



(a) FAMILY GOAL SETTING

(1) Family Assessment / Family Goal Setting / Family Partnership Agreement

The Family Service Worker will:

- Engage in a process of collaborative partnership building with parents to establish mutual trust and to identify family goals, strengths, and necessary services and support.
- Complete a Family Assessment with each family to assess strengths, needs, referrals, and offer resources.
- Initiate the goal setting process during intake meeting
- Utilize information from the Family Assessment to help identify goals.
- Develop a Family Partnership Agreement (FPA) based on the family's readiness and willingness to participate in the process. Include description of family goals, responsibilities, timelines, and strategies for achieving these goals as well as progress in achieving them.
- Complete a Family Partnership Agreement (FPA) form if a goal is established.
- Follow-up on Family Partnership Agreements (FPA) to review the status of goal(s) established or reevaluate the family's readiness to participate in the goal setting process if goal has not been established.
- Follow-up on Family Partnership Agreement (FPA) is ongoing and should be conducted with the family as necessary. At a minimum, we should conduct FPA follow-ups every 30 days.
- Document all family needs, referrals, Family Partnership Agreements and follow-up in ETO and in ChildPlus.

The Director will:

- Ensure that Family Needs Assessments and Family Partnership Agreements (FPA) are included in meeting discussions as relevant
- Participate in content coordination meetings to assist the team in analyze data, identify patterns/ service delivery gaps and make recommendations for closing these gaps.
- Review data from the Family Services Reports generated monthly
- Analyze data in ETO / ChildPlus, generate and prepare reports, and review progress to identify the number of assessments completed, families needing and receiving services, families in goal setting process, families with completed goals, and FPA follow-up with families.
- Supervise and monitor the Family Service Worker to ensure we are in compliance with program mandates, performance standards and program timelines.
- Evaluate progress and concerns with the delivery of family services and collaborate on plans of action.
- Provide training to Family Service Workers as needed.

(2) Ongoing Partnership

The Family Service Worker will:

- Offer parents opportunities to develop and implement Family Partnership Agreements
- Provide ongoing follow-up with families on Family Partnership Agreements to determine ongoing needs, review the plan to identify barriers and/or collaborate in adjusting the plan, identify and record new goals, and address issues that contributed to changes that affect initial goal set as well as re-strategize how to accommodate and/or accomplish established and new goals.
- Complete a Family Partnership Agreement form if a new goal is established.
- Document all follow-ups in ETO and in ChildPlus
- Generate and prepare reports for monthly Family Service Meeting.

The Director will:

- Ensure that Family Needs Assessments and Family Partnership Agreements (FPA) are included in meeting discussions as relevant
- Participate in content coordination meetings to assist the team in analyze data, identify patterns/ service delivery gaps and make recommendations for closing these gaps.
- Review data from the Family Services Reports generated monthly
- Analyze data in ETO / ChildPlus, generate and prepare reports, and review progress to identify the number of assessments completed, families needing and receiving services, families in goal setting process, families with completed goals, and FPA follow-up with families.
- Supervise and monitor the Family Service Worker to ensure we are in compliance with program mandates, performance standards and program timelines.
- Evaluate progress and concerns with the delivery of family services and collaborate on plans of action.
- Provide training to Family Service Workers as needed.

(3) Avoid Duplication of Efforts

The Family Service Worker will:

- Avoid duplication of effort, or conflict with, any pre-existing family plans developed between other programs and the family, the Family Partnership Agreement (FPA) will take into account, and build upon as appropriate, information obtained from the family and other community agencies concerning pre-existing family plans.
- Coordinate, to the extent possible, with families and other agencies to support the accomplishment of goals in the pre-existing plans.
- Collaborate with other community agencies that are providing services to the same families to ensure that the family needs are being met by all respective agencies and avoid duplication of services.

- Track and document all needs, referrals and services received in the ETO and in ChildPlus.
- Generate and prepare reports as necessary.

(4) Variety of Opportunities for Interaction with Parents throughout the Year

The Family Service Worker will:

- Distribute parent handbook to parents (at time of enrollment)
- Inform the parents of a variety of opportunities to be involved in the program
- Encourage parents to participate in the Monthly Parent Meetings, Parent Committees, and Policy Council to provide them with the opportunity to work with each other and other community members.
- Provide parents with information on upcoming events within Head Start and the community.
- Use the Family Assessment information to facilitate conversation and gain insight on family's needs.
- Engage parents to participate in the Family Partnership process.
- Follow-up with parents as needed.

The Teaching Staff will:

- Encourage parents to participate as classroom volunteers.
- Invite parents to participate in parent meetings and parent committees.
- Encourage parents to participate in Policy Council and parent committees.

The Director will:

- Ensure teaching staff are encouraging opportunities for parent interaction.
- Review and supervise Family Service Worker's work regarding family goal setting process and follow-up to parents have a variety of opportunities to enter into this process.
- Provide information on opportunities for parent involvement such as trainings, community events, workshops, etc.
- Prepare reports and monitor attendance for Policy Council and local parent meetings.

(5) Meetings and Interactions with Families Must Be Respectful of Each Family's Diversity, Cultural, and Ethnic Background

The Family Service Worker will:

- Respect each family's diversity, cultural, and ethnic background during meetings and interactions with families.
- Demonstrate cultural sensitivity
- Support the family's home language

- Converse with families in the family's home language during interactions and scheduled events.
- Provide forms and information in the family's primary language whenever possible.
- Provide translation/interpretation in the family's home language whenever possible
- Invite community guest speakers who are of the majority ethnic and cultural background for parent meetings.

The Teaching Staff will:

- Create safe and respectful environments where parents can learn more about children's learning and development.
- Respect each family's diversity, cultural, and ethnic background during meetings and interactions with families.
- Demonstrate cultural sensitivity
- Support the family's home language

The Director will:

- Ensure that each family's diversity, cultural and ethnic backgrounds are respected at all times.
- Review and supervise Family Service Worker's work to ensure that each family's diversity, cultural and ethnic backgrounds are respected at all times.
- Assess Family Service Workers training needs in the areas of cultural sensitivity and competency.

(b) ACCESSING COMMUNITY SERVICES AND RESOURCES

The Family Service Staff work collaboratively with other community agencies and share information and resources to promote the access of services to children and families and foster the development of a continuum of family centered services.

Resource Directory

The Family Service Workers and Director update the Resource Directory yearly. This directory includes information on emergency or crisis assistance in areas such as food, housing, clothing and transportation as well as education and other appropriate interventions for parents to participate in counseling programs or receive information on mental health issues that place families at risk, such as substance abuse, child abuse, neglect, domestic violence, and 4-1-1 for community information and referral services. The directory has a separate section on disabilities services.

This Directory includes the following resources:

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| ➤ Child Care | ➤ Education/Vocational Programs | ➤ Emergency Services (shelter, food, clothing) |
| ➤ Counseling | ➤ Family Planning | ➤ Libraries |
| ➤ Financial Literacy/Assistance | ➤ Family Entertainment | ➤ Health Services |
| ➤ Housing Services | ➤ Food Assistance | ➤ Developmental Disabilities |
| ➤ Literacy Services | ➤ Health Education | ➤ Immigration |
| ➤ Legal Services | ➤ Recreation & Camps | ➤ Transportation |
| ➤ Universities & Colleges | ➤ Medical Services | ➤ Support Groups |
| ➤ Substance Abuse | ➤ Domestic Violence & Child Abuse | ➤ Dental Care Services |
| ➤ Community Assistance | ➤ 4-1-1 Referral Services | |

The Family Service Worker will:

- Keep abreast of community programs available by attending community workshops, community collaborative meetings, seminars, and keeping in touch with community agencies.
- Give parents a Resource Directory at intake meeting and as needed throughout the year. A copy is maintained at each classroom.
- Work with a range of LACC programs that provide services in areas such as immigration, employment, domestic violence, family literacy, crisis intervention, and English as a Second Language.
- Conduct presentations about LACC to community programs and local agencies.
- Attend community events with the primary goal of building mutual respect and for further collaborative efforts toward serving families.
- Present information on community resources at their monthly local parent meetings.
- Invite guest speakers from various agencies to present community resources and information at parent meetings.

The Director will:

- Attend community collaborative, committees, meetings and forums to stay abreast of community events and resources.
- Develop network relationships with agencies that service Head Start families
- Secure memorandums of understanding with local social service agencies that can offer services to families.

Referral Process

The Family Service Worker will:

- Support families by offering information and/or resources that meet the family's needs in areas such as emergency or crisis assistance, food, housing, clothing, transportation, education, mental health, substance abuse, child abuse, neglect, and domestic violence.
- Coordinate the referral and follow-up process based on the type of referral and needs of the family.
- Make referrals for services and resources that are responsive to family's interest and goals
- Assist families to access the services.
- Assist parents in completing any necessary paperwork to process an outside agency referral.
- Establish a new or update Family Partnership Agreement/Goal as needed.
- Follow-up with families to determine whether the type, quality and timeliness of the services received through referral process meet the families' expectations.
- Support families through the referral process and while receiving services.
- Track and monitor progress by generating and analyzing data from the Family Services Reports
- Document all referrals and services received in the ETO and ChildPlus.

The Director will:

- Ensure that Family Needs Assessments and Family Partnership Agreements (FPA) are included in meeting discussions as relevant
- Participate in content coordination meetings to assist the team in analyzing data, identify patterns/service delivery gaps and make recommendations for closing these gaps.
- Review data from the Family Services Reports

(c) PARENT INVOLVEMENT – GENERAL

Head Start/Early Head Start classrooms are open to parents during all program hours. Parents are welcomed as visitors, encouraged to observe children as often as possible, and participate with children in group activities. Participation of parents in any program activity is voluntary and not required as a condition of enrollment.

The EDC leadership in collaboration with the Family Service Workers will ensure that parenting education, child development, nutrition, and mental health, and oral health education workshops are available to parents.

In addition to involving parents in program policy-making and operations (see 45 CFR 1304.50), other parent involvement and education activities will be provided. These activities reflect the ongoing and expressed needs of the parents, both as individuals and as members of a group. Other community agencies will be involved in the planning and implementation of parent education programs.

Informal/formal volunteer opportunities

Parents document their hours of involvement in the **Parent Volunteer Services Log** which is located in the 1st floor EDC office.

The program offers parent informal/formal volunteer opportunities:

- Volunteer in the classroom.
- Attend regular local parent meetings.
- Participate in Policy Council (parent decision-making committee)
- Participate on parent committees.
- Reading and telling stories to children at the center
- Planning or helping with activities such as making play-dough or pudding finger-paint
- Assisting the teaching staff with lesson plans (preparing materials)
- Home visits where parent is involved in child-directed activities.
- Work on projects from home to assist the classroom
- Enhance parenting skills, knowledge, and understanding of the educational and developmental needs and activities for their children.
- Complete a parent interest survey at the beginning of the year to express interest on information on numerous topics.

The Teaching Staff will:

- Discuss with parents at home visits, parent conferences, and informal contacts their understanding of their child's education and developmental needs, classroom and parent observations regarding their child.
- Encourage parents to participate as classroom volunteers.
- Invite parents to participate in parent committees.
- Encourage parents to participate in Policy Council and parent committees.
- Present classroom information and children's education program at parent meetings.
- Encourage parents to advocate for their child(ren).

The Family Service Worker will:

- Distribute parent handbook to parents.
- Encourage parents to advocate for their child(ren).
- Provide information or presentation on parent generated topics at monthly parent meetings.
- Invite parents to participate in Parent Committees and Policy Council.
- Share information on parent involvement opportunities.

Parent Meetings

Parent meetings are held monthly except for the month of July.

The Teaching Staff will:

- Remind parents to attend parent meetings.
- Present education report and include upcoming education curriculum goals, child outcomes, get parent input and share lesson plan activities, discuss possible field trips or other classroom information.

The Family Service Worker will:

- Remind parents to attend local parent meetings
- Be responsible for working with the parents to facilitate the meeting.
- Create and distribute all parent meeting notices.
- Work with the director to set agendas and topics based on the parents' interests from parent meeting evaluations, Parent Interest Survey and mandated parent education topics.
- Meet with PC Leadership to plan parent meeting agenda when possible
- Be responsible for distribution of Parent Meeting Agendas
- Work with the PC Secretary regarding Meeting Minutes
- Contact PC Representatives to remind them of upcoming meetings.
- Along with the Director, present Pedestrian Safety training to parents the first 30 days from the start of the school year.

The Director will:

- Coordinate Pedestrian Safety information for parents as part of the first parent meeting within the first 30 days from the start of the school year.
- Review/track all parent meeting documentation and Policy Council attendance.
- Work with the Family Service Worker to ensure that all mandated parent education topics are incorporated into the Program year.
- Ensure that the Parent Committee has elected Policy Council Representatives and Alternate.
- Provide training for Family Service Worker as needed.
- Provide monthly PC meeting report to the Board of Directors (Governing Body)
- Coordinate and arrange food for parent meetings.
- Arrange facilities for parent meetings