

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:

Refer to the Resources & Referrals Documentation guide for additional details.

Individualized Support & Services

When an individual family need, interest, or goal is identified, Family Advocates will partner with the family to connect them with appropriate supports.

Family Advocates will:

- Discuss the identified need, family priorities, and available options with the family.

- Support the family in addressing barriers to accessing services when appropriate.
- Document the identified need, support provided, referrals/resources offered, and follow-up needed.
- Complete follow-up at a minimum of every 30 days until services have been received, the need has been resolved, or the family no longer requests support.

Additional steps for External Referrals:

- Obtain a release of information prior to sharing personal information with outside agencies or programs.
- Ensure the family understands the referral process and chooses how they would like to move forward.
- Provide relevant information such as eligibility, access instructions, dates/times, locations, cost, or other important details as applicable.

Generalized Resources

- Generalized resources are information, opportunities, or resources shared broadly with families and are not connected to an individually identified family need.
- Generalized resources may include community events, newsletters, family engagement opportunities, educational information, or other resources that support family well-being.
- Family Advocates will share generalized resources based on family interests, community needs, and available opportunities.
- Generalized resources provided to families will be documented according to documentation procedures and may be documented as a group/batch entry when applicable.