

## Community Resources

### Head Start Performance Standards

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#### Policy

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Early Head Start/Head Start (EHS/HS) staff will connect Head Start families to proper resources within Community Action and other community agencies.

EHS/HS staff continuously work to learn about community resources that might be helpful to low-income families, young children and to other staff in their work with families. Other community agencies serving EHS/HS children and families are considered community partners and, whenever possible, service plans are coordinated with their input.

Head Start will support the community resource development efforts of other service providers, as well as their efforts to provide services to EHS/HS families. Staff will support one another by sharing information about resources.

#### Procedure

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- Family Services Teachers (FSTs) and Home Visitors (HVs) are responsible for working with all their families to obtain resources, as well as when families are in crisis. They will support families receiving any needed resource or referral for families in their program and document these efforts in ChildPlus.
- Programs and resources within the agency include but are not limited to food boxes, Child Care Resource and Referral, Energy Conservation, housing and homeless, and Family Development programs. To connect families successfully, FSTs and HVs are expected to be familiar with all agency programs. Programs' information can be found on the Community Action website [www.caowash.org](http://www.caowash.org)
- Staff members are responsible for establishing a collaborative relationship with other community agencies whenever possible.
- The Family Services Supervisor and the Parent, Family, and Community Engagement Specialist will attend resource and networking meetings in Washington County. The Family Services Supervisor and the Parent, Family, and Community Engagement Specialist will share resources with classroom staff and Home Visitors throughout the program year.
- It is important to keep current resources and to distribute current information about those resources to families. Whenever possible, copies of resources should be sent home and/or posted on bulletin boards in or near the classroom, or in another place where parent(s)/guardian(s) can easily see them or find them. Each classroom will keep and maintain a Parent Engagement Binder with copies of resources shared with families. Families will be introduced to the binder during the Parent Teacher Night/Parent Meeting or as appropriate and needed.
- Parent Newsletter is another good way to keep parent(s)/guardian(s) informed about community resources. The Family Services Supervisor and the Parent, Family, and Community Engagement Specialist will identify resources to include in this newsletter.
- **Services received will be documented under the Family Services Information tab and added as a need identified event in ChildPlus.** Reference the **Update PIR Family Services Received** article in the ChildPlus portal, PIR section.

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- When planning how best to serve a family, staff will gather information about other community organizations currently working with the family and additional resources available to the family. Based on findings, this will determine which services the family is already accessing and what additional support should be pursued.
- Community Action's goal is to prevent the duplication of services by more than one agency and to assess the appropriateness of referrals to make the best match in each situation. To achieve this, staff work closely with families to ensure that strengths and areas of need are understood and can be used to determine the next steps.
- Since our program works with families while their child is in EHS/HS, staff should utilize empowerment strategies to support families to develop skills to connect to resources and services on their own. It is best to give the family information about a resource and explain the process, rather than completing the process for the family. If a family continues to request the same resource, then staff will work with the parent(s)/guardian(s) to identify, problem solve and overcome barriers.
- Community Action must obtain a signed **Release of Information** from the parent(s)/guardian(s) to obtain or exchange pertinent information with other community partners. EHS/HS staff will collaborate with other providers to function as a team and to determine the role of each team member.

### Northwest Children's Outreach (NCO) Orders

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staff will check with the parent/guardian to determine needs and explore other community resources that will meet their needs. Parent(s)/Guardian(s) are the expert on their needs and should always be consulted and involved when obtaining resources for their family.

NCO is a non-profit organization dedicated to helping families. NCO helps to fill the needs of families by providing items such as gently used clothing, infant care products, diapers, formula, toys, shoes, blankets, hygiene products and birthday presents. There are two NCO sites in Washington County: one in Beaverton and one in Tualatin. NCO does not allow parent(s)/guardian(s) to pick up products directly from their site.

Due to our capacity to pick up and deliver orders to sites or parents' homes, our program will only make direct referrals to NCO in the event there is a family with an urgent or emergency need. Staff will reach out to the Family Services Supervisor to explain the family situation, if the need meets the criteria the Family Services Supervisor will send staff the **Northwest Children's Outreach Head Start Order** to fill out via DocuSign. The NCO order form is forward to the assigned Administrative Assistant for processing. Home-based home visitors will be responsible for picking up their orders, all other orders will be pick up by the Family Services Supervisor and delivered to classroom(s).

There are other agencies in the area that can assist families request NCO orders such as Love Inc, Beaverton Resource Center, and Tigard Tualatin Resource Center. Staff can find contact information in Share Point under the Family Services Resources site quick links section.

Coffee Creek Family Services Teachers will place and deliver orders for families served at Coffee Creek.

### Parenting Classes

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Staff will share research-based parenting education workshop opportunities with parents throughout the school year. Parenting curriculums that are considered research-based are:

- Abriendo Puertas/Opening Doors
- Circle of Security
- Incredible Years
- Nurturing Parenting/Nurturing Hope

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- Parents as Teachers (PAT)
- Strengthening Families
- Love and Logic

The Family Services Supervisor and Parent, Family, and Community Engagement Specialist will continually send out flyers and information to each classroom about available parenting classes that are happening in the community and within the program. Family Services Teachers and Home Visitors will ensure that these flyers are sent home or share via Remind with parent(s)/guardian(s) who may be interested. If parents/guardians would like to attend these classes but they are unable to afford the cost or have transportation needs, please speak with the Family Services Supervisor to determine whether we may be able to help cover this cost. Coffee Creek Family Services Teachers will share this information with caregivers as appropriate.

### Bus Tickets

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We do not distribute bus tickets or passes to families as a substitute for providing bus transportation at their sites.

There are a limited number of bus tickets and passes available to families with incomes at or below 150% of the federal poverty level (FPL). EHS/HS grant funds restrict the purchase of bus passes for families; however, other funding streams and donations may pay for bus passes.

Transit fare relief supports families by creating opportunities for them to access employment, housing, health services and other needs when lack of transportation creates a barrier. Transit fare assistance is intended to address short-term transportation needs.

For families to access tickets/passes, they must meet the eligibility requirements and there must be an identifiable need.

A parent/guardian meets eligibility requirements when:

- Income is at or below 150% of FPL.
- Not eligible for or currently receiving Tri-Met transit fare relief from any other organization or agency.
- Requesting bus passes, have possession of TriMet Income Qualified Honored Citizen Card.
- And, has an identifiable need for transit support.

Identifiable needs are related to travel to and from employment and/or job training, social service agencies, healthcare, childcare and participation in program activities. Program staff should work with families with recurring needs to identify additional ways to meet transportation needs that are planful and sustainable.

If parents/guardians have transportation barriers and need bus tickets/passes, the following steps will be taken:

- The Family Services Teacher or Home Visitor will determine if the parent(s)/guardian(s) has an identifiable need, if they meet the income guidelines, and if they need bus tickets or bus pass.
- If the parent/guardian needs bus tickets, the staff member will complete the **Bus Pass Request** form and submit it to the assigned Administrative Assistant. The Administrative Assistant will verify that the family is below 150% of the federal poverty level and that there is a demonstrated need for transit fair relief and will use DocuSign to obtain Family Services Supervisor approval and will proceed to fulfill order.
- If the parent/guardian needs a bus pass and the parent is not yet participating in the discounted TriMet Honored Citizen program, the Family Services Teacher, Home Visitor or Coffee Creek Family Advocate will:

Forms Referenced:

[Bus Pass Request, Tri-Met Honored Citizen enrollment request,  
Release of Information, Transportation Assistance and Client Acknowledgement Bus Passes]

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- Complete the Tri-Met Honored Citizen enrollment request, obtain supported documentation (one of the listed items in the form), and submit it to the Administrative Assistant for processing.
- The Administrative Assistant will inform staff if the application was approved or denied for the Honored Citizen program.
- Upon approval, and parent has possession of the Hop Card, the Family Services Teachers/Home Visitor can proceed to fill out the Bus Pass Request, attached a photocopy of the Hop card showing full name and Hop card #, and submit it to the assigned Administrative Assistant for processing.
- Bus Pass Request will be fulfilled within 1 week from the date the request was received, and tickets will be sent to the specified location along with the **Transportation Assistance and Client Acknowledgement Bus Passes** form for the parent to sign upon receiving the bus tickets.
- The teaching staff or Home Visitor will deliver the bus tickets and have the parent/guardian sign the **Transportation Assistance and Client Acknowledgement Bus Passes** form. This form is returned to the assigned Administrative Assistant within a week from the time they receive the tickets.

The Administrative Assistant orders the monthly tickets and passes through TriMet and maintains a tracking record for the number of the tickets and passes provided on a monthly basis.

### FIND Services

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FIND Services is the Community Action Information and Referral (I&R) program's section of the Community Action website ([www.caowash.org](http://www.caowash.org)). This I&R program is the Washington County data hub in the **211 info** Oregon and SW Washington 211 system. Staff who need to access information about resources outside of Washington County may access 211 info services online at [www.211info.org](http://www.211info.org) or by calling 211 toll free or calling 866-698-6155.

Staff can utilize the Family Services Resources Library [in SharePoint under the Family Services Resources site](#) to find contact information for resources and services. Staff can share the resources with families as applicable and appropriate. The Family Services Supervisor and the assigned Administrative Assistant are responsible for making sure that the resources library is up to date. Google is also a good way to search for resources needed. Staff having difficulty locating an appropriate resource for families may contact the Family Services Supervisor, Parent, Family, and Community Engagement Specialist or the assigned Administrative Assistant to request resource information.