



2024-2025 Early Head Start Family Handbook

Home Visitor: _____ **Phone #:** _____

Center: _____ **Phone #:** _____

**50 Bigler Road
Woodland, PA 16881
Office Phone #: (814) 342-5678 or 1-800-525-5437
www.cenclear.org**

WELCOME!!!

Hello and Welcome to Early Head Start!

CenClear Early Head Start provide a variety of experiences for you and your child. We have the belief that you, the parent, are the primary educator and most important person in your child's life.

Parent Engagement encourages you and your Home Visitor to work together to support and improve your child's learning and development. We encourage parents to attend meetings, events, and volunteer in classrooms.

Health, Safety and Nutrition provides health screenings for your child and assists you in obtaining any necessary care. Preventative health care is encouraged. Nutritional experiences are encouraged at socializations.

Family & Community Partnerships encourage families to work on self-driven goals. Emphasis is placed on using community resources for job/trainings, information, support, and recreation. Also encouraged is in-home parent/child interaction, literacy for children, and financial literacy for adults.

Child Development provides opportunities to meet the individual needs of your child. These experiences will help your child progress developmentally, socially, mentally, physically, and emotionally. The Home Visitor will help plan these experiences for your child. Your Home Visitor will assist in making any referrals to support keeping your child developmentally on track.

Mental Health encourages mental wellness through prevention, identification and early assistance. This way children and families can maintain a healthy balance of work, play, and positive relationships.

We look forward to spending time this year with you. We know that you will find our Early Head Start programs to be a wonderful experience for you and your child.

CenClear Staff

Early Head Start Curricula

In order for you and your child to get the most out of Early Head Start, a number of programs and materials are used during home visits.

Baby TALK:

“Baby TALK” includes a variety of materials for home visitors and families that promote child development, parent-child interaction, parenting skills, and family well-being. The curriculum emphasizes the importance of screening every family, identifying needs, and delivering appropriate services to positively impact child development and nurture healthy parent-child relationships during the critical early years.

Summary Review

- Promotes research-based home visiting practices for building positive relationships and engaging in responsive interactions with parents
- Promotes research-based parenting practices to support children's development and learning
- Describes a specific process for setting and assessing family-level goals
- Supports children's development and learning in all Head Start Early Learning Outcomes Framework (ELOF) domains
- Offers comprehensive standardized training and materials to support implementation
- Promotes parents' ongoing observation and discussion of children's development and learning
- Provides guidance to parents on how to engage children in active exploration, movement, and play
- Provides guidance on how to use routines and materials in the home environment to support children's learning
- Offers limited guidance on how to integrate children's and families' cultures into interactions and learning experiences
- Lacks guidance on how to support the development and learning of children who are dual language learners (DLLs)
- Provides limited guidance on ensuring the home environment, learning materials, and learning experiences are accessible to children with disabilities, suspected delays, or other special needs”
- Lacks specific guidance on how to tailor curriculum activities based on children's individual interests, strengths, and needs

Website: <http://www.babytalk.org/default.htm>



The curricula is designed to support you:

- Plan the purpose of your visit so that critical topics are covered in a timely manner.
- Know important facts about each purpose and how to find additional information and resources.
- Communicate effectively by using questions and other prompts that are provided.
- Record and keep track of the topics covered with each family.
- Know what to look for in order to detect early signs of health or developmental problems and discuss your concerns with the family and/or a health care provider.
- Recognize what should be reported to your supervisor or when to seek further guidance.
- Prepare parents with the knowledge and skills needed to care for their baby and support optimal bonding and attachment.
- Teach parents activities that support all aspects of their child's development.
- Encourage changes toward healthier lifestyles for expectant and parenting families.

Parent Engagement Information

Parent and family engagement is about promoting safety, supporting strong relationships between parents and children and nurturing ongoing learning and development.

Parent Committee

Our Parent Committee is comprised exclusively of parents of currently enrolled children.

Parents are encouraged to attend activities, trainings, and meetings to promote collaborative-thinking and problem-solving.

Volunteer Opportunities

- Set up/planning of socializations
- Classroom volunteer
- Cook's helper
- Prepare classroom materials
- Policy Council Representative

Policy Council

Policy Council is a decision-making group that works together with the Board of Directors and Administrative staff. Each representative is elected annually, at the beginning of the program year starting in August, by parents in their respective classroom. This is a very important role and the representative serves as a link between those people making and carrying out decisions and with the Head Start and Early Head Start parents. **No CenClear employee or members of their immediate family may serve on Policy Council.**

Responsibilities are as follows:

- Attend monthly Policy Council meetings in person or virtually.
- Report on activities and trainings going on at the center and openly communicate information to the Parent Committee.
- Plan and organize agency-wide activities for parents with the assistance of staff.
- Actively assist with recruitment, selection, and enrollment priorities.



PLEASE NOTE:

All volunteers are required to have clearances.

Any parent with “crimes against children” are not permitted on CenClear property.

Becoming a Parent Volunteer

In order to be a parent volunteer, the following procedures must be followed:

1. A parent volunteer must complete the Volunteer Agreement form, the Tuberculosis/Health Risk Assessment form, the Physical Punishment Statement, and Disclosure State Application for Volunteers and return it to their Home Visitor.
2. Parent volunteers must obtain the Pennsylvania State Police and PA Child Abuse Clearances. These clearances are available at no cost for volunteers.
3. FBI fingerprinting is not required unless the school districts we have classrooms in require it to be completed and if the parents have not lived in PA for the past 10 years.
 - However, if a volunteer has lived in PA for 10 years, they will only need to sign the Swear and Affirm Statement for Volunteers. This form can be requested from the Parent Engagement Department Assistant.
 - You can pre-register at: www.Identogo.com
4. Once clearances are obtained, they must be renewed every 5 years.



READY ROSIE

Parent Curriculum

CenClear uses the **Ready Rosie** parenting curriculum. Ready Rosie enables our teachers, home visitors, and family service workers reach families on a personal level. You can use this app on your phone or computer for simple two-way communication. Teachers share information with families and recommend short videos that are fun for the entire family. Families then share outcomes with their home visitors.

CenClear's programs are family/child-focused programs, so your Home Visitor wants you to remain the key person in your child's Early Head Start experience.

The following are services you can expect to receive:

- A program that supports the social and emotional well-being of you and your child and provides services that are trauma informed and responsive. This occurs by following guidelines established by the Sanctuary Model of Care and Positive Behavioral Interventions and Supports (PBIS).
- Home visits and socializations. These will be scheduled at a time convenient for you. You and your home visitor will share ideas about ways to teach your child.
- Attendance: Your participation is crucial to the success of our program. Home visits should be completed weekly and, if needed, make up visits offered.
- Resource referrals as needed.
- Information and help to resolve family needs: (supplemental food, food stamps, speech therapy, health and nutrition information, childcare, etc).
- Parent engagement activities and professional development trainings.



Community Resources

Information on community resources can be found in the Resource Directory, online at www.cenclear.org or dialing 211 (nationwide service directory). Your Home Visitor can also assist you in locating community resources.



Health, Safety and Nutrition

Immunizations

Effective with the 2023-2024 program year, all preschool children are required to be up-to-date on their childhood immunizations according to the schedules prescribed in the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) before they can be enrolled in preschool. If a child does not have all the prescribed doses, they must work with their doctor to provide a catch-up schedule within the first 5 days of class. The only exceptions are if a child has a medical or religious/moral exemption. A medical exemption must be signed by their doctor. Religious/moral exemptions require a written note from the parents/guardians.

Recommended Childhood Immunization Schedule

Vaccine	Birth	1 Month	2 Months	4 Months	6 Months	12 Months	15 Months	18 Months	19-23 Months	2-3 Years	4-6 Years
Hepatitis B	Hep B	Hep B			Hep B						
Diphtheria, Tetanus		DTap	DTap	DTap			DTap				DTap
Haemophilus, Influenza			Hib	Hib		Hib					
Inactivated Polio			IPV	IPV	IPV						IPV
Measles, Mumps, Rubella						MMR					MMR
Varicella						Varicella					Varicella
Pneumococcal			PCV	PCV	PCV	PCV					
Rotavirus			RV	RV	RV						
Hepatitis A						HepA (2 doses)					
Influenza					Influenza (yearly)						
RSV	1 dose**					1 dose					



Physical Requirements

A copy of the most recent well baby exam is required for all children enrolled in Early Head Start. Copies of each well baby checkup following the EPSDT schedule is required thereafter.

Your child's doctor should work with you to ensure the recommended schedule for examinations and screenings listed below is followed for your child.

Early and Periodic Screening, Diagnosis, and Testing (EPSDT) Program Schedule

- Age-appropriate schedule of Well Child Exams:
 - ⇒ Newborn—By 1 month—2-3 months—4-5 months—6-8 months—9-11 months—12 months—15 months—18 months—24 months—30 months—3 years
- Oral Health Risk Assessment completed at age 12 months. Referral to dental home begins at 12 months of age.
- Vision and hearing up to 30 months of age. Vision and hearing screening is required at 3 years and at every check-up thereafter.
- Hemoglobin is tested at age 9-11 months.
- A Tuberculin test is done if indicated by history or symptoms.
- Urinalysis is done at age 5 years.
- Blood Lead Level is to be done at 9-11 months and again at 24 months.
- Sickle Cell testing is to be done if indicated by history or symptoms.

Dental Health

Baby teeth, or primary teeth, help children chew food, speak clearly, and retain space for the permanent teeth that start to erupt at around 5 or 6 years of age. It's important to get children into the habit of good dental care at an early age. Children who begin to take care of their teeth at a young age may be more likely to have good dental habits as adults.

Before the eruption of the first tooth, an infant's gums can be cleaned with a gauze pad. Upon eruption of the first tooth, tooth brushing should occur daily. A smear (size of a grain of rice) of fluoride toothpaste should be put on an appropriately-sized soft toothbrush. An adult should assist with tooth brushing. Using a gentle circular motion, brush all surfaces of the teeth, including the insides and outsides. It is not necessary for the child to spit out any residual toothpaste. The small amount of toothpaste used is not harmful.

All children in EHS are required to have a professional dental exam as early as a dental professional will see the child.

Oral Health Risk Assessments are completed by the pediatrician as part of the EPSDT screening beginning at 12 months

Health Screenings

Vision and hearing screenings are requirements of the Early Head Start program and will occur within 45 days of your child beginning the program.

Vision will be assessed using the SPOT vision screening machine for children ages 6 months and older.

All children will have their hearing screened using the Otoacoustic Emissions (OAE) hearing machine.

CenClear is a CACFP (Child and Adult Care Food Program) sponsor. CACFP is a federal program that provides reimbursement for nutritious meals and snacks for children in our Early Childhood programs. Eligibility is based on income and as a parent/caregiver, it is important to know your rights related to this program. The following information along, with the “Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints” are provided as an explanation of your rights.

USDA NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** Program.Intake@usda.gov

This institution is an equal opportunity provider.

Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints
Pennsylvania Department of Education
Division of Food and Nutrition

- 1) Sponsor receives a Civil Rights complaint from the complainant (i.e. parent).
 - a) Sponsor must inform complainant of Federal Civil Rights rules and regulations that have been established for protected classes. (A protected class is any person or group of people who are protected from discrimination based on):
 1. Race
 2. Color
 3. National Origin
 4. Age
 5. Sex (including gender identity and sexual orientation)
 6. Disability

b) Sponsor must provide complainant the necessary information to file a complaint, which is:

1. Mailing address of the USDA:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
2. USDA's Contact Information:
Telephone: (866) 632-9992 or (202) 260-1026
Local or Federal relay: (800) 877-8339
Spanish Relay: (800) 845-6136
Fax: (833) 256-1665 or (202) 690-7442
Email: program.intake@usda.gov
3. Electronic link to file a civil rights complaint (Filing a Program Discrimination Complaint as a USDA Customer): <https://www.usda.gov/oascr/complaint-resolution>

Note: If the sponsor is unsure if the complaint falls under a protected class, sponsor should provide complainant the federal complaint information.

c) **After providing the complainant with the information on how to file a Civil Rights complaint directly at the Federal level**, the sponsor may attempt to resolve the complaint if it is a matter that can be resolved quickly. Resolving complaints in real-time at the lowest possible level is encouraged. (***Note:** This is not an investigation as neither the sponsor nor the State Agency has the authority to conduct complaint investigations. This is simply trying to resolve the situation if it was potentially caused by a miscommunication.)

If the complainant refuses to discuss the matter any further with the sponsor or if the matter cannot be resolved quickly, then the sponsor should:

1. Reiterate the complaint filing procedures in 1) b),
2. Document the complaint and actions taken (i.e. referral to Federal complaint procedures) in a Civil Rights complaint log that is separate from any other complaint log, (***Note:** A separate Civil Rights complaint log is necessary due to confidentiality and privacy laws. See complaint log requirements in d) below.), and
3. Notify the State Agency of the discussion. (***Note:** it is important for the sponsor to notify the State Agency because regular communication between the sponsor and State Agency is key to operating the program successfully.)

If the complainant is willing to try to resolve the issue with the sponsor and a satisfactory resolution is achieved, then the sponsor should still remind the complainant (using the information in 1) b)) of his/her right to file at the Federal level if necessary. (***Note:** Complainants retain the right to file at the Federal level even if a resolution seems to have been reached at the sponsor level.) The sponsor needs to document the complaint and actions taken (i.e. how resolution was achieved) in a log that is separate from any other complaint log, and notify the State Agency of the resolution.

d) Regardless if the complainant wishes to file at the Federal level, the sponsor should document as much information as possible in their Civil Rights complaint log including, but not limited to, the following:

- Date Complaint Received
- Complainant's Name
- Complainant's Address
- Complainant's Telephone Number
- Complainant's Email Address
- Allegation of Discrimination/Issue (i.e. FNS program involved, protected class(es) involved, etc.)
- Date of Alleged Discriminatory Action

1. The sponsor **must forward** the information, **within 5 days of receipt of complaint** from complainant, to the State Agency Civil Rights Coordinator (process depicted below):

State Agency Civil Rights Coordinator State Agency Director* FNS Regional Office Civil Rights Contact FNS Headquarters Civil Rights Office Complainant

2. *State Agency level **must forward** complaint information, **within 5 days of receipt of complaint** from sponsor, to the FNS regional office.

3. FNS team conducts complaint review and investigation, which includes contact with the complainant, State Agency, sponsor, etc.

2) Additional Information:

a) Complainants must file within 180 days of the alleged action

b) Confidentiality is extremely important

c) USDA complaint form:

- English version: [U.S. Department of Agriculture USDA Program Discrimination Complaint Form](#)
- Spanish version: [Departamento de Agricultura de los EE. UU. \(USDA\) Formulario de Denuncia por Discriminación del Programa del USDA](#)

d) Email the State Agency Civil Rights Coordinator for all Civil Rights complaints, including disability related complaints:

- Child and Adult Care Food Program: RA-CACFP@pa.gov
- National School Lunch Program: RA-NSLP@pa.gov
- Summer Food Service Program: RA-SFSP@pa.gov



What is WIC?

WIC is the Special Supplement Nutrition Program to help improve the health of women, infants and children. WIC services are provided at no cost to you and your family.

Who is Eligible?

- **Women** who are pregnant, breastfeeding or recently had a baby (under 6 months).
- **Infants**.
- **Children** under age 5.

WIC is for married and single parents, working families and the unemployed. If you are a father, mother, foster parent or other legal guardian of a child under age 5, you can apply for WIC for your child.

You must live in Pennsylvania, have a nutrition need and not exceed the income guidelines:

WIC Income Guidelines

Household Size	*Monthly (Approx.)
1	\$2,322
2	\$3,152
3	\$3,981
4	\$4,810

For each additional family member, add \$810.

Income (before taxes) is effective 7/1/2024 for each unborn infant, add one to household size.

How To Apply

Get started online at www.pawic.com or call
1-800-WIC-WINS
(1-800-942-9467)

Sanctuary Model

The Sanctuary® Model is a nationally recognized plan for trauma-informed care. CenClear applies Sanctuary principles as the basis for our programs and to guide our staff to share the same values and language. As a result, we have a safer organization that is focused on growth and change.

****CenClear is certified in the Sanctuary Model.****

The Sanctuary model uses **(SELF)** as another component of trauma-informed care:

SAFETY allows us to manage our emotions well.
EMOTIONAL MANAGEMENT allows the expression of loss.
The ability to express **LOSS** allows us to think about our future.
Creating our own **FUTURE** allows us to create a safe one.



Please ask your Teacher and/or Home Visitor how the Sanctuary Model can benefit you and your family.

Our PBIS Mission Statement

We will provide a culturally responsive education to all children, families, CenClear staff and community partners in order to promote equitable outcomes that are developmentally appropriate and inclusive of all children and families. We will implement evidence-based practices to promote healthy social and emotional well-being.

PBIS Vision Statement

We will support the behavioral needs of all children through the Framework of the Pyramid Model to promote healthy social emotional development and reduce the need for more intensive interventions. A knowledgeable PBIS team will create a safe and consistent environment that is inclusive, culturally responsive and supports equitable outcomes for all children, families and staff.

PBIS Program-Wide Expectations

- Be safe with yourself, other and materials.
- Respect yourself, others, and materials.
- Be kind to yourself and others.

Check out our Behavior Matrix! All parents receive a copy. The Matrix explains the behavior expectations for children and adults.



Phones Call

To prevent distractions during a home visit or socialization, please limit phones calls. All agency updates will be communicated through Class Dojo.



Family & Community Partnership



Confidentiality

All program information is kept confidential. Records are kept for each CenClear child/family in order to best serve you and to document for the State and Federal Government that we are doing our job. These records are open to CenClear employees who need the information to provide services for your child/family. You, the legal guardian, may review only the records concerning your child and family. Please notify the office in writing if you wish to do so. Should you disagree with any recorded information, you will be asked to write your own comments to be kept with your child's records.

As you participate in the program, you may become aware of information pertaining to other children and families. We want a promise from all families, that any and all information remains within the group in which it was shared (e.g. Young Parent Group, training, etc.). Innocent comments can sometimes lead to terrible misunderstandings. Please address any confidentiality concerns with your Teacher or Family Service Worker.

Custody Matters

CenClear respects that adults sometimes make personal choices of separation and divorce. CenClear staff cannot become involved in divorce or custody proceedings. We **can** refer individuals and families to counseling and legal services. Also, please provide us with a copy of your custody orders so that we can maintain accurate information regarding custody. This policy is available for you to review in the Parent Area of our website: www.cenclear.org.

Mandated Reporter

By law, all agency staff are Mandated Reporters. This means that we must report any repeated or patterned bruises, burns, and injuries that don't appear to be caused by a child's normal activities. Remember, we do care about you and your child and will help you work through any mandated reporter situations that may occur.

Any individual that has direct contact with children under the age of 18 must report any suspected child abuse. CenClear is committed to the safety of all children we serve.

Your Rights!

Admission, the provision of services, and referrals of residents shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex.

Program services shall be made accessible to eligible disabled persons through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment, redesign, the provision of aids, the modifications shall be considered only as a last resort among available methods. Any client (and/or their guardian) who believes they have been discriminated against should contact one of the following agencies:

CenClear
50 Bigler Road
Woodland, PA 16881
1-800-525-5437

Bureau of Equal Opportunity
Department of Public Welfare
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105
1-717-783-1130

Office for Civil Rights Region 3
U.S. Department of Health & Human Services
Suite 372 Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111
1-800-368-1019

Pennsylvania Human Relations Commission
301 Fifth Avenue, Suite 390, Piatt Place
Pittsburgh, PA 15222
1-412-565-5395

