Crossroads Head Start and Early Head Start

Program Design and Management Plan

2022-2023

1301.1 Purpose.

An agency, as defined in part 1305 of this chapter, must establish and maintain a formal structure for program governance that includes a governing body, a policy council at the agency level and policy committee at the delegate level, and a parent committee. Governing bodies have a legal

programs. Policy Councils are responsible for th Head Start programs.

1301.2 Governing body

(a) Composition. The composition of a governing body must be in accordance with the requirements specified at section 642(c)(1)(B) of the Act, except where specific exceptions are authorized in the case of public entities at section 642(c)(1)(D) of the Act. Agencies must ensure members of the governing body do not have a conflict of interest, pursuant to section 642(c (1) (C) of the Act.

From the Act

- 642(c) (1) (B) The governing body shall be composed as follows:
- (i) Not less than 1 member shall have a background and expertise in fiscal management or accounting. Head Start Act, as amended 51
- (ii) Not less than 1 member shall have a background and expertise in early childhood education and development.
- (iii) Not less than 1 member shall be a licensed attorney familiar with issues that come before the governing body.
- (iv) Additional members shall-- (I) reflect the community to be served and include parents of children who are currently, or were formerly, enrolled in Head Start programs; and (II) are selected for their expertise in education, business administration, or community affairs.
- (v) Exceptions shall be made to the requirements of clauses (i) through
- (iv) For members of a governing body when those members oversee a public entity and are selected to their positions with the public entity by public election or political appointment.
- (vi) If a person described in clause (i), (ii), or (iii) is not available to serve as a member of the governing body, the governing body shall use a consultant, or another individual with relevant expertise, with the qualifications described in that clause, who shall work directly with the governing body.

The Crossroads Youth & Family Services, Inc. (Crossroads YFS) Board of Directors consists of 17 members with community representation throughout our four county service area. The Board of Directors operates separately from the Policy Council and oversees all agency functions and programs including the Head Start and Early Head Start programs. The Crossroads YFS Board of Directors will reserve one of its member positions for a Policy Council parent member; and one of the parent Policy Council members shall be elected by the Policy Council to serve on the Crossroads YFS Board of Directors. Crossroads insures we meet all requirements of the section 642©) (B) of the Act, which requires one member of each group but not limited to, license attorney, fiscal management or accounting, early childhood education and development.

From the Act

- 642(c) (1) (C) Conflict of Interest: Members of the governing body shall—
- (i) Not have interest with the Head Start agency (including any delegate agency);
- (ii) Not receive compensation for serving on the governing body or for providing services to the Head Start agency;
- (iii) Not be employed, nor shall members of their immediate family be employed, by the Head Start agency (including any delegate agency); and
- (iv) Operate as an entity independent of staff employed by the Head Start agency.

Crossroads Policy Council by-

document, includes, mother, father, grandmother, grandfather, brother, sister, son, daughter, or equivalent in-

From the Act

642(c)(1)(D) EXCEPTION- If an individual holds a position as a result of public election or political appointment, and such position carries with it a concurrent appointment to serve as a member of a Head Start agency governing body, and such individual has any conflict of interest described in clause (ii) or (iii) of subparagraph (C) Head Start Act, as amended 52 (i) such individual shall not be prohibited from serving on such body and the Head Start agency shall report such conflict to the Secretary; and (ii) if the position held as a result of public election or political appointment provides compensation, such individual shall not be prohibited from receiving such compensation.

This section is not applicable

(b) Duties and responsibilities:

(1) The governing body is responsible for activities specified at section

From the Act

642 (c) (1) (E): The governing body shall -

(i) Have legal and fiscal responsibilities for administering and overseeing programs under this sub-chapter including the safeguarding of federal funds;

Crossroads Youth and Family Services, Inc. has extensive agency and fiscal policies and procedures in place to ensure appropriate internal controls to safeguard federal funds. Financial reports are submitted to the Agency Board of Directors, Finance Committee and Policy Council on a monthly basis.

- (ii) adopt practices that assure active, independent, and informed governance of the Head Start agency, including practices consistent with subsection (d)(1), and fully participate in the development, planning, and evaluation of the Head Start programs involved;
- (d)(1) Impasse policies-the secretary shall develop policies, procedures, and guidance for Head Start agencies concerning-"(A)-the resolution of internal disputes, including any impasse in the governance of Head Start programs; and "(B) the facilitation of meaningful consultation and collaboration about decisions of the governing body and policy council.

Internal Dispute Resolution:

It is the intent of Crossroads Youth and Family Services, Inc., as the grantee agency for Crossroads Head Start/Early Head Start, to work in coordination and collaboration with the Head Start/Early Head Start Leadership Team, staff, and Policy Council. To that end, the Board of Directors of Crossroads Youth &

Crossroads Head Start/Early Head Start Policy Council, hereinafter referred to as he spirit of mutual respect, cooperation, and involvement to provide the best quality program and services for Head Start/Early Head Start children and their families. In order to promote a spirit of mutual respect, cooperation and involvement, a member of the Policy Council elected by the Policy Council will serve on the Board of Directors; and a member of the Board of Directors elected by the Board of Directors will serve on the Policy Council.

The Board of Directors and the Policy Council will review and approve the Impasse Resolution Policy of each year.

Informal Dispute Resolution Procedures:

Step One: In the event of a dispute between the Board of Directors and the Policy Council,

the agency Executive Director and the HS/EHS Director will meet to formulate a written plan to present to their respective governing bodies at the next regularly

scheduled meeting.

Step Two: In the event of a continued dispute, the Executive Director, the HS/EHS Director,

the Chairperson of the Board of Directors, and the Chairperson of the Policy Council will meet to negotiate a written plan to present to their respective

governing bodies at the next regularly scheduled meeting.

Step Three: In the event of a continued dispute, the Executive Committee of the Board of

Directors and of the Policy Council, along with the Executive Director and HS/EHS Director, will meet to negotiate a written plan to present to their respective governing bodies at the next regularly scheduled meeting.

Special Considerations: In the event of the dispute in question needs to be resolved in a timelier way, the Executive Director and the HS/ EHS Director may choose to involve the

respective Chairpersons and/or the respective Executive Committee earlier in the process. In addition, special meetings of the Board of Directors and Policy

Council may be called by their respective Chairpersons.

Vested Interest: It is hereby acknowledged that it is in the best interest of Crossroads Youth & Family Services, Inc. and the Crossroads Head Start/Early Head Start to resolve all disputes and/or impasses at the lowest possible level using informal dispute

The Board of Directors and the Policy Council does not want to give away their decision making responsibility to disinterested parties when the health and wellbeing of the Head Start/Early Head Start program is at stake.

Formal Dispute Resolution Procedures:

Step One: In the event of a continued dispute, the Executive Director will inform the

DHHS/ACF Regional Office of the dispute and the intent to begin formal dispute resolution procedures the notification will be made within ten (10) working days following the meeting at which a resolution could not be reached using the

informal dispute resolution process.

Step Two: Selecting an Arbitration Team: a. The Board of Director will choose one

disinterested party b. The Policy Council will choose one disinterested party c. The two chosen disinterested parties choose a third disinterested party. Special Consideration: Disinterested parties should not include any parents or family members of children currently enrolled in the HS/EHS program, and any staff or

Board members of the grantee agency or HS/EHS agency.

Step Three: The Arbitration Team will meet within ten (10) days of their selection to resolve

the impasse. They may request written information and/or oral presentations from

the Executive Director, the Head Start/Early Head Start Director, or the Chairpersons of the respective governing bodies.

Step Four:

The Arbitration Team will present its resolution in writing within ten (10) days of their meeting to each respective governing body and to the DHHS/ACF Regional Office. The resolution of the Arbitration Team will be accepted by and binding on both parties.

Impasse/Dispute Procedures relate only to the following 13 items from: Head Start Performance Standards, 1304.50, Appendix A: Governance and Management Responsibilities

Planning

- Procedures for program planning
- The program's philosophy and long-and short-range program goals and objectives
- The selection of delegate agencies
- Criteria for defining recruitment, selection and enrollment priorities
- All funding applications and amendments to funding applications
- Policy Council reimbursement to enable members to participate fully
- The annual self-assessment related to program and fiscal areas General Procedures

General Procedures

- The composition of the Policy Council and how members are chosen
- · Procedures describing shared decision-making
- Internal dispute resolution/impasse procedures Human Resources Management

Human Resources Management

- Personnel policies and changes to those policies
- Decisions to hire or terminate the Head Start/Early Head Start Director
 - Decisions to hire or terminate any person who works with the Head Start/Early Head Start Program

(2) The governing body must use ongoing monitoring results, data on school readiness goals, other information described in §1302.102, and information described at section 642(d) (2) of the Act to conduct its responsibilities. (Pg. 59 of the Performance Standards)

(c) Advisory committees

- (1) A governing body may establish advisory committees as it deems necessary for effective governance and improvement of the program.
- (2) If a governing body establishes an advisory committee to oversee key responsibilities related to program governance, it must:
 - (i) Establish the structure, communication, and oversight in such a way that the governing body continues to maintain its legal and fiscal responsibility for the Head Start agency; and,
 - (ii) Notify the responsible HHS official of its intent to establish such an advisory committee.

Advisory committees are not applicable to our program.

1301.3 Policy Council and Policy@mmittee.

(a) Establishing policy councils and policy committed agency must establish and maintain a policy council responsible for the direction of the Head Start program at the agency level, and a policy committee at the delegate level. If an agency delegate's operational responsibility for the entire Head Start or Early Head Start program to one delegate agency, the policy council and policy committee may be the same body

This section is not applicable to our program

(b) Composition

(1) A program must establish a policy council in accordance with section 642(c)(2)(B) of the Act, or a policy committee at the delegate level in accordance with section 642(c)(3) of the Act, as early in the program year as possible. Parents of children currently enrolled in each program option must be proportionately represented on the policy council and on the policy committee at the delegate level.

Crossroads establishes the Policy Council at the beginning of each school year. The Policy Council is comprised of current parents of children enrolled in the program and community representatives for all four counties.

From the act 642(c (2 (B) Composition and Selection. -

(i) The policy council shall be elected by the parents of children who are currently enrolled in the Head Start program of the Head Start agency.

Policy Council members are voted in at each of our center parent committees meetings at the beginning of the school year. Parents voted in at center committee meeting will then attend county cluster meetings, where Policy Council members are

elected from those in attendance. If a member vacates a position within the school year, a new replacement is elected at the next center parent committee meeting.

- (ii) The Policy Council shall be composed of -
 - (I) parents of children who are currently enrolled in the Head Start program of the Head Start agency. (Including any delegate agency), who shall constitute a majority of the members of the council:
 - (II) Members at large of the community served by the Head Start agency (including any delegate agency), who may include parents of children who were formerly enrolled in the Head Start program of the agency.

The Crossroads Head Start/Early Head Start Policy Council will be composed of seventeen (17) individuals, 51% parents and 49% community representatives. Three (3) Early Head Start parents who currently have children enrolled in the program, six (6) Head Start parents who currently have children in the program and eight (8) community representatives will serve as Policy Council members.

The Crossroads YFS Board of Directors will reserve one of its member positions for a Policy Council parent member; and one of the parents Policy Council members shall be elected by the Policy Council to serve on the Crossroads YFS Board of Directors. Policy Council will reserve one of its position for a board member that is elected by the board to serve on the Policy Council.

The Policy Council membership year shall be from September through August of each year. Selection of the new Policy Council for each year shall commence in September, immediately following the new school year start-up and will be seated in October to meet monthly for twelve (11) months.

From the Act 642(c) (3) (B)

- (3) POLICY COMMITTEES- Each delegate agency shall create a policy committee, which shall--
 - (B) follow procedures to prohibit conflict of interest, consistent with clauses (i) and (ii) of paragraph (2) (C) (with respect to delegate agencies); and

This section is not applicable to our program.

(2) The program must ensure members of the Policy Council, and of the policy committee at the delegate level, do not have a conflict of interest pursuant to sections 642(c)(2)(C) and 642(c)(3)(B) of the Act. Staff may not serve on the policy council or policy committee at the delegate level except parents who occasionally substitute as staff. In the case of tribal grantees, this exclusion applies only to tribal staff who work in areas directly related to or which directly impact administrative, fiscal, or programmatic issues.

From the Act 642(c) (2) (C) Conflict of interest- Members of the policy council shall-

- (i) not have a conflict of interest with the Head Start agency and
- (ii) not receive compensation for serving on the policy council or for providing services to the Head Start agency.

Policy Council by-

this document, includes,

mother, father, grandmother, grandfather, brother, sister, son, daughter, or equivalent in-All members are required to sign a no conflict of interest statement at the first Policy Council meeting.

(c) Duties and responsibilities

(1) A policy council is responsible for activities specified at section 642(c) (2) (D) of the Act. A policy committee must approve and submit to the delegate agency its decisions in each of the following areas referenced at section 642(c) (2) (D)(i) through (vii) of the Act.

From the Act 642(c) (2() Responsibilities- The policy council shall approve and submit to the governing body decisions about each of the following activities.

(i) Activities to support the active involvement of parents in supporting program operations, including policies to ensure that the Head Start agency is responsive to community and parent needs.

Eight community representatives will be elected and approved by the Head Start/Early Head Start center parent committee meetings and county cluster meetings. Community representatives will come from the four county service areas and represent the community-at-large.

Community representatives will be drawn from the local communities within the four county service areas: businesses, public or private, community, civic, or professional organizations; and others who are familiar with resources and services for low-income children and families.

Community representatives may be former Head Start/Early Head Start parents who have not served their five-year lifetime term limit. One community representative will be a member in good standing of the Crossroads YFS Board of Directors.

(ii) Program recruitment, selection and enrollment priorities.

Recruitment, Eligibility and Enrollment will be implemented with the assistance of both the Board of Directors and Policy Council. In order to reach those most in need of Head Start services, Crossroads Head Start/Early Head Start will implement a recruitment process that is designed to actively inform all families with Head Start/Early Head Start eligible children within the recruitment area of the availability

of services and encourage them to apply for admission to the program. This process will include, but not be limited to, the following steps:

- (1) All program staff will canvas their local communities and outlying areas as deemed necessary by the findings of the community needs assessment. These areas are to include the HS/EHS Administrative Offices, county Departments of Human Services, Community Action agencies, and the local Health Departments as needed to recruit children into the Head Start/Early Head Start program.
- (2) Media releases, posters and brochures will be updated and prepared prior to the end of the current program year to begin recruitment for the upcoming program year.
- (3) Area Supervisors and/or teaching staff will recruit children throughout the school year when vacancies occur and numbers fall below funded enrollment levels.

During the recruitment process that occurs prior to the beginning of the program year, Crossroads Head Start/Early Head Start will solicit applications from as many Head Start/Early Head Start eligible families within the recruitment area as possible. If necessary, Crossroads Head Start/Early Head Start will assist families in filling out the application form to assure that all information needed for selection is completed.

Crossroads Head Start/Early Head Start will obtain applications that are greater than the anticipated enrollment opportunities that will be available over the course of the next enrollment year. Those with the greatest need for Head Start services will be selected and prioritized for enrollment. When the application is turned in, the staff person receiving the application will fill out the interview questionnaire with the parent, to assure we have all the information to process the application. This interview questionnaire will be a part of the application.

In selecting the children and families to be served, Crossroads Head Start/Early Head Start will consider the income of eligible families, the age of the child and the extent to which a child or family meets the criteria described on the Eligibility Rating Form as required and is herein incorporated as part of this plan.

At least 10 percent of the total number of enrollment opportunities will be made available to children with disabilities who meet the definition for children with disabilities in Sec. 1302.14(B)(1).

(a). If there are an insufficient number of children with disabilities in the recruitment area who wished to attend the program, an exception to this requirement may be granted. A responsible HHS official will determine, based on supporting evidence as she/he may require, that Crossroads Head Start/ Early Head Start made a reasonable effort to comply with this requirement but was unable to do so because there was an insufficient number of children with disabilities who wished to participate in the program and/or for whom the program was an inappropriate placement based on their Individual Education Plans (IEP) or Individualized Family Service Plans. (IFSP).

After all income eligible slots have been filled and income eligible waiting list has been exhausted; children whose family income falls in the 101-130 of poverty category may be placed, not to exceed 35 percent of pr enrollment. Crossroads Head Start/Early Head Start will develop at the beginning of each program year and maintain during the year a waiting list that ranks children

according to program selection criteria to assure that eligible children enter the program as vacancies occur.

Each Crossroads Head Start/ Early Head Start location will select at least one designated staff member (i.e. Lead Teacher, Center Director, Family Advocate and/or Area Supervisor) to contact each family on the waiting list periodically to ensure they are still interested in participating in the program and remaining on the waiting list. Crossroads Head Start/ Early Head Start staff will update the contact information of the parent/guardian to ensure the most current information is obtained on file (i.e. address, phone number, etc.). Contact with families on the waiting list should be documented on the Waiting List Telephone Contact Log.

Additionally, in classrooms that have vacancies, Crossroads Head Start/ Early Head Start designated staff and/or the Area Supervisors will be responsible for contacting the next available family on the waiting list to complete enrollment procedures. Enrollment includes the official acceptance of a family by Crossroads Head Start/ Early Head Start program, the completion of all procedures necessary for a child and family to begin receiving services and the child attends their first day of class. When a vacancy exists, no more than thirty days may lapse without the vacancy being filled.

Enrollment opportunities exist at the beginning of the program year, or during the year when vacancies occur because of children who leave the program. All vacancies must be filled to achieve and maintain funded enrollment.

The enrollment year encompasses the period of time, not to exceed twelve months, during which a Head Start/Early Head Start program provides center-based services to a group of children and their families.

A child whose family meets the requirements for age and family income will be enrolled. Those with the greatest (or largest number of points) will be enrolled first. Up to ten percent of the children enrolled may be from families that exceed the low-income guidelines.

Each child enrolled in Crossroads Head Start/Early Head Start program will be allowed to remain in Head Start until kindergarten is available for the child in the

To maintain funded enrollment levels, when it is determined a vacancy exists, vacancy will be filled as soon as possible. Crossroads will continue to enroll children throughout the school year.

If a child has been found income eligible and is participating in a Head Start program, he/she remains income eligible through that enrollment year and the immediately succeeding enrollment year. Children who are enrolled in a program receiving funds under the authority of section 645A of the Head Start Act (programs for families with infants and toddlers, or Early Head Start) remain income eligible while they are participating in the program.

When a child moves from a program serving infants and toddlers to a Head Start program serving children age three and older, the family income must be re-verified if Early Head Start parents wish to enroll their child in our Head Start program.

Crossroads Head Start/Early Head Start will ensure, whenever possible, that the child receives Head Start services until enrolled in school.

Crossroads Head Start/Early Head Start will use the Board and Policy Council approved eligibility rating system that utilizes a point scale determined by family

services, with two exceptions noted below that have differing enrollment requirements.

Baby Steps is a teen parent project operated in conjunction with Norman Public Schools, Junior League of Norman and The Center for Children and Families. Enrollment is set up for teens attending classes at Norman High, Norman North or the Alternative School.

Treasured Moments is a teen parent project operated in conjunction with Shawnee Public Schools. Enrollment is set up for teens attending classes at either the Alternative School or Shawnee Public Schools.

Eligible Parent:

T: 6 Teen Parent Living Alone

T: 4 Teen Parent Family

0:3 One-Parent Family

D: 1 Double-Parent Family

K: 2 Kindship Care

F: 3 Foster Family (anyone other than natural parents)

Disabilities:

Z: 0 No Disability

X: 15 Diagnosed/Sooner Start Enrollee

Income:

0:0 over Income

0/130: 5 101-130%

E: 11-20 Income Eligible (This number varies according to the family size and income.)

F: 25 Foster Child

PA: 25 Public Asst. (TANF or SSI)

HL: 30 Homeless

Child's Age (Head Start Only)

A: 4 4 Four-Year-Old

A: 3 Three-Year-Old

Other:

CA: 15 Child Abuse/Neglect Documented EH:

EH:10 EHS Transition/or Former EHS Enrollee

SIB: 8 Siblings in Program or Also Applying

SA: 8 Suspected Abuse/Neglect, Problems in Home

MD: 7 Military Deployed

DIS: 7 Disability in Home

AR: 5 Agency Referral (DHS, Sooner start etc.

With in-come **eligible** applicants, if two applications have the same points we would determine the next child by the oldest applications date. For applications of **101 to 130 or over income with the same points**, we would determine the next applicant with the lowest income.

(iii) Applications for funding and amendments to applications for funding for programs under this subchapter, prior to submission of applications described in this clause.

All funding applications and amendments are presented to Policy Council by the Executive Director and/or Head Start/Early Head Start Program Director for a vote prior to their submission. With approval from the Policy Council funding applications and/or amendments are submitted to Health and Human Services office of Administration for Children and Families.

(iv) Budget planning for program expenditures, including policies for reimbursement and participation in policy council activities.

Crossroads Youth and Family Services, Inc. will reimburse parents the cost of mileage and arrange lodging when necessary to attend Policy Council meetings. With consent the parent may donate mileage reimbursement to the Head Start/Early Head Start program. Childcare will be made available at no cost to the parent during center committee meetings and Policy Council if necessary.

(v) Bylaws for the operation of the policy council.

Crossroads Bylaws are written and /or amended by HS/EHS Program Director in conjunction with the Executive Director. All Bylaws or amendments are approved by the Policy Council and/or Board of Directors.

(vi) Program personal policies and decisions regarding the employment of program staff, consistent with paragraph (1)(E)(iv)(IX),(approving personal policies and procedures, including policies and procedure regarding the hiring, evaluation, compensation, and termination of the Executive Director, Head Start Director, Director of Human Resources, Chief Fiscal Officer, and any other person in an equivalent position with the agency), including standards of

conduct for program staff, contractors, and volunteers and criteria for the employment and dismissal of program staff.

Personnel Policies, Code of Ethics and Standards of Conduct are discussed with all staff members during pre-service training and during the orientation process for any new staff members hired throughout the year. Each new staff member is required to sign an acknowledgement form verifying they have received a copy of the Personnel Policies, Code of Ethics and Standards of Conduct.

Decisions to hire or terminate the Early Head Start or Head Start Director of the grantee or delegate agency; and Policy Council approval to hire and/or terminate the Head Start/Early Head Start Program Director is required before such action is taken. The Executive Director is responsible for ensuring the Head Start/Early Head Start Program Director is maintaining the terms and integrity of the Head Start/Early Head Start grant. Policy Council representation in the hiring process is actively pursued. Policy Council members are asked to sit in on the interviews of all prospective Head Start/Early Head Start staff if possible. In addition, the Policy Council approves/denies employment of any Head Start/Early Head Start staff as part of their monthly agenda.

(vii) Developing procedures for how members of the policy council of the Head Start agency will be elected.

Policy Council structure is based on the percentage of funded enrollment in a particular area. The complete membership is as follows:

County	Head Start	Early Head Start	Community Rep
Cleveland	2	1	2
Pottawatomie	2	1	2
Comanche	2	1	2
Seminole	0	0	1

Refer to 642(c)(2)(B)(1)

Total representation for Policy Council is seventeen (17). Current parent representation is nine members (9) with community representation equaling eight members (8). Voting requires a majority of present

(viii) Recommendations on the selection of delegate agencies and the service area for such agencies.

This section is not applicable.

(1) A policy council, and a policy committee at the delegate level, must use ongoing monitoring results, data on school readiness goals, other information described in §1302.102, and information described in section 642(d) (2) of the Act to conduct its responsibilities.

(d) Term

- (1) A member will serve for one year.
- (2) If the member intends to serve for another year, s/he must stand for re-election.
- (3) The policy council, and policy committee at the delegate level, must include in its bylaws how many one-year terms, not to exceed five terms, a person may serve.
- (4) A program must seat a successor policy council, or policy committee at the delegate level, before an existing policy council, or policy committee at the delegate level, may be dissolved.

Selection of the new Policy Council for each year shall commence in August, immediately following the new school year start-up and will be seated in October to meet monthly for twelve (11) months. Policy Council currently meets every October to elect new officers. Policy Council members are elected for one program year serving October through August when their term of service ends. Policy Council representatives may serve up to five years based on nomination and selection from their peers. Former parents may serve as community representatives as long as their involvement in Policy Council does not exceed the five-year limit.

Policy Council byyear and Policy Council members may not serve more than five (5) years in a lifetime.
Years served on previous Policy Councils will count toward the five-year

(e) Reimbursement A program must enable low-income members to participate fully in their policy council or policy committee responsibilities by providing, if necessary, reimbursements for reasonable expenses incurred by the low-income members.

Crossroads Youth and Family Services, Inc. will reimburse parents the cost of mileage and arrange lodging when necessary to attend Policy Council meetings. With written consent the parent may donate mileage reimbursement to the Head Start/Early Head Start program. Childcare will be made available at no cost to the parent during center committee meetings and Policy Council if necessary.

1301.4 Parent committees.

(a) Establishing parent committeesA program must establish a parent committee comprised exclusively of parents of currently enrolled children as early in the program year as possible. This committee must be established at the center level for center-based programs and at the local program level for other program options. When a program operates more than one option, parents may choose to have a separate committee for each option or combine membership. A program must ensure that parents of currently

enrolled children understand the process for elections to the policy council or policy committee and other leadership opportunities.

The election process for the nine (9) parent Policy Council members begins with the election of a Parent Committee chairperson from each Head Start/Early Head Start location or center. Chairpersons from each center will form a county cluster committee within their respective county. The Seminole Early Head Start Parent Committee chairperson will be a member of the Pottawatomie county Head Start/Early Head Start cluster committee. There will be three county cluster committees in Pottawatomie, Cleveland and Comanche county. Two (2) Head Start Policy Council representatives and one (1) Early Head Start representative will be elected. It is the responsibility of each cluster committee Policy Council representative to establish a cluster meeting quarterly to ensure that s/he obtains information on parent concerns to be addressed at the Policy Council meetings, as well as communicating information obtained from Policy Council meetings to the cluster committees. Minutes for each meeting and sign in sheets of persons attending cluster meetings will be kept at all times.

- (b) Requirements of parent committee Within the parent committee structure, a program may determine the best methods to engage families using strategies that are most effective in their community, as long as the program ensures the parent committee carries out the following minimum responsibilities:
 - (1) Advise staff in developing and implementing local program policies, activities, and services to ensure they meet the needs of children and families;

Parents at the local level will work with Area Supervisors, Center Directors and Teachers in the development of program policies, activities and services specific to the community and its membership. Opportunities are given at monthly parent meetings to hear suggestions by parents on these topics. Parents will work with staff to determine local parent meeting topics, identification of presenters, childcare issues and problem solving of any concerns. The staff and family members within the group, based on interests and educational value, will initiate classroom specific activities.

(2) Have a process for communication with the policy council and policy committee;

Policy Council members act as a liaison to other parents with their active involvement at the monthly parent meetings as well as their involvement in their local classroom. The Policy Council chairperson attends the Board of Directors meetings in order to provide a communication link between the two groups. Policy Council minutes are provided at key management team staff meetings and are posted in each classroom in the parent corner.

An agency newsletter is sent out to staff and community members. In addition, a monthly newsletter for families will be distributed during school year, which will give information to families about current events, parent education topics, resources and public relations. Internally, Crossroads has provided all staff including teaching staff access to computers with internet service to effectively communicate through e-mail while saving on phone and facsimile costs.

(3) Within the guidelines established by the governing body, policy council or policy committee, participate in the recruitment and screening of Early Head Start and Head Start employees.

Local parents will be asked to review and/or make recommendations of applicants for interview selection as well as sit in on job interviews when possible. The Human Resource Director, Program Director, Area Supervisor and/or Center Director in consultation with the parent involved will make a team decision on which applicant to hire after the interviews of qualified parents and applicants have been conducted.

1301.5 Training.

An agency must provide appropriate training and technical assistance or orientation to the governing body, any advisory committee members, and the policy council, including training on program performance standards and training indicated in §1302.12(m) to ensure the members understand the information they receive and can effectively oversee and participate in the programs in the Head Start agency.

From 1302.12(m) Determining, verifying, and documenting eligibility

- (m) Training on eligibility.
 - (1) A program must train all governing body, policy council, management, and staff who determine eligibility on applicable federal regulations and program policies and procedures. Training must, at a minimum:
 - (i) Include methods on how to collect complete and accurate eligibility information from families and third party sources;
 - (ii) Incorporate strategies for treating families with dignity and respect and for dealing with possible issues of domestic violence, stigma, and privacy; and,
 - (iii) Explain program policies and procedures that describe actions taken against, families, or participants who attempt to provide or intentionally provide false information.

An orientation session for new board and policy council members is conducted annually. By-laws are established by the board and policy council to ensure procedures are in place to meet the various requirements established in running high quality agency programs.

(2) A program must train management and staff members who make eligibility determinations within 90 days of hiring new staff. (3) A program must train all governing body and policy council members within 180 days of the beginning of the term of a new governing body or policy council.

On an annual basis Crossroads Youth and Family Services, Inc. provides shared governance training to the Head Start/Early Head Start Policy Council and the Agency Board of Directors through the use of outside consultants. Policy Council members

receive on-going training at Policy Council meetings regarding agency budget, policy council responsibilities, volunteers and other agency programs.

(4) A program must develop policies on how often training will be provided after the initial training.

The Head Start/Early Head Start Program Director, in collaboration with key Leadership staff, develops an annual training calendar for all staff. In addition, Center Directors in consultation with the Education Coordinator will work with their staff to develop a professional development plan. The Center Director will map the next educational steps needed to complete the next step of educational goals for each individual, (CDA, AA or BA degree).

1301.6 Impasse procedures.

- (a) To facilitate meaningful consultation and collaboration about decisions of the governing body and the policy council, each agency's governing body and policy council jointly must establish written procedures for resolving internal disputes between the governing board and policy council in a timely manner that include impasse procedures. These procedures must:
 - (1) Demonstrate that the governing body considers proposed decisions from the policy council and that the policy council considers proposed decisions from the governing body;
 - (2) If there is a disagreement, require the governing body and the policy council to notify the other in writing why it does not accept a decision; and,
 - (3) Describe a decision-making process and a timeline to resolve disputes and reach decisions that are not arbitrary, capricious, or illegal.
- (b) If the agency's decision-making process does not result in a resolution and an impasse continues, the governing body and policy council must select a mutually agreeable third party mediator and participate in a formal process of mediation that leads to a resolution of the dispute.
- (c) For all programs except American Indian and Alaska Native programs, if no resolution is reached with a mediator, the governing body and policy council must select a mutually agreeable arbitrator whose decision is final.

It is the intent of Crossroads Youth and Family Services, Inc., as the grantee agency for Crossroads Head Start/Early Head Start, to work in coordination and collaboration with the Head Start/Early Head Start Leadership Team, staff, and Policy Council. To that end, the Board of Directors of

will work together in the spirit of mutual respect, cooperation, and involvement to provide the best quality program and services for Head Start/Early Head Start children and their families. In order to promote a spirit of mutual respect, cooperation and involvement, a member of the Policy Council elected by the Policy Council will serve on the Board of Directors; and a member of the Board of Directors elected by the Board of Directors will serve on the Policy Council.

The Board of Directors and the Policy Council will annually review and approve the Impasse Resolution Policy in November of each year.

Informal Dispute Resolution Procedures:

Step One: In the event of a dispute between the Board of Directors and the Policy Council, the

agency Executive Director and the HS/EHS Director will meet to formulate a written plan to present to their respective governing bodies at the next regularly scheduled

meeting.

Step Two: In the event of a continued dispute, the Executive Director, the HS/EHS Director, the

Chairperson of the Board of Directors, and the Chairperson of the Policy Council will meet to negotiate a written plan to present to their respective governing bodies at the

next regularly scheduled meeting.

Step Three: In the event of a continued dispute, the Executive Committee of the Board of

Directors and of the Policy Council, along with the Executive Director and HS/EHS Director, will meet to negotiate a written plan to present to their respective governing

bodies at the next regularly scheduled meeting.

Special Considerations: In the event of the dispute in question needs to be resolved in a more timely

way, the Executive Director and the HS/ EHS Director may choose to involve the respective Chairpersons and/or the respective Executive Committee earlier in the process. In addition, special meetings of the Board of Directors and Policy Council

may be called by their respective Chairpersons.

Vested Interest: It is hereby acknowledged that it is in the best interest of Crossroads Youth & Family Services, Inc. and the Crossroads Head Start/Early Head Start to resolve all disputes and/or impasses at the lowest possible level using informal dispute

Board

of Directors and the Policy Council does not want to give away their decision making responsibility to disinterested parties when the health and well-being of the Head Start/Early Head Start program is at stake.

Formal Dispute Resolution Procedures:

Step One: In the event of a continued dispute, the Executive Director will inform the

DHHS/ACF Regional Office of the dispute and the intent to begin formal dispute resolution procedures the notification will be made within ten (10) working days following the meeting at which a resolution could not be reached using the informal

dispute resolution process.

Step Two: Selecting an Arbitration Team:

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- a. The Board of Director will choose one disinterested party
- b. The Policy Council will choose one disinterested party
- c. The two chosen disinterested parties choose a third disinterested party.

Special Consideration: Disinterested parties should not include any parents or family members of children currently enrolled in the HS/EHS program, and any staff or Board members of the grantee agency or HS/EHS agency.

Step Three:

The Arbitration Team will meet within ten (10) days of their selection to resolve the impasse. They may request written information and/or oral presentations from the Executive Director, the Head Start/Early Head Start Director, or the Chairpersons of the respective governing bodies.

Step Four:

The Arbitration Team will present its resolution in writing within ten (10) days of their meeting to each respective governing body Rev. 7/30/2016 page 22 and to the DHHS/ACF Regional Office. The resolution of the Arbitration Team will be accepted by and binding on both parties

Impasse/Dispute Procedures relate only to the following 13 items from: Head Start Performance Standards, 1304.50, Appendix A: Governance and Management Responsibilities

Planning

Procedures for program planning

- -and short-range program goals and objectives
- The selection of delegate agencies
- Criteria for defining recruitment, selection and enrollment priorities
- All funding applications and amendments to funding applications
- Policy Council reimbursement to enable members to participate fully
- The annual self-assessment related to program and fiscal areas

General Procedures

- The composition of the Policy Council and how members are chosen
- Procedures describing shared decision-making
- Internal dispute resolution/impasse procedures Human Resources Management

Human Resources Management

- Personnel policies and changes to those policies
- Decisions to hire or terminate the Head Start/Early Head Start Director
- Decisions to hire or terminate any person who works with the Head Start/Early Head Start Program

1302.47 Safety practices.

(a) A program must establish, train staff on, implement, and enforce a system of health and safety practices that ensure children are kept safe at all times. A program should consult Caring for our Children Basics, available at http://www.acf.hhs.gov/sites/default/files/ecd/caring_for_our_children_basics.pdf, for additional information to develop and implement adequate safety policies and practices described in this part.

Each new hire will be required to initial each item on the orientation checklist as it is covered in the orientation process. Those items will include but not limited to the child care licensing DVD. The DVD explains child care licensing requirements in the areas of hygiene, safety practices, safe sleep requirements and all DHS regulations. Crossroads provides a general orientation for all new employees which will be held at a minimum of monthly. This general orientation will cover the a code of ethics, agency philosophy and personnel and procedures.

All staff will receive continuous in-service training throughout the year, in addition at least two weeks of pre-service training on Federal Head Start Performance Standards. When possible, new staff members will be placed with other experienced staff for a minimum of one day and/or a maximum of two days prior to being given sole responsibility for their assigned duties.

- (b) A program must develop and implement a system of management, including ongoing training, oversight, correction and continuous improvement in accordance with §1302.102, that includes policies and practices to ensure all facilities, equipment and materials, background checks, safety training, safety and hygiene practices and administrative safety procedures are adequate to ensure child safety. This system must ensure:
 - (1) <u>Facilities.</u> All facilities where children are served, including areas for learning, playing, sleeping, toileting, and eating are, at a minimum:
 - (i) Meet licensing requirements in accordance with §§1302.21(d) (1) and 1302.23(d) (This does not apply licensing requirements for family child care provider).
 - 1302.21(d) (1) the facilities used by a program must meet state, tribal, or local licensing requirements, even if exempted by the licensing entity. When state, tribal, or local requirements vary from Head Start requirements, the most stringent provision takes precedence.

We ensure all classrooms meet Head Start Performance Standards and DHS regulations. All centers will maintain a current license through the Department of Human Services.

- (ii) Clean and free from pests;
- (iii)Free from pollutants, hazards and toxins that are accessible to children and could endanger children's safety;

In keeping with the Head Start Performance Standards and Child Care Licensing we provide a healthy environment and appropriate role modeling for children, families and staff. All building and offices of Crossroads Youth & Family Services, Inc. are declared to be smoke-free environments. Monthly pest control spraying will be performed while children are not present and allowing the center to air out prior to

(iv) Designed to prevent child injury and free from hazards, including choking, electrical, and drowning hazards, hazards posed by appliances and all other safety hazards;

Area Supervisors, Center Director and caregivers will perform a daily check of playground areas for trash, unsafe equipment and other hazards. Indoor areas will be checked and cleaned frequently throughout the day. All carpeted areas in EHS classrooms will be steam-cleaned on a monthly basis as needed. The majority of Head Start/Early Head Start classrooms also have support staff and/or janitorial staff who maintain the general cleanliness of the center both inside and outside.

(v) Well lit, including emergency lighting;

Emergency lighting is a requirement of fire code and must be met to obtain a day care license. Facilities will be chosen, renovated or built with both adequate natural and artificial lighting.

(vi) Equipped with safety supplies that are readily accessible to staff, including, at a minimum, fully-equipped and up-to-date first aid kits and appropriate fire safety supplies;

All classrooms have fully equipped first aids kits as required by licensing. The first aid kits are kept in designated place marked with a red cross. The first aid kits are checked monthly and any supplies needed are replenished ASAP. Approved, working fire extinguishers are readily available. All sites are supplied with the number of fire extinguishers required by State Fire Codes. All sites are supplied with appropriate number of smoke detectors installed and tested regularly along with monthly fire drills. The local fire Marshall and /or State Fire Marshall conducts yearly fire inspections, which include checking emergency lighting and fire systems.

(vii) Free from firearms or other weapons that is accessible to children;

All Crossroads facilities are locked down every day. Entry into our facilities has to be approved by designated staff person at each facility. All sites provide signs posted that no weapons of any kind are allowed on the premises. This is also posted in our parent handbook and gone over with parents at Orientation.

(viii) Designed to separate toileting and diapering areas from for preparing food, cooking, eating, or children's activities; and,

Child care licensing requires one (1) sink and one (1) toilet for every 15 children. In Early Head Start classrooms, we have one (1) toilet and one (1) sink for every eight (8) children. In addition, diaper changing table and sink will be separate from the above. A separate sink wi

(ix) Kept safe through an ongoing system of preventative maintenance.

Crossroad Head Start/Early Head Start utilizes an electronic maintenance repair form. This form is forwarded to the Head Start/Early Head Start Facilities Manager, Head Start/Early Start Director and forwarded to the Head of Maintenance who then schedules needed repairs. All staff is responsible for keeping the center clean, uncluttered and free of safety hazards.

- (2) <u>Equipmentand materials</u> Indoor and outdoor play equipment, cribs, cots, feeding chairs, strollers, and other equipment used in the care of enrolled children, and as applicable, other equipment and materials meet standards set by the Consumer Product Safety Commission (CPSC) or the American Society for Testing and Materials, International (ASTM). All equipment and materials must at a minimum:
 - (i) Be clean and safe for children's use and are appropriately disinfected;

All equipment and materials will be selected for their safety, durability and multiple usages. A quantity and variety of toys will be available to assure that toys are sanitized whenever child mouths, chews, etc. and still allow for another toy to be used. Toys will be thoroughly sanitized at least once a day in a 10% bleach solution and allowed to air dry.

(ii) Be accessible only to children for whom they are age appropriate;

A variety of toys, materials and equipment will be available in each classroom. Each classroom will have materials appropriate to the children developmental stages. Additional toys will be selected for each classroom, which need adaptations for children with disabilities.

Be designed to ensure appropriate supervision of children at all times;

The layout of the classroom and playground is arranged to facilitate a variety of fun and accessible areas for children and staff. The classroom is set up to be warm, nurturing, and safe. Classrooms also

inviting to adults and children. The layout of the classroom is arranged so the adults have appropriate supervision of children at all times.

(iii)Allow for the separation of infants and toddlers from preschoolers during play in center-based programs; and,

All sites provide separate playgrounds for Early Head Start and Head Start.

(iv)Be kept safe through an ongoing system of preventative maintenance.

Crossroad Head Start/Early Head Start utilizes an electronic maintenance repair form. This form is forwarded to the Head Start/Early Head Start Facilities Manager, Head Start/Early Start Director and forwarded to the Head of Maintenance who then schedules needed repairs. All staff is responsible for keeping the center clean, uncluttered and free of safety hazards.

(3) <u>Background checks</u>All staff have complete background checks in accordance 1302.90(b).

From 1302.90(b) Background checks and selection procedures

- (1) Before a person is hired, directly or through contract, including transportation staff and contractors, a program must conduct an interview, verify references, conduct a sex offender registry check and obtain one of the following:
 - (i) State or tribal criminal history records, including fingerprint checks; or,
 - (ii) Federal Bureau of Investigation criminal history records, including fingerprint checks.
- (2) A program has 90 days after an employee is hired to complete the background check process by obtaining:
- (i) Whichever check listed in paragraph (b) (1) of this section was not obtained prior to the date of hire; and,
- (ii) Child abuse and neglect state registry check, if available.

In accordance with 1302.90b Crossroads conducts an interview, verify references, and conduct a sex offender registry check along with criminal history check. We also conduct fingerprint check all before a person is considered for hire.

(3) A program must review the information found in each employment application and complete background check to assess the relevancy of any issue uncovered by the complete background check including any arrest, pending criminal charge, or conviction and must use Child Care and Development Fund (CCDF) disqualification factors described in 42 U.S.C. 9858f(c)(1)(D) and 42 U.S.C. 9858f(h)(1) or tribal disqualifications factors to determine whether the prospective employee can be hired or the current employee must be terminated.

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(2) Grantee and delegate agencies must review each application for employment

individually in order to assess the relevancy of an arrest, a pending criminal charge or a conviction. Declaration Exclusions: The declaration required by paragraph (1) of this Section may exclude:

1 record that has been sealed or expunged (22 O.S. §19[F]);

birthday which was

finally adjudicated in a juvenile court or under a youth offender law;

State

authority.

children, child abuse or domestic violence will not be considered for employment.

abuse and/or neglect

are not eligible for employment in Crossroads Head Start/Early Head Start. In compliance with Head Start/Early Head Start Performance Standards, individuals must submit the following as part of the new hire process prior to being employed: (1) A signed statement declaring under penalty of perjury if she/he has been convicted of a crime other than a minor traffic violation (Declaration Form). (2) Any other documentation required by the State of Oklahoma for individuals caring for young children.

- (4) A program must ensure a newly hired employee, consultant, or contractor does not have unsupervised access to children until the complete background check process described in paragraphs (b)(1) through (3) of this section is complete.
- (5) A program must conduct the complete background check for each employee, consultant, or contractor at least once every five years which must include each of the four checks listed in paragraphs (b)(1) and (2) of this section, and review and make employment decisions based on the information as described in paragraph (b)(3) of this section, unless the program can demonstrate to the responsible HHS official that it has a more stringent system in place that will ensure child safety.

All employees and volunteers volunteering 40 hours or more shall sign a form giving permission to conduct criminal background and records check, including review of criminal convictions. Additional criminal background checks will be conducted every five (5) years. New hires are not employed until results are obtained and reviewed from the background check, Child Abuse and neglect state registry.

(6) A program must consider current and former program parents for employment vacancies for which such parents apply and are qualified.

Qualified parents of children enrolled in the Head Start/Early Head Start program will be given preference in hiring over applicants from the general public when equally qualified for the position. Crossroads provides a training program called Parents to Teachers. The Parents to Teachers program provides training to parents to earn their CDA. This is preparing them to be qualitied for positions as they come available.

(4) Safety training

- (i) Staff with regular child contact All staff with regular child contact have initial orientation training within three months of hire and ongoing training in all state, local, tribal, federal and program-developed health, safety and child care requirements to ensure the safety of children in their care; including, at a minimum, and as appropriate based on staff roles and ages of children they work with, training in:
 - (A) The prevention and control of infectious diseases;
 - (B) Prevention of sudden infant death syndrome and use of safe sleeping practices;
 - (C) Administration of medication, consistent with standards for parental consent;
 - (D) Prevention and response to emergencies due to food and allergic reactions;
 - (E) Building and physical premises safety, including identification of and protection from hazards, bodies of water, and vehicular traffic;
 - (F) Prevention of shaken baby syndrome, abusive head trauma, and child maltreatment:
 - (G)Emergency preparedness and response planning for emergencies;
 - (H) Handling and storage of hazardous materials and the appropriate disposal of bio contaminants;
 - (I) Appropriate precautions in transporting children, if applicable;
 - (J) First aid and cardiopulmonary resuscitation; and,
 - (K)Recognition and reporting of child abuse and neglect, in accordance with the requirement at paragraph (b) (5) of this section;

A general orientation for all new employees will be with in the first week of hire.

of ethics and philosophy. The general orientation will also review the agency

wage and salary, employment benefits, discipline policy, grievance procedures and issues of confidentiality.

Each new staff member will then meet with his or her respective supervisors to complete the orientation process. At this time their immediate supervisor or center director will complete the remaining items on the Head Start/Early Head Start orientation checklist. Each new hire will be required to initial each item on the orientation checklist as it is covered in the orientation process.

Those items will include but not limited to child care licensing DVD, this DVD explains child care licensing requirements in the areas of hygiene, child development, safety, and child abuse/neglect, blood borne pathogens and introduction to the appropriate Head Start/Early Head Start curriculum. All staff are required to watch the Safe Sleep Practices video found on agency web site.

Once all items have been completed the checklist will be forwarded to the human relations department to be placed in the employee personnel file. In addition, each new staff member will have available a copy of the Federal Head Start Performance Standards and Child Care Licensing requirements. Each new hire will be required to complete the child care licensing review form within two weeks of reviewing the day care licensing manual.

All staff will receive continuous in-service training throughout the year in addition to at least two weeks of pre-service training on Federal Head Start Performance Standards. When possible, new staff members will be placed with other experienced staff for a minimum of one day and/or a maximum of two days prior to being given sole responsibility for their assigned duties. The number of training days will be based on prior training and experience level of the new staff member.

(ii) <u>Staff without regular child contact.</u> All staff with no regular responsibility for or contact with children have initial orientation training within three months of hire; ongoing training in all state, local, tribal, federal and program-developed health and safety requirements applicable to their work; and training in the program's emergency and disaster preparedness procedures.

See paragraphs under item "K" above.

- (5) <u>Safety practices</u>All staff and consultants follow appropriate practices to keep children safe during all activities, including, at a minimum:
 - (i) Reporting of suspected or known child abuse and neglect, including that staff comply with applicable federal, state, local, and tribal laws;

Any staff member who has reasonable cause to know or suspect that a child has been subjected to abuse or neglect, or who has observed the child being subjected to circumstances or conditions that would reasonably result in abuse or neglect, must immediately report or cause a report to be made of such fact to the responsible social services or local law enforcement agency.

Each staff member will receive specific orientation and training on the identification and reporting of child abuse and neglect pursuant to state law and outlining the staff

neglect according to state law. Regardless of whether the suspicion regarding child abuse or neglect is believed to have occurred in a Crossroads Head Start/Early Head Start facility or outside the Head Start/Early Head Start center, the report of suspected

child abuse or neglect must be made to the responsible social services, police department, or other law enforcement agency in the community or county in which the Head Start/Early Head Start center is located.

Any employee who has reasonable cause to know or suspect that a child has been subjected to abuse or neglect or who has observed the child being subjected to circumstances or conditions that would reasonably result in abuse or neglect, must adhere to the following procedure:

- Discuss concern with the immediate supervisor and/or the Center Director. Call the Head Start/Early Head Start Director for consultation, if necessary.
- 2. Report the concern to the proper authorities as appropriate.
- 3. Immediately inform the Head Start/Early Head Start Director when a report is made.
- 4. Document all action taken on appropriate form (see Child Abuse plan) and submit forms to the MH coordinator and to HS/EHS Program Director as soon as possible.

Many times it will not be appropriate to inform parents or co-workers that a report has been made so that child protective services has time to conduct their investigation

Safe sleep practices, including ensuring that all sleeping arrangements for children under 18 months of age use firm mattresses or cots, as appropriate, and for children under 12 months, soft bedding materials or toys must not be used;

All HS/EHS new hires are required to watch a two-hour training required by DHS on Safe Sleep Practices, before they are allowed in the classroom.

Appropriate indoor and outdoor supervision of children at all times;

At orientation all new staff is required to watch the National Head Start DVD

to Keep Children Safe:

- Set up the environment
- Position Staff
- Scan and Count
- Listen
- •
- Engage and Redirect

Children will be closely monitored at all times. Responsive care giving is a primary goal of our program and as such, the Area Supervisors and/or the Center Director may use flexibility with approval from the Program Director and input from parents in the center, to implement schedules which ensure quality care occurs in all aspects of the daily routine.

(ii) Appropriate indoor and outdoor supervision of children at all times.

All new staff will watch supervision video provided by National Head Start upon hiring and annually for all staff thereafter. Training is conducted throughout the year on supervision during Pre-service and In-service trainings.

(iv)Only releasing children to an authorized adult:

All parents or guardian at the enrollment home visit will fill complete the DHS required emergency pick up form as to who the child can be released too. When a non-parent comes to pick up a child the teacher will look to make sure person is on the pick-up list. Teacher will check ID for that person before the child is released. No child will be released without written permission by parent or guardian.

(iii) All standards of conduct described in §1302.90(c).

Grantee and delegate agencies must ensure that all staff, consultants, and volunteers abide by the program's standards of conduct. These standards must specify that:

- (i) Ensure staff, consultants, contractor, and volunteers implement positive strategies to support children's well-being and prevent and address challenging behaviors:
- (ii) Ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, staff must not:
 - a. Use corporal punishment;
 - b. Use isolation to discipline a child;
 - c. Bind or tie a child to restrict movement or tape a child's mouth:
 - d. Use or withhold food as punishment or reward;
 - e. Use toilet learning /training methods that punish, demean, or humiliate a child;
 - f. Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;
 - g. Physically abuse a child;
 - h. Use any form of verbal abuse, including profane, sarcastic language, threats or derogatory remarks about the child or the child's family; or,
 - i. Use physical activity or outdoor time as a punishment or reward;

(iii)Ensure staff, consultants, contractors, and volunteers respect and promote the unique identity of each child and family and do not

stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;

- (iv)Require staff, consultants, contractors, and volunteers to comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with subpart C of part 1303 of this chapter and applicable federal, state, local, and tribal laws; and,
- (v)Ensure no child is left alone or unsupervised by staff, consultants, contractors, and volunteers while under their care.

Each staff member will

well-being through DVD provided by DHS and Child Welfare, as well as Crossroads Coordinators. In addition, each Head Start/Early Head Start employee and volunteers will sign a Standard of Conduct and Code of Ethics forms, which will be placed in his/her personnel file. Volunteer are never left alone with any child.

(2) Personal policies and procedures must include appropriate penalties for staff, consultants and volunteers who violate the Standards of Conduct.

The cooperation of all employees is necessary to make Crossroads Head Start/Early Head Start a positive and satisfying place to work. Conduct that is dishonest, unethical, illegal or unsafe is not tolerated and can be grounds for immediate termination.

- (6) <u>Hygiene practices</u>All staff systematically and routinely implements hygiene practices that at a minimum ensure:
 - (i) Appropriate toileting, hand washing, and diapering procedures are followed;
 - (ii) Safe food preparation; and,
 - (iii)Exposure to blood and body fluids are handled consistent with standards of the Occupational Safety Health Administration.

An orientation will be conducted for all new hire employees with in the first week of employment. Each new staff member will meet with his or her respective supervisor to complete the orientation process. At this time their immediate supervisor or center director will complete the remaining items on the Head Start/Early Head Start orientation checklist. Each new hire will be required to initial each item on the orientation checklist as it is covered in the orientation process.

Those items will include but not limited to child care licensing training. The training explains child care licensing requirements in the areas of hygiene, child development, safety, and child abuse/neglect and blood borne pathogens. New hire will also receive an introduction to the appropriate Head Start/Early Head Start curriculum.

Once all items have been completed the checklist will be forwarded to the human relations department to be placed in the employee personnel file. In addition, each new staff member will be made available a of the Federal Head Start Performance Standards and Child Care Licensing requirements.

- (7) <u>Administrative safety procedures.</u> Programs establish, follow, and practice, as appropriate, procedures for, at a minimum:
 - (i) Emergencies;
 - (ii) Fire prevention and response;
 - (iii)Protection from contagious disease, including appropriate inclusion and exclusion policies for when a child is ill, and from an infectious disease outbreak, including appropriate notifications of any reportable illness;
 - (iv) The handling, storage, administration, and record of administration of medication:
 - (v) Maintaining procedures and systems to ensure children are only released to an authorized adult; and,
 - (vi) Child specific health care needs and food allergies that include accessible plans of action for emergencies. For food allergies, a program must also post individual child food allergies prominently where staff can view wherever food is served.

All Crossroads Head Start/Early Head Start staff will receive training in emergency procedures, evacuation procedures, health and infectious control, First Aid/CPR techniques, fire extinguisher use and any safety related issues specific to their work environment as required by their job description or recommended by their supervisor.

All initial training will be completed as specified by Federal Head Start Performance Standards and/or state requirements within 90 days of employment.

Supervisors may require staff to retake any of the safety classes should the supervisor determine the retaining is necessary.

Emergency and General Disaster plan book is given to all new employees. In the event of certain emergency and disaster situations these procedures have been adopted to help guide each staff member as well as regular volunteers of the step-by-step process. These procedures will help ensure we protect the children in our care as well as those staff members and volunteers. Through circumstances will vary with each situation and location, the following plan is a guide to be used in any emergency with maximum efficiency and a decreased potential for confusion during a stressful time. All staff and volunteers of the Head Start/Early Head Start program will read, fully understand and be aware what their responsibility is in the event of an emergency. The following items shall always be accessible in the event there is an emergency.

- Disaster Plan Manual
- Emergency Medical Plan
- First Aid Kit
- Sign in and Out Sheet
- Child Emergency Contact Information binder
- Evacuation kit
- (8) <u>Disaster preparedness plan.</u> The program has all-hazards emergency management/disaster preparedness and response plans for more and less likely

events including natural and manmade disasters and emergencies, and violence in or near programs.

All Crossroads Head Start/Early Head Start staff will receive our Emergency and General Disaster Plan book. This book gives information and procedures for our medical emergency plan, Uncontrollable Fire, Severe Weather, Earthquake, Inclement Weather, Power Failure, Workplace Violence threat, Bomb threat or Catastrophic Event, Chemical Hazard Procedures. It is very important that each staff member and regular volunteer become familiar and understands each procedure and knows his or her responsibility in the contact information binder.

(c) A program must report any safety incidents in accordance1302.102(d) (1) (ii)

From 1302.102(d) (1) (ii)

- (ii) Reports, as appropriate, to the responsible HHS official immediately or as practicable, related to any significant incidents affecting the health and safety of program participants, circumstances affecting the financial viability of the program, breaches of personally identifiable information, or program involvement in legal proceedings, any matter for which notification or a report to state, tribal, or local authorities is required by applicable law, including at a minimum:
 - (A) Any reports regarding agency staff or volunteer compliance with federal, state, tribal, or local laws addressing child abuse and neglect or laws governing sex offenders;
 - (B) Incidents that require classrooms or centers to be closed for any reason;
 - (C) Legal proceedings by any party that are directly related to program operations; and,
 - (D) All conditions required to be reported under §1304.12, including disqualification from the Child and Adult Care Food Program (CACFP) and license revocation.

From 1304.12 - Grantee reporting requirements concerning certain conditions.

- (a) Head Start agencies must report in writing to the responsible HHS official within 30 working days of December 9, 2011, if the agency has had a revocation of a license to operate a center by a state of local licensing entity during the period between June 12, 2009, and December 9, 2011.
- (b) Head Start agencies must report in writing to the responsible HHS official within 10 working days of occurrence any of the following events following December 9, 2011:
 - (1) The agency has had a revocation of a license to operate a center by a state or local licensing entity.
 - (2) The agency has filed for bankruptcy or agreed to a reorganization plan as part of a bankruptcy settlement.

- (3) The agency has been debarred from receiving federal or state funds from any federal or state department or agency or has been disqualified from the Child and Adult Care Food Program (CACFP).
- (4) The agency has received an audit, audit review, investigation or inspection report from the agency's auditor, a state agency, or the cognizant federal audit agency containing a determination that the agency is at risk for ceasing to be a going concern.

1302.102 Achieving Program Goals

- (a) Establishing program goals: A program in collaboration with governing body and policy council, must establish goals and measurable objectives that include:
 - (1) Strategic long term goals for ensuring programs are and remain responsive to community needs as identified in their community assessment as described in subpart A of this part;

Crossroads Youth & Family Services Inc. has an extensive Strategic Organization Plan for

and objectives in addition to effectiveness and efficiency measures. The Annual Management Report is a compilation of program goals, objectives and statistical data from the previous program year.

An extensive community assessment is conducted every five years and updated annually. All Head Start/Early Head Start families receive satisfaction surveys regarding the quality of services provided in the program. Advisory Committee members, community groups and Crossroads staff also complete satisfaction surveys. The information is collected and analyzed by the appropriate agency staff. The completed community assessment is brought before the Board of Directors and Policy Council and then disseminated to staff. The information is used to determine expansion, quality improvement projects and program options.

The Crossroads YFS Board of Directors, Policy Council, Executive Director, Head Start/Early Head Start Program Director and other Crossroads Administrative Staff will use the information obtained from the annual community assessment to discuss program planning which shall include long-term goals and objectives. Any changes in the Head Start Act will continue to be a key piece of all long range planning.

(2) Goals for the provision of educational, health, nutritional, and family and community engagement program services as described in the program performance standards to further promote the school readiness of enrolled children:

The development of program plans for implementation will be revised, at a minimum, annually during the summer months. Quality of services will be discussed in the Health Services Advisory Committee to assure both performance standards and current best

practice policies are developed and adhered. The effectiveness of the Program Design and Management plan will be evaluated through on-going internal communication as well as through the self-assessment process.

(3) School Readiness goals that are aligned with the Head Start Early Learning Outcomes Framework: Ages Birth to Five, state and tribal early learning standards, as appropriate, and requirements and expectations of schools Head Start children will attend, per the requirements of subpart B of part1304 of this part;

Results from outcomes data analysis are used to plan program improvements. Short and long-term improvement plans are devised and implemented. The outcomes data analysis Crossroads Head Start / Early Head Start, thirty-five results become a pivotal piece in the programs self-assessment and program plans for improvement.

Data analysis results are reported to the Policy Council, Governing Board, Leadership Team and HS/EHS staff three times per year during regular monthly meetings.

Classroom staff can view their own classroom data on classroom computers with COR advantage. Training involves teachers in exploring their own classroom outcomes statistics and how the results can guide them in improving individual child development results. Classrooms staff shares the COR Family Report for individual children with parents three times per year.

help them and classroom staff to develop new goals in the 5 School Readiness Domains of Physical Development and Health, Social and Emotional Development, Approaches toward Learning Language and Literacy and Cognition and General Knowledge. Classroom quality assessment is ongoing. All classrooms are visited at least twice per month by Center Directors, Area Supervisors or other leadership team staff. Two times per year a formal observation utilizing the Crossroads Classroom Monitoring Checklist, Teacher Success Rubric and/or C.L.A.S.S. to monitor classroom quality.

Program Standard focus items, will be identified by observers through the self-assessment and classroom observation. Education Coordinators will monitor needed classroom improvements that are indicated by the observations as well as plan program improvements with the help of Leadership team, when trends in areas that need improvement are revealed through the observation process. Any classroom identified with significant concerns by the Site Director and/or Leadership Team member will be observed by the Education Coordinator using the High/Scope Curriculum, Teacher Success Rubric and/or C.L.A.S.S. to determine specific areas of improvement and create a coaching plan for modification

(4) Effective health and safety practices to ensure children are safe at all times, per requirement in 1302.47, 1302.90(b) and (c), 1302.92(c) (1), and 1302.94 and part 1303 subpart F, of this chapter.

Reference to 1302.47 Safety Practices see page 8 through 21

Reference to 1302.90(B)& (C) see page 13

From 1302.92(c)(1) Training and professional development

- (c) A program must implement a research-based, coordinated coaching strategy for education staff that:
 - (1) Assesses all education staff to identify strengths, areas of needed support, and which staff would benefit most from intensive coaching:

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From 1302.94 Volunteers

- (a) A program must ensure regular volunteers have been screened for appropriate communicable diseases in accordance with state, tribal or local laws. In the absence of state, tribal or local law, the Health Services Advisory Committee must be consulted regarding the need for such screenings.
- (b) A program must ensure children are never left alone with volunteers.

Regular volunteers and substitutes are required to have a negative TB test on file. Children are never left alone with anyone that is not a Crossroads Employee.

From 1303.3 subpart F

Transportation: not applicable to us.

From 642(d) (2)

- (2) CONDUCT OF RESPONSIBILITIES- Each Head Start agency shall ensure the sharing of accurate and regular information for use by the governing body and the policy council, about program planning, policies, and Head Start agency operations, including--
 - (A) Monthly financial statements, including credit card expenditures;

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- (B) Monthly program information summaries;
- (C) Program enrollment reports, including attendance reports for children whose care is partially subsidized by another public agency;
- (D) Monthly reports of meals and snacks provided through programs of the Department of Agriculture;
- (E) The financial audit:
- (F) The annual self-assessment, including any findings related to such assessment;
- (G) The communitywide strategic planning and needs assessment of the Head Start agency, including any applicable updates;
- (H) Communication and guidance from the Secretary; and
- (I) The program information reports.

All funding applications and amendments are presented to Policy Council by the Executive Director and/or Head Start/Early Head Start Program Director for a vote prior to their submission. With approval from the Policy Council funding applications and/or amendments are submitted to Health and Human Services office of Administration for Children and Families.

Both Board and Policy Council will approve grant applications, budgetary information and program planning as part of their shared governance responsibilities.

Recruitment, Eligibility and Enrollment will be implemented with the assistance of both the Board of Directors and Policy Council.

Crossroads Youth & Family Services Inc. has an extensive Strategic Organization Plan

goals and objectives in addition to effectiveness and efficiency measures. The Annual Management Report is a compilation of program goals, objectives and statistical data from the previous program year.

The Governing Body, Policy Council, Administration, HS/EHS Leadership Team as well as parents will be actively involved in the self-assessment process of the Head Start/Early Head Start program. An appropriate self-assessment process will be presented to Head Start/ Early Head Start representatives for assessing the quality of the program. The self-assessment will be conducted on an annual basis. Any actions needed as a result of the self-assessment process will be addressed to the entire Policy Council and Board of Directors. As a result of the self-assessment a Program Improvement Plan will be put in place with timelines for completion of areas of improvement. In addition, an external review will be conducted as per the Head Start/Early Head Start grant.

Crossroads Head Start and Early Head Start utilizes the Child Plus Tracking system. The Data Team is responsible for training staff as well implementation of Program Data. Regular updates can be easily tracked and information disseminated to all staff to ensure quality is maintained. The Head Start/Early Head Start Program Director is responsible

for working with key Leadership staff in the development of annual goals and objectives as well as efficiency and effectiveness measures.

Budget updates are computed monthly by the Director of Finance and reviewed by the Executive Director, Director of Administrative Services, Head Start/Early Head Start Program Director, Board of Directors and Policy Council. This is also viewed by our Finance committee. Included in this reports are, Expenditures of funds,

Annually the Policy Council, Board members, Program Director along with program staff and parents will conduct a self-assessment of the effectiveness of the Head Start/Early Head Start program. Findings will be used to improve the quality & effectiveness of the Head Start/Early Head Start program through the development of a program improvement plan.