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Tri-County Child and Family  
Development

**Home-Based Handbook**

2023—2024

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# Table of Contents

<b>Introduction.....</b>	<b>1</b>
Welcome.....	1
Agency Mission.....	1
Vision.....	1
Core Values.....	1
Administration Directory.....	2
Staff Qualifications.....	2
Gifts.....	2
<b>Home-Based Information.....</b>	<b>3</b>
My Program Information.....	3
Home-Based Services.....	4
Confidentiality and Child’s File Information.....	4
Change of Information.....	5
Attendance Policy.....	5
<b>Education Services.....</b>	<b>5</b>
Curriculum.....	5
Positive Behavior Interventions and Supports (PBIS).....	6
Screens and Assessments.....	6
Disability Services.....	6
<b>Family Services.....</b>	<b>7</b>
Family Partnership Agreement (FPA).....	7
Transition Services.....	7
Prenatal Services.....	8
<b>Health.....</b>	<b>8</b>
Health Services.....	8
Illness Policy.....	9
<b>Safety.....</b>	<b>9</b>
Mandatory Reporting of Child Abuse.....	9
Biting.....	10
<b>Nutrition.....</b>	<b>10</b>
Healthy Habits and Nutrition Assessment.....	10
USDA Civil Rights and Nondiscrimination Statement.....	11
<b>Transportation.....</b>	<b>12</b>

Incidental Trips.....	12
Pedestrian/Bus Transportation Safety.....	12
<b>Parent Involvement.....</b>	<b>13</b>
Volunteer Policy/Access and Visitation.....	13
Family Fun Events.....	14
Policy Council.....	15
Making a Difference.....	15
Parent Expectations.....	15
Parent/Guardian Code of Conduct Policy.....	15
Concerns and Problem-Solving.....	17
<b>Signature Page.....</b>	<b>19</b>

# Introduction

## Welcome

This handbook is designed to provide families with information on Tri-County Head Start Performance Standards and the role parents play in their child's educational experience.

## OUR MISSION

**To inspire every child and support every family.**

## OUR VISION

**Changing the world one mind at a time.**

## OUR CORE VALUES



### COMPASSION

Building meaningful relationships through service, understanding, and empowerment.



### GROWTH-MINDSET

Pursuing a forward thinking approach to foster the development of lifelong learners.



### TEAMWORK

Striving together is the beginning... achieving together is success.



### EXCELLENCE

Delivering what we promise and exceeding expectations.

## Administration Directory

Executive Director	Dr. Robert Welch
Chief Financial Officer	Lyz Schmitz
Educational Services Director	Dr. Latisha Smith
Human Resource Director	Jamie Moore
Family Services Manager	Trista Hill
Health Services Coordinator	Pauline Jones
Early ACCESS Coordinator	Melissa Edwards
Education Specialist	Angela Syhlman
Interim Enrollment Manager	Michelle Mattingly
Program Managers	Angie Barth Haley Bradford Ashley Caldwell Dusty Olson Sarah Ross

**All agency employees may be emailed by using their first initial and last name  
@teamtricity.org**

## Staff Qualifications

Tri-County Head Start is committed to the professional development of all our staff. We know that a quality program is the result of well-trained, qualified, and dedicated staff. As a result, all of our teachers have a CDA, an AAS in Child Development or BA in Early Childhood Education. All Home Visitors and Family Service Workers have a BA. All staff are trained and certified in the following: CPR, First Aid, Blood Borne Pathogens, Safety Emergency Procedures, and Child Abuse Reporting. There are several professional development days set aside during the school year for training. Refer to Tri-County's program year calendar for specific dates.

## Gifts

Staff members are not allowed to accept gifts from our families. We appreciate the trust you show in us, and the opportunity to be a part of your child's life.



## Home-Based Information

### My Program Information

My home visitor is	
My home visitor's phone number is	
My home visitor's email address is	
My Program Manager is	Sarah Ross
My Program Manager's phone number is	(319)429-8918
My Home Visitor is located at	<p>Black Hawk County: Community Services Building 2530 University Ave., Suite 4 Waterloo, Iowa 50701</p> <p>Grundy County: 1001 8th St. Grundy Center, IA 50638</p>
The mailing address is	Tri-County Child and Family Development Council, Inc. PO Box 1050 Waterloo, Iowa 50704
Our program follows the Waterloo School District for weather-related closings	Waterloo School District Weather-related announcements will be sent to families via ChildPlus texts/emails and posted on KWWL.

**Note to families and visitors:** The use of any tobacco, vape, or nicotine product is strictly prohibited. Prohibited tobacco, vape, and nicotine products include but are not limited to: tobacco or tobacco-like products, and all nicotine products not regulated or approved by the Food and Drug Administration (FDA) for tobacco cessation. Alcohol, illegal drugs, and weapons are also prohibited at all sites.

## Home-Based Services

It is the belief of Tri-County Child and Family Development Council, Inc. that parents are the most important teachers their children will ever have, and the home is the child's first learning environment. Home visitors work closely with families to provide support in the areas of:

- Child development
- Medical and dental health
- Nutrition
- Mental health
- Parent involvement

A home visitor spends 90 minutes in a family's home each week. The parent/guardian and home visitor work together to plan activities based on the child's development and the curriculum. Home visitors may also meet with expectant mothers to share information about prenatal and postpartum health care, fetal development, breastfeeding, and preparing for the birth of the baby.

In order for the program to be successful for a child and family, required weekly visits and active participation during the visits is necessary. During visits, parents/guardians may be asked to sign or complete required Head Start documents for initial and ongoing enrollment. They will also be asked to do activities associated with the curriculum.

Home Visitors plan socializations for children and families in the Home-Based Program. These events take place in a variety of settings within the community. Socializations provide children with age-appropriate activities, support parents/guardians with their parenting skills, offer peer group interactions with other children, and encourage parents/guardians to be actively involved in the program and community. Please check with your Home Visitor for socialization dates and times.

## Confidentiality and Child's File Information

At Head Start we respect your privacy. Your child's file is kept in a locked cabinet that can only be accessed by staff involved with your child's program. We carefully follow our policies and procedures for data management to protect the privacy of your child and your family's records according to all federal, state, local and tribal laws, rules and regulations. We will only allow access to this information as is required by law and procedures from agencies governed above.

Mothers and fathers have the right to inspect the child's records. Others who legally stand in the place of parents will also have the right to inspect the child's records or portions of the child's records. Please respect our need to verify your status as a parent or other qualifying individual before allowing inspection.

## Change of Information

For full participation in the home-based program, it is very important for you to notify your home visitor immediately if your address, phone number, or emergency numbers change. We must have a current phone number and address to get in contact with you.

## Attendance Policy

In order for you and your child to get the most out of the home-based program, it is **federally mandated that you participate in scheduled home visits and socializations and maintain an 85% attendance rate.**

Due to the need for Head Start services and disruption to the learning process, **we cannot hold a spot for a family who is unable to meet for weekly home visits**, unless there are certain emergency situations, such as illness or significant family problems.

**If you have to cancel a scheduled home visit due to illness, emergency, or other reason, your Home Visitor will be in contact to reschedule the missed visit. If you are unable to maintain weekly visits, your eligibility for the program may be affected.**



## Curriculum

Each Home Visitor is trained in Growing Great Kids® Next Generation Prenatal - 36 Months Curriculum. The curriculum is designed to meet the individual needs of each child and family. Home Visitors develop lesson plans and offer developmentally appropriate activities at each home visit. These activities are guided by your child's interests and abilities. The curriculum works in partnership with families as they build secure parent-child relationships and nurture their child's development.

We want to make sure your child is ready for kindergarten. We will provide you with information on their progress toward School Readiness Goals. These goals have been aligned with Early Learning Outcomes Framework (ELOF), the Iowa Early Learning Standards (IELS), and Teaching Strategies GOLD (our assessment tool). This progress, along with





activities you can do at home, will be discussed during home visits. We encourage you to take an active role in your child’s education.

## Positive Behavior Interventions and Supports (PBIS)

The Home Visitor’s goal is to create a positive, supportive environment and offer activities that promote fun, learning, and relationship building. To do this, all Home Visitors are nurturing, provide developmentally appropriate activities, and establish clear rules and expectations. Tri-County Head Start’s expectations are to **Be Safe, Be Respectful, and Be a Team Player**. All staff are trained in the Pyramid Model for Promoting Social Emotional Competence in Infants and Young Children. A PBIS kit is available to support Home Visitors as they help children develop self-regulation skills in the home.

Source: <https://challengingbehavior.org/>

A response to behavior depends on the individual child’s age, development, and personality. Some of the responses may include:

- **Redirection:** Redirect a child to a more appropriate activity.
- **“Be by Myself Place”:** Encourage the child to go to a quiet place (e.g. tent or calm area) to promote self-regulation skills.
- **Relaxation Techniques:** Help the child take 3 deep breaths to relax.
- **Visual Cues:** Show a picture to a child to keep the child on task.



## Screens and Assessments

Federal Head Start regulations require that every child in a Head Start program receive a developmental screen within the first 45 days of enrollment. This means your Home Visitor may ask your child questions or have them do certain tasks. For some screenings, the parent/guardian will be asked about certain skills their child may have. The information from screenings is summarized and discussed with the parent/guardian. It is used to guide lesson planning for individual children. Children’s skills are also assessed through observations as they engage in planned activities in their home environment. The Home Visitor uses Teaching Strategies GOLD to assess your child’s development and learning. This information will be shared with families three times per year.

## Disability Services

The results of screenings, assessments and/or other data, may determine the need for additional services for a child. For Early Head Start (birth to three years of age), the Early ACCESS Service Coordinator (EASC) coordinates the process for referrals and the child and family’s eligibility for Early Intervention services. The EASC works directly with the Home

Visitors and Central Rivers AEA (Early ACCESS) specialists to implement the child's Individual Family Service Plan (IFSP). For Head Start children (three to five years of age), Tri-County partners with Central Rivers AEA. Home Visitors and Central Rivers AEA specialists will coordinate eligibility and delivery of services. Parents/guardians are viewed as their child's first and most important teacher. Parents/guardians are included in all meetings and decisions regarding disability services for their child.

In the event there are concerns about a child's development, the parent/guardian is encouraged to discuss these concerns with the Home Visitor to determine the need for additional services.

## Family Services

### Family Partnership Agreement (FPA)

We believe in building strong partnerships with our families. These partnerships are based on shared respect and trust. They are aimed at helping you reach goals for your family. Your Home Visitor will help you identify a goal you want to work on. Your Family Partnership Agreement (FPA) goal will be something you want to achieve. Your FPA goal is reviewed regularly with your Home Visitor throughout the year. Once you have reached a goal, another goal may be developed. By working together, we can achieve great things. If you have any questions, please ask your Home Visitor.



### Transition Services

What is a transition? A transition is any kind of change in routine for children or families. Children and families may experience many transitions during their time at Tri-County Head Start. These transitions include moving from Early Head Start to Head Start, from Head Start to kindergarten and from Tri-County Head Start into the community. Home Visitors work with your family to develop a transition plan. The plan will prepare you and your child for change and help everyone be successful.

## Prenatal Services

Our Home-Based Program can offer enrolled families services for newborns with a prenatal application. Home Visitors meet with the parent/guardian to offer information regarding pregnancy and post-pregnancy healthcare, fetal development, breastfeeding, and how to prepare for the birth of the baby. Please inform your Home Visitor if you are expecting.



## Health Services

To be successful in school and life, it is important to stay as healthy as possible. Tri-County Head Start's child health requirements include:

- Health and Development Assessment Form (filled out during your application)
- A copy of your child's Immunization Record that is current and up to date for his/her age
- Well Child/Physical Exam Form with all necessary blood work, according to your child's age
  - This must remain current during the year and be signed by a healthcare provider.
  - The regular health maintenance exams must be completed throughout the year.They occur at the following times:

★ 2 weeks	★ 6 months	★ 15 months	★ 3 years
★ 2 months	★ 9 months	★ 18 months	★ 4 years
★ 4 months	★ 12 months	★ 24 months	★ 5 years

- Dental exams for all children must be signed and dated within 90 days of the program start date, if applicable
  - Fluoride varnish will be administered three times per year with parent permission.

Health Screens are provided for all children with parent permission. The screens include vision, hearing, and dental (which includes fluoride varnish). **It is your responsibility to keep your child's**



**health information up to date (immunizations, physicals, dental).** If you do not have private insurance, Title XIX, or Hawk-I insurance, we will help you with the application process.

## Illness Policy

We want to protect children against the spread of illness. Hand washing with soap and water is the most effective way to protect against illness. In order to keep everyone as healthy as possible, please inform your Home Visitor if you, your child, or anyone in your home has one or more of the following symptoms:

- A fever above 101 ° F by any method or 100.4°F if under two years old within 24 hours. Your child should be fever-free for 24 hours without the use of fever-reducing medications to resume visits.
- Complains of not feeling well and being unable to participate in daily activities.
- Has diarrhea or is vomiting.
- Shows signs of a contagious disease such as but not limited to:

Strep Throat	Pink Eye	Impetigo
Staph Infection(s)	Chicken Pox	Pertussis
Scarlet Fever	Rotavirus	RSV
E. Coli	Scabies	Fifth Disease
Diphtheria	Ringworm	Croup
Enterovirus	Measles	Mumps
Influenza	Covid-19	Unknown Rash

A medical provider will determine the length of absence once treatment has been initiated. Children may need to be seen by a doctor for any contagious disease.



## Mandatory Reporting of Child Abuse

All Tri-County Head Start staff are mandatory reporters for child abuse. The Head Start program complies with the State of Iowa law requiring all mandatory reporters working in licensed child care to report suspected child abuse or neglect to the Department of Human Services. This is in the best interest of your child.

The law tries to protect children from abuse and helps families find ways to handle the stress of raising children. If you would like help in coping with any area of your child’s behavior, please contact your Home Visitor. We will try to help you find solutions to your concerns. We will notify authorities should we have concerns regarding any child’s safety. Children’s safety and best interests are always our goals.

## Biting

Biting can come from different emotional feelings at different ages. Biting is a common behavior in the infant or toddler who is expressing a feeling.

When an incident of biting occurs, the Home Visitor will assist the family in using age-appropriate problem-solving techniques and Positive Behavior Intervention Supports (PBIS).



## Healthy Habits and Nutrition Assessment

Our goal is to empower families to establish healthy habits. Home Visitors will provide information on healthy eating habits and increase knowledge about various foods, nutrition, cooking, and gardening through monthly activities.



Tri-County Head Start follows the 5-2-1-0 format for healthy habits, which is defined as 5 or more fruits/vegetables per day, 2 or more hours of activity per day, 1 hour or less screen time per day, and 0 sugary beverages.

MyPlate is a good guide for eating healthy. It is important for children aged 3 to 5 to eat around the following amounts from each food group:

Grains: 4-5 ounces per day Vegetables: 1 ½-2 cups per day  
Fruits: 1-1 ½ cups per day Dairy: 2-2 ½ cups per day  
Protein Foods: 3-5 ounces per day

Your child should be actively moving throughout the day. To raise an active child:

- Make active play fun for the whole family.

- Focus on fun, not performance
- Limit TV/screen time to less than 2 hours a day.

Your Home Visitor will assist you in completing a Nutrition Assessment to identify any areas of concern in your child's eating habits. Information will then be provided in those areas.

## USDA Civil Rights and Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

**1. Mail:**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

**2. Fax:**

(833) 256-1665 or (202) 690-7442; or

**3. Email:**

[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.



# Transportation

## Incidental Trips

Occasionally, Home Visitors may assist families with transportation in an agency vehicle for medical appointments or other program related services when available. A transportation agreement will be reviewed and signed at orientation.

## Pedestrian/Bus Transportation Safety

### Pedestrian Safety

Tri-County Head Start is committed to keeping children safe. Classrooms will reinforce to children the importance of pedestrian safety (HSPS 1302.46(b)(v)) and we ask for you to please share the following tips with your child. This information is provided by the National Highway Traffic Safety Administration. You can also visit their website at [www.nhtsa.gov/road-safety/pedestrian-safety](http://www.nhtsa.gov/road-safety/pedestrian-safety).

### Young Children Are Not Small Adults

- Children cannot judge the speed or distance of vehicles.
- Children move quickly and can run into the street without warning.
- Children don't know safety rules and expect adults to watch out for them.
- Children are small and hard for the driver to see.

### Safety Tips for Walkers

- Always walk on the sidewalk.
- If there is no sidewalk and you have to walk in the street, always walk facing traffic so you can see any vehicle that might go out of control.

### Crossing the Street

- Cross only at corners or marked crosswalks.
- Stop at the curb or edge of the road.
- Stop and look left, then right, then left again before you step into the street.

- If you see a vehicle, wait until it goes by. Then look both ways before crossing.
- Do not cross the street in-between cars.
- Children should hold onto an adult's hand while crossing.

### Busing Safety Tips

- The bus driver cannot see you if you are closer than ten (10) feet to the bus.
- Stay out of the "Danger Zone."
- If you have to cross the street to get to the bus, wait until the bus has stopped and the safety lights are flashing. Cross the street after the bus driver directs you.
- If something is dropped at or near the bus, tell the driver before you retrieve it.

Source: [National Association for Pupil Transportation]

## Busing Rules

- There will always be at least one bus monitor on the bus. They are responsible for the children in our care.
- School begins the moment a child enters the bus. Bus monitors will make the ride enjoyable for children.
- Children will use inside voices on the bus so that the driver can hear sounds outside of the bus.
- Children remain seated until the bus monitor allows them to get up. Children are never allowed to move while the bus is moving.
- Loose objects and medication cannot be transported on the bus.
- No food or drink is allowed on the bus.

## Safety Education for Parents Offered Throughout the Year

Safety information will be available during the year for families in monthly agency newsletters. Please model and discuss safety practices with your child.



At Tri-County Head Start, we believe that parents and/or primary caregivers are a child's first and most important teachers. We honor your role and encourage you to become involved in your child's education by working closely with your Home Visitor. Parents/guardians have many opportunities to become involved in events and activities provided by Tri-County Head Start.

## Volunteer Policy/Access and Visitation

Our programs welcome students from area high schools, colleges, and universities. With this in mind, our agency takes the necessary steps to assure your child's safety and all children served by our agency.

According to Iowa Code, the Iowa Department of Human Services Licensing Requirements [109.6(5) a-c] state all volunteers and substitutes shall:

- Be at least 16 years of age.
- Have signed statements indicating no conviction of any law in any state or record of founded child or dependent adult abuse.
- Have signed statements indicating no communicable disease or other health concerns that pose a threat to the health, safety, or well-being of the children.



- Have a signed statement indicating they have been informed of their responsibilities as mandatory reporters.
- Undergo a record check if any of the following apply:
  - They are used to meet child/staff ratio in the classroom
  - They have direct responsibility for a child or children
  - They have access to a child or children with no other staff present

When student volunteers from area colleges and universities are placed in classrooms, the Educational Services Director works with the placement coordinator to verify completion of record checks. Our buildings are secure; entry is gained by being “buzzed in” or admitted after identifying yourself. Please know staff may ask for picture identification at any time. We do this to protect the safety of all children.

Staff members are always responsible for the direct supervision of parents/guardians, caregivers, and other volunteers to ensure children are safe at all times. Any person who exhibits inappropriate or unsafe behavior will be asked to leave and may be denied entrance to a building and/or services.

**Access denial of individuals on the sex offender registry**

A sex offender who has been convicted of a sex offense against a minor and who is required to register with the Iowa sex offender registry (Iowa Code Chapter 692A):

Shall not operate, manage, be employed by, or act as a contractor or volunteer at a child care center

Shall not be present on the property of a child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender’s own minor child or ward to and from the center (109.10(16)d)

This information applies to all agency facilities and events.

**Before giving written permission, the Program Manager shall consult with the DHS Licensing Consultant. The Program Manager is not obligated to provide written permission.**

**Family Fun Events**

These events are held throughout the year at a variety of locations in the community. These events \*->promote education and offer a variety of activities for children and families to do together.



## Policy Council

Policy Council is a group of Head Start and Early Head Start parents/guardians, as well as community members. Center-Based and Home-Based parents/guardians elect members of the Policy Council. Policy Council meets on the 3rd Monday of each month to discuss agency-wide issues, act on these issues, and discuss any community concerns that may impact their family's lives.

## Making a Difference

The agency is required to meet a non-federal match of 25% of Federal Grant Funds. The agency meets this requirement through In-Kind donations such as volunteer hours, community contributions of funds, donated lease space, vendor discounts, donated items necessary for agency operations, and parent time with children under certain conditions. Help us get the In-Kind we need by doing the following:

- Help staff plan Family Fun Events at your school
- Volunteer within the agency
- Complete at-home activities
- Participate in parent-child activities
- Transport your child to and from their dentist and/or doctor appointments
- Work on your child's goals
- Serve on Policy Council
- Serve on the Health Advisory Committee

Your child's education depends on In-Kind. Please contact your Home Visitor for more information.

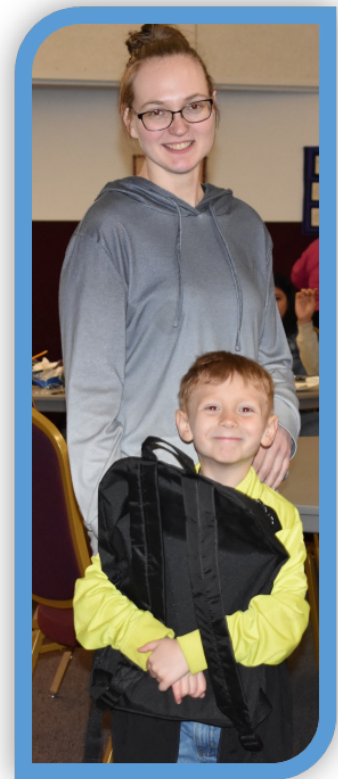
## Parent Expectations

### Parent/Guardian Code of Conduct Policy

The Parent/Guardian Code of Conduct Policy acknowledges the services of the program be provided according to the highest ethical standards. These standards ensure the parent/guardian contributes to the success and growth of the services and programs provided by Tri-County Head Start.

The Parent / Guardian Code of Conduct Policy will include, but not be limited to, the following standards:

1. When in the presence of children on an EHS/HS premise, in a classroom, at a program function, or during a home visit, parents/guardians will use language appropriate for young children to hear. Cursing/swearing is not allowed.



2. When in the presence of children on an EHS/HS premise, in a classroom, at a program function, or during a home visit, parents/guardians will address the misbehavior of their own children through positive guidance. Physical or verbal punishment of children is not allowed by parents/guardians.
3. To promote the safety and health of all children, and in accordance with Iowa law, we request all children be placed in appropriate vehicle restraints or approved car seats at all times.
4. The parent/guardian will update their emergency contact information with EHS/HS Family Service Worker, Home Visitor, or Teacher as changes occur. It is the parent/guardian's responsibility to keep the information accurate, including changes in names, addresses, and phone numbers for themselves and the child's emergency contacts.
5. The parent/guardian will direct all concerns regarding other children to EHS/HS staff immediately. It is never appropriate for a parent/guardian to discipline another child in an EHS/HS classroom or during a program function.
6. If a parent/guardian has a disagreement or concern with another parent/guardian while on the premises, individuals will address concerns with appropriate behavior away from children and families. The parent/guardian should notify the Program Manager immediately. It is never appropriate for a parent/guardian or staff to threaten another parent/guardian verbally or physically on Tri-County Head Start or partnering site's property. Law enforcement will be notified to remove violators.
7. If a parent/guardian witness staff guiding or redirecting children in an inappropriate manner, the parent/guardian should notify the Program Manager immediately. The Program Manager will follow up on the concern.



It is not our intent to exclude or terminate the enrollment of any child or family. Tri-County Head Start reserves the right to re-evaluate the enrollment status of a family if a situation is extreme and affects the direct safety of a child, family, or staff.

## Concerns and Problem-Solving

### Step One - Staff

If you have a complaint or concern about the school or our services, we ask you to first discuss the issues with the staff you work with (Teacher/ Family Service Worker/Home Visitor) and try to work out a solution.

Most issues get worked out with a simple conversation. If that does not work, go to Step Two.

### Step Two- Program Manager

If you are not comfortable talking directly to the staff person OR you do not work out an acceptable solution in Step One, contact the staff person's Program Manager. Call the Tri-County Head Start Administration Office at (319) 235-0383 to get the Program Manager's name and contact information. The Program Manager will help resolve the situation and may help facilitate a conversation between you and the staff person.

Some situations may require additional people to be involved in the problem-solving process. If working with the Program Manager does not resolve the issue, go to Step Three.

### Step Three- Educational Services Director

If the Program Manager is not able to resolve the problem, contact the Educational Services Director (ESD) at (319) 235-0383. The ESD will try to resolve the issue and may request a group meeting with others who can help. This might include parents/guardians, staff person(s), the Executive Director, and/or the Policy Council's chairperson.

Occasionally problems need to be looked at by the Senior Leadership Team. If the ESD is not able to help work out a solution, go to Step Four.

### Step Four- Policy Council

The next step is to request the **Executive Director** to refer the issue to the Policy Council. Policy Council will establish a special committee to talk to you and the other person(s) you have been working with to try to come up with a solution to the issue you raised. The special committee will make a recommendation to the Policy Council for action as a whole.

If you or the Executive Director do not agree with the decision of the Policy Council, the Tri-County Head Start Board of Directors may be asked to review the decision of the Policy Council as Step Five.

### Step Five- Board of Directors

If requested by either you or the Executive Director, the Policy Council's decision will be reviewed by the Tri-County Head Start Board of Directors. The Board may appoint a special committee to make a recommendation to the Board.



## Frequently Asked Questions

### Why talk to the staff person if they are the problem?

Most problems come from a lack of understanding. Talking about it usually fixes the problem.

### Do I have to talk to the staff person? I am not comfortable doing that!

No, if you are not comfortable talking to the staff person by yourself, you can go directly to **Step Two** and contact their supervisor, the Program Manager.

### May we skip steps?

You may always skip Step One. Other steps may be skipped **only** if everyone in the steps being skipped agrees. For example, if the parent/guardian, the staff person, and the Program Manager all agree the situation should be handled by the Educational Services Director, Step One and Step Two could be skipped and the ESD would immediately assist in working on the issue.

### Why not just quit the program if I have a problem?

Your family is important to us. We want to work with you to help our program be what you need. We need your feedback to make our programs work.

### Will my child be treated badly because I complained?

No. We encourage our families to let us know when they are not happy with our programs. It helps us make our programs better.



Approved by Policy Council October 2023



Verification of Home-Based Handbook Receipt and Confidentiality Statement

### Confidentiality Statement

Information shared with Tri-County Head Start Staff will be kept strictly confidential unless the family authorizes a release of information in writing. This includes your Family Partnership Agreement (FPA) goal or family goal that you make for your family. FPA forms will be kept in locked files.

I, \_\_\_\_\_, have received and reviewed a copy of the Tri-County Child and Family Development Council, Inc. Home-Based Handbook.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Home Visitor Signature)

Date entered in Child Plus: \_\_\_\_\_