

Area:	Family Engagement
Subject:	FE01 – Family Summary and Partnership Agreement and Accessing Community Services Resources
Reference:	1304.40 (a)(1-5), 1304.40 (b)(i)
Policy:	Program staff will engage in a process of collaborative partnership building with parents to establish mutual trust and to identify family goals, strengths, necessary services, and other supports.

Procedure:

1. Designated staff gather information on the family during the application process as well as home visits and record it on the Family Summary and Partnership Agreement. The Family Summary and Partnership Agreement is the tool that is utilized by our program to collect and record information shared by the family. The FSPA utilizes information the family provides prior to enrollment through the application process as well as information shared during home visits with the Family Service Worker, Home Visitor or designated staff.
 - a. It is the primary responsibility of the Family Service Worker or designated staff to complete the FSPA; however, all staff are encouraged to document information that is shared with them by the family. It is very important that ongoing verbal and written communication is maintained with all staff regarding the families at their facilities.
 - b. Information used to complete the FSPA is obtained through an interview process. Sitting down with the family and discussing the family, their goals, dreams, **family** strengths and needs. Developing written goals and plans with the family of how to move forward to attain their goals and dreams is the development of the FSPA.
2. Designated staff works with parents to develop and implement an individualized Family Partnership Agreement that describe family goals and responsibilities, timetables, and strategies for achieving these goals as well as progress in achieving them. The staff will:
 - a. Take into consideration each family's readiness and willingness to participate in the process initially.
 - b. Establish a rapport with the family by providing ongoing communication and reintroduce the Family Summary and Partnership Agreement process at a later date (if parents are hesitant).
 - c. Prior to the initial home visit or meeting with the parent, the designated staff should gather as much information about the family as possible. Some sources of information are: program application, information/input from teaching staff and health staff and, attending case conferencing meetings and reading the family/child contact records.
 - d. Develop specific Steps-Strategies in conjunction with the parent to identify the process needed to complete each goal. These steps are listed on the Steps-Strategies' section of the FSPA.
 - e. Ensure the services for pregnant women and expectant fathers that are required in the Head Start Program Performance Standards are individualized for each

family including transition from pregnant women program to appropriate program option for infants.

3. Each completed FSPA should be reviewed immediately to determine if the family has any immediate needs for assistance. The family should also be asked if there are any other needs or goals that have not been discussed.
 - a. Designated staff will follow-up with the parent (in person or over the phone) in a timely manner so that the parent is able to stay on track.
 - b. Develop a new FS&PA if the parent encounters problems.
4. Designated staff and the Family Health Services Assistant provide parents with a list of possible immediate referral needs.
5. All families are provided with information about 211 in Stanislaus or applicable social services support information in other counties that contains education, community resources, and employment information.
6. A variety of resource information and brochures shall be maintained at the center/family child care home or with the home visitor on an ongoing basis by the Head Start staff.
7. Document all pertinent forms of contact with parents in COPA family case notes.
8. If a need is determined, designated staff provides a Social Service Referral and documents in COPA.
 - a. Document follow-up of all referrals on the Social Service Referral form or in COPA
 - b. All staff members should be familiar with basic community services (e.g., Temporary Assistance to Needy Families (TANF), emergency food, shelter legal aid, and counseling). Designated staff can provide guidance on the appropriate resource.
 - c. At the family's request, the staff member may facilitate the contact by telephone to make an appointment with the agency. (**Note:** It is helpful to obtain the name of the person the parent should see). Determine if the parent needs to bring income data, birth certificate, or other information. Determine if the agency has someone available who speaks the parents' language, if needed.
9. The designated staff will provide guidance on appropriate community resources to ensure the individual needs of families are addressed.
 - a. Document on the FSPA information obtained from other community agencies concerning pre-existing family plans to avoid duplication of effort or conflict with any pre-existing family plans.
10. Designated staff coordinate with families and other agencies to support the accomplishment of goals in the pre-existing plans by communicating regularly with relevant agencies.
11. Staff provides a variety of opportunities for interaction with parents throughout the year that are respectful of each family's diversity and cultural and ethnic background. Once a family has been successfully referred to a community agency, the referral is marked "received services."

Supervised by: Director II, Child Development Supervisor, Master Teacher

Performed by: Family Service Worker, Family Health Services Assistant, Teacher, Assistant Teacher, Home Educator

Forms needed: Family Summary and Partnership Agreement , Social Service Referral.

Frequency: Ongoing, Family Summary and Partnership Agreement needs to be initiated within 10 weeks of child's enrollment for EHS/RHS, 49 days of enrollment for MHS/MEHS, 30 days for programs operating less than 90 days.