings.
  - e) Each Center Parent Committee is provided with funds to plan activities for children. Normally \$20.00 per child will be reserved each year for each center. The Center Parent Committee, with guidance and assistance from the appropriate staff and center director approval, will determine how these funds will be used. These funds should be sufficient to provide activities for the children, and therefore should eliminate the need for any center initiated fund raising activities. Any fund raising project must have the prior approval of the SIUC Head Start Director.
  - f) The Parent Activity Fund is established for parents to plan and participate in activities which they have designed for themselves. Normally, \$10 per child per

center/co-location set enrollment will be available annually and will be administered by guidelines developed by the SIUC Head Start Policy Council who will direct and monitor how these funds will be utilized throughout the year. Parent committees determine how to use their respective center funds, individual center activities or a program wide activity. This information is submitted to the Policy Council who approves the plans. Planning committee(s) are established to implement the plans.

- g) During each parent committee meeting, up-coming events are discussed providing parents with opportunities for volunteering i.e., M.U.S.C.L.E. program, Children's year-end recognition days, Community Reading week, Family Involvement Month, Family Fun Fair etc.
- h) In addition to the special planned events, parents may choose to volunteer in the program 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.

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<b>Subject:</b> Parent Committee - Participation in Hiring Process	<b>Number:</b> D.50.7
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Parent Committee
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(e)(3)

**POLICY:** Within the guidelines of the SIUC Head Start program's hiring procedures, Policy Council Parent Representatives of the center where the vacancy occurs and the Chairperson of the Policy Council Personnel Committee or designee will be notified of the interview schedule and encouraged to attend. Parents are informed of job openings through listings in the monthly parent newsletter, listings on the Head Start web-site and postings at each center/co-location.

**PROCEDURE:** *See Personnel Policies Hiring Recruitment Procedures*

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<b>Subject:</b> Reimbursement for Policy Council & Parent Committees	<b>Number:</b> D.50.8
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Policy Council & Parent Committee Reimbursement
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> Revised 08/2008

**REGULATION REFERENCE:** Performance Standard 1304.50(f)

**POLICY:** Policy Council members who meet the income eligibility guidelines are enabled to attend meetings through the provision of on-site childcare, mileage reimbursement at established state rate and/or transportation arrangements and refreshments. Occasionally, meetings/trainings may be held that require the child care costs incurred by the parent to be reimbursed. Current rate of reimbursement is:

- 1 child @ \$3.50 per hour
- 2 or more children @ \$4.00 per hour

Forms must be completed and verified by the center director/co-location collaboration specialist.

Parent Committee members who meet the income eligibility guidelines are enabled to attend meetings through the provision of on-site childcare, transportation arrangements and refreshments

**PROCEDURE:** N/A

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<b>Subject:</b> Governing Body - Responsibilities	<b>Number:</b> D.50.9
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Governing Body Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> Revised 08/2008

**REGULATION REFERENCE:** Performance Standard 1304.50(g)(1)

**POLICY:** SIUC Head Start must maintain written policies that define the roles and responsibilities of the governing body members and that informs them of the management procedures and functions necessary to implement a high quality program.

**PROCEDURE:** Head Start Advisory Board (governing body) receives training annually via written materials provided by Head Start Director, applicable webinars. The Shared Governance Plan Decision Making Chart defines the roles and responsibilities of the governing body members including functions to be completed, steps to be taken to carry out the function, person/group responsibilities and timeframe.

Program reports received by the Advisory Board include:

- Program Director's Report received monthly that includes as: enrollment, average daily attendance(ADA), disabilities enrollment, health requirements status, recruitment efforts, parent involvement, facilities updates, bus maintenance, staff training
- DHHS Semi-Annual Report
- Audits and corrective action reports -CACFP, DHHS/ACF Triennial Review, External Audits
- Budget reports
- Annual self-assessment
- Program Information Report (PIR)

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<b>Subject:</b> Governing Body Responsibilities-Internal Controls	<b>Number:</b> D.50.10
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Governing Body Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50(a)

**POLICY:** Advisory Board (governing body) ensures that the University established internal controls are implemented by the Head Start Department in order to safeguard federal funds

**PROCEDURE:** University (grantee) in conjunction with the State of Illinois has departments with set procedures and policies regarding Purchasing, Payroll, Accounting Services (financial accounting, fixed assets accounts and grants and contracts), accounts Payable, Risk Management, Internal Audits, Research, Development and Administration (ORDA). The Advisory Board provides assistance if necessary to ensure the program complies with state/university policies and procedures and provides quality Head Start services. Varying levels of approvals are required to initiate and complete all activities related to the above. For specifics, see SIUC Procurement Policies/Procedures, Accounting Services Policies/Procedures, and Travel Policies/Procedures.

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<b>Subject:</b> Internal Dispute Resolution	<b>Number:</b> D.50.11
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Governing Body Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE: 1304.50(h)**

**POLICY:** The Impasse Policy is a jointly written and approved by the Policy Council and Advisory Board which provides a set of procedures to resolve internal disputes between the two groups.

**PROCEDURE:** The Impasse Policy is included in the Shared Governance Plan and is required to be reviewed and approved biannually (even numbered years) by both the Policy Council and the Head Start Advisory Board.

**IMPASSE POLICY**

**1304.50 (h) the Governing Body and the Policy Council jointly must establish written procedures for resolving internal disputes, including impasse procedures, between the governing body and policy council. Governing Body has the general responsibility (guides and oversees the carrying out of the functions described through the individual or group given operating responsibility) and must approve or disapprove the internal dispute resolution. The Policy Council must approve or disapprove the resolution.**

Issues or actions requiring the approval of the Policy Council and/or the Advisory Board (Governing Body), according to 1304.50(h) Internal Dispute Resolution, cannot proceed without agreement, the disagreeing parties must enter into a process which resolves the disagreement and brings the parties together. This process is the “Impasse Policy.”

The term “impasse” for this document refers to: an issue or action raised which requires the approval of the Head Start Policy Council, and the Policy Council is not in agreement with the Head Start grantee administration or Advisory Board or Chancellor. If agreement cannot be reached, the Policy Council and Advisory Board are at an impasse. When there is an impasse, the activity in question cannot be carried out until the impasse is resolved.

The first step is for all parties to make a good faith effort to resolve the disagreement. If this is not possible, either of the two parties may initiate the impasse procedures by providing a written notice to the opposite party within five (5) working days of the implementation of the decision or action in dispute.

If the impasse policy is initiated by the Policy Council, the Policy Council Chair must send a letter to the Executive Director and the Advisory Board. If the impasse action is initiated by the Advisory Board, the Chair will send written notice to the Executive Director and the Policy Council chairperson. When appropriate notification is processed, the Advisory Board and the Policy Council Chair and others that they

designate will meet to discuss their position. Both parties will make every effort to understand each other's position.

If a resolution does not result, an impasse will be declared and the SIUC Chancellor will be advised that an impasse has occurred. This notification will be made within two (2) working days after the impasse becomes apparent. Prior to reaching a decision, the Chancellor will consult with the Policy Council Chair and Governing Board Chair. The Chancellor will resolve the issue within five (5) working days after receiving the positions of Policy Council and Advisory Board.

If the Policy Council does not accept the Chancellor's decision and the impasse still exists, the University will then follow mediation procedures established by the Department of Health and Human Services/Administration for Children and Families/Program Instruction; Log No.ACYP-PI-HS-96-16. Mediation is a process for which a third person guides two parties who disagree to a resolution which both can accept. The person who provides this guidance is called a mediator. See attached Program Instruction.

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<b>Subject:</b> Governance - Appendix A	<b>Number:</b> D.50.12
<b>Service Area:</b> PDM-Program Governance	<b>Section:</b> Governance & Management Responsibilities
<b>Relevant Forms:</b> Located on P:/common drive	<b>Date Effective:</b> 08/2006

**REGULATION REFERENCE:** Performance Standard 1304.50 - Appendix A

**POLICY:** 1304.50 - Appendix A is a chart format that restates the governance and management responsibilities of the governing body members, policy council and agency management staff. SIUC Head Start ensures that functions outlined in Appendix A for the Executive Director are determined locally and included in the Shared Governance Plan.

**PROCEDURE:** The Shared Governance Plan which includes Appendix A is to be reviewed and approved biennially (even-numbered years) by the Advisory Board, Policy Council, Executive Director and Head Start Director.