

Tri-County Community Council, Inc.
Head Start/Early Head Start

Section: Program Governance P.S. 1304.50

Subject: Annual Training for Policy Council and Board of Directors

POLICY:

Annual training will be provided for the Policy Council and Board of Directors on their role as a member and shared-decision making.

PROCEDURE:

1. Annual training will be scheduled in October/November for the Policy Council and Board of Directors.
2. Tri-County Head Start/Early Head Start will alternate years with Early Education and Care's Head Start Program to provide the location for the training.
3. Tri-County and Early Education will work together to obtain the trainer, set the date and time.
4. The Policy Council and Board of Director members will receive an invitation to the training.
5. Transportation, babysitting and food will be provided for the training.

Tri-County Community Council, Inc.
Head Start/Early Head Start

Section: **Program Governance** P.S. 1304.50

Subject: **Community Complaints**

POLICY:

Complaints will be addressed in a timely manner after complaint is processed, according to the following procedure.

PROCEDURE:

1. Community complaints are referred to the Executive Director within 24 hours of being received by staff.
2. Full information should be provided to the director. Community member/parent's name, address, phone number, and nature of complaint.
3. Staff should encourage person making complaint to put complaint in writing or to contact the Executive Director personally.
4. Formal complaint will be presented to the Policy Council / Board of Directors for review and decision on any action to be considered.
5. The Executive Director will follow through with any recommended action, within 24 hours of the Policy Council's / Board of Directors decision.
6. Confidentiality Procedures will be upheld throughout the complaint process.

Tri-County Community Council, Inc.
Head Start/Early Head Start

Section: Program Governance P.S. 1304.50

Subject: Policy Council Member Reimbursement

POLICY:

It is the policy of Tri-County Community Council, Inc. Head Start/Early Head Start to reimburse parents who participate in Policy Council for the cost of mileage when attending meetings and functions associated with Policy Council participation.

PROCEDURE:

1. During the first Policy Council meet of each program year, Policy Council members will be asked to vote on whether they will be reimbursed for the cost of mileage incurred when attending Policy Council meetings and other functions related to Policy Council.
2. A majority vote will be needed to approve mileage reimbursement to parents who participate in Policy Council.
3. Members will be asked to complete a mileage reimbursement form, "Policy Council Travel Voucher". Mileage is recorded for a period of three meetings on each form, and signed by the Policy Council member
4. Forms will be submitted to the Head Start Director's Assistant for processing. Reimbursement will be paid at the current Tri-County Community Council, Inc. rate for mileage reimbursement.
5. The Head Start Director's Assistant will be responsible for submitting the completed forms to the bookkeeping for reimbursement.
6. Checks will be mailed directly to the Policy Council member by the bookkeeping department.
7. There is no reimbursement for babysitting. Parents are encouraged to bring their children with them where they will be supervised by Head Start staff/volunteers.
8. If a Policy Council member attends an out of town function, they will be reimbursed as if they were Head Start staff by completing the Request and Authorization for Official Travel & Advance.

Tri-County Community Council, Inc.
Head Start/Early Head Start

Section: **Program Governance** P.S. 1304.50

Subject: **Policy Council Telephone Polls**

POLICY:

If there are issues that must be voted on by Policy Council before their regularly scheduled meeting or if at the prior Policy Council meeting there was not a quorum and there were topics on the agenda that must be voted on, a telephone poll may be conducted to obtain Policy Council approval.

PROCEDURE:

1. The Head Start Director, along with the President of the Policy Council will determine the need for a telephone poll.
2. The Director's Assistant will conduct the telephone poll.
3. All Policy Council members, or the equivalency of a quorum, must be notified.
4. The Director's Assistant will explain the issues and ask for the Policy Council Member's vote.
5. The vote will be recorded on the Policy Council telephone poll form containing the following information:
Date of the vote
Topic(s) to be voted on
Name of members notified and whether they approved or disapproved the topic(s).
Signature of person taking the telephone poll.
Date the poll was taken
6. The telephone poll form will become a part of the Policy Council record for the month it is taken.
7. The Policy Council President will review the telephone poll and complete the approval sheets for the topic(s) included in the telephone poll.