**MISSISSIPPI COUNTY, ARKANSAS, E.O.C.**

**EARLY CHILDHOOD EDUCATION DEPARTMENT**

1304.40 b 1-2

**COMMUNITY RESOURCES – REFERRALS FOR APPROPRIATE COUNSELING AND OTHER SERVICES**

**POLICY:**

The program refers families with special needs or concerns to appropriate agencies so that the child/children and families can have the advantage of the available local resources.

**PROCEDURE:**

1. **Collaboration with Parents**

1.1 The program works collaboratively with all participating parents to identify and continually access, either directly or through referrals, services and resources that are responsive to each family’s interest and goals, including:

1. Emergency or crisis assistance in areas such as food, housing, clothing, and transportation
2. Financial planning assistance
3. Education and other appropriate interventions, including opportunities for parents to participate in counseling programs or to receive information on mental health issues that

place families at risk, such as substance abuse, child abuse and neglect, and domestic violence

1. Opportunities for continuing education and employment training and other employment services through formal and informal networks in the community.

1.2 In addition, the service and resources include:

1. Assistance or referral for parents who are or who want to become self-employed
2. Assistance or referral in enhancing financial literacy or budgeting, including home-buyer assistance.

1.3 The program follows up with each family to determine whether the kind, quality, and timeliness of the services received through referrals met the families’ expectations and circumstances.

1. The program also seeks HSAC input on health providers and resources in the community (see [Policy ID (HS) 308G Medical/Physical Care Plan](#_Policy_ID_308G).)

1.4 When Head Start/Early Head Start families are affected by community wide emergencies or crisis, the program takes an active role in providing assistance by means of information and referral, managing donations, coordinating with other agencies, etc.

**2.0 Referral for Appropriate Counseling**

2.1 Program Family Services Advocate evaluate the sources of information for determining needs for services *Family Partnership Agreement Form*, Social Service Agency Referrals, Teacher referrals, parent referrals).

2.2 Program Family Services Advocate contact and/or meet with parents to discuss concerns, and documents this on the *Progress Notes.*

2.3 Program Family Services Advocate/Teachers make a referral and/or contacts the appropriate content area or resource by using the *Participant Referral Form.*

2.4 Program Family Services Advocate document the follow-up on the case notes in the electronic record-keeping system.

1. This follow-up includes determining whether the kind, quality, and timeliness of the services received through referrals met the families’ expectations and circumstances.

**3.0 Referral for Other Services**

3.1 Similar to the referral for appropriate counseling procedures, program Family Services Advocate/Teachers use the most recent community resource list or booklet to locate appropriate resources for families, and:

1. give a copy to the parent to take to the appropriate agency
2. place a copy of the completed *Participant Referral Form* in the child’s file
3. forward a copy to the program PFCE Manager.

3.2 Program Family Services Advocate complete the *Participant Referral Form*

 a) Disability Specialist, Family Service Advocate and Home- Based Teachers/Home Visitors document in the case notes and in the PIR Addendum of the electronic record-keeping system that a referral was made.

3.3 Within 30 days of referral, program Family Services Advocate follow-up to ensure services were provided and to ascertain the quality of services rendered.

3.4 The Family Service Advocate or Home- Based Teacher/Home Visitor making the referral documents the follow-up action taken on the *Progress Notes* and in the electronic record-keeping system again to denote final or pending deposition.

**4.0 Emergency Assistance**

4.1 In case of emergency assistance or crisis intervention, the program provides immediate intervention such as contacting appropriate agency/agencies; providing transportation assistance; and assisting with childcare needs as needed.