

## **Northeast South Dakota Head Start Communications Procedures**

The following procedures are in place to insure good communication among the organizational levels of the NESD Head Start Program; the Grantee Board; Policy Council, Parents of children currently enrolled, Head Start staff and the community.

### **Meetings:**

**Manager's meetings** are held every 2 weeks. There is a basic agenda in place which includes: Program Operation Reports (Fiscal, Enrollment, Training/In-Service, Self-assessment, Goals/Objectives, Children's Progress, Health, Family/Community Partnerships), Old Business/Review/Follow-up; New Business; Action(s) to be taken following this meeting & person responsible. Minutes are written and sent to the Director and all Managers, Coordinators, Teachers and Home Visitors. Teachers are asked to post these minutes at their local Centers.

**Managers & Coordinators** meet periodically to discuss program goals, objectives, school collaborations and recruitment areas to be targeted.

A **Program Budget/Planning meeting** is held annually to receive input from the Grantee Board, Policy Council and staff.

**Full Staff Meetings/Training:** Staff meetings are scheduled regularly throughout the year, usually on Fridays. Agendas are sent to all staff prior to the in-service/ training. These meetings may include announcements, training, planning of program goals and projects and peer group information sharing.

**Local Staff meetings:** are held weekly in each Center for all Center staff. A report from each meeting is sent to the Education Coordinators.

**Health Advisory meetings:** are held 2 times per year with input from various community agencies, Head Start parents and staff. Minutes of these meetings go out to all the members of the Committee and staff.

**Policy Council:** Meetings are held monthly in a central location. Policy Council Representatives and Community Representatives are asked to bring concerns and ideas to the PC meeting in Aberdeen and report back to the families in their local Unit. Members receive training in their responsibilities. Committees are formed and meet periodically. A Representative and Alternate to the South Dakota Head Start Association are selected and will attend the state meetings and report back to the Policy Council. A Liaison to the Grantee Board and Alternate will also be selected from Policy Council membership. This PC member will attend monthly Grantee Board meetings and report at both Policy Council and Board meetings. Meeting notices, agendas and minutes are sent to all Policy Council members, Grantee Board members, the HS Director, Managers, Coordinators, Teachers and Home Visitors. Teachers are asked to post this information at their Centers. A Policy Council Packet of information is given to all Policy Council members when they are seated (October). This packet contains staff and Grantee Board information, the Federal Performance Standards, Personnel Policies and Policy Council by-laws.

A **Grantee Board meeting** is held monthly with members reviewing the ongoing financial status of the Program. Meeting notices, agendas and minutes are sent to all Grantee Board members, Policy Council members, the HS Director, Managers, Coordinators, Teachers and Home Visitors. Teachers are asked to post the minutes at their Centers.

**Early Childhood & Health Services Meetings:** The Early Childhood and Health Services team is made up of the Education Manager, Health Coordinator, Nutrition Coordinator and Education Coordinators. They meet monthly to share Education, Health and Nutrition information from each of their areas. Minutes are sent to the Director and all Managers, Coordinators, Teachers and Home Visitors.

**Family Services Meetings:** The Family Services Manager and Family Services Coordinators meet monthly in Aberdeen. An agenda is sent out prior to the meeting. Time at the meeting is set aside for sharing information from the various Units in the Program. Minutes are written and sent to the Director and all the Managers, Coordinators, Teachers and Home Visitors within the following week.

The Family Service Coordinators and Education Coordinators also meet regularly (a minimum of once per month) with the Teachers and Home Visitors in their areas. These meetings are documented on a Center/Home Base/Family Services Meeting Report form or another method of documentation. A copy of the Center/Home Base/Family Services Meeting Report is sent to the Family Services Manager and Education Manager.

Local **Center Parent Committee meetings** are held once per month. Parents receive a meeting notice and agenda during the week prior to the meeting. At the meeting, reports are given and projects, events, training and other activities are planned. Announcements are made by staff. **Home Base group meetings** are held twice monthly. Minutes of the Center and Home Base meetings are sent out to the families within the following week. A copy of the Center and Home Base meeting notices, agendas and minutes is sent to the Family Services Manager and to the Education Coordinator in that area. Packets are given to the Officers and the other parents serving in the Volunteer positions. Meeting notices, agendas and minutes of all the meetings are sent to the local Community Representatives to keep them informed.

### **Telephone/Fax/Internet:**

The Director, all Managers, Coordinators, Teachers and Home Visitors have long distance phone cards. The NESD Head Start Program has a toll-free number for staff and parents to call the Head Start Office. E-mail and Internet access are available at the Aberdeen Head Start Office and all center locations.

### **Staff Schedule:**

“Where is Thumbkin?” is sent weekly to all Managers, Coordinators, Teachers and Home Visitors. Teachers are asked to post this schedule at their Centers. This schedule shows where the Director, Managers and Coordinators can be reached - Monday through Friday. Each staff person receives a staff directory.

### **Information Memorandums and Program Instructions:**

These Instructions and Memoranda are received periodically from the Head Start Bureau and are made available to all the staff. This information is placed in a 3-ring binder located on top of the file cabinets in the Aberdeen Head Start Office.

## **Employment Opportunities**

Job opportunities are available to current employees who have completed their probationary period. They will be given one week to apply. Announcements will be made whenever appropriate and/or mailings will go out to all current staff. If a current employee is not selected, the position will then be announced publicly. More information can be found in the NESD Head Start Personnel Policies and Procedures Manual.

## **Reports:**

An **Enrollment Update** is sent out weekly to the Director and all Managers and Coordinators with the total enrollment in all Head Start Units.

An **Expenses Compared to Budget report** is prepared monthly and presented at the Policy Council and Grantee Board meetings. A copy of this report is sent/given to the Director and all Managers, Coordinators, Teachers, Home Visitors, Policy Council and Grantee Board members. Teachers are asked to post this on the bulletin board at their Center.

An **In-kind report** is prepared monthly and is sent to the Director and all Managers, Coordinators, Teachers, Home Visitors, Policy Council and Grantee Board members. Teachers are asked to post a copy of the report at their Centers.

The **Program Information Report (PIR)** is submitted annually with the assistance of the Manager and Coordinators.

At monthly **Policy Council** meetings, Head Start parents and community people hear reports on: program fiscal information, Director's report, Committee reports and other program activities.

## **Newsletters:**

**Head Start Newsletter:** is published bi-monthly and sent to all Head Start parents, the Director and all Managers, Coordinators, Teachers, Home Visitors and Community Representatives to Policy Council. Teachers are asked to post a copy of the Newsletter at their Center.

**Transition Newsletter:** is sent to the Parents of children who have left the Head Start Program to attend kindergarten. This newsletter is published in August. The original is available in the Head Start office for anyone's review.

**Nutrition Newsletter and Monthly Menus:** are given to all families, Head Start Director, Managers, Coordinators, Teachers and Home Visitors. Teachers are asked to post this information at their Centers.

**Father Times Newsletter:** is distributed to each Head Start family and to non-custodial parents who request it. A copy is available in the main office in Aberdeen. It is also available as requested by Policy Council Community Representatives and Grantee Board members.

## **Head Start Public Awareness**

**NESD Head Start Video** – *“Head Start Today, An Investment in Tomorrow”* – This video is available to agencies, organizations, schools and libraries, etc. in the thirteen county area covered by the NESD Head Start Program.

**NESD Head Start Web Site:** [www.nesdhs.org](http://www.nesdhs.org)

**Speakers:** Several staff people are available to speak to local organizations and community meetings relaying information about the Head Start program in their area.

**Policy Council Public Relations Committee** meets to develop and implement ideas for Head Start awareness in the local communities served by the NESD Head Start Program.

**Open Houses** are held in most of the local Centers and Home Base Units with announcements on the radio and television stations.

**Personnel Policies and Procedures & Standard Operating Procedures** are distributed to all staff.

**Policies and Procedures Notebooks** are available to Managers, Coordinators, Center & Home Base staff.

**Written Service Plans** – Program Design & Management; Early Childhood & Health Services; Family and Community Partnerships; Disabilities are made available to all staff, Policy Council and Board.

**Salary Schedule and Career Ladder** is sent to all staff whenever changes are made.

### **Other ways we communicate with Head Start families:**

**A FAMILY INFORMATION BOOK** is given to Head Start parents at their first home visit. In this packet is the Parent Handbook, policy for volunteering in Center and Home Base classrooms, health and nutrition information and an annual calendar of Head Start dates, holidays and events.

**School Reach Instant Parent Contact** is used to contact parents in the event of bad weather or other conditions that may affect the operation of the Head Start Program.

**\*These Communications Procedures should not be considered to be all inclusive of the many ways that NESD Head Start Program communicates with parents, staff and the community.**

<b>NESD Head Start Communication Procedures</b>	<b>Director</b>	<b>All Managers</b>	<b>Education Manager</b>	<b>Family Service Manager</b>	<b>All Coordinators</b>	<b>Family Service Coordinators</b>	<b>Education Coordinators</b>	<b>Health &amp; Nutrition Coordinators</b>	<b>Teachers</b>	<b>Home Visitors</b>	<b>All Staff</b>	<b>Policy Council</b>	<b>Board</b>	<b>Parents</b>	<b>Community Reps</b>
Manager's meeting and minutes	x	x			x				x	x	x				
Center Staff meeting/ minutes			x				x								
Health Advisory meeting/minutes	x	x			x				x	x	x				
Policy Council meeting/ minutes	x	x			x				x	x	x	x	x		x
Grantee Board meeting/ minutes	x	x			x				x	x	x	x	x		x
Education & Health meeting/ minutes	x	x			x				x	x	x				
Family Service meeting/ minutes	x	x			x				x	x	x				
Center/HB Parent Meeting Notices, Agendas, minutes				x			x							x	x
"Where's Thumbkin" Staff Schedule	x	x			x				x	x					
Information Memorandums/ Program Instructions	x	x			x										
Salary Schedule/Career Ladder											x	x	x		x
Enrollment Update	x	x			x							x	x		
Expenses Compared to Budget Report											x	x	x		x
In-Kind Report	x	x			x				x	x		x	x		

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Head Start Newsletters	X	X			X				X	X			X	X	X
Policies & Procedures											X				
Child Progress Reports			X				X					X	X	X	
Parent Handbook	X	X			X				X	X				X	
Written Service Plans											X	X	X		
Self Assessment Report											X	X	X		
Program Information Report											X	X	X		