

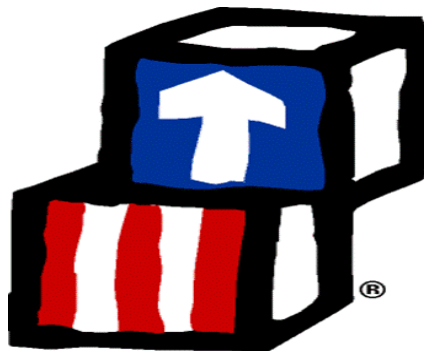


**DAEOC**

**Head Start/Early Head Start**

**FAMILY**

**HANDBOOK**



## **INFORMATION**

**My Child's Head Start Center:**

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**Telephone #:**

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**My Child's Teacher:**

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**My Child's Center Director:**

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**My Child's Bus Driver:**

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**My Child's Child/Family Advocate**

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## **EMERGENCY NUMBERS**

**My Child's Doctor:**

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**Telephone #:**

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**My Child's Dentist:**

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**Telephone #:**

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**Local Police #:**

---

**Fire Department #:**

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**Poison Control Center #:**

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**\*\*\*\*\*Please call the Center when your child will be absent. Consistent attendance is very important for your child's learning and skill building. \*\*\*\*\***

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DELTA AREA ECONOMIC OPPORTUNITY CORPORATION  
99 SKYVIEW ROAD PORTAGEVILLE, MO 63873  
(573)379-3851 - FAX: (573)379-2928

Dear Parent,

OUR goal is to provide quality services to children and families. The Family Handbook explains guidelines about the Head Start/Early Head Start Program serving you. Please take time to read the Head Start Child Development and Early Learning Framework that is part of the handbook. This framework discusses the learning areas your child will experience in their classroom.

This can be an exciting year for you and your child. Your child has the opportunity to learn through Education and Early Childhood Development Services. As a parent, you will have the opportunity to participate in your child's learning experiences as well as activities that are provided especially for you.

Head Start/Early Head Start recognizes that you are the primary educator of your child; therefore you are invited to be an important part of your child's success in the Program. Head Start/Early Head Start wants to partner with you in this education process.

You may also contact the Head Start Central Office at 1.800.755.3851, if the center staff is unable to assist you.

We hope this will be a special year for you and your child.

Sincerely,

Cindy Huey, Director  
DAEOC Children's Services Department

## Parent Code of Conduct

Courteous and respectful behavior between and among all program participants is essential for DAEOC Head Start/Early Head Start to achieve the program's mission and to provide a safe and positive environment for the children, families and staff. Employees, parents/guardians, volunteers, participants, and anyone else involved with the program are expected to follow the Code of Conduct outlined below.

**Standards of Conduct:** All staff, volunteers, and participants involved with the program will:

- A) Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.
- B) Follow program confidentiality policies concerning information about children, families, and other staff members.
- C) Leave no child alone or unsupervised while under their care.
- D) Use positive methods of child guidance and not engage in corporal punishment, emotional or physical abuse, humiliation; not employ methods of discipline that involve isolation, the use of food as punishment or reward, to the denial of basic needs.
- E) Conducts themselves personally and professionally in a manner that reflects positively upon the program's reputation and upon the children and families the program serves.
- F) Not solicit or accept personal gratuities, favors, or anything of monetary value from contractors or potential contractors if they are involved in the award and administration of contracts or other financial awards.

DAEOC Head Start/Early Head Start will not tolerate behavior by employees, parents, volunteers, other participants or anyone else involved with the program that violates the Code of Conduct. Examples of violations include but are not limited to the following:

- Threats to children, parents, or staff.
- Physical or verbal punishment of a child.
- Swearing or cursing.
- Smoking
- Quarrelling, verbal fighting, loud shouting, and displays of anger.
- Bringing drugs, alcohol or weapons to program centers or events.
- Physical violence.
- Inappropriate or excessive displays of physical affection between adults.
- Inappropriate dress, including, for example, a low-cut top, bare midriff or clothes with words or pictures inappropriate for young children.

If a parent **violates** the Code of Conduct, DAEOC Head Start/Early Head Start reserves the right to:

- Restrict access to program children, classrooms and activities.
- Terminate the child's enrollment.
- Remove the child's name from the Waiting List.
- Contact the Division of Family Services.
- Contact the police.
- Take civil or criminal action.

### **Procedures:**

- A) The staff person who witnesses the violation will speak directly with the person in private when possible, practical, and if safety is not an issue.
- B) When the safety of children or staff is threatened, staff will call the police.
- C) Program staff will report violations to the Center Director/Supervisor immediately. In the absence of the Center Director, the Head Start/Early Head Start Deputy Director at Central Office will be contacted. In the absence of the Deputy Director, the Head Start /Early Head Start Director will be notified.
- D) Program responses to the violation will be made by the Head Start/Early Head Start Deputy Director or the Head Start/Early Head Start Director.
- E) The Personnel Policies of DAEOC govern employee violations of the policy.

## **Delta Area Economic Opportunity Corporation Mission Statement**

The Mission of Delta Area Economic Opportunity Corporation, a Community Action Agency, is to provide appropriate programs and services that empower people to make positive change in their community, family and personal lives in order to achieve and maintain self-sufficiency.

### **DAEOC Head Start/Early Head Start Mission Statement**

To provide services to low income and special needs children, birth–5 years of age and their families, and pregnant moms; partnering with them to achieve their goals through education, support and opportunities for success.

### **Cultural Diversity / Anti-Bias**

The cultural, racial, and ethnic composition of our Head Start program is diverse as Head Start reflects the changes in America. We teach that everyone's unique differences should be shared and appreciated. Learning about our southern culture, along with the cultures of others in our country and the world, will help children grow up strong and knowledgeable, ready to fully participate in a diverse and changing society. America was built on diversity, and that will continue to be our strength. We hope that boys and girls grow up knowing they can pursue any career or hobby that interests them. Girls make great electricians, and boys can be caring nurses. We especially encourage families that speak a language other than English at home to enroll their children in Head Start. Children who are dual language learners grow and thrive in our program. Translation services are available.

### **What Is Head Start? What is Early Head Start?**

Head Start and Early Head Start are federally funded, community based programs for families. These programs are available for pregnant women and children (birth through age 5). Families are selected according to federal income guidelines.

Head Start/Early Head Start participates in a partnership with the family, the community and the child in order to enhance the social, emotional, cognitive and physical development of the child. This partnership is designed to ensure that the program and family goals are implemented to promote future success in school.

Children and families who attend Head Start/Early Head Start participate in family-centered services, which include a variety of educational and social activities. Medical and dental screenings are provided for expectant mothers and children. Children receive healthy meals and snacks, and enjoy indoor and outdoor activities in a safe environment. These services facilitate child development, support parental goals and promote family self-sufficiency.

The Head Start/Early Head Start Programs help all children succeed. The program recognizes that the parent is the child's first and most important teacher. Head Start/Early Head Start values your family involvement in program activities and agrees to work with families as a partner in your child's development. The program needs your participation in every aspect of your child's care and development.

**THANK YOU FOR ENROLLING YOUR CHILD IN  
HEAD START/EARLY HEAD START.**

## Parent Involvement



You are already your child's first and most important teacher. Head Start/ Early Head Start recognize the parent-child bond as the child's most significant relationship. Your child learns from what you say, what you do, and what you believe and value. The relationship between staff and family is based on respect for the child and family's home culture. The program provides a number of experiences and opportunities for family participation.

- **Family Goals:** Each family will have the opportunity to participate in developing a family action plan called the Family Partnership Agreement. This plan will identify your family's needs, interests, strengths and goals. Your family will receive support throughout the year to meet these needs and goals.
- **Parent Leadership:** Parents of Head Start/Early Head Start children are encouraged to give input into the program through their participation in their Parent Committee and Policy Council.
- **Child's Education:** Head Start/Early Head Start invites the family to be involved with their child's education by participating in curriculum development, accomplishing take home activity plans, observing your child's classroom, and volunteering in the classroom to work with all the children. Input from parents is sought while implementing lesson plans and individualizing for your child. Home Based families are included in planning their child's activities when participating in weekly home visits.
- **Child's Care:** All family members are encouraged to participate in the care of their child by attending medical/dental sessions, and learning the basics of raising a healthy child. Through home visits with staff, families also participate in the prevention and detection of physical, emotional and developmental concerns. You will be invited to attend training opportunities and learn more about your child's health and development.

## Family Services

Head Start/ Early Head Start encourages each family to build on their own individual strengths and to learn how to meet their own needs. Staff will help your family complete the Family Partnership Agreement (FPA). The FPA will help you identify your family's strengths and assist you in setting goals for your future. You will be offered continued support to meet your goal during your regular contact with the teaching or family services staff.

The Staff can:

- Partner with the family to identify the needs of the family and assist the family in finding a community resource to help meet those needs.
- Furnish information about available community services and how families use them.
- Provide assistance with adult education: GED and college information.
- Serve as an advocate or spokesperson for Head Start/Early Head Start families.
- Provide emergency assistance or crisis intervention referrals.

**Tell your Head Start/Early Head Start teacher, Home Based Teacher or family services staff if your family needs help.**

## **Frequently Used Head Start Words, Abbreviations and Their Meanings**

HS/EHS – Head Start/Early Head Start

Assessment – the process of determining the stage of development of a child. We are required to do written assessments of each child three times each year. The results of the assessment are used to develop an individualized program for educating your child. We use several different assessments, including the – Scholastic Early Childhood Inventory (SECI) or the Hawaiian Early Learning Profile (HELP). Assessment results are shared with parents during conferences and home visits.

CDA (Child Development Associate) - an entry level credential that usually requires 120 instructional hours in early childhood and on the job training. An evaluator reviews work samples and interviews and tests the CDA applicant.

CSR (Child Safety Restraint System) - a combination of car seats and seat belts to ensure the safety of the child, based on age, height, and weight of the child. Missouri law requires the use of CSRs in buses and private cars.

Family Partnership Agreement – a process in which the CFA helps a parent assess his or her strengths and needs so they can set goals for the family or for individuals in the family.

CFA (Child Family Advocate) - the family worker for the center your child attends. The job of the CFA includes working with families to complete social services, medical services, and many other center tasks. CFAs also are the teacher assistant and will encourage the involvement of parents.

Health Advisory Committee – a required advisory committee made up of Head Start parents, Head Start staff, and community representatives who work in health-related fields. The committee members review the health, nutrition, mental health, and disabilities policies and procedures and make recommendations for Head Start.

Performance Standards – Head Start regulations given by the federal government that our agency must follow.

Policy Council – This elected committee is responsible for carrying out many important functions for Head Start, including approval of personnel decisions, program plans, and budget and program improvement requests. This committee is made up of Head Start parents and community representatives from each of the Head Start centers.

Screening - a short testing tool used to quickly determine if a child might need further evaluation in areas such as a developmental learning, speech and language, hearing and vision. Results may also be used to help measure program effectiveness.

ASQ-SE (Ages and Stages Questionnaire: Social – Emotional Development) - a standardized behavior screening tool we use to determine a child's needs in the areas of attachment, initiative, self-control, and behavior. Both parents and teachers provide information about the child for this screening.

ASQ-3 (Ages and Stages Questionnaire 3<sup>rd</sup> Edition) - Head Start/Early Head Start will conduct a developmental screening for each child ages Birth to 5 years old. The screening will be administered by Teaching Staff (Teacher, Child Family Advocate, and Home Based Teacher) within 45 calendar days after a child enters the program. The developmental screening will be used to identify each child's developmental strengths and needs.

Transition – the process of moving into the HS/EHS program from home or another child care program or moving from Head Start to kindergarten or another child care agency.



## Confidentiality

- Maintaining confidentiality/privacy of personal information shared with the HS/EHS Program for the purpose of serving children is of utmost importance.
- All child/family files are kept in locked cabinets. Confidentiality is every Head Start/Early Head Start staff, parent, and volunteer's responsibility.
- **Confidentiality must be respected at all times!**
- Due to the nature of the federal grant, files are available to the Grantee Agency, HS/EHS staff, and the parents of the child's file.
- Parent/Guardians can view their child's file by asking the Center Director or their child's teacher.

## Communication

Parents receive communication about Head Start/Early Head Start activities in a variety of ways: phone calls, notes, flyers, pamphlets, home visits, Policy Council Meetings, newsletters, and letters. Events such as parent meetings or other special events are posted at the center, may be in the newspaper, or on the radio as well as parents receiving notes from the center. Parents are always welcome to come to the center, send notes, or call. There is an open line of communication between both staff and parents whenever a problem may occur or questions need to be answered. All staff is willing to allow time for parents to address concerns. If your concerns are not addressed through appropriate communication, our program has a concern form and procedures. Please request one from your Center Director if the need arises. Parents are encouraged to resolve concerns at the Center level with the Center Director. Positive communication is helpful for everyone. Resources consisting of books, pamphlets, and videos are also available for parents. Contact your center staff for where to find family resources.

## Family Meeting Events

Centers have family meetings. These meetings are announced in notes sent home with the children. Meeting times are decided by the majority of parents. Activities are planned for the entire family including refreshments. The meeting is usually about 1 -2 hours.

## Perfecting Our Parenting Skills (P.O.P.S.) Socializations

Twice a month all the Home Based parents and children come together for Group Socialization Activities known as POPS meetings (Perfecting Our Parenting Skills). The children interact with each other in age-appropriate activities while the parents are able to observe, participate as volunteers or engage in activities designed specifically for the parents. There are educational resources provided to the families to enhance their knowledge & skills. We provide appropriate snacks, diapers and formula during the POPS meetings.



## Policy Council

The Head Start/Early Head Start Policy Council is made up of Head Start/Early Head Start parents and community representatives from the six (6) county areas that we serve: Dunklin, Mississippi, New Madrid, Pemiscot, Scott, and Stoddard. Parents of Head Start/Early Head Start children currently enrolled in the program must make up 51% or more of the Policy Council membership.

The Policy Council operates as a policy-making body to support the goals and purpose of Head Start/Early Head Start. Community Representatives should have concern for low-income families. Parents serving on the Policy Council are elected in August at the local center by other parents. This position is called the Policy Council Area Representative. One parent and two alternates are elected from each center to ensure that every center is represented. The Area Representative is obligated to make a report of the Policy Council meeting at each center's Family Meeting.

Since the DAEOC EHS Home Based Program is spread out through 4 of the 6 county service areas, EHS Home Based parents are encouraged to attend the nearest HS Center's parent activity meetings. In this way, Home Based parents will develop a connection to the local HS Center and will probably see family, friends and neighbors at these meetings. Home Based parents can be involved in center committees and nominated for representative positions if interested. The parents of each center make up the committee that elects representatives and conducts business.

Decisions are made by the Policy Council that affect the operations of the Head Start Program such as: **Budgets, Personnel, Curriculum, and Types of Services provided**. They make important decisions for children, parents and staff. It is extremely important that elected representatives and/or alternates attend Policy Council meetings, orientation, and program governance training. It equips Policy Council members to carry out their responsibilities. Policy Council meetings are held monthly at the Head Start Central Office in Portageville. Policy Council members cannot be employed or substitute regularly for Head Start/Early Head Start.



## Purpose of Center Committees

### Screening Committee

This committee meets as often as necessary to screen applications for substitutes at the local Head Start center. After recommendations are recorded in the minutes and sign-in sheets are completed, these forms and the applications are sent to the Human Resource Department. The original forms go the Human Resource Department and a copy to the FCP Specialist. There should be three (3) parents serving on this committee.

### Family Meeting Planning Committee

This committee has three (3) parents and will meet once each month along with the Center Director, one (1) CFA, one (1) Cook, and one (1) Teacher to plan activities for the upcoming Family Meeting. They will decide on the food, guest speakers, activities, etc. Planning, Minutes, and Attendance forms are required. Copies are given to the FCP Specialist at Central Office with the End of the Month Paperwork.

### Health/Mental Health/Nutrition Committee

The purpose of this committee is to review, propose, and recommend ideas for changes in the medical, dental, and nutrition areas of Head Start. This committee is made up of two (2) parents for Health, two (2) parents for Mental Health, and two (2) parents for Nutrition. The committee will meet twice yearly, once before December and once before April. Minutes and Attendance forms are required. Copies are given to the Health/Mental Health Specialist.

### Education Committee

This committee is made up of two (2) parents and (2) center teachers. This committee will discuss/suggest topics and concepts they feel the children will be interested in. They may recommend activities they feel could be used in the classroom. They may have suggestions about how teachers can get parents more involved in their child's learning. Meetings need to be before December and April. Minutes and Attendance forms are required. Copies are given to the FCP Specialist.

### Fatherhood Committee

This committee is made up of two (2) or more fathers, the Center Director, and one more staff willing to serve. Their function is to recruit fathers to participate. They may be asked to read to the children, help do minor repairs, or other things in the classroom or playground. This committee will meet before December and April. Fathers are encouraged to volunteer and plan activities to engage Head Start fathers in all aspects of their child's educational journey. Minutes and Attendance forms are required. Copies are sent to the FCP Specialist.

***There are many opportunities to be involved in the Head Start/Early Head Start Program. All Parents are encouraged to volunteer for any of these opportunities.***



## Fatherhood

We encourage active fathering because solid research for the past 50 years has shown that children who have an involved father (or father figure like a grandfather, uncle, or older brother) are more curious and confident; are better able to wait patiently for their teacher; and can maintain interest in their own work. This higher level of self-control is associated with improved life skills, greater self-esteem, and an increased ability to relate well to other people.

### Fathers Play Differently

While mothers and fathers are both physical with their children, fathers are typically physical in different ways. Fathers tend to play with their children, and mothers tend to care for them. Generally speaking, fathers tickle more, they wrestle, and they chase their children, sometimes as playful, scary “monsters”. Fathers are louder at play, while mothers are quieter. Mothers cuddle babies, and fathers bounce them. Fathers roughhouse, while mothers are gentle. Fathers encourage competition; mothers encourage cooperation. Fathers encourage independence while mothers encourage security. Children who roughhouse with their fathers learn that biting, kicking, and other forms of physical violence are not acceptable. They learn self-control by being told when “enough is enough” and when to “settle down”. Fathers help girls and boys learn a healthy balance between being timid and being aggressive. Children need mom’s softness, as well as dad’s roughhousing. Both provide security and confidence in their own ways by communicating love and physical intimacy.

### Fathers Build Confidence

Go to any playground and listen to the parents there. Who is often encouraging kids to swing or climb just a little higher, ride their bike just a little faster, or throw just a little harder? Who is encouraging kids to be careful? Mothers tend toward caution while fathers often encourage kids to push the limits. Either of these parenting styles by themselves can be unhealthy. One style tends toward encouraging risk without consideration of consequences. The other tends to avoid risk, which can fail to build independence, confidence, and progress. Joined together, they keep each other in balance and help children remain safe while expanding their experiences and their confidence.





## **Training**

In-Service Training for all staff, volunteers, parents, and others helping at the centers will be offered and is determined and scheduled as needed by administrators. Interested parents need to contact their Center Director.

## **GED**

Parents are given the opportunity to obtain their GED. See your CFA, EHS Family Advocate, Home Based Teacher or Center Director for classes available in your area. Head Start/Early Head Start provides funds for family member GED application and testing fees. Staff works closely with parents to provide the resources and materials needed to successfully achieve their educational goals. GED books are available for checkout at your center. Contact your Center Director, Child Family Advocate or Home Based Teacher.

## **CDA (Child Development Associate)**

Parents can be assisted in receiving their CDA. Those interested should contact the Staff Development Specialist at the Central Office in Portageville. Ask Center or Home Based Staff for more information.



## **Celebrations/Special Events**

DAEOC Head Start/Early Head Start realizes that it is important to parents that their child be allowed to celebrate special occasions. We respectfully request that no foods be brought from home or elsewhere into the facility. Children will prepare healthy snacks for these occasions. Parents are encouraged to join them on these special occasions. Please help us encourage lifelong healthy habits in our children. If you feel that you want to provide "treats" for a special celebration here is a list of nonfood suggestions:

- |                     |               |
|---------------------|---------------|
| Stickers            | Bubbles       |
| Toothbrushes        | Plane gliders |
| Barrettes           | Whistles      |
| Plastic rings       | Party hats    |
| Finger/hand puppets |               |

Here are a couple of low-cost, easy ideas that will give your child a memorable experience on their special day:

- Decorate the room or provide decorations for the classroom. Example: A banner with the child's name and "Happy Birthday". This will make your child feel special without adding unneeded fat and sugar in the diet.
- Buy or supply a special book to be read during the day. Make it even more special by coming to your child's classroom to read the story.
- Work with your child's teacher to plan special games or activities.

Before bringing items to the facility, make sure the items you wish to bring are approved and age appropriate for the group celebration.

## Field Trips



Field trips are a means of extending the curriculum beyond the classroom. Parent signatures on the Field Trip Notification Form enable the child to be included on the trip. Parents will receive written notification prior to any trip planned and if transportation is required then buses or staff vehicles will be used. Parents are encouraged to participate with their children by attending the field trips offered. Head Start regulations prevent children not enrolled in the program from attending field trips.

## Home Visits



Home visits are important because they help us get to know you and your child. Home visits are used exclusively to conduct Head Start business. They give your child's teacher a chance to see your child in his or her most comfortable place. Your child will be happier at the center when they first see you and their teacher together. Your Child/Family Advocate also needs to visit in order to develop a Family Partnership Agreement. Home visits are not an inspection nor should they be considered an invasion of privacy. Our regulations/rules require visits, unless you wish to prohibit them, and we want to visit all of our families.

## Smoke-Free Environment



Since Head Start is funded from a grant through the U.S. Department of Health and Human Services, smoking is prohibited in all Head Start centers and offices. We must also ask that you refrain from smoking when staff makes home visits. No smoking is allowed in view of Head Start children, including while on field trips. Please ask if there is a designated smoking area outside at your child's center. Smoking is never allowed within 20 feet of the center's main entrance or in view of children.

## School Cancellations



Occasionally, it is necessary to cancel school due to inclement weather or equipment failures. Announcements of school closing will be made in a timely fashion through local radio, television, or staff may call you at home. TV stations to watch would be KFVS, Cape Girardeau, MO or KAIT, Jonesboro, AR.

## Accidents/Emergencies



- Each child must have at least two (2) working emergency telephone numbers, his/her doctor and dentist name, address, and phone numbers on file within the Program.
- In case the parent or emergency contacts you have provided Head Start/Early Head Start cannot be reached in the event of an emergency, staff will seek medical attention for your child by calling 911.

***Please update your emergency numbers with Center/Home Based staff whenever changes occur. Please inform the emergency contact person that they were listed as an emergency contact for your child.***



## As a Head Start/Early Head Start Parent You Can Expect...

- To be recognized as my child's primary educator and as such, make decisions regarding his/her education.
- To be welcomed in the classroom any time or at each home visit.
- To help develop parent programs that will increase skills and knowledge.
- To decide how I will participate in the Head Start/Early Head Start Program.
- To be informed regularly about my child's progress in Head Start/Early Head Start.
- To expect guidance for my child from Head Start/Early Head Start teachers and staff that will strengthen his/her total individual development.
- To be able to learn about the operation of the Head Start/Early Head Start Program, including the level of education and experience required to fill various positions.
- To be informed about all community resources regarding employment, health, education, and the improvement of family life.
- To be treated with respect by staff and other parents.
- To express my concerns following the Community Concern Procedures.
- To share my culture in developmentally appropriate ways.

## **As a Head Start/Early Head Start Parent You Are Expected...**

- To follow Head Start/Early Head Start procedures and have my child dropped off and picked up at assigned times.
- To set a pattern of regular school attendance.
- To accept Head Start/Early Head Start as an opportunity through which I can improve my life and the lives of my children.
- To take part in the classroom as an observer or a volunteer worker and to contribute my services in whatever way I can toward enrichment of the total Program.
- To provide parent support and encourage others to participate.
- To work with the teachers, staff, and others in a cooperative way.
- To guide my child with love and respect.
- To take advantage of programs designed to increase my knowledge about child development and my skills in areas of possible employment.
- To become involved in community programs that help to improve health, education, and recreation for all.
- To show respect and courtesy to staff members and other parents.
- To participate in parent meetings and to be informed about activities in the Program.
- To assist my child with home activities sent by his/her teacher.
- To attend volunteer training and follow procedures outlined.
- To complete Head Start/Early Head Start health requirements for my child (includes a physical and dental).
- To report suspected child abuse or neglect incidents as required by law.
- To serve on committees which I volunteer for or am elected to by the parent committee.

## **What Is The Center Based Option?**



A child participating in the Head Start Center Based option will come to classes Monday through Thursday. A child participating in the Early Head Start Center Based option will come to classes Monday through Friday. Their day will consist of amazing educational opportunities provided by teaching staff that are designed to be appropriate for their age and development. As a parent, you will not see large numbers of “papers” coming home, because our way of teaching allows children to learn in a hands-on way. Your child’s teacher will provide learning opportunities indoors, outside and in large group, small group and individual settings, all concentrating on school readiness success for your child.

Classes in the center based option can be half-day or full-day. A member of the classroom staff will visit you in your home at least twice during each program year and have at least two other conferences with you. Your child’s learning will be tracked by the classroom staff, so be sure to ask them to show you how much they are learning.



The classrooms are set up to allow children to choose freely from a range of play and learning experiences. The teachers encourage the development of self-discovery, experimental learning, freedom of choice and cooperation among children.

### **What Is The Early Head Start Center Based Option?**

The DAEOC Early Head Start Program serves children age 0-3 years old. The program operates year round Monday thru Friday. We do not close in the summer months. Early Head Start families must be working full time, training full time or attending school full time in order to be eligible. Core hours provided by Early Head Start are 8:00 a.m. – 2:00 p.m.

Early Head Start offers **wrap-around care** to those families working additional hours and needing extended care for their child/children. These extended hours are 7:30 a.m. – 8 a.m. and 2:00 p.m. – 5:30 p.m. We provide high quality, affordable care for infants and toddlers. Parents are required to apply for child care subsidy at the local Family Support Division if childcare assistance is needed. The wrap-around care fees are as follows:

- \$32.00 per week for infants (under the age of two years)
- \$22.00 per week for toddlers (two years and older)
- \$7.00 daily rate for infants (under the age of two years)
- \$5.00 daily rate for toddlers (two years and older)
- OR co-pay amount set by Family Support Division
- A late fee of \$5.00 will be added for every 15 minutes the child is late

With the help of Early Head Start and childcare subsidy, a great opportunity presents itself. You will have extended quality care for your infants, toddlers and twos while you pursue your dreams and goals. You can attend college classes, obtain your GED and further your career goals with peace of mind, knowing that your child/children are well cared for in a safe, caring and competent environment.

Early Head Start provides developmentally appropriate activities and care throughout the day to prepare your infant or toddler for a successful school readiness experience. Early Head Start provides Enfamil formula, Luvvs diapers and Parents Choice wipes.

### **What Is The Home Based Option?**



A trained Home Based Teacher goes to the family's home once a week or four times a month for an hour and thirty minutes. The home visit helps parents improve their parenting skills and teaches them to use their home as the child's first learning environment. The Home Based Teacher will educate parents on how to provide learning opportunities that will enhance the child's growth and development.

Twice a month, the home based parents and children will meet together for group socialization activities known as POPS (Perfecting Our Parenting Skills) meetings. The children interact with each other in age-appropriate activities. Parents are able to observe, participate as volunteers or engage in activities designed specifically for the parents. Appropriate snacks are provided for the children during the POPS meetings.

The goal for the EHS Home Based program is to help each child progress and develop in each of the four areas: social/emotional, cognitive, language, and physical development. The program also helps with family development, which could include empowerment, relationships and support, planning and problem solving, career development and finances.

## **About Early Head Start Home Based**

### ***Why all the paperwork?***

There is a lot of paperwork. Early Head Start is a federal/state funded program. The federal government requires specific information about our community to continue funding us. The information you provide helps us meet our requirements. Questions like “How many children in the program receive WIC services?” and other are used to develop our forms. It is tedious sometimes but we appreciate your understanding. If you would like more information about this please call our Home Based Specialist.

### ***How often will my Home Based Teacher come to my home?***

Your Home Based Teacher will schedule a visit with you almost every week. Our program strives to accomplish 48 home visits per year. We realize that you get sick, your children get sick, you go out of town, your children go out of town and your Home Based Teacher may go to training, take vacation or even get sick. Those things happen and your Home Based Teacher will make every attempt to help your family get the most out of the Early Head Start Program.

### ***What can I expect at a home visit?***

You can expect that your Home Based Teacher will be prepared and on time. Your visits are scheduled for 1 ½ hours each. Our program encourages you, the parent/guardian, to contribute ideas and activities, so your Home Based Teacher can incorporate them into Home Visits. If your visits do not last 90 minutes or your Home Based Teacher is not prepared and on time, please call us at DAEOC Head Start/Early Head Start Central Office at 1-800-755-3851. We will guide you to the supervisor who can listen to your concerns and begin to address them so that your EHS experience can be successful for you and your child.

### ***Does my Home Based Teacher monitor my child’s development?***

Your Home Based Teacher will monitor your child’s growth and development. When you first enter Early Head Start, within the first three visits a Home Based Teacher will conduct the Ages & Stages- 3 screening. Your Home Based Teacher will explain the results of the screening and then work with you to individualize and plan for your child’s developmental and school readiness goals.



## **Early Head Start Home Based Program Health Safety Policy**

**Contagious Diseases-** In-service training will be provided to staff regarding infectious diseases, safety precautions, etc. Home Based Teachers will educate/inform all families about such diseases, pest, etc. and assist them in recognizing and avoiding the risks therein. Home Based Teachers will ask that each family inform them ASAP if there are communicable diseases, etc. in the home so that the Home Based Teachers will not spread the same to other families.

If a family we are serving contracts a contagious disease or affliction (as lice, scabies, etc.) that could be transmitted to the Home Based Teacher and to other families we are serving, then services will be changed to the following:

1. Home visits and attendance at socializations will be suspended until the concern has been resolved.
2. During the time home visits are suspended, the Home Based Teacher will assist the family as much as possible to resolve the situation with information, scheduling doctor's appointments, and more support by phone and by mail.
3. Home visits will be resumed when the Home Based Teacher is presented with evidence that the concern has been resolved.

**Animals-** Home Based Teachers will, at the time of an application, inquire of the family concerning aggressive or potentially harmful pets. If such exist, the Home Based Teacher will ask that the family safely and securely restrain/restrict all such animals before and during all scheduled visitations. Home Based Teachers are not to visit if dangerous or threatening animals are not restricted. Any attack by any family pet must be reported to the Supervisor/Director immediately.

**Firearms-** Where firearms are present and not regularly stored or in a racked/locked position, and same poses a likely threat of usage, Home Based Teachers are to leave gracefully, but immediately, and report the incident to the Supervisor/Director. Families will be notified of program concern and staff and families are expected to work together to reach a solution so home visits can resume.

**Drugs and Alcohol-** Where illegal drugs or drug paraphernalia are present and obvious, Home Based Teachers shall report the circumstances to the Supervisor/Director ASAP. Home Based Teachers shall not remain in the home until clearance from the Supervisor is given. Authorities will be contacted when appropriate by the Supervisor. If alcohol is being consumed in the home or the primary caregiver is visibly intoxicated, at the time of the home visit, it is considered not an appropriate time for a home visit and Early Head Start staff will leave the visit.

**Physical Altercations/Domestic Violence/Threats-** Should any EHS Staff member feel threatened or in any way endangered, they will leave the home immediately and report the situation to their Supervisor immediately. If there is concern that anyone in the house is in immediate danger, 911 will be called. Home Based Teachers will earnestly assist and provide support to the victims in these situations.

**Unattended Children-** Home Based Teachers are required to call 911 if they hear or see a child in the home and no parent/guardian comes to the door after they have knocked. It is in the parent/guardian's best interest to come to the door and cancel the visit. When the Home Based Teacher identifies that there is a child present in the home without adult supervision; that Home Based Teacher is forbidden from entering the home without a parent present. The Home Based Teacher will try to make contact with an adult in the home. Ultimately as mandated reporters, Home Based Teachers must assume that the parent is incapacitated and unable to come to the door. The 911 call is for the safety of both children and adults.

***In the event that EHS Staff feel threatened or in danger, staff will act professionally while excusing themselves and leaving the premises.***



## **Head Start/Early Head Start Recruitment/Enrollment**

Head Start serves children age 3 – 5 years old. Early Head Start serves children age 0– 3 years old and expectant families. Parents are welcome to make application for their child anytime during the year. Each child is assigned points according to age, family income, and family need. Children with the greatest need are assigned more points. Example: a child with an Individualized Education Program (IEP) or an Individualized Family Service Plan (IFSP) receives more points than children without a special need. The child with the highest number of points will be at the top of the Eligibility Priority Listing. A special emphasis is made in March each year to recruit children for the upcoming school year. A child is kindergarten age if they are age 5 by July 31<sup>st</sup>.

### **Orientation**

A child's orientation begins with filling out the application form and continues with home visits by staff members (Child/Family Advocates, Teachers, and Special Needs Aides). It also includes a social event which is at the beginning of each school year.

### **Kindergarten Transition**

DAEOC Head Start does not observe "formal" graduation ceremonies. We will have activities that celebrate the transition of our children to kindergarten and the accomplishments they have made in Head Start. Our activities are developmentally appropriate for our 5 year olds.

Centers are given a list of activities that staff and parent committees can choose from. These activities are to be conducted during the last 4-6 days of our program year in the month of May. Staff will receive an approved list of activities that will be available program wide. Because our sites do not all have access to the same resources, some of the activities may not work for all sites. Sites will be able to choose what works for them and their parents using the guidelines set for our program. Some of these activities include:

- End of year family picnic/play day
- Recognition of children by certificate of accomplishment
- Children can present a group project/activity
- Children's artwork
- Children transitioning to kindergarten may have special group activities separating them from younger children
- Field trips to local elementary schools
- Parents receive child's file
- Kindergarten Transition information shared

We want your child to be as ready as possible for kindergarten. You are an important part of helping your child be ready for making that transition. During the last parent-teacher conference, you will receive information related to kindergarten transition.

We hope that the close of the Head Start year will be a happy celebration, as you and your child anticipate starting a new chapter in their education. If you have any concerns related to DAEOC Head Start transition activities, contact your Center Director.

### **Transitioning From Home Based**

At Early Head Start, we want you and your child's transition from the Home Based option to any Early Learning Program to be as successful as possible. The Home Based Teacher will inform and update you on programs available to your child/children. When your child reaches of age, we will assist your family by putting together a comprehensive transition plan to meet your needs as resources allow.



### **Screenings**

Head Start/Early Head Start offers the following screenings:

- ✓ Vision
- ✓ Hearing
- ✓ Dental
- ✓ Medical
- ✓ Lead
- ✓ Hemoglobin
- ✓ Nutrition
- ✓ Growth-height and weight
- ✓ Developmental Screenings
- ✓ Mental Wellness

### **Education**

Parents, Get Involved in Your Child's Education:

- ✓ Listen to and talk with your child
- ✓ Play with your child
- ✓ Read with your child
- ✓ Attend your child's Parent/Teacher Conferences
- ✓ Volunteer in your child's classroom
- ✓ Participate in Home Visits, and Family Events

## Children Learn By Doing!

In the Head Start classroom (with a ratio of 2 staff to 17 children); children are given an opportunity to participate in age appropriate learning activities in large and small group settings and in learning centers. Lessons are developed using a research based curriculum.

Children will build a firm foundation for future school success in the areas of Language and Literacy, Writing Skills, Math, Science, Physical Health, Creative Arts, and Social and Emotional Development. Outdoor time, Health, Nutrition, and Safety are also part of each day.

The Early Head Start room is set up with a ratio of one teacher to four children so that teachers can build a relationship with each child. Trust and bonding through a good relationship enables the infants and toddlers to feel secure, allowing learning to take place.

### What Children Learn at Head Start/Early Head Start

- Beginning literacy skills
- Self-regulation skills
- Self-help skills
- Self-expression
- Using their imagination to be creative
- To approach new learning with interest
- Self-confidence
- Basic problem solving skills
- How to get along and interact with adults and peers
- Physical development skills
- Beginning mathematic skills-organizing, sorting, and counting
- Awareness of self and others
- Language skills
- Beginning science concepts
- Memory skills

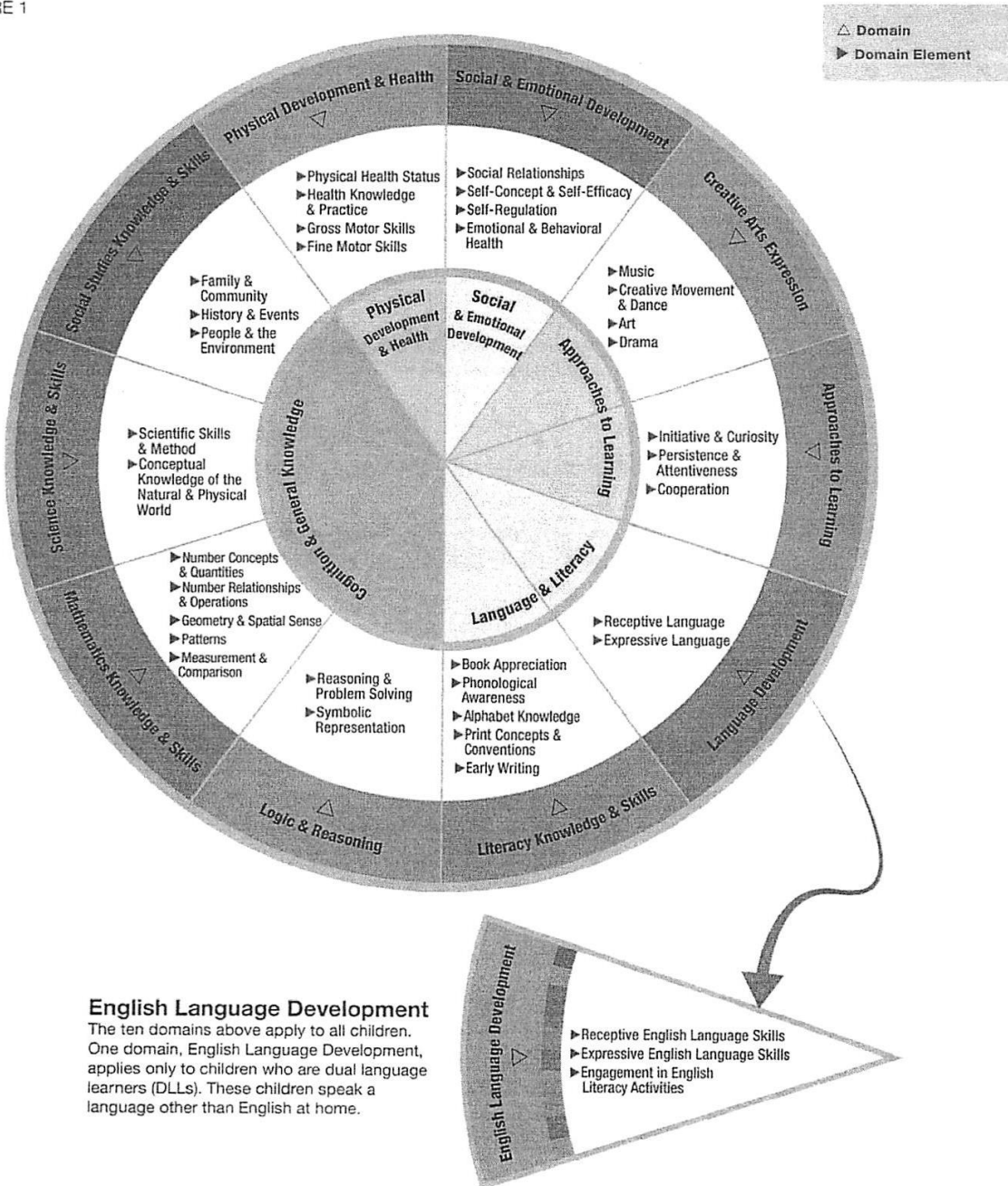


# The Head Start Child Development and Early Learning Framework

## Promoting Positive Outcomes in Early Childhood Programs Serving Children 3-5 Years Old

The *Framework* represents the foundation of the Head Start Approach to School Readiness. It aligns with and builds from the five essential domains of school readiness identified by the National Education Goals Panel (see inner circle) and lays out essential areas of learning and development. The *Framework* can be used to guide curriculum, implementation, and assessment to plan teaching and learning experiences that align to school readiness goals and track children's progress across developmental domains. The domains  $\triangle$  and domain elements  $\blacktriangleright$  apply to all 3 to 5 year olds in Head Start and other early childhood programs, including dual language learners and children with disabilities.

FIGURE 1



## Curriculum

Our curriculum is consistent with the Head Start/Early Head Start Program Performance Standards. It is based on sound child development and principles about how children grow and learn. DAEOC Head Start classrooms use Scholastic Big Day for Pre-K. Early Head Start center based uses Creative Curriculum and Early Head Start Home Based uses Partners for a Healthy Baby Curriculum.



**Scholastic Big Day for Pre-K** is a proven and effective comprehensive educational program that embraces children's natural curiosity and builds the foundation for success in school and life. Big Day for Pre-K preschool curriculum is a comprehensive curriculum aligned with federal and state standards. Big Day for Pre-K is research-based and is designed to prepare children for success in Kindergarten.

Big Day for Pre-K curriculum helps each child develop in the following areas:

- Science and Health
- Mathematics
- Physical Development
- Technology and Media
- Emergent Reading
- Emergent Writing
- Social Studies
- Fine Arts
- Oral Language
- Social-Emotional

In Big Day for Pre-K, each day is organized around three Big Experiences:

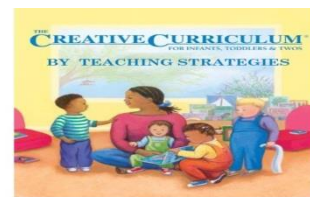
- Whole Group
- Circle Time
- Story Time lessons

These Big Experiences provide:

- Opportunities for conversation, play, and learning
- Activities which ground the entire class in a common Big Experience.

### **Creative Curriculum for Infants, Toddlers, and Twos**

- Gives children the opportunity to think and experiment to learn how things work
- Gives children the opportunity for exploring the world around them to help develop language, cognitive, social/emotional and physical domains of development
- Encourages children to be active and creative; try their own ideas and think their own thoughts
- Encourage the development of self-discovery, experimental learning, freedom of choice and cooperation among children







### **Partners for a Healthy Baby Curriculum**

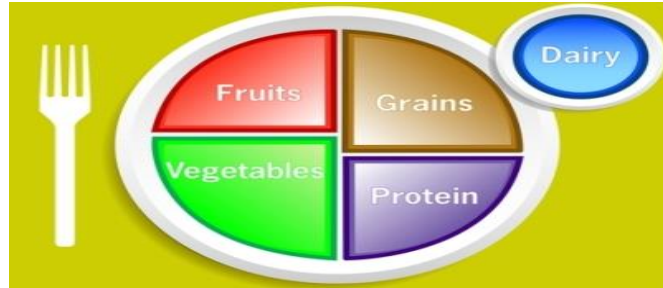
- Addresses the needs of the expectant mother and family during the prenatal period to help support them in building a solid foundation for the child's future
- Designed to provide education to the “whole family” until the child reaches 3 years of age
- Helps families to understand the importance of family development, child health and development, and mother's needs



### **Conscious Discipline**

- A comprehensive self-regulation program that integrates social-emotional learning into classroom management.
- Founded on the research of Dr. Becky Bailey, a renowned author, professor, and one of the leading experts in the field of early childhood education and developmental psychology.
- One of the main concepts with Conscious Discipline is the belief that discipline is not something you do to a child, but rather it's what you instill in a child.
- To instill within a child the self-regulation skills and the willingness to follow appropriate behaviors, teachers must make a conscious effort and be aware of their own emotions and behaviors.
- Conscious Discipline integrates classroom management with social-emotional learning, utilizing everyday events as the curriculum.
- Conscious Discipline empowers adults to consciously respond to daily conflict.
- Empowers teaching staff to view behavior issues as an opportunity to teach critical life skills to children, rather than seeing children as bad and in need of being punished.
- Conscious Discipline is evidence-based, research-based, and was named as a national model for character education by the Florida State Legislature.

## Nutrition



The Program provides food necessary for a well-balanced diet. Breakfast, lunch, and/or snack is served to each child daily. Menus are posted in each classroom. Staff members eat meals with the children to promote conversation and to teach them to enjoy a wide variety of nutritious foods. Parents are invited to eat lunch with their child. Please call your center by 10 a.m. to ensure the staff prepares enough food. Please do not bring siblings of your Head Start/Early Head Start child as state licensing rules do not allow it. However, siblings are invited to eat during family meetings.

Children will also learn how food is related to proper growth and development. Classroom food experiences are usually held twice a month. Children help prepare foods from a recipe and they have the opportunity to taste what they have made.

Any special diet needs such as overweight, underweight, or food allergies will be addressed by the child's physician, staff, and parent(s) and will be accommodated as needed. The Missouri Department of Health Medical Food Substitution Form must be completed by a physician for children with food allergies.

# FOOD AND NUTRITION



## OUR PROGRAM'S MEALTIME APPROACH

1. Children are to be given increasing opportunities to assist in food table preparation. Place settings should be complete with an adult assisting the table setters.
2. Adults are to be evenly distributed among the children to allow for maximum supervision and assistance as needed, at least one adult per table when adult/child ratio permits.
3. Adults need to provide appropriate modeling for children. Avoid doing things you are asking the children not to do. **Example:** reaching, talking between tables, interrupting, etc.
4. Food is served family style by children and adults alike. Everything should be placed on the table at once, including milk.
5. Encourage good table manners. For example, "Please pass the vegetables." Encourage children to use their napkin.
6. Children are not forced to eat. They are encouraged to try the food being served. Most often the less said about uneaten food, the more it will be eaten. No food or beverage is to be used as a reward or as a punishment.
7. While "seconds" are allowable we suggest the children try a variety of foods instead of only one certain item.
8. Milk or juice is available throughout each meal, but not to the exclusion of food.
9. Adults can do much to promote pleasant table conversation. This can be an easy opportunity for nutrition education, concept building, and development of essential social skills. During mealtime show your enthusiasm for healthy foods, spend time in positive conversation and make mealtime relaxed. Children will learn self-help skills as well as new vocabulary, taking turns, and sharing.
10. Children are expected to assist in cleanup activities at the end of the meal. Each child may have responsibility for his/her own table service and/or special helpers may be designated on a rotating basis for clearing, wiping tables, etc.
11. Try letting the children be helpers at mealtime. This can aid in improving self-esteem when the children find out, "I can do it all by myself!" If a child is developmentally shy or withdrawn, the child may need more individual attention and encouragement. Possible responses: "David doesn't feel comfortable helping just yet. We'll let him help another day, when he feels ready."

## **Mental Health/Wellness**

Head Start/Early Head Start has contracted with mental health consultants who observe ALL children and teaching staff for positive interaction. They are available for individual assessments of children who display behavioral concerns at school or home. Consultants are also available to Head Start/Early Head Start parents for concerns you may have. Please contact your local Head Start/Early Head Start center or Home Based Staff for assistance if you wish to contact a Mental Health Professional.

## **Special Needs**

The fact holds true that special needs children, as well as other children, develop in the following areas: Adaptive, Fine and Gross Motor, Speech/Language, Cognitive and Social/Emotional. Even though children develop in many areas at the same time, they all develop at different rates. All children need opportunities to experience activities and to be able to interact with other children in order to stimulate their development. For a child with special needs, our integrated program offers these opportunities to gain confidence in their abilities and strengths. In our environment, they develop and function in the context of the real world with a variety of people other than those like themselves. For Home Based, Socializations or POPS meetings are an important opportunity for children receiving Home Based services to interact with peers who may be similar to or different from themselves. Should you have any questions regarding your child's development, let us know of your concern. We are willing to assist your child in achieving his/her full potential.





## Sick Child/Communicable Disease/Outdoor Play Policy

The following are reasons for sending a sick child home according to the Department of Health, Division of Health Standards and Licensure, Licensing Rules for Group Day Care Homes and Child Day Care Centers.

- A. Diarrhea – More than one (1) loose stool. If a child has one (1) loose stool, he/she shall be observed for additional loose stools or other symptoms.
- B. Vomiting – Vomiting more than once. If the child becomes nauseated during the bus ride, the child should be moved to the front of the bus to rule out motion sickness. If it continues, the child should be taken home.
- C. Severe Coughing – If the child gets red or blue in the face, makes a high-pitched croupy, or whooping sounds after coughing.
- D. Difficult or rapid breathing.
- E. Yellowish skin or eyes.
- F. Pinkeye – Tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus.
- G. Unusual spot or rashes.
- H. Sore throat or trouble swallowing.
- I. Infected skins patch (es).
- J. Unusual dark, tea colored urine.
- K. Gray or white stool.
- L. Fever over 100 degrees Fahrenheit by mouth or 99 tympanic (ear).**
- M. Headache or stiff neck.
- N. Severe itching of body or scalp, or scratching of scalp. These may be signs of lice or scabies.

Parent/Guardian will be notified immediately if any of the above are found. In case of an emergency, and the parent/guardian is unavailable, the emergency number will be called.

A child may return to school after being sent home the previous day, if no signs or symptoms of the illness/sickness above have occurred throughout the night.



### Outdoor Play

Children will go outside daily for gross motor play **(32 degrees or above)!!**

**----Please send appropriate outer wear-----**

**Head Lice:** If live head lice are found, parents will be notified to pick up their child and provide appropriate treatment. Parents will bring their child back to the center after treatment, and staff will assist the parent in checking their child's head. A child may remain at the Head Start center with nits; however, staff will assist and provide parents with information for nit removal.

# Encouragement

## Helpful Tips for Parents

**Praise Your Child Often:** Be specific and sincere.

**Allow Mistakes:** A child who is afraid to make a mistake may avoid trying new things. Show your child that mistakes can be useful; people learn from them!

**Help Your Child Think it Out:** When your child asks, “Why?” answer “What do you think?” Listen to the response.

**Encourage Curiosity:** When your child is painting, ask what will happen if you mix yellow and blue?

**Avoid Comparisons:** Never compare one child’s skill to another child.

**Be Firm but Fair:** When you are upset with your child, talk about the behavior – not the child’s character. Example: say “I’m angry because you got ice cream on the sofa,” not “you are so sloppy!”

**Give Child Responsibilities:** Have your child pick up toys or put away books, etc. Simple chores help children feel valued.

**Explore Your Neighborhood:** Take walks in the park, attend concerts at the local school, or go to a children’s story hour at the public library with your child

**Find Opportunities for Your Child to Play with Others:** Your child will learn about sharing, respecting others’ possessions, taking turns, respecting diversity and solving problems peacefully.

**Read to Your Child Everyday:** Go to a library together and pick out picture books.

**Encourage Conversation:** Ask questions that can’t be answered “YES” or “NO.” Example: Instead of, “Did you have fun at Karen’s house?” Ask, “What games did you play with Karen?” Pay attention to the answers.

***Help your child have a fun and successful year by staying in touch with the activities in the classroom, home visits and with the teaching team.***

***Remember PRAISE the children and they will BLOSSOM.***



## Head Start/Early Head Start Schedule

Head Start/Early Head Start offers many services and benefits that are different from public school. Therefore, Head Start centers do not operate on the same schedules as your local public school. Parents will be notified in advance of center closings for holidays, parent/teacher conferences, and staff training. Center hours vary based on community needs and transportation concerns.

*Dismissal times are subject to change due to unforeseen events or inclement weather*

### Sample Head Start Classroom Daily Schedule (Part Day)

8:30 – 8:45	Greet Children as They Arrive/Bathroom/Wash
8:45 – 9:15	Prepare for Breakfast/Breakfast/Clean-Up
9:15 – 9:30	Prepare to Brush Teeth/Brush Teeth
9:30 – 9:45	Large Group/Small Group
9:45 – 10:15	Outdoor Activity
10:15 - 10:30	Bathroom/Wash
10:30 – 10:45	Small Group
10:45 – 11:45	Self-Select Time
11:45 – 12:15	Prepare for Lunch/Lunch/Clean-Up
12:15 – 12:30	Bathroom/Wash
12:30 – 12:45	Group Time
12:45 – 1:00	Prepare for Departure/Departure



## Early Head Start Classroom Daily Schedule

The daily schedule is not structured so much by time, but through events, transitions and consistent routines provided and supported by staff and other caring adults. Each classroom has a daily lesson plan that is followed, and to further support the idea of consistency and routine we encourage parents to bring children on time, so that they may participate in all classroom learning and activities. Meaningful relationships and interactions are the focal point to infant and toddler learning. Some routines/events that will transpire during the child's day include:

- Arrival, Greeting, Sign in and Health Assessment
- Wash-up, Breakfast, Clean-up, Brush Teeth
- Transition
- Free Exploration and Observation (may include outdoor play, if appropriate)
- Small Group Activity: Child-initiated and Staff supported
- Transition Period
- Wash-up, Family Style Lunch, Clean-up, Brush teeth, Wash face/hands
- Naptime
- Wake, Wash & Snack
- Free Exploration and Observation
- Clean-up and Departures

\*Infants will be fed on demand according to their internal schedule and diapers will be checked every hour and changed as needed.







## Clothing

Please send an extra set of clothing for your child when they attend the first day of Head Start/Early Head Start. This should be placed in a Ziploc Bag with your child's name. These clothes will be used for your child only. When your child is sent home with a bag of clothes due to an accident, please send clean clothes the next day.

Please take the following into account when you dress your child for the center:

- Weather—winter gear for outdoor play, rain jackets for wet days, etc. Shoes—shoes for outdoor play, as well as shoes that will stay in place while walking.
- Toddler Play—messy/fun activities could potentially stain or ruin clothing. Please dress your child for play.
- Pottling Training—Buckles, buttons, snaps, and ties are all good things to encourage your child's mastery of fine motor skills, but for children struggling to master potty training, the faster the outfit comes off the better!
- Accidents—please bring at least one extra set of clothes to the center in case of spills, potty accidents, etc.



## Transportation

- ✓ Early Head Start children are transported by their parents.
- ✓ Bus transportation is usually provided for Head Start children.

Drivers are very important members of the Head Start team. Safe transportation of children to and from their Head Start Center is high priority. A driver can be one of the most visible links between the center and the home – often the first Head Start face children and parents will see in the morning and the last in the afternoon. Although, we think of learning taking place in the classroom, in reality, children also learn on the way to and from school. The children have the opportunity to learn about safety, getting along with others, and acceptable behavior while traveling.

Children are harnessed on the bus for safety per Federal Regulations. This requires the cooperation of everyone involved with transportation: drivers, bus aides, directors, students, parents, and police officers.

Children are picked up and let off at the addresses parents give on their child's Release Authorization Form. Changes **MUST** be given in writing to the Center Director. We want your child to arrive home safely and we ask that an adult be home and come to the bus when the bus arrives. In the event no one is home or an authorized adult is not at the bus stop where your child is to be dropped off, the child will be brought back to the Center at the end of the bus route. If efforts made to contact parent(s) or authorized person(s) to receive children are unsuccessful, the authorities will be called to pick up your child. Please remember to keep the Child Release Authorization Form up-to-date.

In the morning, to keep all bus routes on schedule, we ask that you have your child ready to be picked up. Due to safety concerns if the child is required to be at a bus stop, a parent must be with the child. Drivers will wait **ONE MINUTE** at each stop. We have strict time limits.



### Head Start Rules for Children Riding the Bus

Bus transportation is provided at most centers. Some families prefer to provide their own transportation to and from the Center. Generally, children enjoy riding the bus, and we offer field trips later in the school year, so your child may get to ride a bus even if you generally provide transportation.

1. Parents / guardians must accompany their child(ren) to the bus each morning. Parents / guardians must be present to meet the bus when the child gets off the bus in the afternoon. **Do not allow** your child to get off the bus without help. We will not allow your child to walk to or from our bus without supervision. Holding hands is required.
2. When riding the bus to assist the aide or as a guest, parents should assist the monitor / aide to maintain order and keep the children buckled up. Make certain you are comfortable in this important role. The aide will sit in the rear of the bus, or in the seat behind the last child. So if you are helping ask where you should sit.
3. We make every effort to pick-up and deliver your child on time: **do not panic if we are delayed**. In return, we ask that your child be ready and waiting for the arrival of the bus. **We cannot wait for children or parents**. If your child is not ready when the bus makes the pick-up stop, the bus will have to continue to the next scheduled stop. **Please note: the parent / guardian will be responsible for transporting the child to the center; our buses do not double back for a second pick-up**. If we are late, it may be due to traffic, vehicle problems, the weather, or staff/volunteer aide problems.

4. The driver / aide may determine that a child is ill at the time he/she boards the bus. Please do not ask the bus driver to transport an ill child to the center.
5. Parents who transport their child(ren) to the center **must** accompany the child into the building and sign in. Occasionally, parents may enter the center with their child up to 15 minutes early, but the parent should remain in charge of their child until class begins or the teacher advises the parent that they may leave. Parents who pick up their child(ren) from the center must be at the center when class ends. If you are unable to pick up your child for some reason, you must make alternate plans and alert the Head Start staff. Other transportation and/or pick up plans will be required if children are left after class time.
6. A copy of the child release-to information will be kept on board the bus for each child. Release of the child will be restricted to documented people on file. Changes must be in writing. If the driver is unfamiliar with the person, they may ask for photo identification.

7. **Can children ride buses or any vehicle without seat belts or safety seats? NO.**

Missouri Child Passenger Law requires that:

→ A child less than four years old or weighing under 40 pounds must be secured in a child passenger restraint system appropriate for the child.

→ A child over four years of age, but less than eight years of age, who also weighs between 40 and 80 pounds and is under 4'9" tall, must be secured in a child passenger restraint system or booster seat appropriate for that child.

→ Children at least 80 pounds, or children more than 4'9" tall, are required to be secured by an appropriate vehicle safety belt or booster seat.

8. **Should staff transport children in personal vehicles?** This may be necessary in an emergency situation. However, another adult must be present, and appropriate restraint devices must be used.



### **Hand to Hand Policy**

The safe transportation of your child to and from the Head Start center is of the greatest importance to us. We want all parents to be aware of our Hand to Hand Policy. When your child is being loaded onto or unloaded from the Head Start bus, they should always be held by the hand and escorted by an adult. When loading, the Bus Aide will receive your child and escort them safely onto the bus. When unloading, the Bus Aide will deliver your child into the hands of a waiting adult. At no time should children be without the proper escort of an adult.

### **When Behavioral Concerns Occur:**

1. Driver and Aide(s) will remind children of the rules.
2. Aide(s) and/or Driver will notify the Center Director, and teaching staff.
3. Teaching staff will notify parent(s).
4. Center Director and teaching staff will conference with the parent(s) as necessary.
5. Referral to the Head Start Mental Health Consultant as necessary.

### **When a Child Exhibits Consistent Inappropriate Behavior:**

1. The teaching staff will notify the Center Director and the child's parent(s) that the problem is continuing and remind the parent of the procedures that will be followed.
2. Bus Aide(s) and the Driver will document behavior for five (5) days, continuing to keep parent informed of the situation.
3. If the behavior continues after the fifth day, the child will be refused transportation for five (5) days. The child's parent will be responsible for transporting the child to the center.

If a child is refused bus transportation four (4) times in one (1) school year, the parent will be responsible for transporting their child to the center for the remainder of the school year.



### **School attendance is important:**

- » It helps your child reach his/her full potential.
- » It helps your child feel more secure and independent.
- » It prepares your child for public education.
- » Your child is less likely to experience learning "gaps".
- » Your child feels confident and excited about his/her learning.

### **ATTENDANCE/INFORMATION UPDATE**

Unless your child is ill, please make every effort to have your child attend each scheduled class day on a regular basis. Children need schedules and routines. The importance of your child's regular attendance cannot be over emphasized. Your child can benefit from Head Start only with regular attendance. Children who attend regularly make a lot more progress. Letting your child decide whether or not to come to class will cause problems later. If your child misses two consecutive days, you will be called or visited unless we know why your child is absent. We must serve another child if your child cannot attend regularly. Excessive absences may result in a child being placed on the waiting list. If circumstances change, we would want to re-enroll your child, so please stay in touch. If you plan to move, please let a center staff member know your new address and/or phone number right away. Also, if your current telephone number changes or if you would like to change any other information (such as authorized persons to pick up your child), let your child's teacher or the Child Family Advocate know as soon as you can. If you move away from the area, and then return, please call about possibly re-enrolling your child. You may be able to easily transfer your child to a Head Start center we operate in another county since we operate centers in six counties. We may also be able to help you apply at another Head Start program, but unfortunately you would not be automatically eligible to attend outside of our area.

We have a right to exclude a child from attendance or to end bus service. We can also require proof of good health if we document a concern.

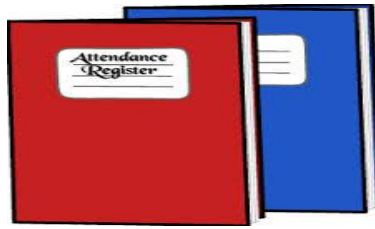
### **RELEASE POLICY**

1. All parents will have on file a record of the individuals to whom the child may be released from the center or the bus. For your child's safety, release of the child will be restricted to documented people on file.
2. Changes must be made in writing.
3. Staff may ask for photo identification of people with whom they are not familiar.
4. Court documents must be on file if a parent is restricted from picking up a child. If there is a custody problem, we are legally bound to honor the wishes of the parent who has legal custody.
5. If a parent or other authorized person arrives to pick up the child and is acting in a manner that may place the child at immediate risk of harm, expect the staff to question the suitability of releasing the child. The staff may hold the child until more suitable transportation can be arranged. For example, staff will not release a child to someone who is obviously under the influence of alcohol or other drugs.



### **Center Based Attendance**

- Regular attendance at Head Start/Early Head Start not only enhances each child's experience with classmates and teacher, but it also increases his/her chance of having a rewarding educational experience. It establishes a positive pattern for school attendance beyond Head Start.
- Your child must be present to take advantage of the learning opportunities offered every day.
- Head Start/Early Head Start is required to maintain an 85% attendance level.
- If your child is unable to attend due to illness, etc. please call the Child/Family Advocate (CFA), Center Director, or the classroom Teacher and advise them of the absence.
- Parents need to advise Head Start/Early Head Start staff of expected absences, such as vacations.
- If a child has been absent for two (2) consecutive days and there hasn't been any contact from the family, the CFA or EHS Family Advocate will contact the family by phone or make a home visit.
- If a child is absent four (4) days and no contact can be made by phone or home visit, the CFA will send an attendance letter to the last known address of the family, advising them that the child will be placed back on the waiting list if no response is received within seven (7) days of the date the letter is mailed.
- Absences are considered chronic if a child misses two (2) days a week on a continuing basis.
- The CFA will meet with the family to determine reasons for the absences.
- If this pattern continues for four (4) weeks, the child will be placed back on the waiting list and the vacancy filled by another child.
- In the event a child is absent for more than two (2) consecutive weeks and family/staff contact has not occurred the slot will be considered vacant and the child will be placed back on the waiting list.
- This will not apply to long-term illnesses as in surgery or hospital stay, and the parent has notified staff of the situation.



## Home Based Attendance

The Home Based Teacher will schedule home visit appointments around parents' work and family commitments. Staff and parents understand that home visit appointments are required. After three missed home visits, families will be removed from the Home Based Teacher's case load. Therefore, staff must put forth every effort to remind families of this and to reschedule appointments. Families are strongly encouraged to keep appointments and not fall behind. It is in the child's best interest to maintain the Home Based visit routine to maximize progress in the child's development.

Home Based Teachers will conduct one weekly home visit and bi-monthly socializations. Home visits will be conducted once a week for 90 minutes for child(ren) and two times a month for 60 minutes for expecting mothers. Socializations will be scheduled twice each month and provide families with opportunities to unite with their community and other EHS families, to continue education and strengthen their community awareness. Additionally, teaching staff will conduct a pre-entry home visit to be accomplished at least one week prior to the child's entrance into Early Head Start.

Home Based Teachers encourage parents to participate to their fullest ability in home visits and socializations by communicating sincere respect for the parent's role in their child's life. Staff will ensure that parents in the program know their insight is wanted, needed and valued. Staff is to recognize that every family has something positive to offer. Staff and parents will work together to identify the special interests and abilities of all family members and incorporate them into the program.



## Good Morning Health Check

**Each Head Start/Early Head Start child receives a visual check for:**

- General Appearance
- Obvious Signs of Illness
- Complaint of Illness
- Hair (clean, free of lice)
- Eyes (red, matted)
- Runny Nose or Severe Cough

- Rash
- Bruises, Cuts, Sores
- Vomiting or Diarrhea
- Appetite Change
- Bowel or Bladder Concerns
- Changes in Behavior

**PROTECT ALL THE CHILDREN. IF YOUR CHILD IS ILL, PLEASE DO NOT BRING/SEND HIM OR HER TO CLASS.**



### **Suspected Child Abuse**

#### **ALL HEAD START/EARLY HEAD START EMPLOYEES ARE MANDATED REPORTERS**

According to state law, any Licensed Child Care Facility Staff or Professional including Home Based Teachers are mandated to report any suspicion of child abuse and/or neglect, abuse observed or potential physical marks of abuse presented on a child. Employees will not remove the child's clothing to inspect the child's body for signs of abuse. On occasion children voluntarily show staff parts of their body covered by clothing and suspected neglect or abuse may be reported on the situations also. Employees MUST report suspicions of what can be seen without unclothing the child. The Hotline number is 1.800.392.3788.







## **NO Weapons in Centers**

### ***No weapons of any kind are permitted on DAEOC Property***

DAEOC Head Start/Early Head Start recognizes the importance of preserving a safe environment for students, employees, volunteers, and parents. In order to maintain the safety of the Head Start/Early Head Start setting, DAEOC will strictly enforce the necessary disciplinary consequences resulting from the use or possession of weapons on program property.

Program property is defined as: Property utilized, supervised, rented, leased, or controlled by DAEOC Head Start/Early Head Start including, but not limited to: playgrounds, parking lots, school buses, and any property on which Head Start/Early Head Start activity takes place.

Children's property may be inspected at any time when at Head Start/Early Head Start. This includes, but not limited to, backpacks, coats, and the child him/herself.

#### ***A weapon is defined as:***

- A gun of any kind whether is real, play, loaded, or unloaded
- All knives of any kind whether sharp, dull, with or without blades, large or small
- Any other weapon but not limited to: knuckles, nun-chucks, explosive weapons, and/or any instrument used or designed to be used to threaten or assault.

If a weapon is found in a child's possession, whether real or play, the weapon will be taken immediately by the adult, and given to the Center Director. The Center Director will notify the Health/Mental Health Specialist after weapon is safeguarded. The Center Director will notify the parent/guardian for a conference immediately. The Center Director and appropriate staff will conference with the parent/guardian. Proper authorities will be notified at the time a real weapon is confiscated.

The child and his/her parent will be referred to the Mental Health Consultant for individual assessment and parenting classes as needed. Parents are the most important educator of their children.

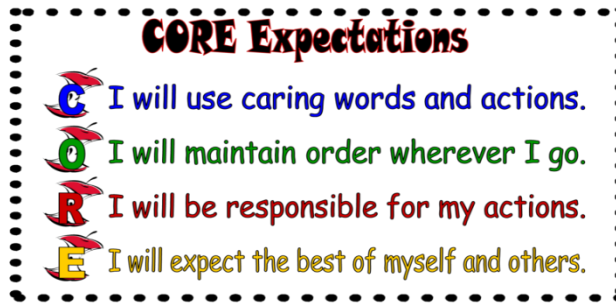


## Behavioral Policy

Discipline is an essential part of child rearing. Positive discipline when used for the purpose of guiding and teaching the child, provides the child with encouragement, a sense of satisfaction, and helps the child understand the consequences of his/her behavior. Effective, positive discipline imposes behavioral limits which can provide the child with a sense of security, develop a respect for order, and enable the child to predict and understand his/her surroundings.

DAEOC Head Start/Early Head Start will not use disciplinary methods which cause physical or emotional pain, such as hitting, shaking, cursing, threatening, binding, closeting, isolation, denial of meals, and derogatory remarks about the child or his/her family. Staff **will use positive redirection** when children display inappropriate behavior. Disciplinary practice will include removing the child from the group and discussing the behavior or action with the child while another staff member is present if age appropriate. Conscious Discipline techniques are additional options that staff will implement.

It shall not be the intention of DAEOC Head Start/Early Head Start to exclude any child who may benefit from services provided by the program. In the few unique situations where the child's behavior is injurious to him/herself, and/or other children or staff, it may be determined that the child's days of attendance will be limited or that the Head Start Program is not the appropriate placement for the child.



## Behavior Definition

### **Aggressive Behavior** *Endangering others (staff, classmates, self)*

- Hitting
- Slapping
- Pushing
- Poking
- Kicking
- Pinching
- Biting
- Pulling hair
- Inappropriate touching (private body parts)
- Knocking others down
- Jumping on others

### **Destructive Behavior**

- Destroying classroom property
- Throwing objects
- Destroying the work of others
- Breaking toys
- Turning over tables or shelves
- Tearing things off the walls

***Aggressive and destructive behaviors are considered serious and will be addressed immediately.***

### **Disruptive Behavior**

- Not following directions
- Talking back to staff
- Annoying classmates or staff
- Yelling or screaming
- Use of profanity

***If disruptive behavior continues beyond 2–4 days and no intervention has worked, it may become serious behavior – refer to behavioral policy.***

## Inappropriate Touching/Language/Gestures Policy

When inappropriate touching, language, and/or gestures are used by a Head Start child within the program, the child will be redirected by staff. The Center Director will inform the parent/guardian and the parent/guardian of the other child(ren) involved in the incident immediately (within the hour). If there are no improvements noted in the child's behavior (relating to touching, language, and/or gestures) after the parent conferences, the child and the parent/guardian may be referred to the Mental Health Consultant. In the event no progress is made, refer to the Behavioral Policy.



### Discipline

- Please realize that many youngsters get frustrated easily. Recognizing this will help you offer them support instead of criticism or punishment.
- Each Center has rules. Check to see what they are. Rules are successful only when you can follow through and settle a problem. A child will test limits. A child may try to play one staff member against another, or against a volunteer. A child will test to see if you will follow through.
- Approach child at their level when you want her/his attention.
- Physical punishment is not an option. If you see a discipline problem, you need to tell the teacher immediately.
- When speaking to the children, speak softly and kindly.
- Give suggestions or directions in a positive manner. **Example:** "Keep the sand in the box, Jim." or "Drive around the post, Jenny."
- Simple words or directions are best.

# HEAD START/EARLY HEAD START



# DIRECTORY

## Childcare Resources

**Services Provided:** DAEOC Children's service department provides services to low income and special needs children ages birth – 5 years and their families. (Head Start serves ages 3-5 years and the Early Head Start serves ages birth-3 years)

### Dunklin County

**Arbyrd Head Start**  
206 N. Douglas  
Arbyrd, MO 63821  
Phone: (573) 654-3767

**Kennett Head Start**  
1100 Homecrest  
Kennett, MO 63857  
Phone: (573) 888-4096

**Malden Head Start**  
507 Arnold Avenue  
Malden, MO 63863  
Phone: (573) 276-3678

### Mississippi County

**Charleston Head Start**  
711 East Commercial  
Charleston, MO 63834  
Phone: (573) 683-4300

**East Prairie Head Start**  
114 North Lincoln  
East Prairie, MO 63845  
Phone: (573) 649-5005

### New Madrid County

**Howardville Head Start**  
Highway 61  
Howardville, MO 63869  
Phone: (573) 688-2433

**Portageville Head Start**  
801 King Avenue  
Portageville, MO 63873  
Phone: (573) 379-5419

**Parma Head Start**  
210 West Main  
Parma, MO 63870  
Phone: (573) 357-5243

### **Early Head Start Center/Home Based**

801 N Main Street  
New Madrid, MO 63869  
Phone: (573) 748-7932

### Pemiscot County

**Caruthersville Head Start**  
710 E. 18th Street  
Caruthersville, MO 63830  
Phone: (573) 333-4536

**Ross Head Start**  
176 Hwy A  
Portageville, MO 63873  
Phone: (573) 359-1125

**Early Head Start Home Based**  
315 E. Broadway  
Hayti, MO 63851  
Phone: (573)-359-0010

**Steele Head Start**  
507 Beasley  
Steele, MO 63877  
Phone: (573) 695-2394

### Scott County

**Chaffee Head Start**  
611 North Main  
Chaffee, MO 63740  
Phone: (573) 887-6220

**Sikeston Head Start**  
115 S. West Street  
Sikeston, MO 63801  
Phone: (573) 471-8320

## CHILDCARE RESOURCES (Cont'd)

### Stoddard County

#### **Bell City Head Start**

25925 Spear Street  
Bell City, MO 63735  
Phone: (573) 733-4244

#### **Puxico Head Start**

150 South Hickman  
Puxico, MO 63960  
Phone: (573) 222-2434

#### **Dexter Head Start**

1124 N. Outer Road  
Dexter, MO 63841  
Phone: (573) 624-8876

### Statewide

Childcare Resource and Referral  
Phone: (866) 892-3228

### **COUNTY HEALTH DEPARTMENTS**

**Services Provided:** Provides testing for blood sugar, blood pressure, cholesterol, sexually transmitted diseases, pregnancy, lead, and tuberculosis. The health department also provides health education, case management; flu vaccines, referrals, WIC nutrition education and food supplement program and family planning services.

#### **Dunklin County Health Department**

410 Teaco Rd.  
Kennett, MO 63857  
Phone: (573) 888-9008

#### **New Madrid County Health Department**

406 US HWY 61  
New Madrid, MO 63869  
Phone: (573) 748-5541

#### **Stoddard County Public Health Center**

1001 North HWY 25  
Bloomfield, MO 63825  
Phone: (573) 568-4593  
[www.stoddardcountyhealth.com](http://www.stoddardcountyhealth.com)

#### **Mississippi County Health Department**

1200 E. Marshall  
Charleston, MO 63834  
Phone: (573) 683-2191  
[www.misscohealth.com](http://www.misscohealth.com)

#### **Pemiscot County Health Center**

810 East Reed St.  
Hayti, MO 63851  
Phone: (573) 359-1656

#### **Mississippi County Health Department**

202 E Pine Street  
East Prairie, MO 63801  
Phone: (573) 649-5502  
[www.misscohealth.com](http://www.misscohealth.com)

#### **Scott County Health Department**

102 Grove Estates Court  
Sikeston, MO 63801  
Phone: (573) 471-4044

## EDUCATION/TRAINING

### Dunklin County

#### **Alternative Learning Lab**

**Services Provided:** Provides assistance with earning a high school diploma, building self-improvement skills, entering the work force and college preparation.

Malden High School  
Malden, MO 63863  
Phone: (573) 276-4546

#### **Kennett Vo-Tech**

**Services Provided:** Provides secondary, adult, and post-secondary students the opportunity to prepare for work.

1400 W. Washington  
Kennett, MO 63857  
Phone: (573) 717-1123  
www.kennett.k12.mo.us

### Mississippi County

#### **Susanna Wesley Family Learning Center**

**Services Provided:** Provides services to domestic violence victims, GED program, computer learning, youth programs, job training, and mental health counseling.

207 North Washington  
East Prairie, MO 63845  
Phone: (573) 649-3731  
Counties served: Scott, New Madrid, Mississippi

### New Madrid County

#### **New Madrid VO-Tech**

**Service Provided:** Provides secondary, adult, and post-secondary students the opportunity to prepare for work.

Interstate 55  
New Madrid, MO 63869  
Phone: (573) 688-2161

### Pemiscot County

#### **Day of Hope Oasis**

**Services Provided:** Provides after school programs.

111 East 5<sup>th</sup> St.  
Caruthersville, MO 63830  
Phone: (573) 333-1041  
Counties served: Pemiscot, Dunklin, and New Madrid

#### **Pemiscot County Initiative Network**

**Services Provided:** Provides youth mentoring, career and education, smoking sensation course, and child abuse and neglect services.

711 West 3<sup>rd</sup>  
Caruthersville, MO 63830  
Phone: (573) 333-5301  
www.pincp.org

### Scott County

#### **Sikeston Career and Technology Center**

**Services Provided:** Provides secondary, adult, and post-secondary students the opportunity to prepare for work.

200 Pine Street  
Sikeston, MO 63801  
Phone: (573) 471-5442



## EDUCATION/TRAINING (Cont'd)

### All Counties

#### **Job Corps**

**Services Provided:** Provides students assistance in finding a promising career, job training, housing, health care, and other necessities after graduation.

2711 Thomas Dr. Suite 104  
Cape Girardeau, MO 63701  
Phone: (573) 339-7601  
www.jobcorps.org

#### **MERS/ Goodwill**

**Services Provided:** Provides the CAP Program, youth program, GED assistance, employment assistance, work readiness classes, and education and literacy classes.

911 Hwy 84  
Caruthersville, MO 63830  
Phone: (573) 333-0409

#### **Migrant Whole Health Outreach, Inc.**

**Services Provided:** Provides ESL- English learning program, citizenship program, and GED preparation in Spanish.

1513 Saint Francis Street  
Kennett, MO 63857  
Phone: (573) 888-9044

#### **Missouri AEL Program/ GED**

**Services Provided:** Provides adult education and literacy instruction.

733 Greer Street  
Sikeston, MO 63801  
Phone: (573) 471-9469

#### **Southeast Missouri State University**

**Services Provided:** Provides educational services.

One University Plaza MS 6800  
Cape Girardeau, MO 63701  
Phone: (573) 651-200  
Off Site Campuses: BEC-Malden (573) 276-4577  
SEMO- Kennett (573) 888-0513  
SAHEC – Sikeston (573) 472-3210  
www.semo.edu

#### **Three Rivers Community College**

**Services Provided:** Provides educational services.

2080 Three Rivers Blvd.  
Poplar Bluff, MO 63901  
Phone: (877) 279-8722  
Off Site Campuses:  
Campbell (573) 246-2250  
Malden (573) 276-3529  
Kennett (573) 888-6381  
Portageville (573) 379-5609  
Sikeston (573) 472-5223  
www.trcc.edu

#### **Vocational Rehabilitation**

**Services Provided:** Provides assistance to Missouri residents with physical and mental disabilities in need of re-entering the work force.

2865 James Blvd. Suite A  
Poplar Bluff, MO 63901  
Phone: (573) 840-9550  
Toll Free: (800) 281-9894

## EMERGENCY CRISIS SERVICES

### Dunklin County

#### **One Step Ministries – Trinity Community Church**

**Services Provided:** Offers food, clothing and food delivery to those who need assistance and are home-bound.

3875 US Hwy 412

Cardwell, MO 63829

Phone: (573) 654-3329

[www.ourtrinitycommunitychurch.org](http://www.ourtrinitycommunitychurch.org)

#### **Helping Hands**

**Services Provided:** Offers food, clothing, and furniture to those in need. One must have referral from any participating Ministerial Alliance member.

210 1<sup>st</sup> Street

Kennett, MO 63857 (Located inside DAEOC office.)

Phone: (573) 888-9230

#### **Ministerial Alliance-Kennett**

**Services Provided:** Provides assistance with electricity bills once a year.

210 1<sup>st</sup> St

Kennett, MO 63857 (Located inside DAEOC office.)

Phone: (573) 888-9230

President: Gary Carter (573) 888-5391

#### **Leonard & Virgie's Place**

**Services Provided:** Offers clothing, furniture, school supplies and any other items donated.

239 N. Main Street

Kennett, MO 63857

Phone: (573)-888-2280

### Mississippi County

#### **Susanna Wesley Learning Center**

**Services Provided:** Provides services to domestic violence victims, GED program, computer learning, youth programs, job training, and mental health counseling.

207 N Washington

East Prairie, MO 63845

Phone: (573) 649-3731

Toll Free: (800) 382-7294

Counties served: Scott, New Madrid, and Mississippi

#### **Ministerial Alliance-East Prairie**

**Services Provided:** Provides assistance with electric bills once a year and helps with those who are passing through town and may need assistance in finding a place to stay.

Phone: (573) 620-1451

### New Madrid County

#### **Family Resource Center**

**Services Provided:** Offers job readiness training, job search assistance, youth mentoring, GED assistance, school readiness, education assistance, career assessment, parenting activities, community engagement activities, job applications, utility assistance, and food pantry.

420 Virginia

New Madrid, MO 63869

Phone: (573) 748-2778

[www.nmcfamilyresourcecenter.com](http://www.nmcfamilyresourcecenter.com)

## EMERGENCY CRISIS SERVICES (Cont'd)

### Scott County

#### **First Call For Help**

**Services Provided:** Offers case assistance, case management, and referral services.

1111 Linden Street  
Cape Girardeau, MO 63703  
Phone: (866) 914-4357  
www.firstcallforhelpsemo.org

#### **Sikeston Bootheel Food Bank**

**Services Provided:** Offers food to families in need once a month.

104 Keystone  
Sikeston, MO 63801  
Phone: (573) 471-1818  
www.semofoodbank.org

### Stoddard County

#### **Stoddard County Gospel Mission**

**Services Provided:** Offers a thrift store, a food pantry, and vouchers for clothing.

207 North One Mile Rd  
Dexter, MO 63841  
Phone: (573) 624-8979  
mission@semo.net

#### **First Call For Help**

**Services Provided:** Offers case assistance, case management, and referral services.

1111 Linden Street  
Cape Girardeau, MO 63703  
Phone: (866) 914-4357  
www.firstcallforhelpsemo.org

### All Counties

#### **American Red Cross**

**Services Provided:** Provides fire and flood emergency relief which includes food, clothing, and shelter for up to 30 days.

2430 Myra Dr  
Cape Girardeau, MO 63703  
Phone: (573) 335-9471  
www.semoredcross.org

#### **Cairo Women's Shelter**

**Services Provided:** Provides homeless shelter for only women and children who are victims of domestic violence for up to 2 weeks. Also offers legal advocacy, group and individual counseling, and referrals.

P.O. Box 911  
Cairo, IL 62914  
Phone: (618) 734-4357

#### **DAEOC Homeless Shelter**

**Services Provided:** Provides temporary housing for those in need.

820 Anderson  
Sikeston, MO 63801  
Phone: (573) 471-6014  
mmassey@daeoc.com

## EMERGENCY CRISIS SERVICE (Cont'd)

### All Counties

#### **Good Samaritan Ministries**

**Services Provided:** Offers food pantry, emergency shelter, transitional housing, soup kitchen, and emergency assistance.

701 S. Marion Street  
Carbondale, IL 62901  
Phone: (618) 457-5794  
[www.goodsamcarbondale.org](http://www.goodsamcarbondale.org)

#### **Haven House**

**Services Provided:** Offers shelter for women and children who are victims of domestic violence.

P.O. Box 4875  
Poplar Bluff, MO 63902  
Phone: (573) 686-4873  
Toll Free: (800) 491-1138

#### **House of Refuge**

**Services Provided:** Offers shelter for victims of domestic violence, as well as legal advocacy. Also provides monetary assistance for men needing refuge.

Go to Sikeston Police Station for Assistance.  
Phone: (877) 633-3843  
National Hotline: (800) 799-7233

#### **Mission Missouri**

**Services Provided:** Offers emergency shelter, House of Liberty Detox House, soup kitchen, mentoring, job readiness, financial management, substance abuse education, prevention awareness, and computer literacy assistance.

509 Ruth Street  
Sikeston, MO 63801  
Phone: (573) 472-4141  
[www.missionmissouri.com](http://www.missionmissouri.com)

#### **Safe House for Women**

**Services Provided:** Provides emergency shelter and assistance to women and children only, as well as help with food, household needs, and clothing vouchers.

Call for assistance  
Phone: (800) 341-1830  
[www.semosafehouse.org](http://www.semosafehouse.org)

#### **Shelter of Hope**

**Services Provided:** Provides emergency shelter for victims of domestic violence.

320 S. Sprigg  
Cape Girardeau, MO 63703  
Phone: (573) 339-7882

#### **Vision 573**

**Services Provided:** Houses displaced mothers who are working to regain custody of their children, counseling, life skills classes

204 East Poole St.  
Cardwell, MO 63829

## EMPLOYMENT READINESS

### Dunklin County

#### **Manpower**

**Services Provided:** Provides job placement assistance-mostly industrial and clerical work.

810 North Bypass  
Kennett, MO 63857  
Phone: (573) 888-5282

## EMPLOYMENT READINESS (Cont'd)

### Dunklin County

#### **MERS/Goodwill Center**

**Services Provided:** Provides referrals, job shadowing, career readiness training, guidance and counseling, paid work experience, supportive services, testing, personal assessment, remediation of work place skills, educational remediation, financial aid, completion assistance, and coaching.

311 Kennett Street  
Kennett, MO 63857  
Phone: (573) 717-1158

#### **Missouri Career Center – Employment Security**

**Services Provided:** Provides resume workshops, referrals to youth programs (ages 14-24), job placements, and referrals to higher education centers.

1100 South Bypass Suite 2  
Kennett, MO 63857  
Phone: (573) 888-4518

#### **WIA – Workforce Investment Act**

**Services Provided:** Provides funding for higher education, OTJ training (provides money for uniforms, boots, and mileage for 30-90 days of job), testing fees for GED, and referral to location for GED classes.

1100 South Bypass Suite 2  
Kennett, MO 63857  
Phone: (573) 888-4518

### Mississippi County

#### **Caring Communities**

**Services Provided:** Provides a stay at home program, monthly in-home meetings, Parents as Teachers, group meetings, and incentives earned to purchase diapers.

603 North Garfield  
East Prairie, MO 63845  
Phone: (573) 683-7551

#### **Susanna Wesley Family Center**

**Services Provided:** Provides Teen Workforce which pays salary for job experience, workshops for interviews, job skills for adults, and computer literacy classes.

207 North Washington Street  
East Prairie, MO 63845  
Phone: (573) 649-3731

### New Madrid County

#### **Alternative Opportunities Workforce Partnerships**

**Services Provided:** Assists with employment, job search, resumes, training programs, education, and on the job training programs. Also works with career assistance program to assist TANF recipients in building self-sufficiency.

445 Main Street  
New Madrid, MO 63869  
Phone: (573) 748-2964

#### **Experience Works (formerly Green Thumb)**

**Services Provided:** Works with low income senior citizens age 55 and older to find employment. Also offers a website for senior citizens who are craftsmen and artists to display their finished products.

420 Virginia Avenue  
New Madrid, MO 63869  
Phone: (573) 748-2778

## EMPLOYMENT READINESS (Cont'd)

### Pemiscot County

#### **Career Center/Workforce Development**

**Services Provided:** Provides job placement, resume workshops, GED location referrals, W.I.A. training/education referrals and Work Ready Missouri Program.

913 Hwy 84 West  
Caruthersville, MO 63830  
Phone: (573) 333-0409

#### **Experience Works (formerly Green Thumb)**

**Services Provided:** Provides job placement, training programs for adults 55 years or older.

600 East Washington  
Hayti, MO 63851  
Phone: (573) 359-2548

### Scott County

#### **Career Center**

**Services Provided:** Provides resume workshops, job placement, referral to GED, and college centers.

202 South Kingshighway  
Sikeston, MO 63801  
Phone: (573) 472-5250

#### **Manpower**

**Services Provided:** Provides job placement (industrial/clerical). Also tests for Word and Excel experience, and welding positions.

1214 Linn Street  
Sikeston, MO 63801  
Phone: (573) 472-3800

#### **WIA Youth**

**Services Provided:** Provides referrals, job shadowing, career readiness training, guidance and counseling, role modeling, life skills coaching, pay for work experience, bonuses, supportive services, testing, personal assessment, remediation of work place skills, educational remediation, individualized help, career exploration, financial aid completion assistance, and coaching.

404 East Center Street  
Sikeston, MO 63801  
Phone: (573) 472-0095

#### **Missouri Bootheel Regional Consortium Inc.**

**Services Provided:** Provides the Healthy Start Program, in-home case management for moms with child under 2 years (nutrition, life goals, family planning, gives cribs, car seats, formula, and diapers). Also provides the Fatherhood First Program which is a 3 week employment workshop, counseling on role models and influence on the child.

### Stoddard County

#### **MERS/ Goodwill**

**Services Provided:** Provides referrals, job shadowing, career readiness training, guidance and counseling, role modeling, life skills coaching, pay for work experience, bonuses, supportive services, testing, personal assessment, remediation of work place skills, educational remediation, individualized help, career exploration, financial aid completion assistance, and coaching.

230 North Catalpa  
Dexter, MO 63841  
Phone: (573) 624-6481

## **FAMILY SUPPORT DIVISION**

**Services Provided:** Provides child support enforcement, income maintenance, and self-sufficiency programs (food stamps, health care, and blind services), and rehabilitation services for the blind.

### **Dunklin County**

#### **Dunklin County Family Support Division**

1100 S. Bypass Ste. 1  
Kennett, MO 63857  
Phone: (573) 888-5981

### **Mississippi County**

#### **Mississippi County Family Support Division**

718 North Martin  
East Prairie, MO 63845  
Phone: (573) 649-3091

### **New Madrid County**

#### **New Madrid County Family Support Division**

350 US Highway 61 South  
New Madrid, MO 63869  
Phone: (573) 748-5533

### **Pemiscot County**

#### **Pemiscot County Family Support Division**

911 Highway 84  
Caruthersville, MO 63830  
Phone: (573) 333-1060

### **Scott County**

#### **Scott County Family Support Division**

106 Arthur, Suite A  
Sikeston, MO 63801  
Phone: (573) 472-5222

### **Stoddard County**

#### **Stoddard County Family Support Division**

401 Shawnee  
Bloomfield, MO 63825  
Phone: (573) 568-2111

## FOOD BANKS

**Services Provided:** Offers food bank services once a month.

### **Dunklin County**

**Helping Hands Pantry**

501 Frisco  
Kennett, MO 63857  
Phone: (573) 888-9048

**Southeast Missouri Association Pantry**

609 N Everett  
Kennett, MO 63857  
Phone: (573) 359-2356

**Clarkton Assembly of God Pantry**

205 W Depot Street  
Clarkton, MO 63837  
Phone: (573) 448-3344

**West Hermandale Outreach**

22378 County Rd 732  
Steele, MO 63877  
Phone: (870) 780-6828

### **Mississippi County**

**First General Baptist Church Pantry**

107 W Ashby  
Charleston, MO 63873  
Phone: (573) 683-3593

**Flame of Hope**

604 W Washington  
East Prairie, MO 63845  
Phone: (573) 233-6330

### **New Madrid County**

**Friendship Church of God in Christ**

7461 US Hwy W  
Howardville, MO 63869  
Phone: (573) 688-2567

**Life Church**

951 S Kingshighway  
Sikeston, MO 63801  
Phone: (573) 472-1097

**New Madrid Methodist Church**

627 Mill Street  
New Madrid, MO 63869  
Phone: (573) 748-5168

**Pilgrim's Rest Missionary Baptist Church**

404 E Ewing  
Lilbourn, MO 63862  
Phone: (573) 688-2750



## FOOD BANKS (Cont'd)

### New Madrid County

#### **Mount Calvary Missionary Baptist Church**

209 Locust Street  
Parma, MO 63870  
Phone: (573) 357-4538

### Pemiscot County

#### **Caruthersville SEMO Pantry**

608 N 6<sup>th</sup> Street  
Hayti, MO 63851  
Phone: (573) 359-2356

#### **Pemiscot Progressive Industries Pantry**

213 S Pemiscot  
Hayti, MO 63851  
Phone: (573) 359-1551

#### **We Care Ministries**

101 S Walnut  
Steele, MO 63877  
Phone: (573) 695-3690

#### **Day of Hope Oasis**

**Services Provided:** Free food with ID on the 3<sup>rd</sup> Saturday of each month.

111 East 5<sup>th</sup> St.  
Caruthersville, MO 63830  
Phone: (573) 333-1041  
Counties served: Pemiscot, Dunklin, and New Madrid

## HEALTH CLINICS-MEDICAL

### All Counties

#### **Caruthersville Clinic**

**Services Provided:** Provides free clinic to people with or without insurance.  
412 Ward Ave.  
Caruthersville, MO 63830  
Phone: (573) 333-0033

#### **Regional Healthcare Foundation**

**Services Provided:** Provides prescription drug assistance for those who qualify.  
215 West Grant Street  
Dexter, MO 63841  
Phone: (573) 624-1607  
[www.regionalhf.net](http://www.regionalhf.net)

#### **S.H.O.W. Mobile**

**Services Provided:** Provides traveling wellness screenings, primary care services, and dental services.  
One University Plaza  
Cape Girardeau, MO 63701  
Phone: (573) 651-5980  
[www.semo.edu/showmobile](http://www.semo.edu/showmobile)

## HEALTH CLINICS-MEDICAL (Cont'd)

### **SEMO Health Network-Bernie**

**Services Provided:** Provides pediatrics, women's and men's health, family medicine, immunizations, testing services, physicals, counseling, accident/work related injuries, digital x-rays, outreach lab, medication, and sliding fee scale.

200 West Hunt Road  
Bernie, MO 63822  
Phone: (573) 293-6836  
www.semohealthnetwork.org

### **SEMO Health Network-Kennett**

**Services Provided:** Provides pediatrics, women's and men's health, family medicine, immunizations, testing services, physicals, counseling, accident/work related injuries, digital x-rays, outreach lab, medication, and sliding fee scale.

509 South Bypass  
Kennett, MO 63857  
Phone: (573) 717-1332  
www.semohealthnetwork.org

### **SEMO Health Network-New Madrid**

**Services Provided:** Provides pediatrics, women's and men's health, family medicine, immunizations, testing services, physicals, counseling, accident/work related injuries, digital x-rays, outreach lab, medication, and sliding fee scale.

421 Line Street  
New Madrid, MO 63869  
Phone: (573) 748-2592  
www.semohealthnetwork.org

### **SEMO Health Network-Portageville**

**Services Provided:** Provides pediatrics, women's and men's health, family medicine, immunizations, testing services, physicals, counseling, accident/work related injuries, digital x-rays, outreach lab, medication, and sliding fee scale.

314 East Main Street  
Portageville, MO 63873  
Phone: (573) 379-5929  
www.semohealthnetwork.org

### **SEMO Health Network-Sikeston**

**Services Provided:** Provides pediatrics, women's and men's health, family medicine, immunizations, testing services, physicals, counseling, accident/work related injuries, digital x-rays, outreach lab, medication, and sliding fee scale.

200 Southland Drive  
Sikeston, MO 63801  
Phone: (573) 472-1770  
www.semohealthnetwork.org

## HEALTH CLINICS-DENTAL

### **All Counties**

#### **Bootheel Dental Clinic**

**Services Provided:** Provides dentistry services for all ages; Medicaid accepted for children.

202 B Main St.  
New Madrid, MO 63869  
Phone: (573) 748-5671

#### **Dr. Donald E. Hamra**

**Services Provided:** Provides dentistry services for all ages; Medicaid accepted for children.

110 West Howard  
Malden, MO 63863  
Phone: (573) 276-2241

## HEALTH CLINICS-DENTAL CONT'D

### All Counties

#### **Otto Bean Dental Center**

**Services Provided:** Provides dentistry services for all ages; Medicaid accepted for children.  
500 Russell Street  
Kennett, MO 63857  
Phone: (573) 888-3000

#### **S.H.O.W. Mobile**

**Services Provided:** Provides traveling wellness screenings, primary care services, and dental services.  
One University Plaza  
Cape Girardeau, MO 63701  
Phone: (573) 651-5980  
[www.semo.edu/showmobile](http://www.semo.edu/showmobile)

#### **Sha Orthodontics Seanica Howe DDS**

**Services Provided:** Provides dental and orthodontia services for all ages; gives discounts.  
2951 Kanell Blvd.  
Poplar Bluff, MO 63901  
Phone: (573) 776-1355  
[www.shaortho.com](http://www.shaortho.com)

#### **Sikeston Dental Clinic**

**Services Provided:** Provides dentistry services for all ages; Medicaid accepted for children.  
220 Southland Drive  
Sikeston, MO 63801  
Phone: (573) 471-4167

## LEGAL ASSISTANCE

### Mississippi County

#### **Susanna Wesley Family Learning Center**

**Services provided:** Provides assistance to victims of domestic violence, adult GED, computer learning, youth programs, job training, and mental health counseling.  
207 North Washington  
East Prairie, MO 63845  
Phone: (573) 649-3731  
Counties served: Scott, New Madrid, Mississippi

### All Counties

#### **Crime Victims Compensation Program**

**Services Provided:** Provides compensation for medical and counseling costs, lost wages, funeral expenses, etc., for victims of violent crime and/or those who suffer physical injury, or the family member or dependent of deceased victim.  
P.O. Box 3001  
Jefferson City, MO 65102  
Phone: (573) 526-6006  
(800)347-6881

#### **Disability Advocates Incorporated**

**Services Provided:** Provides free legal services concerning social security cases.  
6910 N. Holmes  
Kansas City, MO 64118  
Phone: (816)436-9909  
Toll Free: (800)788-3910

## LEGAL ASSISTANCE (Cont'd)

### All Counties Cont'd

#### **Division of Legal Services**

**Services Provide:** Provides legal aid in family law.

221 W. High Street  
Jefferson City, MO 65102  
Phone: (573) 751-3229

#### **Gateway Legal Services**

**Services Provided:** Provides reduced-fee or free legal services in cases involving the Social Security Administration. (Legal areas: Social Security Disability and Social Security Insurance)

200 N. Broadway Suite 950  
St. Louis, MO 63102  
Phone: (314) 534-0404  
Toll Free: (888) 782-8380  
[www.gatewaylegal.org](http://www.gatewaylegal.org)

#### **Legal Services of Southern Missouri**

**Services Provided:** Provides free attorney for legal services concerning civil matters.

P.O. Box 349  
116 N Main  
Charleston, MO 63834  
Phone: (800) 748-7456  
[www.lsmo.org](http://www.lsmo.org)

#### **Missouri Family Support Division**

**Services Provided:** Helps establish paternity for children of unmarried parents and offers several ways for child support payments to be made and received.

PO Box 2320  
615 Howeton Court  
Jefferson city, MO 65102  
Phone: (800) 735-2966  
[www.dss.mo.gov/cse](http://www.dss.mo.gov/cse)

#### **Office for Civil Rights**

**Services Provided:** Investigates discrimination of Social Service Employees and Clients on Medicaid claims, medical providers such as doctors or hospitals that accept Medicaid, TANF benefits, Food Stamp claims, and Day Care claims.

P.O. Box 1527  
Jefferson City, MO 65102  
Phone: (573) 751-9092

## MENTAL HEALTH/COUNSELING SERVICES

### Dunklin County

#### **Community Psychiatric Rehabilitation**

**Services Provided:** Provides community psychosocial rehabilitation, co-occurring services.

935 Hwy VV  
Kennett, MO 63857  
Phone: (573) 888-0642

## MENTAL HEALTH/COUNSELING SERVICES (Cont'd)

### Dunklin County

#### **Corral Abel**

**Services Provided:** Provides outpatient psychiatric services for ages 10 and up. Also accepts Medicaid.  
611 Teaco Rd  
Kennett, MO 63857  
Phone: (573) 717-7771

#### **CSTAR**

**Services Provided:** Provides adolescent alcohol and drug services.  
1109 Jones Street  
Kennett, MO 63857  
Phone: (573) 888-6545

#### **Family Counseling Center, Inc.**

**Services Provided:** Provides outpatient psychiatric services, court services, housing services, and alcohol and drug prevention.  
925 Hwy VV  
Kennett, MO 63857  
Phone: (573) 888-5925

#### **First Step Inpatient Units-Twin Rivers Regional Medical Center**

**Services Provided:** Provides inpatient psychiatric services.  
1301 First Street  
Kennett, MO 63857  
Phone: (573) 888-8454

#### **The Counseling Center**

**Services Provided:** Provides outpatient psychiatric services and accepts Medicaid.  
822 N. Bypass  
Kennett, MO 63857  
Phone: (573) 888-4447

### Mississippi and New Madrid Counties

#### **Susanna Wesley Family Learning Center**

**Services Provided:** Provides domestic violence programs, adult education, computer learning, youth programs, job training, eligibility, and mental health counseling.  
207 North Washington  
East Prairie, MO 63845  
Phone: (573) 649-3731  
Counties served: Mississippi, New Madrid, Scott

### Pemiscot County

#### **Family Counseling Center**

**Services Provided:** Provides outpatient psychiatric services and women's alcohol and drug services.  
10<sup>th</sup> and Ward, Suite C  
Caruthersville, MO 63830  
Phone: (573) 333-5875

## MENTAL HEALTH/COUNSELING SERVICES (Cont'd)

### Pemiscot County

#### **Family Counseling Center**

**Services Provided:** Provides adult alcohol and drug services, co-occurring disorders, and SATOP.

Hwy J, PO Box 441

Hayti, MO 63851

Phone: (573) 359-2600

#### **New Vision Counseling**

**Services Provided:** Provides individual, family and group counseling services; premarital classes; couples and family therapy; marriage counseling; family/custody mediation; parenting education classes; employee assistance programs; community service coordination; disability evaluation; drug/alcohol counseling; crisis intervention; geriatric counseling; victim empathy programs; juvenile delinquency; depression and anxiety in children; children play therapy; sex abuse victim services; eating disorders; stress management; bipolar disorder; and ADHD/ADD counseling.

400 Ward Street

Caruthersville, MO 63830

Phone: (877) 454-9121

### Scott County

#### **Bootheel Counseling Services**

**Services Provided:** Provides individual, family, couple, and group counseling; crisis response services; community psychiatric rehabilitation programs; "Clubhouse Model" psychosocial rehabilitation; co-occurring disorders; Juvenile Justice Project; targeted case management; and family/home treatment program. Also accepts Medicaid, Medicare, private pay, and insurance.

PO Box 1043

760 Plantation Blvd

Sikeston, MO 63801

Phone: (573) 471-0800

#### **Gibson Center**

**Services Provided:** Provides alcohol and drug abuse counseling, co-occurring disorders, and accepts Medicaid.

137 Front Street

Sikeston, MO 63801

Phone: (573) 472-2253

#### **New Vision Counseling**

**Services Provided:** Provides individual, family and group counseling services; premarital classes; couples and family therapy; marriage counseling; family/custody mediation; parenting education classes; employee assistance programs; community service coordination; disability evaluation; drug/alcohol counseling; crisis intervention; geriatric counseling; victim empathy programs; juvenile delinquency; depression and anxiety in children; children play therapy; sex abuse victim services; eating disorders; stress management; bipolar disorder; and ADHD/ADD counseling.

404 East Center St

Sikeston, MO 63801

Phone: (573) 481-0888

#### **Susanna Wesley Family Learning Center**

**Services Provided:** Provides domestic violence programs, adult education, computer learning, youth programs, job training, eligibility, and mental health counseling.

207 North Washington

East Prairie, MO 63845

Phone: (573) 649-3731

Counties served: Mississippi, New Madrid, Scott

## MENTAL HEALTH/COUNSELING SERVICES (Cont'd)

### Stoddard County

#### **Berthelot Company**

**Services Provided:** Provides individual, family, couple, and group counseling; co-occurring disorders; depression; and accepts Medicaid, private pay, and insurance.

212 South Walnut Street

Dexter, MO 63841

Phone: (573) 624-9383

#### **Bootheel Counseling Services**

**Services Provided:** Provides individual, family, couple, and group counseling; crisis response services; community psychiatric rehabilitation programs; "Clubhouse Model" psychosocial rehabilitation; co-occurring disorders; Juvenile Justice Project; targeted case management; and family/home treatment program. Also accepts Medicaid, Medicare, private pay, and insurance.

1017 Highway 25 North

Bloomfield, MO 63825

Phone: (573) 568-2260

#### **New Vision Counseling**

**Services Provided:** Provides individual, family and group counseling services; premarital classes; couples and family therapy; marriage counseling; family/custody mediation; parenting education classes; employee assistance programs; community service coordination; disability evaluation; drug/alcohol counseling; crisis intervention; geriatric counseling; victim empathy programs; juvenile delinquency; depression and anxiety in children; children play therapy; sex abuse victim services; eating disorders; stress management; bipolar disorder; and ADHD/ADD counseling.

PO Box 774

500 South Prairie

Bloomfield, MO 63825

Phone: (573) 568-2222

## PUBLIC HOUSING

### Dunklin County

#### **Campbell Housing Authority**

**Services Provided:** Provides income based housing.

930 Poplar Street

Campbell, MO 63933

Phone: (573) 246-3103

#### **Cardwell Housing Authority**

**Services Provided:** Provides income based housing.

123 Circle Drive

Cardwell, MO 63829

Phone: (573) 654-3774

#### **Clarkton Housing Authority**

**Services Provided:** Provides income based housing.

404 East Clark Street

Clarkton, MO 63837

Phone: (573) 448-3838

#### **Holcomb Housing Authority**

**Service Provided:** Provides income based housing.

213 East Elm Street

Holcomb, MO 63852

Phone: (573) 792-3576

## PUBLIC HOUSING (Cont'd)

### Dunklin County

#### **Hornersville Housing Authority**

**Services Provided:** Provides income based housing.  
201 JC Edmonston Circle  
Hornersville, MO 63855  
Phone: (573) 737-2533

#### **Kennett Housing Authority**

**Services Provided:** Provides income based housing.  
1033 Asterachan Court  
Kennett, MO 63857  
Phone: (573) 888-1746

#### **Malden Housing Authority**

**Services Provided:** Provides income based housing.  
P.O. Box 395  
Malden, MO 63863  
Phone: (573) 276-3706

#### **Northtown I and II Apartments**

**Services Provided:** Provides income based housing.  
1184 Floyd  
Kennett, MO 63857  
Phone: (573) 888-5410

#### **Senath Housing Authority**

**Services Provided:** Provides income based housing.  
722 South Caneer Street  
Senath, MO 63876  
Phone: (573) 738-2209

### Mississippi County

#### **Blue Jay Acres**

**Services Provided:** Provides income based housing.  
600 East Cedar  
Bertrand, MO 63823  
Phone: (573) 6834513

#### **Charleston Housing Authority**

**Services provided:** Provides public housing.  
700 Elm  
Charleston, MO 63834  
Phone: (573) 683-2172

#### **Eagle Landing**

**Services provided:** Provides public housing.  
706 Howard Street  
East Prairie, MO 63845  
Phone: (573) 649-3993

#### **East Prairie Housing Authority**

**Services Provided:** Provides income based housing and Section 8.  
529 North Lincoln  
East Prairie, MO 63845  
Phone: (573) 649-3481



## PUBLIC HOUSING (Cont'd)

### New Madrid County

#### **Cottonwood Point Apartments**

**Services Provided:** Provides income based housing.  
Highway 162  
Portageville, MO 63873  
Phone: (573) 379-2422

#### **Gideon Housing Authority**

**Services Provided:** Provides income based housing.  
135 Haven Drive  
Gideon, MO 63848  
Phone: (573) 448-3215

#### **Howardville Apartments**

**Services Provided:** Provides public housing.  
102. West Laura Street  
Howardville, MO 63869  
Phone: (573) 688-2250

#### **Lakeview Apartments**

**Services Provided:** Provides income based housing.  
1200 Barnes  
Portageville, MO 63873  
Phone: (573) 379-5306

#### **Lilbourn Garden Apartments**

**Services Provided:** Provides income based housing.  
37 Blades Drive  
Lilbourn, MO 68362  
Phone: (573) 688-2579

#### **Magnolia Manor**

**Services Provided:** Provides income based housing.  
576 West State Highway 162  
Portageville, MO 63873  
Phone: (573) 379-2422

#### **New Madrid Garden Apartments**

**Services Provided:** Provides income based housing.  
41 Blades Dr.  
New Madrid, MO 63869  
Phone: (573) 748-2070

#### **New Madrid Housing Authority**

**Services Provided:** Provides income based housing and Section 8.  
550 Line Street  
New Madrid, MO 63869  
Phone: (573) 748-2417

#### **Northside Manor**

**Services Provided:** Provides income based housing.  
610 Huffman  
Portageville, MO 63873  
Phone: (573) 379-2422

## PUBLIC HOUSING (Cont'd)

### New Madrid County

#### **Parma Apartments**

**Services Provided:** Provides subsidized housing.

210 Dawna Street  
Parma, MO 63870  
Phone: (573) 357-4870

#### **Portageville Housing Authority**

**Services Provided:** Provides income based housing.

13 Portage Village  
Portageville, MO 63830  
Phone: (573) 379-3479

#### **Sikeston Housing Authority**

**Services Provided:** Provides low-rent housing and Section 8.

400 Allen Boulevard  
Sikeston, MO 63801  
Phone: (573) 738-2209

### Pemiscot County

#### **Caruthersville Housing Authority**

**Services Provided:** Provides income based housing.

200 West 12<sup>th</sup>  
Caruthersville, MO 63830  
Phone: (573) 333-4461

#### **Caruthersville Taven Apartments**

**Services Provided:** Provides subsidized apartments.

1008 Matar Road  
Caruthersville, MO 63830  
Phone: (573) 333-277

#### **Hayti Heights Housing Authority**

**Services Provided:** Provides income based housing.

100 North Martin Luther King Drive  
Hayti Heights, MO 63851  
Phone: (573) 359-2710

#### **Hayti Housing Authority**

**Services Provided:** Provides income based housing.

212 North 4<sup>th</sup> Street  
Hayti, MO 63851  
Phone: (573) 359-0698

#### **Steele Housing Authority**

**Services Provided:** Provides income based housing.

201 South Elm  
Steel, MO 63877  
Phone: (573) 695-3771

#### **Wardell Housing Authority**

**Services Provided:** Provides income based housing.

200 Acom Street  
Wardell, MO 63879  
Phone: (573) 628-3647

## PUBLIC HOUSING (Cont'd)

### Scott County

#### **Chaffee Housing Authority**

**Services Provided:** Provides income based housing.  
904 South 2<sup>nd</sup> Street  
Chaffee, MO 63740  
Phone: (573) 887-3768

#### **Illmo Housing Authority**

**Services Provided:** Provides income based housing for the elderly and disabled.  
103 West Hickory Drive  
Scott City, MO 63780  
Phone: (573) 264-2161

#### **Oran Housing Authority**

**Services Provided:** Provides Section 8 housing.  
120 South Railroad Street  
Oran, MO 63771  
Phone: (573) 262-2190

#### **Sikeston Housing Authority**

**Services Provided:** Provides income based housing and Section 8.  
400 Allen Boulevard  
Sikeston, MO 63801  
Phone: (573) 738-2209

### Stoddard County

#### **Bernie Housing Authority**

**Services Provided:** Provides income based housing.  
411 Botsch Street  
Bernie, MO 63822  
Phone: (573) 293-5798

#### **Bloomfield Housing Authority**

**Services Provided:** Provides income based housing.  
476 Hester Street  
Bloomfield, MO 63825  
Phone: (573) 568-2193

#### **Dexter Housing Authority**

**Services Provided:** Provides income based housing.  
1 Jennings Lane  
Dexter, MO 63841  
Phone: (573) 624-2540

#### **Morehouse**

**Services Provided:** Provides income based housing.  
1 Dillon Street  
Morehouse, MO 63868  
Phone: (573) 667-5579

#### **Puxico Manor**

**Services Provided:** Provides income based housing.  
650 East Richardson  
Puxico, MO 63960  
Phone: (573) 222-3428

## PUBLIC HOUSING (Cont'd)

### All Counties

#### **Maco Management**

**Services Provided:** Manages numerous housing units scattered throughout the 6 counties to provide affordable housing to individuals and families.

P.O. Box 68  
Clarkton, MO 63837  
(573) 448-3000  
www.macocompanies.com

## PUBLIC SCHOOLS

**Services Provided:** Provides free and appropriate public education.

### Dunklin County

#### **Campbell R-II**

801 South Highway 53  
Campbell, MO 63933  
Phone: (573) 246-2133

#### **Clarkton C-4**

204 E Highway 162  
Clarkton, MO 63837  
Phone: (573) 448-3712

#### **Holcomb R-III**

102 Cherry Avenue  
Holcomb, MO 63852  
Phone: (573) 792-363

### Mississippi County

#### **Charleston R-I**

1014 South Main  
Charleston, MO 63834  
Phone: (573) 683-3776

#### **Kennett Public School #3**

510 College Avenue  
Kennett, MO 63857  
Phone: (573) 717-1120

#### **Malden R-I**

505 Burkhart Street  
Malden, MO 63863  
Phone: (573) 276-5794

#### **Senath-Hornersville C-8**

803 State Street  
Senath, MO 63876  
Phone: (573) 738-2669

#### **Southland C-9**

500 South Main  
Cardwell, MO 63829  
Phone: (573) 654-3564

### New Madrid County

#### **Gideon School District #37**

400 North Main Street  
Gideon, MO 63848  
Phone: (573) 448-3911

#### **New Madrid County R-I**

310 US Highway 61  
New Madrid, MO 63869  
Phone: (573) 688-2161

#### **Portageville School District**

904 King Street  
Portageville, MO 63873  
Phone: (573) 379-3855

#### **Risco R-II**

101 Locust Street  
Risco, MO 63874  
Phone: (573) 396-5568

## PUBLIC SCHOOLS CONT'D

### **Pemiscot County**

#### **Caruthersville #18 Public School**

1711 Ward Avenue  
Caruthersville, MO 63830  
Phone: (573) 333-6110

#### **Cooter High School**

Main Street  
Cooter, MO 63839  
Phone: (573) 695-4972

#### **Hayti R-II**

400 East Cleveland Street  
Hayti, MO 63851  
Phone: (573)359-6512

#### **North Pemiscot**

102 School Drive  
Wardell, MO 63879-0038  
Phone: (573) 628-3471

#### **Pemiscot CO Special School District**

1317 West State Highway 84  
Hayti, MO 63851  
Phone: (573) 359-1333

#### **South Pemiscot**

611 Beasley Rd  
Steele, MO 63877  
Phone: (573) 695-4426

### **Scott County**

#### **Chaffee R-II**

517 West Yoakum  
Chaffee, MO 63740  
Phone: (573) 887-3532

#### **Kelly**

4035 State Highway 77  
Benton, MO 63736  
Phone: (573) 545-3541

#### **Delta C-7**

20 Charger Lane  
Bragg City, MO 63736-8159  
Phone: (573)\_757-6615

#### **Sikeston R-6**

1002 Virginia Street  
Sikeston, MO 63801  
Phone: (573) 472-2581

#### **Scott City**

3000 Main St  
Scott City, MO 63780  
Phone: (573) 264-2686

#### **Scott County R-IV**

20794 US Highway 61  
Sikeston, MO 63801  
Phone: (573) 471-2686

#### **Oran R-III**

310 Church Street  
Oran, MO 63771  
Phone: (573) 262-3345

### **Stoddard County**

#### **Advance R-IV**

33790 State Highway 91  
Advance, MO 63730  
Phone: (573) 722-3581

#### **Bell City R-11**

25254 Walnut Street  
Bell City, MO 63735  
Phone: (573) 733-4444

#### **Bernie R-13**

516 West Main  
Bernie, MO 63822  
Phone: (573) 293-5333

#### **Bloomfield R-14**

405 West Missouri Street  
Bloomfield, MO 63825  
Phone: (573) 568-4564

#### **Dexter R-11**

1031 Brown Pilot Lane  
Dexter, MO 63841  
Phone: (573) 614-1000

#### **Puxico R-8**

481 North Bedford  
Puxico, MO 63960  
Phone: (573) 222-3762

#### **Richland R-1**

24456 State Highway 114  
Essex, MO 63846  
Phone: (573) 283-5332

## PUBLIC TRANSPORTATION

### Dunklin County

#### **Dunklin County Transit**

610 North Douglas  
Malden, MO 63863  
Phone: (573) 276-5806  
Toll Free: (800) 696-5806

### Mississippi County

#### **Mississippi County Transit**

P.O. Box 193  
274 Claymorgan Dr.  
East Prairie, MO 63845  
Phone: (573) 649-5650

### New Madrid County

#### **New Madrid County Transit**

560 Mott St.  
New Madrid, MO 63869  
Phone: (573) 748-5425

### Scott County

#### **Scott County Transit**

105 E. Center  
Sikeston, MO 63801  
Phone: (573) 472-3030

### Stoddard County

#### **Stoddard County Transit**

1525 West Bus HWY 60  
Dexter, MO 63841  
Phone: (573) 624-8624  
[www.stoddardcountytransit.weebly.com](http://www.stoddardcountytransit.weebly.com)

## All Counties

### **Hillbilly Shuttle**

**Services Provided:** Provides Medicaid transportation only.  
42 Myracle Dr.  
Portageville, MO 63873  
Phone: (573) 379-5115

### **Logisticare of Missouri**

**Services Provided:** Provides Medicaid transportation only.  
PO Box 6500  
Jefferson City, MO 65102  
Phone: (866) 269-5927

### **SMTS**

**Services Provided:** Provides transportation-disability, general, local, long distance, medical and senior ride programs.  
700 East HWY 72  
Fredericktown, MO 63645  
Phone: (800) 273-0646  
[www.ridesmts.org](http://www.ridesmts.org)

## REGIONAL CENTER

**Services Provided:** Working side by side with individuals, families, agencies, and diverse communities, the Department of Mental Health establishes philosophy, policies, standards, and quality outcomes for prevention, education, habilitation, rehabilitation, and treatment for Missourians challenged by mental illness, substance abuse/addiction, and developmental disabilities. The regional offices, the primary points of entry into the system, provide assessment and case management services, which include coordination of each individual persons centered plan. A regional office may refer an individual to a habilitation center. Habilitation centers primarily serve individuals who are medically and behaviorally challenged or court committed. All habilitation centers are Medicaid certified.

## All Counties

### **Poplar Bluff Regional Center**

2351 Kanell Blvd.  
Poplar Bluff, MO 63901  
Phone: 573-840-9300  
Serves: Dunklin and Stoddard

### **Sikeston Regional Center**

112 Plaza Drive  
Sikeston, MO 63801  
Phone: (573) 472-5300 Counties served: Pemiscot, Scott, New Madrid, and Mississippi

## **SPECIAL NEEDS PROGRAMS**

### **All Counties**

#### **Kenny Rogers Children's Center**

**Services Provided:** Provides suit therapy, equipment, vital stem, vision treatment, and SID treatment.

300 Floyd Drive

Sikeston, MO 63801

Phone: (573) 472-0397

[www.kennyrogerscenter.org](http://www.kennyrogerscenter.org)

#### **Muscular Dystrophy Association**

**Services Provided:** Funds provided are used to help children in this area with muscular diseases attend summer camp, doctor visits, and to purchase wheelchairs.

3095 Lexington Avenue

Cape Girardeau, MO 63701

Phone: (573) 335-4400

[www.mda.org](http://www.mda.org)

#### **Pediatric Services of SEMO**

**Services Provided:** Provides speech pathology assistance to children under 10.

222 East Center Street

Sikeston, MO 63801

Phone: (573) 471-4477

Counties served: Scott, New Madrid, Mississippi, and Stoddard

#### **Rehabilitation Services for the Blind**

**Services Provided:** Provides rehabilitation services for the blind.

106 Arthur Street

Sikeston, MO 63801

Phone: (573) 472-5240

#### **Restart Rehabilitation Services**

**Services Provided:** Provides speech, occupational, aquatic, and physical therapy.

1008 North Main Street

Sikeston, MO 63801

Phone: (573) 472-7375

## **SUBSTANCE ABUSE REHABILITATION SERVICES**

### **Dunklin County**

#### **CSTAR**

**Services Provided:** Provides adolescent alcohol and drug services.

611 Teaco Rd.

Kennett, MO 63857

Phone: (573) 888-6545

#### **Family Counseling Center, Inc.**

**Services Provided:** Provides outpatient psychiatric services, court services, housing services, and alcohol and drug prevention.

925 Hwy VV

Kennett, MO 63857

Phone: (573) 888-5925

## SUBSTANCE ABUSE REHABILITATION SERVICES (Cont'd)

### Pemiscot County

#### **Family Counseling Center**

**Services Provided:** Provides outpatient psychiatric services and women's drug and alcohol services.  
10<sup>th</sup> and Ward Suit C.  
Caruthersville, MO 63830  
Phone: (573) 333-5875

#### **Family Counseling Center**

**Services Provided:** Provides adult alcohol and drug services and SATOP.  
P.O. Box 441  
Hayti, MO 63851  
Phone: (573) 359-2600

#### **New Vision Counseling**

**Services Provided:** Provides individual, family and group counseling services; premarital classes; couples and family therapy; marriage counseling; family/custody mediation; parenting education classes; employee assistance programs; community service coordination; disability evaluation; drug/alcohol counseling; crisis intervention; geriatric counseling; victim empathy programs; juvenile delinquency; depression and anxiety in children; children play therapy; sex abuse victim services; eating disorders; stress management; bipolar disorder; and ADHD/ADD counseling.  
400 Ward Street  
Caruthersville, MO 63830  
Phone: (877)454-9121  
Counties served: Pemiscot, Scott, and Stoddard

### Scott County

#### **Bootheel Counseling Service**

**Services Provided:** Provides outpatient services, crisis management, case management, mental health and substance abuse counseling, psychiatric and psychosocial rehabilitation, and access response.  
760 Plantation  
Sikeston, MO 63801  
Phone: (573) 471-0800  
[www.bootheelcounseling.com](http://www.bootheelcounseling.com)  
Counties served: Mississippi, New Madrid, Scott, and Stoddard

#### **Mission Missouri Recovery Support Services**

**Services Provided:** Provides emergency shelter, House of Liberty Detox House, soup kitchen, mentoring, job readiness, financial management, prevention awareness and computer literacy.  
509 Ruth St.  
Sikeston, MO 63801  
Phone: (573) 472-4141  
(573) 481-0505  
[www.missionmissouri.com](http://www.missionmissouri.com)

### All Counties

#### **Gibson Recovery Center**

**Services Provided:** Provides residual and outpatient treatment, SATOP, Mental Illness Court Alternative Program /MICAP, addiction severity index, social setting detoxification, DOC outpatient programs, and drug court.  
137 Front St.  
Sikeston, MO 63801  
Phone: (573) 472-2253  
[www.gibsonrecoverycenter.org](http://www.gibsonrecoverycenter.org)



## TOLL-FREE HELP LINE NUMBERS

Aging Information and Referral	800-235-5503
Alzheimer Association	888-833-1641
American Diabetes Association	800-342-2383
Child Abuse/Neglect Hotline (MO ONLY)	800-392-3738
Child Support Customer Service Call Center (Enforcement Calls Only)	866-313-9960
Child Support Employer Information	800-585-9234
Child Support General Information	800-859-7999
Child Support Payment Information (IVR)	800-255-0530
Elderly Abuse/Neglect Hotline	800-392-0210
Family Care Safety Registry	866-422-6872
Food Stamp Case Information	800-392-1261
Foster Adoptline	800-544-2222
Get Connected. Get Answers (Regional Resource & Referral Helpline)	211
Legal Services of Southeast Missouri	800-748-7456
Missouri Career Center	888-728-5627
Missouri Dept. of Health	800-364-9687
Missouri's HealthNet Case Information	800-392-1261
MO HealthNet Exception Process	800-392-8030
MO HealthNet Participant Services	800-392-2161
MO HealthNet Service Center	888-275-5908
Missouri's Long-Term Care Ombudsman (DHSS)	800-309-3282
Missouri Rx Plan (Mo Rx)	800-375-1406
Missouri School Violence Hotline	866-748-7047
Office of Child Advocate	866-457-2302
ParentLink WarmLine En Espanol:	800-552-8522 888-460-0008
Rehabilitation Services For The Blind	800-592-6004
Runaway Children	800-786-2929

## TOLL-FREE HELP LINE NUMBERS CONT'D

Social Security	800-772-1213
STAT (State Technical Assistance Team)	800-487-1626
Suicide/Crisis	800-784-2433
Suicide Talk	800-273-8255
Temporary Assistance/SAB/ BP Case Information	800-392-1261
Text Telephone:	800-735-2966
TTD Voice Access:	800-735-2466

## VEHICLE & DRIVERS LICENCING BUREAU AND TESTING FACILITIES

### **Dunklin County**

#### **Kennett License Bureau**

103 South Main Street  
Kennett, MO 63857  
Phone: (573) 888-6744  
Hours: Monday-Friday, 8:30-4:30. Last 4 business days of the month, open until 5:30.

#### **Kennett Testing Site: Amory Building**

1450 North Bypass  
Kennett, MO 63857  
Phone: (573) 217-0102  
Testing Times: Wednesdays from 8-5. Closed for lunch from 12:30-1:30. Quit giving tests at 12:15 and 4:45. Driving tests begin at 9:00 only if the pavement is dry.

#### **Malden License Bureau**

106 West Laclede Street  
Malden, MO 63863  
Phone: (573) 276-5006  
Hours: Monday-Friday, 8-5. Open during lunch.

#### **Malden Testing Site: Community Center**

607 South Douglass  
Malden, MO 63863  
Phone: (573) 276-6602  
Testing Times: Friday from 8-4:30. Closed for lunch from 12:30-1:30.

### **Mississippi County**

#### **Charleston License Bureau**

102 Tom White Street  
Charleston, MO 63834  
Phone: (573) 683-4995  
Hours: Monday-Friday, 8-5. Closed for lunch from 1-2.

#### **Charleston Testing Site: Old Armory Building**

701 South Main Street  
Charleston, MO 63834  
No Phone Number.  
Testing Times: Wednesday 9-4:30. Closed for lunch from 12:30-1:30.

**VEHICLE & DRIVERS LICENCING BUREAU  
AND TESTING FACILITIES (Cont'd)**

**New Madrid County**

**New Madrid License Bureau**

450 Main Street  
New Madrid, MO 63869  
Phone: (573) 748-5354  
Hours: Monday-Friday, 8-4:30. Closed for lunch from 12-1.

**New Madrid Testing Site:** No testing available at City of New Madrid.

Monday: Portageville Armory Building.  
Corner of West 10<sup>th</sup> and  
MacArthur Drive.  
No phone number.  
Tuesday: See Scott County for Sikeston.  
Wednesday: See Mississippi County for Charleston.  
Thursday: See Stoddard County for Dexter.  
Friday: See Dunklin County for Malden.

**Pemiscot County**

**Pemiscot County License Bureau**

610 Ward Avenue Suite 1D  
Caruthersville, MO 63830  
Phone: (573) 333-4822  
Hours: Monday-Friday, 8-4:30. Open during lunch.

**Pemiscot County Testing Site: Caruthersville Recreation Center**

1500 Truman Boulevard  
Caruthersville, MO 63830  
Phone: (573) 333-0031  
Testing Times: Tuesday 9:30-4. Closed for lunch from 12:30-1:30.

**Scott County**

**Sikeston License Bureau**

1515 East Malone Avenue  
Sikeston, MO 63801  
Phone: (573) 471-3160  
Hours: Monday-Friday, 9-5.

**Sikeston Testing Site: Armory Building**

300 South Main Street  
Sikeston, MO 63801  
Phone: (573) 472-2907  
Testing Times: Tuesday 8-4:45.

**Chaffee License Bureau**

129 South Main Street  
Chaffee, MO 63740  
Phone: (573) 887-3485  
Hours: Monday-Friday, 8:30-4:30. Open last Saturday of the month 8:30-12.

**Chaffee Testing Site:** Testing is done at the Sikeston Testing Site.

## VEHICLE & DRIVERS LICENCING BUREAU AND TESTING FACILITIES (Cont'd)

### Stoddard County

#### **Stoddard County License Bureau**

1525 Hwy Bus 60 West  
Dexter, MO 63841  
Phone: (573) 624-8808  
Hours: Monday-Friday 8:30-4:30.

#### **Stoddard County Testing Site: Armory Building**

Hwy 114  
Dexter, MO 63841  
Testing Times: Thursday 8-5. Closed for lunch from 12:30-1:30.

## YOUTH SERVICES

### Dunklin County

#### **4-H Dunklin County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.  
101 S. Main St. 2<sup>nd</sup> Floor  
Kennett, MO 63857  
Phone: (573) 888-4722  
[www.extension.missouri.edu/dunklin](http://www.extension.missouri.edu/dunklin)

### Mississippi County

#### **4-H Mississippi County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.  
109 N. 1<sup>st</sup> St.  
Charleston, MO 63834  
Phone: (573) 683-6129  
[www.extension.missouri.edu/mississippi](http://www.extension.missouri.edu/mississippi)

#### **Susanna Wesley Family Learning Center**

**Services Provided:** Provides computer literacy, youth programs, and job training.  
207 N. Washington  
East Prairies, MO 63845  
Phone: (573) 649-3731  
(800) 382-7294  
Counties served: Mississippi, New Madrid, and Scott

### New Madrid County

#### **4-H New Madrid County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.  
420 Mott St.  
New Madrid, MO 63869  
Phone: (573) 748-5531  
[www.extension.missouri.edu/newmadrid](http://www.extension.missouri.edu/newmadrid)

## YOUTH SERVICES (Cont'd)

### Pemiscot County

#### **4-H Pemiscot County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.

619 Ward Ave.

Caruthersville, MO 63830

Phone: (573) 333-0258

[www.extension.missouri.edu/pemiscot](http://www.extension.missouri.edu/pemiscot)

### Scott County

#### **4-H Scott County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.

6458 State Hwy 77

Benton, MO 63736

Phone: (573) 545-3516

[www.extension.missouri.edu/scott](http://www.extension.missouri.edu/scott)

### Stoddard County

#### **4-H Stoddard County**

**Services Provided:** Serves children ages 5-18; members have the opportunity to learn about activities of their interest through projects. They also participate in community service projects; attend county fairs, camps, club parties, trips to other states and countries, etc.

316 S. Prairie

Bloomfield, MO 63825

Phone: (573) 568-3344

[www.extension.missouri.edu/stoddard](http://www.extension.missouri.edu/stoddard)

### All Counties

#### **Bootheel Youth Museum**

**Services Provided:** Provides hands on activities for children.

P.O. Box 182

Malden, MO 63863

Phone: (573) 276-3600

[www.bootheelyouthmuseum.org](http://www.bootheelyouthmuseum.org)

#### **Kids Beat**

**Services Provided:** Students enrolled in the program learn about many topics including, but not limited to: social competencies, problem solving, verbal and written skills, and academic excellence. They also participate in activities that promote leadership development, conflict resolution, self-esteem, interpersonal relationships, and assist in the acquisition and application of knowledge and resources.

Rt. D and River Rd.

Lilbourn, MO 63862

Phone: (573) 688-2420

[www.lincolnu.edu/pages/663.asp](http://www.lincolnu.edu/pages/663.asp)

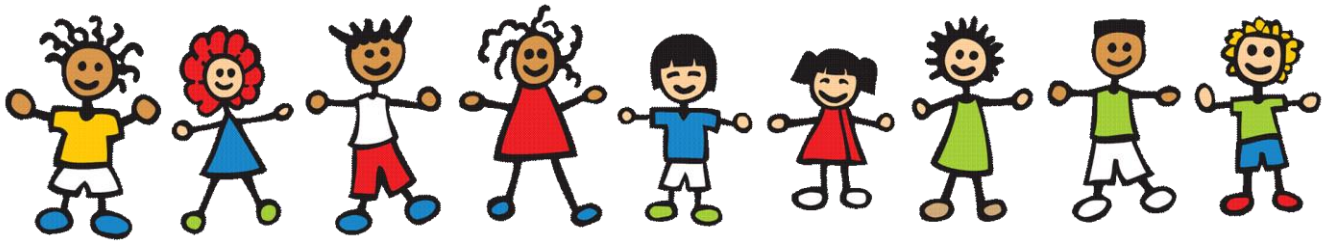
#### **Youth Service America**

**Services Provided:** Provides for children ages 5-25; student achievement, workforce readiness, stronger communities, and public mobilization campaigns.

Phone: (202) 296-2992 Ext. 128

[www.ysa.org](http://www.ysa.org)

# **VOLUNTEER OPPORTUNITIES**



## Volunteers

Welcome to our Head Start/Early Head Start classroom and we offer a sincere thanks. We are happy to have you as a part of our “team”. Your willingness to volunteer will be both rewarding to you and to the children.

A Volunteer is someone special in the eyes of the children. By being a Volunteer you show you care. You give of the most important thing you possess – yourself. You may be here as part of your school work, because you are a parent or just because you have some time on your hands and would like to put it to use. Whatever the reason, we’re glad you decided to spend that time with us.

If you have questions, ask anyone. We often hustle and bustle around like we’re in a hurry. Don’t let that bother you. Stop one of us, ask a question, make a suggestion, and voice a complaint. You are just as much a part of the Head Start Program as anyone else and we want to keep you with us, so we encourage your participation and input.

We encourage parents/volunteers to visit the classroom and we welcome everyone as volunteers. Parents, who volunteer regularly, will be asked to complete a criminal background check and a tuberculosis tine test. This is at no cost to the parent. Your child’s Center Staff will be happy to help with the necessary paperwork. It only takes a few minutes.

Again, we’re glad you’re here and hope your stay with us will be a long and pleasant one!

We recruit parents, professionals, and other community members to volunteer. Our volunteers learn tangible skills that can be documented to help them find employment. Parent volunteers learn office and teaching skills, and have the opportunity to spend quality time with their child.

Parents/Guardians are an integral part of our Program and are encouraged to participate in a variety of ways as their schedules allow and according to their interests. Some individuals may want to work directly with the children. Others may prefer to work on classroom support activities such as cutting, copying, coloring, etc. Still others may want to be involved in various parent committees. Be sure to let your center staff knows how you would like to participate. We welcome all adult volunteers including grandparents. Home Based parents can volunteer at centers and various Program events.

## **Head Start/Early Head Start Volunteer Training Policy and Procedures**

### **Performance Standard:**

*1304.40(d)(2)(3) Head Start/Early Head Start settings must be open to parents during all program hours. Parents must be encouraged to be welcomed to observe children as often as possible and to participate with children in group activities. The participation of parents in any program activity must be voluntary, and must not be required as a condition of the child's enrollment. Grantees must provide parents opportunities to participate in the program as employees or volunteers.*

### **Policy:**

Volunteers are recruited by all Head Start/Early Head Start staff. The minimum age for volunteers is 18 years. Volunteers provide a wide range of services and support to children and families. Donated volunteer hours promotes program quality and In-kind

### **Procedures:**

- 1) Center staff is responsible for recruiting volunteers.
- 2) Volunteers are to be respected and appreciated.
- 3) The Center Director is responsible for training volunteers before they are assigned to a specific work area.
- 4) The entire Volunteer Handbook will be covered with the Volunteer.
- 5) The Volunteer will receive a copy of the Volunteer Handbook.
- 6) The Center Director should ask the individual where he/she would like to volunteer.
- 7) Volunteers are not to be sent to service areas to volunteer without appropriate training.
- 8) The Volunteer and Center Director will sign the Volunteer Confidentiality Policy.
- 9) Center Directors will assign volunteers to service areas in which they are interested and comfortable.
- 10) On-going training will continue by staff in the service area where the Volunteer has been assigned.
- 11) Volunteers should be given meaningful tasks with clear, precise instructions.
- 12) Regular volunteers must accomplish appropriate Agency screenings.
- 13) The Center Director will give the Volunteer instructions on where to go for the TB test and the background check.
- 14) Volunteers will sign In-kind forms to document their time donated to the Center.



## **Volunteers Generate In-Kind**

***In-Kind is volunteering or donating to our Head Start/Early Head Start program.*** Head Start/Early Head Start must generate almost two million dollars in volunteering and donations each year. We must match every \$4 of federal funds we receive, with \$1 of services or materials donated from the community. Donations come in several forms: space used by our programs in the centers, professionals volunteering their time working with children or attending advisory or other Program meetings, materials provided by local businesses and many other ways. ***Parents are our major contributors to the Head Start/Early Head Start program.*** When parents volunteer in the classroom, transport their child to and from the doctor and/or dentist, or come to meetings, this is all counted as in-kind. If you have any questions, please contact your local Center, Central Office or staff who visits you.

### **Volunteer Duties May Consist of:**

- \*Reading stories to a small group
- \*Help at mealtime
- \*Assist with tabletop activities
- \*Participate in Policy Council meetings
- \*Help in the truck and block area
- \*Help children brush teeth
- \*Assist with field trips
- \*Help with vision/hearing screenings
- \*Help in the kitchen
- \*Help monitor on the bus
- \*Attend Parent meetings
- \*Help in the dramatic play area
- \*Help with art activities
- \*Copying, cleaning, and much more

***“Score with Four” by completing Family Work Plans at home and returning the forms to your teaching staff.***

***Please come and lend a hand and learn more about our great program!!!***

## **PURPOSE OF THE VOLUNTEER PROGRAM**

Many of the nation's most significant developments in education, government, health and social welfare have resulted in whole or in part from the efforts of volunteers. The volunteer preceded the eventual worker in many of these fields.

The Head Start/Early Head Start Program believes that successful programs require meaningful volunteer participation. The use of volunteers is an effective way of mobilizing resources in the community.

The primary goals of the volunteer program are:

- To provide additional staff in all areas of the program, thus increasing the effectiveness of the paid staff.
- To give interested local citizens, including the parents of children, an opportunity to participate in the program.
- To build better understanding of the child care programs and to stimulate widespread citizen support for improved services in education, health, and welfare for children and their families.
- To expand resources available to participating families in the program.

### **YOU ARE IMPORTANT!!!**

The Parent Involvement and Volunteer programs operate to help the children enrolled. Six overall goals guide the instructional program, all working together to enhance the social, emotional, and intellectual development of each child, enabling him/her to make the transition into public school smoother and giving him/her a "head start" in school readiness skills.

Our Program attempts:

- To provide many learning opportunities for the children daily.
- To help the child develop a positive self-image and to help increase confidence in his/her abilities.
- To provide activities for the child to develop large and small muscle groups.
- To help the child improve his/her language skills since language is one of the keys to success in school.
- To help the child learn how to solve problems of all kinds: intellectual, emotional, and social.
- To help the child learn how to form and relate concepts rather than memorize facts.



### **SPECIFIC SUGGESTIONS/Things Volunteers Can Do**

- Greet the children with a smile and a friendly voice.
- Take time to be a good listener.
- Use praise and encouragement of good behavior instead of focusing on a child's inappropriate behavior. What you focus on, you get more of.
- Feel free to help children with their clothing (winter wraps, zippers, shoes to be tied) anytime during the session, but help only those who can't do for themselves. We are here to assist, not to do everything for them.
- Help the children with their physical needs such as blowing noses, pinning hair out of face, or adjusting clothing.
- Assist with the breakfast, lunch, and/or snack experience. Friendly talk about where food comes from makes a good learning experience. Engage the children in conversation.
- Tell or read stories to the children. This may be with one child or a small group of children.
- Give individual help with learning activities with direction from the teachers, but let the child do her/his own work. The volunteer's purpose is to support and encourage the children in carrying out the tasks that have been assigned to them.
- Help with creative play and conversations. Talk in a quiet voice and allow children to express themselves freely. Bend down so you are at the child's eye level.
- If a child seems to be at a loss as to what to do next, guide him/her to an activity.
- Help with outdoor play and games. The teacher will tell you the safety rules.
- Assist with general clean up when it is time, such as picking up toys and cleaning up paint activities.
- Encourage the children to pick up after themselves.
- Safety at all times is important, see classroom rules.
- Help each child feel he/she is a very important part of the class.

## HELPFUL HINTS FOR A HEAD START/EARLY HEAD START VOLUNTEER

The other members of the team have some tips that will make the day pleasant for you and helpful for the class. The Center Director will provide a brief orientation, tour of the Center, and assign you to a classroom or other area.

First of all, we want you to enjoy your day and have fun with the children. You may feel unsure of yourself in this new role and wonder how much the teacher will expect you to know, or whether you will be asked to do more than you feel ready to do. The teacher will guide and assign your work with the children and you will be learning many things not only about these children, but about children in general: How they are alike, how they are different, what interests them, what they can do, how they express themselves, and what helps them most. **WATCH** and **LISTEN** as the teachers work with the children and notice the special way they have learned to guide them. Ask questions about things you want to know or do not understand.

Dress comfortably in something you aren't worried about soiling, and by all means wear comfortable shoes that will allow you to participate in free activity. Children are taken outdoors daily so be sure to wear warm clothes in the winter.

On your first time, feel free to just observe and to take a ten minute break. No smoking is allowed in Program buildings or vehicles.

- Parents/Community volunteers are welcome to come in more days than what you sign up for, but call first, please! If you cannot volunteer on the day you are assigned or because of an emergency, please let the Center Director know. If possible, send a replacement.
- Feel free to consult the staff, if you have a problem not knowing what is expected of you as a volunteer.
- Avoid congregating and talking to other adults as this prevents children and adults from being engaged in the activities happening.
- Respect the "feelings" of each child. Avoid making fun of her/him or making her/him feel guilty.
- Respect each child for himself or herself. Avoid comparing children, such as: "See how clean Jim's hands are."
- Be honest with children. Words and Actions should match.
- Volunteers will abide by Program Policies and Procedures involving Cellphone Procedures during volunteer time.
- Cussing and other "bad" language is unacceptable in the Head Start/Early Head Start Program.

## Children Learn By Doing!

In the Head Start classroom (with a ratio of 2 staff to 17 children); children are given an opportunity to participate in age appropriate learning activities in large and small group settings and in learning centers. Lessons are developed using a research based curriculum.

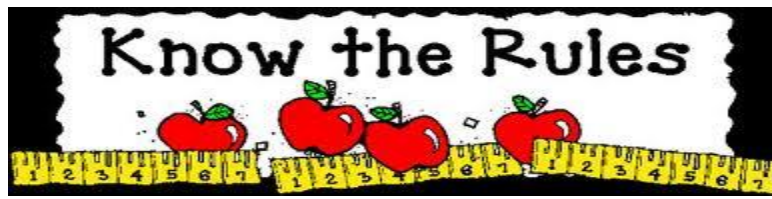
Children will build a firm foundation for future school success in the areas of Language and Literacy, Writing Skills, Math, Science, Physical Health, Creative Arts, and Social and Emotional Development. Outdoor time, Health, Nutrition, and Safety are also part of each day.

The Early Head Start room is set up with a ratio of one teacher to four children so that teachers can build a relationship with each child. Trust and bonding through a good relationship enables the infants and toddlers to feel secure, allowing learning to take place.

### What Children Learn at Head Start/Early Head Start

- Beginning literacy skills
- Self-regulation skills
- Self-help skills
- Self-expression
- Using their imagination to be creative
- To approach new learning with interest
- Self-confidence
- Basic problem solving skills
- How to get along and interact with adults and peers
- Physical development skills
- Beginning mathematic skills-organizing, sorting, and counting
- Awareness of self and others
- Language skills
- Beginning science concepts
- Memory skills





## **Discipline**

- Please realize that many youngsters get frustrated easily. Recognizing this will help you offer them support instead of criticism or punishment.
- Each Center has rules. Check to see what they are. Rules are successful only when you can follow through and settle a problem. A child will test limits. A child may try to play one staff member against another, or against a volunteer. A child will test to see if you will follow through.
- Approach child at their level when you want her/his attention.
- Physical punishment is not an option. If you see a discipline problem, you need to tell the teacher immediately.
- When speaking to the children, speak softly and kindly.
- Give suggestions or directions in a positive manner. **Example:** “Keep the sand in the box, Jim.” or “Drive around the post, Jenny.”
- Simple words or directions are best.

## **Conscious Discipline**

- A comprehensive self-regulation program that integrates social-emotional learning into classroom management.
- Founded on the research of Dr. Becky Bailey, a renowned author, professor, and one of the leading experts in the field of early childhood education and developmental psychology.
- One of the main concepts with Conscious Discipline is the belief that discipline is not something you do to a child, but rather it's what you instill in a child.
- To instill within a child the self-regulation skills and the willingness to follow appropriate behaviors, teachers must make a conscious effort and be aware of their own emotions and behaviors.
- Conscious Discipline integrates classroom management with social-emotional learning, utilizing everyday events as the curriculum.
- Conscious Discipline empowers adults to consciously respond to daily conflict.
- Empowers teaching staff to view behavior issues as an opportunity to teach critical life skills to children, rather than seeing children as bad and in need of being punished.
- Conscious Discipline is evidence-based, research-based, and was named as a national model for character education by the Florida State Legislature.

Our curriculum is consistent with the Head Start/Early Head Start Program Performance Standards. It is based on sound child development and principles about how children grow and learn. DAEOC Head Start classrooms use Scholastic Big Day for Pre-K. Early Head Start center based uses Creative Curriculum and Early Head Start Home Based uses Partners for a Healthy Baby Curriculum.



**Scholastic *Big Day for Pre-K*** is a proven and effective comprehensive educational program that embraces children’s natural curiosity and builds the foundation for success in school and life. Big Day for Pre-K preschool curriculum is a comprehensive curriculum aligned with federal and state standards. Big Day for Pre-K is research-based and is designed to prepare children for success in Kindergarten.

Big Day for Pre-K curriculum helps each child develop in the following areas:

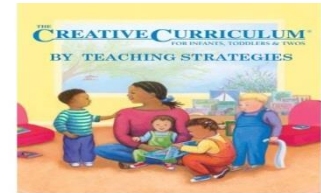
- Science and Health
- Mathematics
- Physical Development
- Technology and Media
- Emergent Reading
- Emergent Writing
- Social Studies
- Fine Arts
- Oral Language
- Social-Emotional

In Big Day for Pre-K, each day is organized around three Big Experiences:

- Whole Group
- Circle Time
- Story Time lessons

These Big Experiences provide:

- Opportunities for conversation, play, and learning
- Activities which ground the entire class in a common Big Experience.



**Creative Curriculum for Infants, Toddlers, and Twos**

- Gives children the opportunity to think and experiment to learn how things work
- Gives children the opportunity for exploring the world around them to help develop language, cognitive, social/emotional and physical domains of development
- Encourages children to be active and creative; try their own ideas and think their own thoughts
- Encourage the development of self-discovery, experimental learning, freedom of choice and cooperation among children



**Partners for a Healthy Baby Curriculum**

- Addresses the needs of the expectant mother and family during the prenatal period to help support them in building a solid foundation for the child’s future
- Designed to provide education to the “whole family” until the child reaches 3 years of age
- Helps families to understand the importance of family development, child health and development, and mother’s needs

## FOOD AND NUTRITION



### OUR PROGRAM'S MEALTIME APPROACH

1. Children are to be given increasing opportunities to assist in food table preparation. Place settings should be complete with an adult assisting the table setters.
2. Adults are to be evenly distributed among the children to allow for maximum supervision and assistance as needed, at least one adult per table when adult/child ratio permits.
3. Adults need to provide appropriate modeling for children. Avoid doing things you are asking the children not to do. **Example:** reaching, talking between tables, interrupting, etc.
4. Food is served family style by children and adults alike. Everything should be placed on the table at once, including milk.
5. Encourage good table manners. For example, "Please pass the vegetables." Encourage children to use their napkin.
6. Children are not forced to eat. They are encouraged to try the food being served. Most often the less said about uneaten food, the more it will be eaten. No food or beverage is to be used as a reward or as a punishment.
7. While "seconds" are allowable we suggest the children try a variety of foods instead of only one certain item.
8. Milk or juice is available throughout each meal, but not to the exclusion of food.
9. Adults can do much to promote pleasant table conversation. This can be an easy opportunity for nutrition education, concept building, and development of essential social skills. During mealtime show your enthusiasm for healthy foods, spend time in positive conversation and make mealtime relaxed. Children will learn self-help skills as well as new vocabulary, taking turns, and sharing.
10. Children are expected to assist in cleanup activities at the end of the meal. Each child may have responsibility for his/her own table service and/or special helpers may be designated on a rotating basis for clearing, wiping tables, etc.
11. Try letting the children be helpers at mealtime. This can aid in improving self-esteem when the children find out, "I can do it all by myself!" If a child is developmentally shy or withdrawn, the child may need more individual attention and encouragement. Possible responses: "David doesn't feel comfortable helping just yet. We'll let him help another day, when he feels ready."



## DAEOC Head Start/Early Head Start Volunteer Confidentiality Policy

**Policy:**

This form will be completed after the volunteer has received training by the Center Director. The Center Director and the volunteer will sign the Confidentiality Policy.

**CLIENT CONFIDENTIALITY** is a family's right to the protection of private personal information shared with an agency for the purpose of receiving services. Head Start/Early Head Start has the responsibility to preserve information that was received about family members and disclose information only for the benefit of that family. **CONFIDENTIALITY** is an ethical obligation of every Head Start/Early Head Start staff member and volunteer, as well as a program requirement.

The total Program, not just specific individuals, must be dedicated to protecting family confidentiality. Volunteers must not discuss Head Start/Early Head Start families outside the agency. This includes the deliberate sharing of confidential information through formal or informal conversation with staff in front of visitors, other volunteers or children.

As a volunteer of Head Start; I, the undersigned hereby agree to keep all information regarding families in the strictest confidence. I understand that all family and child files are confidential and volunteers do not have access to them. This includes any information I, may obtain while a volunteer of Head Start.

I make the commitment to respect the confidentiality of families and children in the Head Start/Early Head Start Program. I will not violate the Head Start/Early Head Start Confidentiality Policy.

The volunteer signature on the Confidentiality Policy also verifies he/she received Volunteer Training. The Center Director signature verifies he/she provided the training.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Center Director Signature

\_\_\_\_\_  
Date

The Volunteer Confidentiality Policy form is to be placed in the Contact/Permission File after the training is completed. A copy should be given to the volunteer along with the Handbook.