



# **Family Centers**

**2025-2026**

## **Family Handbook**

Family Center Site: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Parent Educator Name: \_\_\_\_\_

**CenClear**

**50 Bigler Road, Woodland PA 16881**

**Office Phone: (814) 342-5678 or TOLL-FREE 1-800-525-5437**

**[www.cenclear.org](http://www.cenclear.org)**



## **Hello, and Welcome to CenClear Family Centers!**

The Family Centers Program provides a wide variety of experiences for you and your child. It is founded on the belief that **you, the parent, are your child's first and most important teacher.**

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### **What We Offer**

#### **Parent Engagement**

We encourage a strong partnership between you and your Home Visitor to support your child's learning and development. Parents are invited to participate in Group Connections, family activities, and Advisory Board meetings.

#### **Vision and Hearing Screenings**

These screenings are provided to help identify any concerns early and assist you in accessing the care your child may need. Preventative health care is encouraged.

#### **Nutrition Services**

Support is available for children who have additional nutritional needs.

#### **Family Well-Being**

We support families in identifying and working toward self-determined goals. Emphasis is placed on using community resources for job training, education, support, and recreation. We also encourage in-home parent-child literacy activities and financial literacy for adults.

#### **Child Development**

We offer developmentally appropriate experiences to support your child's growth—socially, mentally, physically, and emotionally. Each child receives a developmental screening. If special needs are identified, referrals are made to connect your child with the services they need to thrive.

#### **Preventative Mental Health**

We promote positive mental health through prevention, early identification, and support to help children and families maintain emotional well-being.

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We look forward to spending time with you this year and supporting your family's journey. We are confident that you will find the Family Centers Program to be a rewarding and meaningful experience for both you and your child.

## **Welcome to the CenClear Family!**

# Family & Community Partnership

## Personal Visits Overview

Personal visits are one of the most important parts of our program. During these visits, we'll talk about your family goals and your child's development. You'll also learn how to turn everyday activities and materials into positive learning experiences. Your Parent Educator will support you in connecting with community resources that can help you achieve your goals. Our goal is to partner with you in exploring and accessing helpful local services.

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## Scheduling Personal Visits

Personal visits will take place in your home twice a month. You and your Parent Educator will work together to select a convenient time for these visits. Additional visits can be arranged as needed.

To ensure that these visits are meaningful and productive, your active participation is essential. A parent or guardian must be present for each visit. We ask that every effort be made to be home at the scheduled time. If you need to reschedule for any reason, please provide your Parent Educator with as much notice as possible.

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## What to Expect During a Personal Visit

Our Family Center Program uses the *Parents as Teachers* model, which focuses on:

- **Parent-Child Interaction** We support the development of warm, responsive, and encouraging parenting skills. Activities build on what your family is already doing, reinforcing positive interactions.
- **Development-Centered Parenting** We share information about child development, helping you understand how your child's current stage relates to their behavior. We'll work together to identify causes of behavior and explore strategies and solutions as needed.
- **Family Well-Being** We focus on your family's strengths, capabilities, and goals. Our goal is to support a healthy, nurturing environment where your family can grow and thrive. We respect your unique perspective and aim to empower your decision-making.

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## Occasional Additional Staff Participation

At times, another CenClear staff member may accompany your Parent Educator during a visit. This may be for observation, mentoring, training, or support purposes. When possible, you will be notified in advance if someone else will be joining the visit.

# Family & Community Partnership

## Confidentiality

All information related to your family's participation in our programs is kept confidential. CenClear maintains records for each child and family in order to provide the best possible services and to meet State and Federal reporting requirements. These records are accessible only to CenClear employees who need the information to serve your child and family.

As the legal guardian, you may request to review your child's records at any time. Please submit your request in writing to the office. If you disagree with any information in the file, you have the right to add written comments, which will be kept with your child's records.

As you participate in group activities or trainings, you may become aware of personal information about other families. We ask all participants to respect the confidentiality of others by keeping any shared information within the group setting (e.g., Young Parent Group, training sessions, etc.). Even well-meaning comments can sometimes cause misunderstandings. If you have any concerns regarding confidentiality, please speak with your Teacher or Family Service Worker.

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## Custody Matters

CenClear understands that families may experience separation or divorce. However, staff cannot participate in or take sides in custody or legal disputes. If you have custody orders or legal documentation related to your child, please provide a copy to ensure we have the most accurate information on file.

While CenClear cannot intervene in legal matters, we are happy to provide referrals to counseling or legal support services that may assist you.

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## Mandated Reporter Policy

All CenClear staff are **Mandated Reporters** as required by law. This means that we are legally obligated to report any signs of suspected child abuse or neglect, such as repeated or unexplained bruises, burns, or other injuries not consistent with typical childhood activities.

CenClear is committed to the safety and well-being of every child we serve. If a mandated reporting situation arises, our staff will be there to support you and help you through the process.

Additionally, **any adult who has direct contact with children under the age of 18** is also required by law to report suspected abuse.

For more information, you can review our full Mandated Reporter Policy on the Parent Area of our website: [www.cenclear.org](http://www.cenclear.org)

**CenClear's programs are designed to be family- and child-focused. Your Teacher or Home Visitor values your role and wants you to remain the key person in your child's preschool experience.**

Services You Can Expect to Receive:

- **Support for Social and Emotional Well-Being** Our program is trauma-informed and responsive, guided by the **Sanctuary Model of Care** and **Positive Behavioral Interventions and Supports (PBIS)**. These approaches promote a safe, nurturing, and supportive environment for both you and your child.
- **Home Visits and Parent Conferences** The number and frequency of visits and conferences vary depending on your child's specific preschool program. These meetings will be scheduled at a time that is convenient for you. During these visits, you and your Teacher and/or Home Visitor will share ideas and strategies to support your child's learning and development.
- **Resource Referrals** Referrals are provided as needed to connect you with community resources and support services.
- **Family Support Services** We offer information and assistance to help you address family needs such as supplemental food programs, food stamps, speech therapy, healthcare, nutrition services, and childcare.
- **Parent Engagement and Professional Development** Opportunities are provided throughout the year for you to participate in **parent engagement activities** and **training sessions** to support your personal and family growth.

### Community Resources

Information on community resources can be found in the Resource Directory, online at [www.cenclear.org](http://www.cenclear.org) or dialing 211 (nationwide service directory). Your Teacher or Family Service Worker can also assist you in locating community resources.



### Use of Cameras

As a safety precaution and for training purposes, cameras are installed in CenClear classrooms, general use areas and buses. Signs stating that cameras are in use are posted and we have included this information on our Consent for Program and Emergency Services. Cameras in classrooms and general use areas have both visual and auditory capability. Cameras on the buses only have visual capability. Cameras are on during hours of operation and recording during operating classroom timeframes. The installation of cameras is to promote safety of children, staff and 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. Our motto is *“Reaching Children Through Families.”*



### Parent Advisory Board

This is an opportunity to have your voice heard and to make a difference in the way that services are provided for families. This information is vital for planning the future look of service provision.

Information from the Advisory Board is shared at the Clearfield County Collaboration and Prevention Board meetings.



### **PLEASE NOTE:**

**All volunteers are required to have clearances.**

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

## **Group Connections**

Group Connections are offered through the Family Center Program for you and your child. Group Connections occur at a time best for families either at the center or in the community. There is not a schedule of activities for Group Connections—just a tremendous opportunity for you to follow your child's lead in play. Through parent-child interaction, you should gain a greater awareness of your child's cues, capabilities and developmental needs. This is also a terrific opportunity to bond and connect with your child.

Group Connections are also a great time for connecting with other parents and staff. During this time, you will have the opportunity to discuss resources in the community, parenting practices and various health, safety and nutrition topics. This is also an excellent time to discuss upcoming events at CenClear and in the community.

## **Group Connections Cancellations**

Your Parent Educator will contact you in the event of a cancellation due to weather or unforeseen circumstances.

## **Snack Time**

A snack may be provided during Group Connections. Child-centered conversations take place. These may include conversations about the food they are eating, events happening at home, etc. Children, with parental assistance, clean-up their snack area when they are finished.



## ***On to Kindergarten...***

Here is a list of ideas that will help you plan for your child's transition from preschool to kindergarten. Following these suggestions can make the transition process smoother and less stressful for your child, family, and school.

- Work on your child's readiness skills at home. (Your Parent Educator can give you ideas.)
- Sign the Consent to Exchange Information with the school district.
- Update your child's immunizations.
- Find out where and when to register your child for kindergarten before May 15th.
- Make a list of questions you may have to ask school district staff during registration.
- Register your child for kindergarten.
- Arrange to visit your child's school with your Parent Educator.

**Every family with a child entering kindergarten in 2025 should receive a "Kindergarten, Here I Come" activity guide. This resource has excellent information to help you prepare your child as they enter kindergarten.**

## **What is School Readiness?**

The Office of Head Start has defined school readiness as "children are ready for school, families are ready to support their children's learning, and schools are ready for children."

CenClear has developed a plan to help parents and all program staff understand how enrolled children are developing and what all of us can do to help them prepare for school. The plan includes ideas for health and nutrition, parent engagement, social services, mental health, and educational support for all children enrolled in our Early Childhood division.

The "Parent, Family, and Community Engagement Framework," which includes our "School Readiness Plan," helps guide us to:

- Decide what trainings to provide for staff.
- Form strong partnerships within the community.
- Provide services that meet the needs of children and families.
- Supports parents to be strong advocates for their children.

Please make sure you talk with your Parent Educator about this plan. It is important for all of us to work together to prepare children for school!



# Health, Safety and Nutrition

## Immunizations

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 develop a catch-up schedule. 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, Tet-		DTap	DTap	DTap			DTap			DTap	
Haemophilus, Influenza			Hib	Hib		Hib					
Inactivated Po-			IPV	IPV	IPV					IPV	
Measles, Mumps,						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**

It is a requirement for all programs that each child has current physical examinations according to the EPSDT guidelines. If your child is due for a new physical, we have provided a blank form for you to have completed by your child's doctor.

Consult with your doctor to ensure the recommended schedule for examinations and screenings listed below is followed to keep your child up-to-date.

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

- Age-appropriate scheduled 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 Requirements**

All enrolled children are encouraged to have a professional dental exam, at least yearly, beginning as early as a dental professional will see the child. Your Parent Educator can assist you in locating a dental professional and in scheduling appointments and follow up care as needed.

Good oral hygiene, including tooth brushing, will be practiced during socializations.



## **Health & Developmental Screenings**

We offer health and developmental screenings for your child within 90 days of enrollment and annually thereafter. Your Parent Educator will conduct these screenings in your home.

- Vision is assessed using the SPOT vision screening for children ages 6 months and older.
- Hearing is assessed using the Otoacoustic Emissions (OAE) hearing machine.
- A developmental screening is conducted using the Ages & Stages Questionnaire.
- A social/emotional screen is conducted using the ASQ:SE2.
- A Health Questionnaire is completed to obtain health-related information (immunizations, health, nutrition, etc).

**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, audiotope, 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](mailto: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](mailto: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](mailto:RA-CACFP@pa.gov)
- National School Lunch Program: [RA-NSLP@pa.gov](mailto:RA-NSLP@pa.gov)
- Summer Food Service Program: [RA-SFSP@pa.gov](mailto:RA-SFSP@pa.gov)

## **Attendance Policy**

Consistent classroom attendance is an important part of preparing your child for successful life-long learning. Attendance is required each day class is offered. If your child is absent, the absence is considered excused or unexcused.

When your child is absent, you must provide a written excuse. Absences for the following reasons are considered to be excused:

- Illness
- Death of a family member
- Extenuating family situations/emergencies including health issues of family members that affect the classroom attendance of the child. In these circumstances, referrals to the appropriate department and possible support resource agencies need to occur.
- Health, dental or mental health appointments
- Fire, natural disaster, or other extenuating circumstances (must provide details)
- If a child's IEP indicates an altered schedule (must receive prior approval)
- Other extenuating circumstances deemed as excused by CenClear. These instances are approved through the Child Development Department.

The following guidelines apply to all families:

- Parent must contact teacher daily if child is absent.
- A doctor's excuse is required after 3 or more absences related to illness or health appointments.
- An excuse must be turned in for each day absent.
- If 4 (Head Start) or 5 (PreK Counts) consecutive unexcused absences occur, an attendance plan is developed.
- For Head Start, all unexcused absences must be analyzed. An attendance plan will be developed



### **Classroom Cancellations**

If the weather looks questionable, please listen to your local radio station or your local TV news channel for classroom cancellations. Also, your Home Visitor/Teacher will organize a method to contact you regarding classroom cancellations.



### **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**

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

For each additional family member, add \$830.

\*\*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](http://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.

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

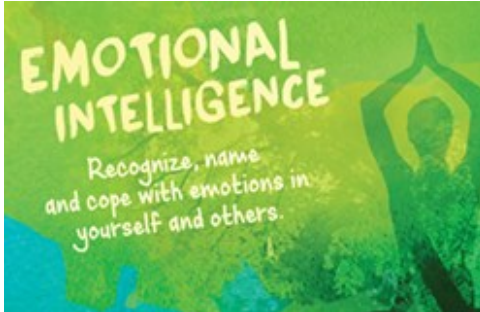
**SAFETY** allows us to manage our emotions well.

**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.

The Sanctuary model is based on the following **SEVEN COMMITMENTS** which are used to create and maintain a safe and healing environment:



Please ask your teacher or family service worker how Sanctuary can benefit you and your family.

## **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

