

Family Resources and Referrals

Policy:

All staff will provide resources and referrals to help families meet their individual needs within the scope and limitations of the program. Staff will develop supportive interactions with families with the intentions to offset a possible family crisis. A crisis is defined as an upset in a steady state causing a disruption in a family's usual way of functioning. Situations are only a crisis if the family identifies it as a threat.

Procedure:

- All families at the time of application will receive a copy of the “At Your Fingertips” Booklet, community resource directory. This directory provides an overview of emergency or crisis resources, community resources, local contact people, and guidance to empower parents. This tool is provided to assist parents in seeking appropriate resources and as a "back-up" when Head Start staff are not available.
- Staff will educate families on how to use the “At Your Fingertips” Booklet at the time of application and follow up throughout the program year.
- All staff will provide families with the appropriate resources and referrals when the need is expressed by the family or the staff.
- In-home counseling is available to all families. It will be offered to families based on individual family needs and interests.
- Staff will offer moral support and other reasonable assistance to all families. Extra guidance may be of assistance to those experiencing a crisis or emergency.
- Staff may collaborate with outside services during a home visit based on individualized needs of the family. Examples may include a psychologist, social worker, or other mental health professional to provide direct services, such as counseling or crisis intervention.
- Staff will maintain ongoing relationships with community representatives to assure accurate information is given to families and strengthen the connection between Head Start and the community.
- Community Representatives from various community resources will be invited to speak at staff meetings, parent committees, and policy council to provide information on services offered.
- Contacts and referrals will be documented into the data tracking system.
- Managers will monitor information and referrals given to families.

This policy complies with Head Start Performance Standard 45CFR Section 1304.40

Complied Polices; Parent Access to Community Information and Emergency Assistance/Crisis Intervention
Approved by Policy Council 4-13-16