

Resources, Referrals & Individualized Support

Policy/Approach:

Southern Oregon Head Start works collaboratively with all participating families to identify and continually access, either directly or through referrals, services and resources that are responsive to each family's interests and goals.

We follow-up with each family to determine whether the kind, quality, and timeliness of the services received through referrals met the families' expectations and circumstances.

Head Start Program Performance Standards:

1302.50(b)(3), 1302.52, 1302.53 Family and Community Engagement Program Services

Guidance:

The need for generalized resources, individualized support or a referral is determined through contact with parents/guardians and other family members at home visits, conferences, and center contacts, and at times through other service areas of SOHS.

Staff will utilize 211 and Connect Oregon (Unite Us) to identify resources and referring agencies.

This guidance does not pertain to referrals related to individualized family service plans (IFSPs) or children's mental health. (Refer to [Education's EI/ECSE Referral](#) and [MH Referral procedures](#)).

Procedure:

When you provide a resource and/or determine that a referral is needed, prepare the family for the process:

- Ensure the family understands why the referral is being made and agrees to move forward, and that they understand what the process will be with the receiving agency.
- Reassure the family that you are available to support them through the entire referral process.
- Provide any important information for resources, such as eligibility, how to access the resource/service, dates/times/locations, cost, etc. as applicable.

- Problem-solve barriers to service with the client (provide coaching, transportation, encouragement, support) as applicable.

Individualized Support & Services

External Referrals

Staff connect a family to an outside agency or program to meet a need either through direct contact or utilizing Connect Oregon (Unite Us).

- Document as a **“Need Identified”** case note. Mark the **“Referral”** box within the case note. Describe in detail the need and referral provided.
- Follow-up is required at a minimum of every 30 days.
- Case notes will be closed when services have either been received or the need has been resolved through other means.
- Please ensure you obtain a release of information prior to sharing personal information with other programs and agencies.

Internal Staff Support or Services:

A resource or service provided by staff. Internal Staff Support or Services are resources or services provided by staff that are tailored to an individual family’s needs and are not given to all families. This can include individualized information/education, items given to the family to meet a need, services provided by staff such as parenting education. Examples of individualized resources are scholarship information for the YMCA, information on a specific community event, parenting education, or items given to a family such as bus passes, reading charts, books etc.

- Document as a **“Need Identified”** case note. **DO NOT** mark the **“Referral”** box. Describe in detail the need and the support/services that staff provided.
- Follow up with referral a minimum of every 30 days.
- Case notes will be closed when services have either been received or the need has been resolved through other means.

Generalized Resources

Resources

Resources are generalized information about a community event, opportunity or other generalized information that is given to ALL families regardless of need. Examples of



resources include monthly newsletters, community events such as Pear Blossom, Kids Safety Fair, etc., community resources such as weatherization program or information included in the end of year packets.

- Document as an “**Event Outreach**” case note to document general resources or information that is provided to all families (these may be batch entered).