

HEAD START

Parent Handbook

2018-2019







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Welcome to the Head Start Family!

We are happy to have you and your child in the City of San Antonio Head Start Program. We hope your time with us is a rewarding experience for you and your family.

This Head Start Parent Handbook is designed to provide you with information about Head Start and the Early Head Start-Child Care Partnership (EHS-CCP) and the important role you play in your child's experience and in the success of our program. You are your child's first and most important teacher and you have the primary responsibility for your child's development.

Working together as a team, we will provide the support your child needs to succeed in school and in life.

Please read this handbook and become familiar with our policies and procedures. Keep this handbook in a safe place so that you can refer back to it as needed and let us know if you have any questions.

Sincerely,

Mikel Brightman
Head Start Administrator
City of San Antonio
Department of Human Services

Our Mission

Preparing children and engaging families for school readiness and life-long success.

Our Vision

For every child and every family the best Head Start services everyday.

DHS Mission

To strengthen the community through human services investments, resources, and partnerships.





Program Information

The City of San Antonio Head Start Programs provides comprehensive services to 3,326 children 6 weeks to 5 years old, and their families, including full-day education services. Campuses are located in Edgewood ISD and San Antonio ISD.

For more information regarding locations and program services, please visit saheadstart.org or call the City of San Antonio Head Start Program at (210) 206-5500.

Program Management

The City of San Antonio Head Start Program has a dual governance structure, and parents/guardians are encouraged to participate in policy making decisions. Governance includes the City of San Antonio City Council, Head Start Policy Council, and Parent Connection Committees at each campus. The majority of Head Start Policy Council members are current Head Start parents/guardians. All parents/guardians of currently enrolled children are eligible to participate in the Parent Connection Committee meetings at their campus. These committees play a large role in ensuring program decisions are made with parent/guardian input. Talk to your Family Support Worker to learn more about participating in this process. Every parent/guardian's voice is important!



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Social Media

For news, updates and information follow along on Facebook, Twitter and Instagram.



facebook.com/sanantonioheadstart



@HeadStartSA



@HeadStartSA



Program Enrollment

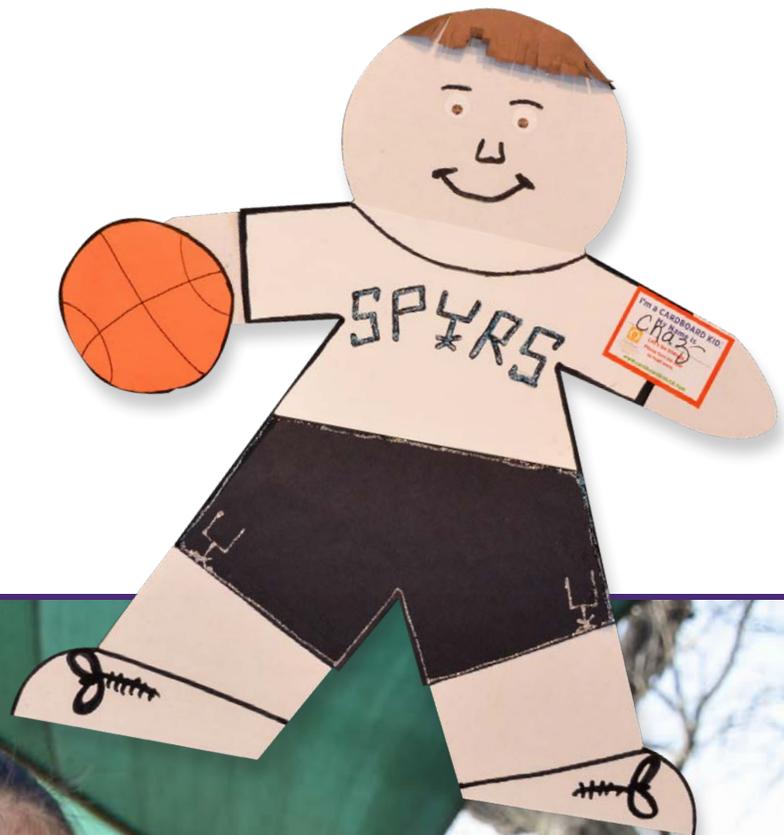
The City of San Antonio Head Start program prohibits discrimination on the basis of age, gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.

Acceptance into the Head Start program is based on age and income eligibility, set by Federal Poverty Guidelines. Each family must meet the federal requirements for eligibility. This system ensures that children and families with the greatest need benefit from our comprehensive services.

A child will not be denied enrollment into Head Start if he or she is not potty trained. Head Start staff will team with parents/guardians to teach toileting skills to children. Toileting skills will be based on individual needs and family customs and beliefs. Our schools and centers have limited laundry facilities, so soiled clothing will be sent home. Please talk with your child's teacher and Family Support Worker to share any questions or concerns related to potty training.

Enrollment of Children with Disabilities

Our program serves a minimum of 10% of children with disabilities. The City of San Antonio Head Start staff proactively recruits and enrolls children with disabilities. In collaboration with Edgewood ISD, San Antonio ISD, and our child care partners, Head Start is able to provide quality disability services to all children in an inclusive environment.





Attendance Information

Head Start is a school readiness program, so it is important to establish a regular routine of attendance. Parents/guardians must bring their children to school every day on time.

If your child is absent or going to be absent for any reason, you should notify the child's teacher, the assigned Family Support Worker, or the school director/principal within one hour of the program's start time. When reporting a child's absence, please state the reason for the absence and possible date the child will return to class. If the child is not able to return by the date stated, please contact Head Start staff. Staff will contact you if your child's absence has not been reported within one hour.

If a child is absent for two (2) consecutive days without notification, or has a pattern of irregular attendance, family contact will be made by telephone, email, or in person by a Head Start staff member to discuss absences and offer assistance to ensure that any attendance challenges are addressed. If a child's chronic absenteeism continues with no response or cooperation from the parent/guardian, then the child may be placed back on the Head Start waitlist until attendance challenges are addressed.

The City Head Start Program partners with San Antonio ISD and Edgewood ISD to provide full-day educational services for Prekindergarten aged children. Your Head Start child is also enrolled in the school district's Prekindergarten program. Once enrolled in the school district, your child must attend daily. This law is called compulsory attendance. When your child has multiple and/or prolonged absences, Head Start and the school district will work with you to help remove barriers.

Too many absences from school may cause the school district to take action with a family. This may include a hearing and/or court referral for truancy. Communication between the parent/guardian and Head Start staff is very important!

Confidentiality

The City of San Antonio Head Start Program is committed to ensure the security and confidentiality of personal, child, and family information. Confidentiality requirements include, but are not limited to:

- Physical and electronic records/files are secured.
- Only authorized staff may access child and family files.
- Staff share child information on a need-to-know basis.
- Written consent is required from parents/guardians prior to any release of individual child or family records.
- Staff is trained on how to maintain confidentiality.
- Only information that is essential to provide services will be recorded and maintained on any Head Start child.
- The program follows HIPAA, Head Start, and District privacy guidelines.



Standards of Conduct

In accordance with Federal Register Title 45, Subpart I – Human Resources Management, Section 1302.90(c) (1)(2), education service providers and agencies must ensure that all staff, consultants, contractors and volunteers abide by the program’s standards of conduct that:

- (1) Ensure staff, consultants, contractors, and volunteers implement positive strategies to support children’s well-being and prevent and address challenging behavior;
- (2) Ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:
 - A. Use corporal punishment;
 - B. Use isolation to discipline a child;
 - C. Bind or tie a child to restrict movement or tape a child’s mouth;
 - D. Use or withhold food as a punishment or reward;
 - E. Use toilet learning/training methods that punish, demean, or humiliate a child;
 - F. Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;
 - G. Physically abuse a child;
 - H. Use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child’s family; or,
 - I. Use physical activity or outdoor time as a punishment or reward;
- (3) Ensure staff, consultants, contractors, and volunteers respect and promote the unique identity of each child and family and do not stereotype on any basis, including age, gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;
- (4) Require staff, consultants, contractors, and volunteers to comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with subpart C of part 1303 on the protections for the privacy of child records and applicable federal, state, local, and tribal laws; and,
- (5) Ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care.

Additionally, personnel policies and procedures include appropriate penalties for staff, consultants, and volunteers who violate the standards of conduct.

Furthermore, all individual staff members are expected to adhere to the Standards of Conduct established by their respective agency.



Child Abuse and Neglect Reporting

All Head Start staff, contractors and volunteers are required by law to call the Texas Department of Family and Protective Services (TDFPS) if they suspect a child has been the victim of abuse or neglect, whether it occurs inside or outside of the school. Staff will follow state regulations regarding timeframes, information to be reported, and the confidentiality of reported information. If a report is made, the child and family will continue receiving Head Start services. A report to TDFPS or a family's involvement with TDFPS or law enforcement will never affect the participation of any child in the program.





Resolution and Concerns

Parents/guardians or community residents are encouraged to resolve Head Start complaints, problems or concerns at the campus level by talking to a teacher, Family Support Worker, center director, principal.

Parents/guardians may, at any time, also talk directly to any Head Start staff member, including the Director or Head Start Administrator, about any issue or concerns. Concerns/complaints may also be forwarded to the City of San Antonio Head Start Administrator by using the comment section of the Head Start website at www.saheadstart.org. If attempts to informally resolve the concern/problem are not successful, the following formal steps may be taken:

1. Call, email, meet with, or provide a written statement to the school district Head Start Director or the Child Care Center Director. The director will provide the parent/guardian or community resident a recommendation for resolution of the concern/problem within five working days of receipt of the issue. The director may request additional time if required to resolve the concern/problem. If not resolved, you may proceed to step 2.
2. Call, email, meet with, or provide a written statement to the City of San Antonio Head Start Program Administrator. The Head Start Administrator will have five days to resolve the concern/problem. The Head Start Administrator may also request additional time, if required, to resolve the concern/problem. If not resolved, you may proceed to step 3.

3. Submit a signed, written statement to the City of San Antonio City Council's Governing Committee/ Representative.

The statement shall describe in detail the complaint, problem or concern and steps taken to resolve the issue. The City of San Antonio City Council's Governing Committee/ Representative will provide a written response within 15 working days of receipt of the written statement.

The City of San Antonio City Council's Governing Committee's resolution is final.





Nutrition & Health Information





Nutrition and Meal Service Information

All children receive a nutrition assessment at application and each new program year to ensure each child's nutritional needs are identified. Parents/guardians are provided information concerning diet and general nutrition. Special dietary needs, with documentation from the child's doctor, are taken into account when providing meals to children. Staff and families work together to identify the nutritional health needs for each child and, when appropriate, a Registered Dietitian or Nutritionist will provide nutrition consultations. It is important that parents/guardians communicate with staff regarding a child's food allergies or intolerances, cultural/personal preferences, and any nutrition related health problems and feeding requirements throughout the entire year.

All children are provided a nourishing breakfast, lunch and snack. Staff and children eat together and use mealtime as an opportunity to engage in conversation and social interaction. Regardless of the time of arrival, children will be served a nourishing breakfast.

Food is never used as punishment or reward, and children are encouraged, but not forced, to eat or taste their food during meals and snack time.

Head Start and EHS-CCP follow USDA standards; therefore, foods served are high in nutrients and low in fat, sugar and salt.

For the health and safety of all children, only meals and snacks prepared at school will be served to children during the school day, including field trips. For birthday and holiday celebrations, please talk with your child's teacher about the most appropriate way to celebrate these events.

If you have any questions regarding snacks and meals, please contact your child's teacher or Family Support Worker or the site director/principal.

Health and Safety Information

Healthy habits are established in the classroom to help reduce the spread of germs and illnesses. Hand washing and tooth brushing are practiced in the classroom daily. Classrooms and outdoor spaces are also inspected and cleaned daily. Staff members ensure Head Start playgrounds are age appropriate and equipment is safe. Children are also taught the importance of pedestrian and bus safety. In addition, provisions and/or modifications are made for children with disabilities to ensure their safety, comfort and participation in all aspects of the Head Start program.

Dental Screenings

Regular dental care prevents tooth decay and disease, and improves food chewing, nutrient retention, language skills and overall health. The City of San Antonio, in collaboration with Metro Health, provides free on-site dental/oral screenings and fluoride varnish, as appropriate, to all enrolled children. Dental/oral screenings are conducted by a licensed dentist and occur in the fall and spring during the program year.

Head Start standards require that all children have an established dental home where they receive ongoing routine preventive and restorative treatment, if needed. If you prefer that Metro Health not provide dental services to your child, please inform the Head Start staff. You will be given a Private Dental Exam form to take to your child's dental provider.



Health and Well-Child Care Information

The City of San Antonio Head Start Program must identify any health related issues during application. All health check-ups or well-child care visits receive appropriate referral and follow-up. If needed, an appropriate health care plan will be developed with the child's parent/guardian, health care provider, Family Support Worker, and teacher. It is important that each child's health record is complete and up-to-date. Your Family Support Worker can help you obtain the following required health documents:

- Current physical or well child exam, appropriate for the child's age
- Copy of current immunization record
- Proof of current health insurance
- Medical and Dental Home information
- Care plan and medication administration instructions from a physician for critical health concerns, such as asthma, diabetes, allergies, etc. These forms must be updated each year the child is enrolled in the program
- Special Diet documentation from a physician (if applicable)
- Allergy information with plan of action from a physician (if applicable)
- Dental exam and dental referral of follow-up treatment (cleaning, filling, crowns, sealants, etc., if applicable)
- Lead screenings are typically conducted at 12 and 24 months of age. If a child's physician does not have a screening result on file, then a blood lead screening must be completed as soon as possible. The program will work with you if your child is missing lead screenings and provide the screening free of charge.

- Hemoglobin screenings are required for EHS-CCP children who are 12 months of age and older.
- Hearing and Vision Screenings
- Developmental and Social-emotional screenings (Ages & Stages Questionnaires: ASQ- 3 and ASQ-SE)
- TB Questionnaire

Forms must be updated every year the child is enrolled in the program.

Additional Tips and Information

- Be sure to update all contact information as it changes. It's important that all emergency contact telephone numbers are working at all times.
- Make sure the child is present for screenings and exams scheduled on their campus.
- Inform Head Start staff when a child's health status changes or if the family is experiencing health-related issues or concerns.
- Early intervention or special education services are available for children. A valid diagnosis and/or referral documentation must be on file. Contact your Family Support Worker, child's teacher, or other Head Start staff for any questions or concerns regarding services for children with disabilities.

Home Visits and Parent Conferences

The teaching staff will conduct a minimum of two home visits and two parent conferences during the year with parents/guardians of children enrolled in the Head Start and EHS-CCP programs. The purpose of each home visit and parent conference is to discuss the child's development, progress and goals. You are welcome to ask questions about their child or the Head Start program. You will be contacted to schedule a time for home visits and parent conferences. Parents may schedule an appointment with the principal/director or teacher at any time to address any questions or concerns.

Discipline and Guidance

Head Start promotes positive discipline and guidance that encourages self-esteem and self-control. These methods include:

- Using praise and encouragement of good behavior instead of focusing on the unacceptable behavior
- Reminding a child of behavioral expectations throughout the day by using clear, positive statements
- Redirecting behavior using positive statements
- Using brief supervised separation or break from the group, when appropriate, for the child's age and development, which is limited to no more than one minute per year of the child's age



The City of San Antonio Head Start Program does not use harsh, cruel or unusual treatment with children. The following are examples of discipline methods that are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps or toilet training
- Pinching, shaking or biting a child
- Hitting a child with a hand or instrument
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting or yelling at a child
- Subjecting a child to harsh, abusive or profane language
- Placing a child in a locked or dark room, bathroom or closet with the door closed
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age



Curriculum Information

The City of San Antonio Head Start Program uses research-based, state-adopted early childhood curricula to guide and plan instruction. Various curricula are used within the program. Preparing children for school is a primary focus in all our Head Start classrooms. Each curriculum aligns with the Head Start Early Learning Outcomes Framework and the Texas Prekindergarten Guidelines or Little Texans Big Futures.

You may ask your child's teacher about the curriculum being used in the classroom.

Screenings and Assessments

All children receive a developmental and social/emotional screening within 45 days of entry into the program. The following areas are screened: gross and fine motor skills, cognitive, language, self-help and social and emotional development. If further evaluation is needed, parents/guardians are notified and involved in the process to help their child achieve specific goals.

A vision and hearing screening is also provided within 45 days of a child's entry into the program.

In addition to initial screenings, ongoing formal and informal assessments are conducted throughout the program year. Information from formal assessments, parent input, classroom observations and children's work samples is gathered and used to plan appropriate activities to support early learning.

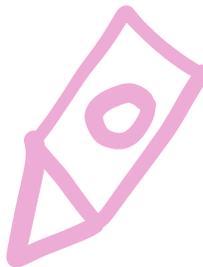
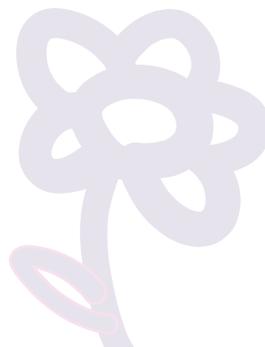
Ready Rosie

The City of San Antonio Head Start Program provides the Ready Rosie Program to all families free of charge to help build language, reading and math skills. Parents/guardians will receive emails with 2-minute videos in English and in Spanish that model fun and easy activities to do with children at home and in places like the grocery store, bus, car or at restaurants. Ready Rosie is available through text, email and smart phone applications. Family Support Workers can assist parents/guardians who do not have an email address to sign up for a free email account.

Wellness Support Services

The City of San Antonio Head Start Program employs licensed mental health professionals who refer families in need to community mental health providers to meet the social, emotional and behavioral needs of children and family members. These staff members visit classrooms, attend school events and work with teachers to develop strategies to ensure the needs of each child are being met.

For questions or concerns about mental health, contact your child's teacher or assigned Family Support Worker. If needed, staff will set up individual meetings to discuss mental health support for the family.





Parent Leadership Information



Policy Council

The City of San Antonio elected Head Start Policy Council is a governing body that includes Head Start and EHS-CCP program parents/guardians and community members. The Policy Council is responsible for program decisions, including recruitment and selection policies, program funding, and budgets. Representatives are elected by Head Start parents/guardians. It is the responsibility of elected Policy Council members to be informed of issues facing the Head Start Program and then share the information with other Head Start parents. Policy Council members also regularly attend meetings and trainings and advocate for the best interest of the entire program. The Policy Council meets once a month, and meetings are open to anyone who would like to attend.

Parent Connection Committees

Parents/guardians have a role in the operation of the Head Start program. Parent Connection Committee meetings are held throughout the school year at each campus. During committee meetings, parents are encouraged to advocate and make recommendations on program improvements. Head Start and EHS-CCP program staff, including principals/center directors, teachers and Family Support Workers attend the meetings, and when possible, advise parents of campus activities. Parents are also updated on Policy Council activities and Head Start requirements and regulations. Guest speaker presentations and other activities may also be planned during these meetings. These meetings are a great place to network and have fun. All Head Start parents/guardians are invited and encouraged to attend.



Parent Engagement Information

Head Start is family oriented and parents/guardians are encouraged to volunteer at their child's campus. Volunteering in Head Start provides parents/guardians the opportunity to build new skills that encourage the development of nurturing relationships with both their children and teachers.

Parent Training

The Head Start program offers a series of trainings and professional development opportunities for parents. Workshops, trainings and seminars are offered throughout the year at various locations and are based on the interests and needs of parents.

Head Start Parent Conference

The annual Head Start Parent Conference is open to all Head Start parents. The conference offers training topics including parent education, motivational speaking, nutrition, child development and mental health. Be on the lookout for flyers and information regarding this year's annual parent conference.





Family & Community Support Information

Support and Referrals

Raising a family with young children has its challenges, and the City of San Antonio Head Start Program wants to help families grow and find the support and resources they need. Staff builds caring and respectful partnerships so every child has the best chance for success in school and life.

The following are examples of referrals that Head Start staff can provide:

- Housing assistance
- Utility assistance
- Alcohol or substance abuse services
- Domestic violence services
- Food and clothing assistance

Family Goal Setting

When parents/guardians think about what they would like to achieve for their child and family in one year, two years, or even five years, they are thinking about family goals. Head Start staff can help families set goals and work towards making those goals reality. The City of San Antonio Head Start Program works collaboratively with each family to identify strengths and challenges, set goals for the future, and make plans to meet those goals. Goals may include reading with children every day, finding better housing, learning computer skills, creating a household spending plan, or cooking more nutritious meals at home. Head Start staff supports families in making plans to meet their goals and will check in with families throughout the year as they make progress toward completing their goals.





Head Start Family Partnership Agreement

As a Head Start Parent, I will:

Make sure that my child attends school every day and on time.

Provide my child a medical and dental home. If my child does not have a medical and/or dental home, I will work with the Head Start staff to find one.

Make sure that my child's immunizations and well-child care visits with his/her primary care doctor are up-to-date.

Follow-up on any medical, dental or other health concerns regarding my child.

Follow the health and well-child care information guidelines listed on page 10 and 11 of this Parent Handbook.

Attend two parent conferences and two home visits and work with my child's teacher to develop and support my child's educational goals.

Participate in parent programs and educational activities offered at my child's school.

Work in partnership with my Family Support Worker to set goals for me and my family.

Participate in leadership opportunities and Parent Connection Committee meetings.

When possible, I will volunteer and attend events at my child's school.

As a Head Start Staff member, I will:

Promote a welcoming and culturally sensitive environment that is respectful of your child's and family's unique identity.

Provide resources and information to help your family locate a medical and dental home and follow-up with you to ensure that your child receives appropriate health screenings.

Work with you to ensure that your child's immunizations and well-child care visits are up-to-date.

Follow-up on medical, dental or other health concerns regarding your child.

Provide you with information and training opportunities related to healthy habits, screenings and other health-related topics.

Collaborate with program staff to provide you information about your child's education.

Coordinate training and resources for you and your family.

Assist you on progress towards achieving your goals by providing referrals and support when you need social services and community resources.

Assist in organizing the Parent Connection Committee meetings and other activities.

Inform you regularly about volunteer opportunities and other events in the classroom and at school.



Safety & Transportation



The Head Start program provides safety education information to all Head Start parents/guardians. Please review the following information.

Pedestrian Safety Information

- Children should always be escorted by an adult when crossing the street, in a parking lot and entering a Head Start facility.
- Children should hold hands with the adult and walk beside, not in front of or behind, the adult.
- Adults escorting children to school should position themselves between the traffic and the child.
- Teach children to look left-right-left when coming to the edge of the street to identify approaching vehicles.
- Always stop at the curb before crossing the street.
- Walk, don't run, across the street.
- Whenever possible, cross at corners with traffic signals and crosswalks.
- Walk facing traffic.
- Make sure that drivers see you by communicating with them verbally or through body language before crossing in front of them.
- Minimize loose clothing items, such as long drawstrings, that may become tangled or cause a child to trip.
- Wear reflectors or white clothing when walking during times of limited visibility, such as early in the morning or late in the afternoon or when rain or fog is in the forecast.
- Reinforce the meaning of the red, green and yellow colors indicated on the traffic light.
- When picking-up or dropping-off your child, please should park in designated areas.
- Children should never be left unattended in vehicles.
- Always be alert and cautious when traveling near a school campus or child care center. Avoid rushing, and look out for other motorists who may be rushed or distracted.





Safety Procedures for Boarding and Exiting the School Bus

- Escort children to and from the bus stop. This is an important transition from the home to the program.
- Teach children to look left-right-left when coming to the edge of the street.
- Ensure loose clothing items such as long drawstrings do not get tangled.
- Children and adults should stand back at least 10 feet from where the bus stops.
- Children and adults should stand still until the driver opens the door.
- Remind children to hold onto the handrail and walk one step at a time.
- The bus should stop to the right of traffic lane when loading and unloading, about two feet from the road's edge.
- The bus monitor or other adult needs to accompany preschool children while crossing the street.
- Reinforce the meaning of the red, green and yellow colors indicated on the traffic light.
- Talk to children about the danger zones around the bus. Use the diagram to the right:





Pedestrian and Bus Safety Training and Information Safe Riding Practices

Safe Riding Practices

- Children need to remain in a car seat or seat belt until the driver says they can exit.
- Children need to remain seated while the bus is in motion.
- Only adults can open and close windows.
- Children should sit in facing forward in the the seat and keep all body parts away from the aisle and inside the vehicle.

Harness, Car Seats or Seat Belts

- Children should remain buckled in their seat belts, harnesses or car seats until the monitor or driver says they may unbuckle.
- Harnesses, car seats and seat belts should always be tight.
- Children should be seated in height-weight appropriate child restraint seats.



Railroad Crossing

- When approaching a railroad crossing, the driver should tell children that the bus is coming to a railroad crossing.
- The driver should instruct children to remain quiet until they are instructed they can talk again.
- The driver must stop at all railroad crossings, never closer than 15 feet from the nearest rail.
- The driver should open the driver's window and passenger's door and look and listen for an approaching train.
- The driver must close the passenger door before driving across the tracks.
- The driver should let the children know when they may talk again, thank them for being quiet, and explain the importance of safety at railroad crossing.

Transportation

Transportation may be available upon request for Head Start children. Parents/guardians in need of transportation must meet the school district's policy and eligibility requirements. Currently, our EHS-CCP centers do not provide transportation services.

However, if you need transportation, please contact your Family Support Worker, teacher or other Head Start staff so that they may provide you with additional information or outside resources.



The Head Start and Early Head Start are school readiness programs that help children gain the skills, knowledge and attitudes necessary for success in school and later learning in life. For children and parents to gain the greatest benefits from participation in the programs children need to be in school every day. Please bring your child or children to school or child care every day to maintain good attendance.

I Understand That.....

- 1 My child must maintain regular attendance in Head Start.
- 2 I will contact my child's teacher and/or Family Support Worker within 1 hour of the start of the school day if my child will not be at school. If you do not contact Head Start staff within 1 hour, staff is required to contact me.
- 3 My Family Support Worker supports me and my family. When my child is absent they will visit with me and offer support and possible ideas.
- 4 If my child is absent too many times, I may be placed on an attendance improvement plan. If my child's attendance does not improve, my child may be placed back on the Head Start wait-list.
- 5 If my child will be away from school for an extended period of time, I will discuss this with my Family Support Worker.



Head Start Family Partnership Agreement

City of San Antonio Head Start Complaint Procedure Head Start Family Partnership Agreement Pedestrian & Bus Safety Training

Family Name: _____ ChildPlus Family ID: _____

By enrolling your child, you are joining us in achieving our program’s goal of bringing a relentless focus on positive child and family outcomes to close the achievement gap and build a better future for the children, families and communities served by the Head Start program.

To reach this goal, we need to work together as equal partners. Please officially join us in a partnership by signing and following through on the Head Start Family Partnership Agreement.

I acknowledge I have received a copy of the Parent Handbook and operational policies were explained to me. In addition, I acknowledge the following:

- I have read the Attendance Agreement and understand the importance of my child’s daily attendance. I will work together with my campus/center, my child(ren)’s teacher and Family Support Worker to make attendance a priority to ensure my child has a successful school year.
- I have received a copy of the Head Start Community Complaint Procedure.
- I have read the Head Start Family Partnership Agreement, and I agree to follow through on my responsibilities as a Head Start parent/guardian.
- I have read and understand the important safety information outlined in the Pedestrian and Bus Safety Training and Information. I agree to share this important safety information with my child(ren) and follow all pedestrian and bus safety procedures at all times.

Parent/Guardian Signature

Date

Head Start Staff Signature

Date



Alamo Area Council of Governments (AACOG)

(210) 362-5200
Weatherization program
Senior services

Any Baby Can

(210) 227-0170
Family support groups
Prescription assistance

Bexar County, Department of Community Resources

(210) 335-3666
Utility assistance
Veterans services
Community health

Bexar County Family Justice Ctr.

(210) 631-0100
Domestic violence support
Legal assistance

Café College

(210) 207-4528
Free assistance with college admission
Financial aid support
Test preparations

Catholic Charities

(210) 222-1294
Utility assistance
Immigration and refugee services
Counseling services

Child Care Services

(210) 230-6300
Subsidized child care

Christian Assistance Ministry (CAM)

(210) 223-6648
Utility Assistance
Rental Assistance
Food & clothing assistance

City of San Antonio Financial Assistance Division

(210) 207-7830
Utility Assistance
Rental Payment
Plumbers to People Program

City of San Antonio Fair Housing

(210) 207-5910
Information on housing rights
Resolution of housing related discrimination
Home foreclosure intervention and counseling

City of San Antonio Green and Healthy Homes

(210) 207-4444
Lead inspection/risk assessment of home
Lead hazard control work to home
Remediation of asthma triggers in the home

City of San Antonio Head Start Program

(210) 206-5500
Car Seat Inspections

City of San Antonio Training for Job Success

(210) 207-5929
Job training
Education assistance

Goodwill Industries

(210) 924-8581
Job training
Education assistance

Haven for Hope

(210) 220-2100
Shelter assistance
Case management services





Housing Authority of Bexar County

(210) 225-0071
Section 8 Housing Voucher Program
Public Housing

Project Quest

(210) 630-4690
Educational opportunities

Rape Crisis Center

(210) 521-7273
Counseling services for victims of sexual assault

Roy Maas Youth Alternatives

(210) 340-7971
Child and family counseling
Parenting education

San Antonio Food Bank

(210) 337-3663
Food pantry
Food Stamps, TANF, CHIP, WIC
Women's Health Care application

San Antonio Metro Health

(210) 207-8750
Immunizations

Society of St. Vincent de Paul

(210) 225-7837
Food & clothing assistance
Rental & utility assistance
Furniture and Appliances

Planned Parenthood

(210) 736-2262
Health care services

St. Mary's University Civil Justice Clinic

(210) 431-2596
Legal aid

Texas Abuse Hotline

1-800-252-5400
Abuse, neglect, and exploitation of children,
adults with disabilities or people who are
elderly (65 years or older)

Texas Attorney General

West Office—(210) 472-2185
South Office—(210) 333-6011
Child support
Family initiatives

Texas Rio Grande Legal Aid

1-888-988-9996
Legal Aid

The ARC of San Antonio

(210) 490-4300
Support services for people with developmen-
tal disabilities

Workforce Solutions

(210) 272-3260
Job training
Career counseling
Job development and placement assistance

WIC

(210) 207-4906
Food benefits
Nutrition education
Counseling
Breastfeeding support





HUMAN SERVICES
CITY OF SAN ANTONIO



HEAD START
City of San Antonio
Department of Human Services

1227 Brady Blvd
San Antonio, TX 78207

210.206.5500
SaHeadStart.org

 @SanAntonioHeadStart

 @HeadStartSA

 @HeadStartSA