

## ADMINISTRATION

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**Center Directory**

Luzerne County Head Start, Inc.  
*Building Strong Families Since 1965*  
 Lynn Evans Biga, Executive Director



**Funded Enrollment:**  
**Head Start: 603\*\***  
**HSSAP: 266**  
**Pre-KC: 212\*\***

**\*\*includes 71 children in blended classrooms  
 EITC: 1**

**ADMINISTRATIVE and CENTRAL OFFICES**

Hours of Operation: 7:30-4:30 M-F  
 23 Beekman Street, Wilkes-Barre, PA 18702  
 Ph: 570-829-6231, 1-800-551-5829  
 ADMIN Fax: 570-829-6580  
 CO Fax: 570-829-6206

**BACK MOUNTAIN CENTER / HS (32) 2 SS**

Hours of Operation: 7:45-4:15 M-F  
 Mailing Address: PO Box 814, Dallas, PA 18612  
 Location: St. Paul's Church, 474 Yalick Road  
 Ph: 570-674-1062(3); Fax: 570-674-1064;  
 Stacey Sturdevant, Center Manager

**BEEKMAN STREET CENTER  
 HS(116), HSSAP(108), Blended(17)(241+1  
 EITC) 14 SS**

Hours of Operation: 7:45-4:00 M-F  
 23 Beekman Street, Wilkes-Barre, PA 18702  
 Ph: 570-825-5302; Fax: 570-825-5435  
 Lisa Temperine, Center Manager  
 Michelle Oropeza, Assistant Center Manager

**CHURCH OF CHRIST UNITING  
 PKC (17), HSSAP (18)**

Hours of Operation 8:00 – 3:30 M-F  
 190 South Sprague Avenue, Kingston, PA 18704  
 Ph: 570-714-0285; Fax: 570-714-0286  
 Karen Steltz, Center Manager.

**DALLAS ELEMENTARY SCHOOL PKC (18)**

Wycallis Primary Center  
 2000 Conyngham Ave, Dallas, PA 18612  
 Ph: 570-674-7283 Fax:  
 Melissa Janick, Center Manager

**DANIEL J. FLOOD CENTER PKC (18) 1 SS**

Hours of Operation 7:30 – 3:00 M-F  
 565 N. Washington St, W-B, PA 18702  
 Ph: 570-820-5970  
 \*Cory Manfre, Center Manager  
 \* Cell: 570 931-0096

**DODSON CENTER PKC (17) 1 SS**

Hours of Operation 7:45 – 3:15 M-F  
 80 Jones Street, Wilkes-Barre, PA 18702  
 Phone/Fax: 570-826-7194  
 \*Cory Manfre, Center Manager

**EDWARDSVILLE CENTER / HS (53) 3 SS**

Hours of Operation: 8:00-4:00 M-F  
 111 Meyers Street, Edwarsville, PA 18704  
 Ph: 570-714-3920/3970; Fax:570-714-3675  
 Karen Steltz, Center Manager

**FAIRVIEW ELEMENTARY SCHOOL/ PreKC (18)**

Hours of Operation:  
 117 Spruce Street  
 Mountain Top PA 18707  
 Ph: 570-931-0117; Fax: 570  
 Miriam Latalladi, Center Manager

**HAZLETON (CARSON STREET) CENTER**

**HS (69), HSSAP (18) 5 SS**  
 Hours of Operation: 8:00-4:30 M-F  
 St. Stanislaus School  
 663 Carson Street, Hazleton, PA 18201  
 Ph: 570-454-5764, 570-454-5769,  
 570-454-5789; Fax: 570-454-2869  
 Marta Castro, Center Manager

**HEIGHTS CENTER / PKC (17) 1 SS**

Heights M. L. Murray Elementary School  
 Hours of Operation 8:30 – 3:00 M-F  
 1 S Sherman Street, Wilkes-Barre, PA 18702  
 Ph: 570-826-7111 Ext. 6200  
 \*Cory Manfre, Center Manager

**HIP CENTER / HS (33), HSSAP (34) 4 SS**

Hours of Operation: 8:00-3:00 M-F  
 225 E 4th St, Hazleton, PA 18201  
 Ph: 570-501-1180/1195; Fax: 570-501-1169  
 Miriam Latalladi, Center Manager

**KISTLER ELEMENTARY SCHOOL / PreKC (18)**

Hours of Operation:  
 301 Old River Road  
 Wilkes-Barre PA 18702  
 Ph: 570-931-0096; Fax: 570  
 \*Cory Manfre, Center Manager

**LCCC CENTER / HS (34) / Blended (18)**

Hours of Operation: 8:00-3:30 M-F  
 Luzerne County Community College  
 1333 S Prospect St Building 11 Rear Entrance  
 Nanticoke, PA 18634  
 OFFICE: 570-740-0267/0268; Fax: 570-740-0717  
 Kelly Billig, Center Manager

**MEHOOPANY CENTER / HS (18) 1 SS**

Hours of Operation: 7:30-4:00 M-F  
 Mehoopany Elementary School  
 1687 Scottsville Road, Mehoopany, PA 18629  
 Ph: 570-833-0138(9); Fax: 570-833-5005  
 Stacey Sturdevant, Center Manager

**NANTICOKE CENTER / HS (61) 4 SS**

Hours of Operation: 8:00-4:00 M-F  
 1010 S Hanover Street Nanticoke, PA 18634  
 Ph: 570-735-8945; Fax: 570-735-3680  
 Kelly Billig, Center Manager

**NEW STREET CENTER / HS (17) 1 SS**

Hours of Operation: 8:00-3:30 M-F  
 560 New Street Plymouth, PA 18651  
 Ph: 570-779-5902/5903; Fax: 570-779-1324  
 Karen Steltz, Center Manager

**PITTSSTON PRIMARY CENTER  
 HS (17), PKC (18), Blended (18) 3 SS**

Hours of Operation: 8:00-3:30 M-F  
 210 Rock Street, Pittston, PA 18640  
 Ph: 570-654-7085; Fax 570-654-3856  
 Jane Chakiris, Center Manager

**PITTSSTON/NEW STREET CENTER**

**HS (17), HSSAP (52)**  
**Wyoming Area Children**  
 109 New Street Pittston PA 18640  
 Ph: 570-655-3825; Fx:(570)655-3876  
 Jane Chakiris, Center Manager

**PLAINS CENTER / HS (16), Blended (18) 2 SS**

Hours of Operation: 8:00-3:30 M-F  
 100 Second Street Wilkes-Barre, PA 18702  
 Ph: 570-821-1898, Fax: 570-821-5202  
 Melissa Janick, Center Manager

**TUNKHANNOCK CENTER / HS (16) 1 SS**

Hours of Operation: 7:30-4:00 M-F  
 Tunkhannock Intermediate School  
 200 Franklin Avenue  
 Tunkhannock, PA 18657  
 Ph:570-836-2113, Fax: 570-836-4622  
 Stacey Sturdevant, Center Manager

**VINE WEST CENTER / HS (16) 1 SS**

Hours of Operation: 8:00-4:30 M-F  
 334 West Birch Street, Hazleton, PA 18201  
 Ph: 570-453-5975/570-453-5978 Fx:570-453-5978  
 Marta Castro, Center Manager

**WESTMORELAND CENTER / HS (17) 1SS**

Hours of Operation: 7:30-3:00 M-F  
 106 S Lehigh St., Suite 301 Shavertown PA18708  
 Ph: 570-696-1662 Fax:570-696-1668  
 Melissa Janick, Center Manager



**Luzerne County  
 Early Head Start Locations**  
**Early Head Start: 202**  
**United Way: 9**

**EARLY HEAD START W-B (82 + 9 UW)**  
 31 Beekman Street, Wilkes-Barre, PA 18702  
 Ph: 570-824-9050; Fax: 570-824-9051  
 S. Christian & N. Oliver, Program Managers

**EARLY HEAD START EDWARDSVILLE (48)**  
 111 Meyers Street, Edwarsville, PA 18704  
 Ph: 570-714-3920/3970; Fax: 570-714-3675  
 Suzanne Christian, Program Manager

**EARLY HEAD START EXETER (20)**  
 1825 Wyoming Ave, Exeter, PA 18643  
 Ph: 570-613-0366/7; Fax:570-613-0368  
 Nancy Oliver, Program Manager

**EARLY HEAD START HAZLETON (44)**  
 10 W Chestnut St, Suite 10 Hazleton, PA 18201  
 Ph: 570-453-0532(3); Fax: 570-453-0534  
 Nancy Oliver, Program Manager

**EARLY HEAD START TUNKHANNOCK (8)**  
 133 W. Tioga Street Suite 3  
 Tunkhannock, PA 18657  
 Ph: 570-836-8766 ; Fax: 570-836-8779  
 Suzanne Christian, Program Manager



## **4 DEFINITIONS**

**Head Start (HS) Program** - Preschool center-based program serving 3 and 4 year old children and their families at individual locations. All services are provided during an academic year (typically Sept-June). Summer programming - “Jump Start” - is available on a grant-funded basis through the United Way.

Direct service or center staff are typically categorized according to the services provided, defined teams: Early Childhood Development Services; Family Engagement; Health/Mental Health/Nutrition; and ERSEA (Eligibility, Recruitment, Selection, Enrollment and Attendance).

Resource Specialists oversee each team providing technical assistance, resource materials and provide monitoring in service area contents. Each team is lead by a designated Team Leader responsible for the overall provision of services in the particular service area.

**Early Head Start (EHS) Program** - Home based services provided to pregnant women and children from birth to age 3. Services are provided on a Full Year basis (12 months), until such time as the child/family transition into the HS program. Specialists in certain areas are defined; Family Educators and Nurse Educators provide in-home services.

**Head Start Program Performance Standards** - “HSPPS” are National Head Start Program Performance Standards that set forth the requirements local grantees must meet to support the healthy cognitive, social, emotional, and physical development of children from birth to age 5. They encompass requirements to provide education, health, mental health, nutrition, and family and community engagement services, as well as standards for local program governance and aspects of federal administration of the program.

**Immediate Supervisor** - Individual job descriptions outline who an employee is responsible to in terms of direct supervision. Throughout this document, the term “immediate supervisor” can be applied to more than one individual, dependent upon many factors: individual programming (Preschool HS or EHS Home Visiting) or internal lines of supervision within a center/office. The immediate supervisor can vary among individual staff. Generally, the lines of supervision are outlined as follows:

Specialist and Administrative Staff follow direct lines of supervision, ultimately to the Executive Director or Assistant Executive Director. Accounts Payable and Payroll staff report directly to the Director of Finance respectively. \*Refer to individual job descriptions for specific reporting responsibilities.

For the HS Program, the Center Manager is considered the immediate supervisor and responsible for the operations of the particular location. Each staff member at the individual locations reports directly to the Center Manager regarding their work schedule, time off, etc. For the purposes of performance evaluations, the center staff are once again responsible to the Center Manager, with the exception of the Assistant Teacher who is directly supervised by Teacher in the classroom to which they are assigned.

Staff in the EHS Program are generally directly responsible to the assigned EHS Program Manager and/or Director of Early Childhood Education.

**Personnel Policies and Practices Handbook** - Document outlining policies regarding an individual's rights and responsibilities as an employee of Luzerne County Head Start, Inc.

## **5 MISSION STATEMENT**

“As proven leaders in early childhood education and family development, Luzerne County Head Start, Inc. is dedicated to enhancing the quality of life for low-income children and families in Luzerne and Wyoming Counties.

Our knowledgeable and caring staff accomplish our mission by:

- \*Providing early care and education for pregnant women and children birth to five, emphasizing healthy outcomes and school readiness;
- \*Promoting family self-sufficiency; and
- \*Partnering with individuals, school districts and our community.”

## **5 NONDISCRIMINATION POLICY - EQUAL EMPLOYMENT OPPORTUNITY**

Luzerne County Head Start, Inc. (LCHS) is an equal opportunity employer and complies with all applicable federal, state and local laws. In order to provide equal opportunity to all staff, employment decisions at LCHS are based on merit, qualifications and abilities. LCHS provides equal opportunity to all qualified staff and applicants for employment without regard to race, color, religion, ancestry, sex, age, national origin, physical or mental disability, gender identity or expression, sexual orientation or preference, marital status, military service, veteran status, pregnancy, childbirth, genetic information, deafness or physical handicap or any other class or category protected by law.

LCHS will make reasonable accommodations to a staff member's or applicant's religious beliefs or practices as required by law, so long as the accommodation does not present an undue hardship.

All employees are provided with copies of the following information posted at all centers and the Central Office, their rights, obligations and responsibilities under the following: Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975, Pennsylvania Human Relations Act of 1955, Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act (ADAAA) and Family Medical Leave Act (FMLA) of 1993, and their amendments.

In addition to serving families and employment of staff, appropriate assignments are made to center/office locations that reasonably accommodate anyone with a disability.

## **5 EMPLOYMENT-AT-WILL DISCLAIMER**

Pennsylvania recognizes the employee-at-will doctrine which provides that, absent a contract or statutory restriction, either the employer or the employee may terminate the employment relationship for any reason or for no reason at all. It is the policy of LCHS that all employees are employed at the will of the agency. As an employee "at will " with the ability by law to resign at any time, we hope to provide a work environment which will stimulate you to remain with the program. Likewise, the employer may discharge an employee at will, with or without cause, and without notice at any time. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing and signed by the Executive Director of LCHS.

## 6 **EMPLOYMENT OPPORTUNITIES**

LCCHS is an equal opportunity employer and hire individuals on the basis of their qualifications. Therefore, potential employees will be recruited utilizing all available resources and in a manner to be in compliance with applicable regulatory requirements.

The agency has established an official policy of internally posting all job vacancies to notify current employees, and current and former HS/EHS parents, of vacancies so that qualified persons with an interest in the posted position may apply. Specialists/Administrative Staff are responsible for maintaining full staffing of their service area at all HS/EHS locations to assure quality of services.

Human Resources (HR) will create job postings that include the job title, minimum qualifications, primary job purpose, immediate supervisor, salary range and closing date in which to apply. The job posting will be posted via the “Employment/Career Opportunities” section of the agency website and notice is generally emailed to all employees. The announcements and the position description will also be posted by the Center Manager/EHS Program Manager on center bulletin boards for volunteers and parents to review. Whenever possible the agency will post openings for a period of at least two (2) working days before the closing date.

It is the belief of LCCHS that promoting employees from within benefits both the agency and its employees. Employees will be given consideration based on their work performance, years of experience in the agency, ability, efficiency, conduct and attendance record, and other qualifications outlined in the job description. Transfers can be made if the move is in the best interest of the agency, with approval from the Executive Director. The agency gives consideration to current and former HS/EHS parents on an on-going basis.

The agency reserves the right to use external sources, as deemed appropriate, to advertise vacant positions, simultaneously with the internal posting, regardless of whether applications from employees have been received in response to the posting. This posting program is designed to ensure that current employees have the first opportunity to apply for positions that are subject to the posting requirement. It does not create an obligation on the part of the agency to fill any position with a current employee unless the current employee is the best-qualified applicant for the job.

For position vacancies occurring in the two (2) week period before the start date of the school year, the Administration reserves the right to advertise in local newspapers or via social media postings, *only* (or on an external basis, versus an in-house posting). This will allow the Specialists and Administrative staff to fill position(s) in a more timely manner during this critical time.

For vacancies posted on the agency’s website under the “Employment/Career Opportunities” section, it is the current employee’s and/or HS/EHS parent’s responsibility to check agency bulletin boards and to fully complete and timely return an application for any job for which they want to be considered. Neither LCCHS, nor any of its supervisors have any obligation to notify employees when jobs for which they might qualify are posted on the board.

All new applicants must submit a written application on the agency designated form to be completed at the time of specific opening. Note: For those applicants applying for a position that is considered Exempt/Salaried position and not eligible for overtime pay, only a resume is necessary. Applicants must also submit proof of degree, certification or license required of the position. Complete information must be returned to LCCHS, ATTN: Human Resources, 23 Beekman Street, Wilkes-Barre, PA 18702. It is noted that unsolicited applications and/or resumes submitted to the agency are accepted.

**Record Keeping Requirements.** All hiring and personnel action information (applications, resumes, other replies to advertisements) will be retained in HR for the designated time period according to the federal law. All applicants who may have previously applied for a position in the agency must re-apply for the newly vacant position.

## **7 JOB DESCRIPTIONS**

In furtherance of its recruitment procedure/policy, LCHS believes job descriptions are important tools for documenting the essential requirements and skills needed to successfully perform on the job. Accordingly, reasonable efforts will be undertaken to develop and maintain job descriptions for all job classifications in accordance with the following provisions:

- \* Job descriptions will be developed for new positions that have been authorized by the Executive Director prior to initiating the hiring process.
- \* Job descriptions will be reviewed and modified for current positions within a reasonable period of time following a material change in the essential duties or responsibilities of the position.
- \* Job descriptions for current positions will be reviewed, and modified as necessary, on an on-going basis as deemed appropriate by the Specialist, Administrative staff and Executive Director or designee.

The HR Manager, in conjunction with the Specialist staff responsible for the service area, is responsible for developing, updating and maintaining all job descriptions in compliance with the terms of this policy.

## **7 INTERVIEW PROCESS**

HR receives all applications/resumes and initially screens all information. Either a postcard notification or on-line response is sent to outside applicants acknowledging receipt of information. The resume and any included information is then forwarded to the appropriate Specialist/Administrative Staff for further consideration. The information is reviewed and, if appropriate, forwarded to the Program Assistant(s) to contact applicants for an interview. The Interviewing Committee (members include service area Specialist, immediate supervisor, and can include trained Policy Council representatives) will conduct interviews. Once a decision has been made to hire the most qualified applicant, the Specialist will check all references, verify the candidate has all applicable current background clearances, and make a recommendation for hire to the Policy Council and Board of Directors. SEE also Reference Checking procedure outlined below.

For vacancies at the Administrative and/or Specialist level, all procedures noted above will apply with the Executive Director and/or Assistant Executive Director being responsible for maintaining a full staff and screening all applications and checking references.

## **7 REFERENCE CHECKING**

When a qualified applicant receives final selection by the Interviewing Committee, either the appropriate Specialist, Administrative staff or HR will verify references on the potential employee. Should the applicant provide written letters of reference, they will become part of the file. Without any written letters of reference, it will be practice to conduct a reference checking procedure. Generally, the following procedure will be used: using the *LCHS Reference Check* form, document responses from the three (3) categories of Past Employer, Professional and Personal references. Information must be received from at least one person or company for each category; good practice is made to speak to the applicant's former supervisor. NOTE: Should an applicant provide at least three (3) written letters of reference, the agency reserves the right to use this information as the means of reference checking.



As a guideline, the following list of questions should be asked when checking references:

- (Former Employer) How long did the candidate work for you?
- What was the candidate's attendance record and punctuality?
- Would you hire this person again?
- Describe the applicant's ability to get along with others
- Verify position that applicant held.
- Reason given for leaving.
- What was the applicant's work performance?

Once reference checks have been conducted or written references received, a *Recommendation For Hire* form is completed and forwarded to the Policy Council and Board of Directors for approval.

## **8 BACKGROUND CLEARANCES**

Per HSPPS (HSPPS), Rev Nov 7, 2016, and Pennsylvania regulations, Child Protective Services Law, Dec 31, 2014, all staff are required to have current/valid background clearances on file. Per these regulations, the following 5 background checks are required:

- National Sex Offender Registry Check
- State Sex Offender Registry Check
- Pennsylvania State Police Criminal Record Check
- Pennsylvania Child Abuse History Clearance
- FBI Fingerprint Background Checks

Additionally, per HSPPS, it is noted that before a person is hired, directly or through contract, included transportation staff and contractors, LCHS adheres to practices of interviewing, verifying references and conducted sex offender registry checks, both state and national.

All employees, applicants/candidates for hire, regardless of position, must possess current/valid clearances that include the PA State Police Criminal Record Check, the PA Department of Human Services Child Abuse History Clearance and a fingerprint-based federal criminal record check through the Federal Bureau of Investigations (FBI) via DHS registration. Clearances are considered "current/valid" if completed within one (1) year of hire and are required to be completed/submitted prior to hire. All background clearances are to be renewed at five (5) years from the date of earliest clearance submitted.

Cost is strictly at the expense of the applicant/employee and is subject to change without notice. LCHS policy for past past/current Head Start parents who have, or previously had a child(ren) attend HS within the applicant's 2 years of hire) will be reimbursed for the Child Abuse History Clearance and State Police Criminal record checks, only. FBI Fingerprints are paid by the applicant.

Additionally, staff in designated positions whose job responsibility it is to drive LCHS vehicles or their own vehicle during the course of work, on a regular basis and as a part of their job, are required to complete an additional background clearance for one's own driving record. The LCHS Insurance Carrier of record requires driving background checks to be completed on designated staffing positions in meeting carrier requirements for a clean driving record. A *Driver Questionnaire Form* is to be completed for identified positions initially upon hire, at time of promotion to an identified position, and at least every 3 years thereafter. Identified staffing positions as of include:



Specialist	Executive Director	Assistant Executive Director
Maintenance	Director of Operations	Family Educator
Cook/Nutrition Aide(as designated)	Recruiter	Nurse Educator
Center Manager/EHS Program Manager	Regional Nurse	MIS Staff

## **9 NOTICE OF EMPLOYMENT**

Once an applicant is approved for hire, HR will be notified and sends each approved applicant written notice on employment, which includes job title, classification, exempt status, salary and date of hire. Additionally, HR confirms a Post-Offer/Pre-Employment Physical Examination with TB Screening is completed prior to the first day of employment; HSPPS require a TB screening process. Additionally, required by Pennsylvania law and Head Start Performance Standards, all local Head Start programs require a declaration from all current and prospective employees prior to employment, referred to as the *Employee Disclosure Statement* that lists all pending and prior criminal arrests and charges related to child sexual abuse and their disposition; convictions related to other forms of child abuse and neglect; and all convictions of violent felonies.

## **9 NEW HIRE TRAINING, EMPLOYEE ORIENTATION**

At LCHS we believe a good orientation should launch an ongoing process of learning and development and it is not accomplished in one day. During the new hire orientation process, new employees will learn basic information about Head Start and their role in it.

LCHS has developed a process for training that encompasses required training per the HSPPS to be completed within 90 days. Initiated by HR, a *New Hire Training Schedule* is circulated amongst the Specialist staff, including the Center Manager or EHS Program Manager. Each team, comprised of Admin/Operations, Education, ERSEA, MIS, Family Engagement and Health, designates a specific day and time for training on their own service area topics to meet LCHS requirements and the HSPPS standards.

Beginning on the first day of employment, each employee will participate in training sessions with HR, initially, and for at least 2 days at the main office/Central Office location with all service area specialists. During the HR session, each new employee completes all required forms, i.e., Employment Eligibility Verification (I-9), local/ Federal withholding tax, etc.; receives specific information on the mission and vision of the agency, company standards and policies, as well as technical aspects of their job. Additionally, as all HS/EHS staff are “mandated reporters” of child abuse and neglect, the employee will attend a required 3 hour Mandated Reporting Training, per 2014 PA state legislation from the Department of Human Services for child abuse recognition and reporting. The new employee will also sign a statement that they have received their copy of the agency *Personnel Policies and Practices Handbook*, had an opportunity to ask questions about it and understands the terms and conditions of the manual. A *New Employee Orientation Checklist* will be signed by both HR and the employee as confirmation of the training conducted specifically with HR and placed in the employee's file, indicating the agreement that the HR orientation training was conducted.

This service area training schedule is necessary to obtain the important information that prepares them for their job and their role as an integral team member of LCHS. Job responsibilities are outlined and employee expectations are set, preparing for future success. Beyond the HR level, additional service area specific training with service area team member is required. The *New Hire Training Schedule* is circulated by HR prior to the employee's start to have CO/Admin/Specialist staff add training time with the newly hired staff member. This schedule was created to further best communication and expectations of staff as they are hired into the agency to receive the necessary HSPPS training including Safety Training, Safety practices based on staff roles, Administrative Safety practices, including service area overview(s). This training schedule is sent out prior to the new employee starting so that all the teams can sign-up for a time to meet with the new staff. Team Leaders will be in charge of creating each new hire's schedule to map out their training needs.

At the end of all training, a *New Hire Training Checklist* will be signed by all service area trainers, including HR, and placed in the employee's file, indicating the agreement that New Hire Training was conducted.

When the employee is then formally assigned at the center lever, the Center Manager/EHS Program Manager (who is generally the immediate supervisor and contact person) will conduct an orientation on-site to familiarize them with their particular work environment; make them aware of additional procedures of the center; and review critical health and safety policies. They will complete a *New Employee Center Checklist* form, review/confirm a Negotiated Schedule, properly complete time clock procedures, note the location of bulletin board, meet center staff, etc.

## **10 NEW HIRE REPORTING**

ACT 58 of 1997 requires all Commonwealth of Pennsylvania companies to report all new hires within 20 days of the date an employee is hired. HR and the Finance Office/Payroll is responsible for developing specific operating standards in administering the terms of this mandatory requirement.

## **10 ATTENDANCE, PUNCTUALITY AND DEPENDABILITY**

The quality and efficiency of the services that we provide to our children and families is of prime importance to LCHS. The need for a particular position (location, hours, duties, etc.) has been carefully planned prior to your employment. Dependability, attendance, punctuality and a commitment to do the job right are essential at all times. Regular attendance is an essential job function and the agency has attendance policies that address sickness, personal business, family and medical leave, as well as disability concerns. As such, employees are expected to work on all scheduled work days and during all scheduled work hours and to report to work on time. To a very real extent, attendance and absenteeism is a gauge of employee morale, both in the agency as a whole and for specific individuals; therefore, LCHS, is concerned when absences suddenly increase in length and/or frequency and will take whatever steps are necessary to alleviate a problem.

**Notification and Documentation.** The Finance Office computes an accumulated leave record for each employee and updates the Center Managers and EHS Manager on a monthly basis. In order to properly maintain time records, when notifying the office/center that you will not be coming into work for whatever reason (including late arrival or early departures from work), the employee must speak directly with the immediate supervisor (Center Manager/EHS Program Manager); or, for those staff at the Central Office, the employee must speak directly to their immediate supervisor or the Executive Director.

**Absenteeism.** Patterns of absenteeism and/or excessive absenteeism (even approved) during the program year will be documented, and, where deemed necessary, will constitute disciplinary action, using an *Employee Counseling Form*, following progressive discipline actions. Every attempt will be made to help employees understand the importance of regular attendance to not find themselves in a situation of disciplinary action.

## **11 PAYROLL CHANGE NOTICE**

A *Payroll Change Notice* form is the official method by which the agency is assured all changes are recorded on all pertinent records and/or computerized payroll system. This formal procedure is established for recording temporary or permanent changes in an employee's organizational status, including, but not limited to, the employee's pay rate, classification, benefits, etc. Certain information is required by law to be retained.

**New Hires.** At the time of hire, a *Payroll Change Notice* is prepared in triplicate by HR and forwarded to the Finance Office and Executive Director for signatures. The signed forms are returned to HR to be recorded in the employee's confidential personnel file. The original form is permanently filed in the employee's personnel file, with copies to the Finance Office and also to the employee for his/her records.

**Changes.** All employment related changes in the status of an employee will be recorded on a Payroll Change Notice and prepared in triplicate. The signed forms will be forwarded to the Finance Office and the Executive Director for signatures and placed into the computerized payroll system if necessary. The signed forms are returned to HR and a copy placed in the employee's Confidential Personnel File with a copy sent to the employee for his/her records.

## **11 IDENTIFICATION BADGE**

All new employees will be required to have a picture taken for an employee ID Badge on their first day of work, during the New Hire/HR Orientation Training process. The badge must be worn during work time by all staff as children, parents, volunteers and other staff must see the badge on your person for purposes of identification and security. The ID Badge is considered property of LCHS and should an employee leave his/her employment, the ID Badge is to be returned to LCHS.

## **11 PROFESSIONAL DEVELOPMENT - STAFF TRAINING**

LCHS recognizes the mutual benefits derived from personal growth and increased work competence of a training program. As a basic link to long-term employment, training opportunities are an important factor in successful performance, productivity and morale. This agency strongly encourages staff development and will seek to provide opportunities for individuals through supervision, in-service training, staff meetings, attendance at special training programs, conferences and workshops.

Regular pre-service and in-service training sessions are a part of the Head Start experience. Attendance is mandatory when indicated, or as required by federal law, or as a condition of satisfactory job performance. When specified needs are identified, staff must attend those training sessions as the sessions would tend to maximize their experiences and develop more skills. It is the function of the Specialists to monitor staff on-site and provide individualized training as follow-up to the monitoring process. Written documentation is kept on those employees who attend in-service training specifically suited to develop their skills within the HS/EHS Program.

**Documentation of Training.** Whenever an employee attends a training event they are to document the information as part of the employee's own *Professional Development Record*.

**Professional Development Record.** Upon hire, all employees will receive a document to help them develop a professional record, plan their career development, track educational and training experiences, and create a record of accomplishments while employed at LCHS. This document will be used during the Annual Evaluation process in reviewing training and accomplishment and for promotional opportunities. It is the responsibility of the employee alone to complete, keep updated, and submit for review when requested.

**Training Calendar.** Annually the Administrative/Specialist staff create a monthly calendar of trainings/meetings and events constituting the training plans for the year. Training opportunities is based on individual or group needs and can happen individually or in group at the center site(s), or centrally at the Central Office.

## 12 **CONFIDENTIALITY**

As professionals working in the educational and human services field, it is crucial to remember the importance of confidentiality, the situations to which it applies and procedures for protecting the rights of children and their families and HS/EHS staff, as well. All information held by LCHS, whether gathered informally or formally, is protected and considered confidential. This includes: medical history, family status, financial information, and other personal data. All employees and representatives associated with LCHS, have the responsibility to protect confidential information and act on behalf of the agency. At their time of hire, and annually at the beginning of each program year, each employee will sign a *Confidentiality Pledge* that states their professionalism as a HS/EHS employee.

When an employee or representative should divulge information, a basic rule of thumb is to ask the question, "Who needs to know this information to carry out their job responsibilities?"

### **For Children Enrolled In Luzerne County Head Start, Inc.:**

**Natural parents or legal guardians** always have the right to information regarding their child and follow guidelines established under the Family Education Rights and Privacy Act (FERPA).

Specifically, per *Confidentiality Provisions/Primary Rights of Parents* are:

- Right to inspect and review education records
- Right to seek to amend education records
- Right to have some control over the disclosure of information from education records

**Grandparents** do not have the right to their grandchildren's confidential information unless an Information Release form allowing the grandparent(s) access to the child's confidential information is signed by the child's natural parent or legal guardian and placed in the child's file.

**Step-parents** have no innate authority or right to gain access about their step-children's information. An Information Release form allowing step parents access to their step-child's confidential information must be signed by the child's natural parent or legal guardian and placed in the child's file before any information can be communicated.

**Foster Parents** must present a copy of the Court Order to LCHS. The agency must abide by the dictates of the Court Order.

1. All children's/families' records/files must be locked at the end of each day.
2. Access to children's/families files is limited to appropriate staff.
3. Children's/families files, if removed for review, must be returned immediately after use unless reviewed at the Central Office.
4. All assessment data and progress reports, home visits, home contacts, must be signed by preparer, dated and placed in appropriate files and not in classroom or staff desk.
5. Only objective, observable, measurable data may be placed in a file. Subjective notes must not be kept or placed in these files.
6. Keep discussion of a child and family private and with appropriate staff only.
7. Be careful to refrain from discussing a child and family with other parents or volunteers.
8. Refrain from making derogatory remarks about children or families in front of other children, families or staff.
9. The family file system is utilized for each Family Worker's/Family Educator's caseload. It is a sign-out system for authorized personnel.

**For Staff / Personnel Information.** Only HR, the Executive Director, and the immediate supervisor have access to the entire personnel file. All health/medical records will be available to the Health Specialist(s) for the purpose of the agency's health standards for employees. All persons are held to strict confidentiality. Confidential Personnel Files are maintained at the office of the HR Manager in a locked file cabinet, can be accessed by HR staff, only, and must be returned promptly.

LCHS, believes it is important to limit the information about an employee which is disclosed to outsiders, out of respect to the privacy of its employees. Therefore, only general information will be released that include position and dates of employment. Before other information is released, a signed authorization must be received from a current or former employee.

## **13 COMMUNICATION PLAN**

LCHS, observes the following communication plan: communication channels are designed to flow both up and down and all employees are encouraged to use all channels identified and to contribute to constantly improving methods of communication. Communication with all participants of the agency, internal and external, takes place in a variety of ways which include: meetings, calendars, newsletters, mail, phone, faxes, email, memos, manuals and handbooks.

### **Internal Communication**

**Meetings.** Every month a variety of meetings are held across the organization. The purpose of these meetings is dependent upon the function of the group.

- **Board of Directors** - Meetings are according to a pre-established schedule and per requirement of the National Head Start Act of 2007. All action requiring Board approval is done monthly, however, meeting are pre-determined and typically held bi-monthly, usually on the first Wednesday. Minutes of the Board Meetings are available at the Administrative office.
- **Policy Council** - Meetings are according to a pre-established schedule and per requirement of the National Head Start Act of 2007 and HSPPS. Minutes are shared with all staff via email notification..

- **Management Meetings** - Center Managers, Admin Staff/HS Specialists and the Executive Director meet every other month on a designated day to exchange information, discuss policy, review program changes, make corrections to the calendars and otherwise share information. Minutes are taken and accessible via the internet on the agency website.
- **Administrative Meetings** - Regarding the teams: Administration; Family Engagement, Health and Early Childhood Services. These teams generally meet once per month to review department specific issues, i.e., program items, operations, performance standards, budgets, training plans, review calendars. Additional meetings may be scheduled as needed.
- **Center Staff Meetings** - For the preschool HS program, center staff meetings are held twice a month or when possible, lead by the Center Manager. Information is shared about all program operations, suggestions and review of calendars and to share information going out to HS families. Administrative Staff may request time on the center agenda as a means to share more information, enlist feedback, etc
- **Team Meetings** - Center staff communicate about the children and families at their center.
- **Health and Transition Advisory Meetings** - Two Advisory Committees are operational in our organization. The committees are comprised of community members, staff and parents. Health Advisory meetings are held the first Wednesday of the month of November, January, March and May; Transition Advisory meetings are held on the third Thursday of the month of October, January and March.
- **Joint Board and Policy Council Committee Meetings** - A schedule of meetings to be held each year is distributed to the Board and Policy Council for their participation on Personnel, Finance, Property, Safety, By-Laws and Membership Committees.

**Calendars.** Calendar style “month-at-a-glance” documents produced to share information. It is noted that LCHS utilizes the Google Drive/Calendar as a main calendar for scheduling processes. Additional calendars may include:

- **Calendar of Meetings and Events (August-July)** - An in-house month-by-month picture of the happenings in the agency to include information on meeting dates/ times, pay days, due dates for materials, etc. This calendar is updated monthly and is accessible via the agency website.
- **Parent Calendar (Sept-June)** - Presented to all HS/EHS parents/families and posted at each HS center with helpful parenting information, suggestions, activities, policies and requirements. This calendar is updated annually for the new school year.

**Center Bulletin Boards.** Located in all agency sites in an accessible area used for staff, parents and volunteers, center bulletin boards have a wealth of employment information including agency postings, government notices, memos and other items of interest.

**Staff Newsletter - “The Center Connection”.** An internal sharing of HS/EHS information, September-May, and is available on-line at the second scheduled pay of each month. This newsletter is used to exchange information among staff and to recognize outstanding accomplishments of individuals or groups. Staff are encouraged to submit information, such as benefits, career development, center news, agency history, etc.

## **External Communication**

**Community Newsletter.** Distributed periodically during the year. Mailed to over 500 community members, agencies, individual and groups that support HS/EHS, school districts, Boards, etc. The purpose is to share information about the agency with the community at large.

**Annual Report.** Distributed annually to community members, agencies, individuals and groups that support HS/EHS. Purpose is to present the agency’s yearly activities and accomplishments to the community. Major achievements, new projects, and community partnerships are highlighted along with financial status and governing bodies. The report documents HS/EHS’s accountability for the public resources entrusted to us.

**Parent/Community Concern.** The community-at-large or parents (clients) in the HS/EHS contact the office/center to discuss a complaint or concerns. All information is recorded on a designated form and appropriate steps are taken to assure resolution. The Center Manager, in conjunction with the Director of Operations and Executive Director/Assistant Executive Director (as necessary), will take appropriate actions to resolve any situation.

## **15 EMAIL GROUPS**

**Email Communication System.** All employees at LCHS have access to the Email system and are responsible for using the system properly and in accordance with this policy. The Email system is the property of LCHS. It has been provided for use in conducting appropriate HS business and is to be used for agency purposes only. All communication and information transmitted by, received from, or stored in this system are company records and property of LCHS. Use of the Email system for personal purposes is prohibited.

**Email Group Lists.** HR is responsible for assigning staff to email groups upon hire, when there is a change between staffing groups, and internally to the MIS Department upon termination. All Email Group Lists are created in HR, only, and cannot be made and/or changed without HR approval.

\*Upon hire, HR assigns individual employees to one or more groups, documents this in triplicate on a *Payroll Change Notice*, which is distributed to the MIS Department and given to the employee. The MIS Department further creates a specific employee username and unique password for the individual employee and notifies the employee directly by written notification; MIS will also notify the Finance Office for purposes of the direct deposit within the computerized payroll system.

\*The following is an alphabetical list of specific LCHS Email Group Lists that will be maintained and updated by HR. Generally, groups are comprised of individual staff members based on their position in the agency and Team Leaders assigned to that area.



*For purposes of this part the spacing between group names is strictly for ease of reading in this section, however, the actual email address has no spaces, i.e. lchsxxxxx@hsweb.org.*

lchs admin	Administrative Team members/service area Team Leaders who attend the Admin Team Meeting.
lchs asst	Associate Teachers, Classroom Aides
lchs businessoffice	Finance Office Staff, including Payroll and Accounts Payable
lchs centermgrs	Center Managers; EHS Program Managers
lchs classroomsub	Classroom Substitutes
lchs cooks	Cooks, Nutrition Aides
lchs ece	Early Childhood Team Specialists
lchs ehshed	Family Educators and Nurse Educators in the Early Head Start Program
lchs ersea	ERSEA Team Members
lchs fcp	Family Engagement Team members (formerly “Family and Community Partnership”)
lchs fw	Family Workers
lchs hr	Human Resources staff
lchs hmhnutr	Health Specialists in both HS and EHS programs
lchs maintenance	Maintenance Workers
lchs mis	MIS Department staff-Specialists, Data Entry Operator, Data Analysis Coordinator
lchs nurses	Regional Nurses in HS; including EHS Nurse Educator
lchs teachers	All Teachers - Head Start, PreK Counts, HSSAP
lchs progasst	Program Assistants, Administrative Assistant
lchs spec	Various positions includes most CO staff (Specialists/Admin staff)
lchs tsg	Teachers, for Teaching Strategies Gold child assessment program

“Everyone”/“AllStaff”: Additionally, All staff are assigned to the “everyone” [everyone@hsweb.org](mailto:everyone@hsweb.org) email group list which includes *all* employees and consultants associated with LCHS. However, only a limited number of individuals are approved to use the “everyone” email group for creating and sending messages to all staff. This is typically limited to Administrative/Specialist staff who have been determined through their job description necessary to have this responsibility assigned to them.

Center Managers/EHS Program Managers are encouraged to create their own lists for their centers, for ease of forwarding information in an efficient manner. Additionally, any staff member can create their own personalized email group list; however anyone creating their own lists are cautioned on maintaining it for assurances of accuracy.

NOTE: Email communication concerning individual fiscal actions, i.e, job status, transfer, etc. are considered official business. Emails of this nature will be printed and filed in the employee's Confidential Personnel File. Additionally, updates or changes to agency documents, including the Personnel Policies and Practices Handbook, manuals, etc.will be shared with staff via the email communication system and will be considered official business communication.

## **16 EMPLOYEE CONFLICT RESOLUTION PROCEDURE (GRIEVANCE)**

All staff are able to share concerns about an aspect of their job. This can include a charge that an employee's rights have been violated; dissatisfaction with some aspect of their job; or a concern/inquiry about agency policy. This grievance situation must be initialized in writing to the immediate supervisor and appropriate steps are then taken through a chain of command. Full policy is found in the agency policy manual.

## **17 EQUIPMENT INVENTORY**

Center Managers/EHS Program Managers are responsible for the receipt of new office or copier equipment at the center level. As part of that responsibility, the Center Manager must fill out an *Addition to Inventory* Form to be sent to the Director of Operations immediately upon receipt of the new item. The Director of Operations will send an Inventory Sticker to place on the item.

\*NOTE: MIS Department is responsible for computer and related technologies equipment.

Any equipment that is disposed of or transferred to another center, must have prior approval of the Director of Operations. The Center Manager must fill out either a Disposal of Equipment or Transfer of Equipment form. The white and yellow copies are to be sent to the Director of Operations and the pink copy is to be kept by the Center Manager in the center files.

## **17 SIGNING IN/OUT**

All employees and visitors to each center and office will be required to sign in and out upon entering and leaving the building. For safety reasons, this log is kept of all people who are present in the building at any time. It is kept in a common area so that all employees may have easy access to it. Employees are to sign in/out each time they travel to and from their center or office.

## **17 MONITORING**

Monitoring of all center-based and home-based program activities is important to ensure compliance with HS and EHS Regulations, HSPPS and other state and local ordinances. Monitoring will also ensure quality and success of all program activities.

Specialists are responsible for monitoring on a regular basis, according to the individual service area monitoring schedules. Center Managers/EHS Program Managers and/or Regional Nurses will assist in this process as required. The role of the Specialist is to provide training and technical assistance to the center staff using a coaching approach. They also serve as a resource for information, policy and Performance Standard interpretation. This will be accomplished through the monitoring visits and additional training opportunities.

Center Managers/EHS Managers can request a visit from the Specialists at any time there appears to be a need for follow-up or technical assistance, or if they recognize a staff member is having difficulty in any area.

The monitoring reports will be used as part of the evaluation tool for center staff. Specialists will also complete a *Monitoring Summary Report* to give the Center Manager/EHS Program Manager additional information and to provide feedback and follow-up for staff. Feedback should be provided immediately, or as soon as possible after monitoring takes place. Written report must be provided to the staff person and Center Manager/EHS Program Manager immediately following monitoring or as soon as possible so that follow-up can begin. For (Annual) Performance Appraisals, the General Evaluations and Standard Responsibilities sections will be completed by the Center Manager/EHS Program Manager; Specialists will provide the evaluation of the Essential Position Responsibilities section relating to specific content area. Center Managers will present the completed evaluation document to all staff other than Education staff (Teacher/Assistant Teacher).

Scheduled monitoring visits do not eliminate informal drop-in visits at all sites during any activity. Additional time will be given to new staff to familiarize them with the program on an on-going basis. These can be documented as appropriate, i.e, coaching long, *Site Visit Report*, monitoring tools, etc.

### **Procedures for Completing the Monitoring Summary Report and Follow-Up.**

In order to provide consistent feedback and follow-up for staff, service area Specialists will use the standardized *Monitoring Summary Report* for compliance monitoring and will follow standardized procedure for non-compliance.

Staff persons (Teacher, Family Worker, Recruiter, EHS Family Educator/Nurse Educator) monitored for HS Regulations/National Performance Standard compliance will receive a minimum of two (2) in-depth monitoring visits/meetings each year. Monitoring also occurs through direct observation as well as record review via oversight of the ChildPlus system. Monitoring in the areas of ERSEA, Health and Nutrition are additional.

The Specialists are responsible for determining the content of monitoring tools to ensure compliance with HS Regulations/National Head Start Performance Standards are being met in each service area.

Feedback and follow-up required will be provided immediately or as soon as possible after monitoring using the *Monitoring Summary Report*. After in-depth monitoring Specialists will note areas of strength, followed by areas needing improvement. If corrective action is needed, Specialists will specify the follow-up required, along with the time frame in which it must be accomplished. The original form is kept by the Specialist with two (2) copies made, with one left for the staff person and one to the Center Manager/EHS Program Manager. In some cases, additional training and technical assistance may be needed before the staff person is able to take corrective action.

The staff person will complete the “Action Taken” portion of the monitoring form within the required time frame. In some cases, Center Managers/EHS Managers may be asked to verify action taken. If so, this will be indicated by the Specialist with the follow-up required.

Upon completion of corrective action, the staff person will sign the completed form and present to the Center Manager/EHS Program Manager, if verification is needed. Once completed the staff person will give a copy to the Center Manager/EHS Program Manager, keep a copy, then forward the *Monitoring Summary Report* to the Specialist. The Specialist will then decide if the action taken is sufficient, or if a follow-up visit will be made. This will be recorded in the “Specialist Comments/Follow-Up” section.

In the event that a staff person does not comply with the Specialist’s directives after technical assistance and adequate time has been provided, the Specialist, in cooperation with the immediate supervisor, will complete an *Employee Counseling Form* to address the non-compliance. When use of the *Employee Counseling Form* is necessary in this monitoring process, this will be reflected on the employee’s annual Performance Appraisal.

**NOTE:** Monitoring tools and *Site Visit Reports* are not to be considered disciplinary action and should not be substituted for the *Employee Counseling Form*.

Administrative Staff with responsibility for supervision of Specialists received monthly notification of monitoring completed. Center Managers/EHS Managers, Specialist are to treat all monitoring forms and/or progress as confidential documentation.

## 19 PAYROLL

Employees are paid on a bi-weekly basis, on Fridays, according to the Finance Office schedule.

**Time Clock/WebClock.** LCHS uses an internet-based payroll system to record and track hours worked and properly compensate all employees. Each staff member considered paid on an hourly basis and eligible for overtime pay is required to Clock In/Clock Out according to established procedures via the internet to record their start and stop work times. Staff paid on a salaried basis not eligible for overtime pay will only be required to complete an “Activity Report” and submit it to their immediate supervisor for issuance to the Finance Office. No salary advances will be made. Staff are expected to adhere to the Time Clock Policy and procedures at all times; any misuse or negligence will be subject to disciplinary action up to and including termination.

**Optional Summer Pay - 10 month staff.** For staff who work a 10-month schedule during the Academic School Year, staff can elect a voluntary plan of Summer payment, called the “Summer Pay Program, ” wherein full and part time 10-month staff can elect to set aside a portion of their pay with the intent to receive payment when they do not work over the Summer months. This is strictly an optional plan that is elected upon the start of a school year and annually thereafter. The Finance Office is responsible for oversight.

**Paycheck Distribution.** All paychecks for staff not utilizing the Direct Deposit system (defined below) will be mailed to all employees the day before the regularly scheduled pay date. In an effort to maintain a consistent payroll monitoring system, all Accounts Payable checks, i.e., mileage reimbursements, per diem, petty cash, etc. will be mailed to the employees at the close of business on regularly scheduled pay dates. With the exception of Mileage Reimbursement, AP checks are not combined with payroll checks and are mailed/direct deposited separately on a schedule opposite of the scheduled pay check date. Exception - Mileage Reimbursement will be included in the payroll schedule.

**Direct Deposit.** All employees are encouraged to use the Direct Deposit system into a savings or checking account with any local banking institution. The employee should submit the agency designated form or a "voided" personal check to the Finance Office for processing; processing time for the initial deposit is four (4) weeks. Once on Direct Deposit, funds are automatically deposited into the account with guaranteed deposit by 9:00 am on the regularly scheduled payday. The employee will receive a *Direct Deposit Statement* via email to their individual LCHS email address. NOTE: Any employee intending to change financial institutions and/or stop their Direct Deposit must provide information to the Payroll/Finance Office to ensure accurate processing.

**Reissuance of Paychecks.** Due to the rising costs and time incurred to reissue a paycheck, in the event of a lost paycheck, it is the policy of the agency to wait one (1) week (or seven (7) consecutive calendar days) after the regularly scheduled payday before the Finance Office will reissue a check. In the event the lost paycheck is recovered, the employee must remit the original check to the Finance Office within twenty-four (24) hours, excluding weekends or holidays. If the employee erroneously cashes both checks, they will be responsible for remitting the entire sum of the check to the Finance Office within three (3) business days.

## 20 MILEAGE REIMBURSEMENT

**The Travel Reimbursement Request Form/Mileage.** Employees may be required to use their personal car for business purposes. Reimbursement for the operating expenses of the car will be calculated by multiplying the number of miles traveled by the currently approved Standard Mileage Rate published by the IRS. Other expenses must be substantiated by receipts. The costs of commuting - travel between home and the work site - will not be reimbursed (IRS reg. 1.262-1(b) (5)).

All LCHS employees who use their cars for business purposes must have a valid driver's license and proof of current and adequate automobile/liability insurance coverage.

Staff are to submit -

- A copy of their own proof of insurance coverage, Automobile Insurance Card, to HR/Finance Office twice a year, typically September and January; and
- A copy of their valid Driver's License to HR in September annually

Mileage will be reimbursed for the distance between the employee's work site and the location of the business function being attended and the return trip to the center of origin if required. *If employees depart from, or return to, their home instead of their work site, only the miles in excess of the normal daily commute* Mileage amounts must be verifiable through the use of commercially available websites (ex. MapQuest, Google Maps) using the "shortest route" option.

The reimbursement rate is the Federal Standard Rate as indicated on the mileage request form and is subject to change without notice, per IRS regulations. Per Expense Voucher/ Reimbursement procedures outlined elsewhere in this section, this voucher requires direct supervisor approval on a monthly basis. Reimbursement checks will be processed according to the annual schedule distributed by the Finance Office. Anyone not abiding by current policy may not be eligible for reimbursement.

Other expenses such as parking will be reimbursed at the actual costs. Original, itemized receipts must be provided. Under no circumstances will the agency reimburse anyone for parking/traffic violations incurred during work hours with either agency or personal vehicles. Employees are expected to abide by all traffic laws.

Employees must document their travel on the Travel Reimbursement Request Form.

### Examples

1. An employee travels from the main office to a meeting at Center A. The employee then travels to another meeting at Center B. Finally, the employee returns to the main office. The entire mileage for this trip can be reimbursed.
2. An employee travels from home to a conference and back home again. The total round trip was 65 miles. The employee's normal commute is 10 miles. In this case 55 miles can be reimbursed.
3. An employee travels from the main office to attend meetings at several locations and then returns home. The normal commute is 5 miles one-way. Mileage reimbursement would be 25 miles which is calculated as follows:

➡ Trip 1 – main office to location A	10 miles	reimbursed
➡ Trip 2 – location A to location B	15 miles	reimbursed
➡ Trip 3 – location B to home	2 miles	not reimbursed*

(\*The final leg of this trip is less than the regular commute home (5 miles). Anything less than 5 miles is not reimbursed.)

### **Allowable Mileage Expenses**

Examples of allowable business purposes include:

- Meetings
- Conferences/Presentations
- Travel between sites
- Site visits
- Work-related errands (post office, office supply store, etc.)
- Trainings and workshops if job related and approved by the manager/supervisor

### **Unallowable Mileage Expenses**

Examples of unallowable business purposes include:

- Commuting between home and the work site
- Elective continuing education

**Procedure.** A complete and accurate Travel Reimbursement Request Form must be submitted at least monthly. Forms may be submitted on a semi-monthly basis if the accumulated mileage is greater than 150 miles. Forms must include starting and ending locations for each trip along with mileage traveled and the purpose of the trip. If the trip originates from the employee's home or ends at the employee's home, the commuting distance must be subtracted from the mileage count. In cases where the travel mileage is less than the regular daily commute, no reimbursement is allowed (SEE Example 3, above).

Allowable costs may include parking or toll costs. Mileage is not reimbursable while using agency vehicles.

Forms must be reviewed and approved by the employee's supervisor before being submitted to the Fiscal Assistant for payment processing.

**Staff with Two (2) or More Center Responsibilities.** Certain staff have job duties between centers as part of their jobs, specifically, Center Managers/EHS Program Managers and Regional Nurses are the designated staff who are assigned to more than one location. These staff members should make a weekly schedule, where possible, that will note one center location assignment for the day. Staff are to report directly to the designated center for the assigned day; no travel expenses will be paid to and from work (this is considered a daily commute to the work site). Daily center assignments are meant to incur as little travel as possible between locations in order to be in the workplace a maximum time. Daily travel between centers should be based upon need. As individual locations start/end at varying times, this will mean that the work day start/end time also varies and travel expenses are only reimbursed during the work day on work time.

**Travel Time.** There are times when it is not possible to schedule meetings or training that accommodates the variety of work schedules. Therefore, travel time will be paid only if the travel occurs during the employee's normal work schedule, for applicable law.

**Evening Meetings.** If a meeting or home visit is scheduled for the evening, the following procedure will apply:

1) Adjusted Schedule: Hourly staff will adjust their schedule within that week to accommodate an evening meeting/home visit. Adjustments are made based on the actual time of the meeting when the meeting is held at the employee regular worksite. Do not include the time it takes to travel to and from the meeting if held at your regular worksite. Exempt status employees work the hours necessary to fulfill the job responsibilities.

2) Travel Time: For evening meetings/events at another location other than their usual/regular worksite i.e., home visits, etc.: Travel time payment will be considered if it is excessive to and beyond the employee's usual commute. For example, if it normally takes you 30 minutes to commute to work and it would take you 60 minutes to get to a home visit, the 30 minutes it takes beyond the regular commute is paid time, but can also be considered adjusted time within the same week.

3) Mileage:

(a) When returning to the employee's regular worksite for an evening meeting, i.e, parent committee meetings, enrollment night, recruitment night, parenting classes, orientation night: \* Mileage will not be reimbursed.

(b) For evening home visits or meetings/events at another location other than the regular worksite: Mileage will be payable from the employee's home or center/office to the home visit - whichever is the shorter distance and taking out the normal daily commute distance.

## **22 EXPENSE VOUCHER and REIMBURSEMENT**

The Expense Voucher form is the means by which an employee may be reimbursed for small purchases and business expenses. This form must be completed by the employee requesting reimbursement, must explain the expense and must have receipts or other proof of the expense attached. The completed form should then be submitted to the Center Manager/EHS Program Manager for approval on a *monthly* basis. Vouchers are due according to the annual schedule distributed by the Finance Office. *Reimbursement requests submitted later than forty-five (45) days will not be eligible for reimbursement.*

Payment of expense vouchers are made by check and follow the Accounts Payable biweekly schedule. In the even a check is lost in the mail, the check will be reissued after seven (7) days from the date of original issue, to ensure that the "lost check" is not lost, but rather is late, due to mail delay.

## **22 BUSINESS EQUIPMENT and COMMUNICATION SERVICES**

LCCHS telephone service, both local and long distance, FAX machines and computer internet access are intended for *Head Start business ONLY*. Use of long distance service, FAX machines or Internet access for personal business is strictly prohibited. Employees are encouraged to obtain a telephone calling card in the event they need to make a long distance telephone call at their work site.

**Internet Usage.** Employees are provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research; however, use of the Internet should be used with common sense and good judgment. Use of the Internet for personal purposes is prohibited. Foul, offensive, defamatory, pornographic or other inappropriate communication via the E-mail system or the Internet is prohibited. Visiting inappropriate sites and/or downloading inappropriate material will result in disciplinary action, up to and including termination of employment. LCCHS is not responsible for material viewed or downloaded by users from the Internet. Users accessing the Internet do so at their own risk. Abusing use of the EMail system and Internet may cause an employee to be subjected to disciplinary action, including possible termination, and civil and criminal liability.



**Additional Equipment.** Designated positions require the employee to utilize the following equipment in order to carry out their job responsibilities:

- Lap Top computer
- Uniform for safety purposes
- Pager / Camera / Video Recorder

Any employee that is issued the above-mentioned items is responsible for its care and should report any malfunction to their immediate supervisor. All items are considered the property of the agency and should an employee leave their employment, the item(s) are to be returned.

## **23 COPIER USAGE**

Each center is provided with a copy machine to duplicate materials such as memos, flyers, correspondence, etc. Use of any HS/EHS copier for personal business is strictly prohibited.

A supply of administrative/business forms are available at the Central Office to replenish when the need arises, i.e. time sheets, mileage sheets, etc. Paper and cartridges for copiers are available through the Central Office. Each cartridge should yield an average of at least 2,000 copies. Each center is given a base amount of copies allowed per center copier. Copier Log Sheets are to be kept in the Center Managers' files. The Copier Log Cover Sheet must be submitted to the Director of Operations at the end of the month.

## **23 POSTAGE / MAILING**

A postage meter is used in the Administrative Office for agency business. Use of this meter for personal mail is strictly prohibited. Monitoring of the postage meter and refilling it with postage is the responsibility of the Administrative Assistant.

Stamps are available for center mailings and handled by each Center Manager for each HS Preschool center; the EHS Program Assistant is responsible for stamps for the EHS Staff. Requests for replenishment of stamp supplies are made to the Finance Office.

## **23 CONSUMABLE PURCHASES and SUPPLIES**

In an effort to consolidate many of our operations, consumables and office supply purchasing will be done only through the Center Managers, with approval by the Director of Finance. (\*For EHS supplies, see the EHS Section of this Operations Manual.) For HS, the Center Managers will place an order of office supplies in September and February. The Center Manager at each site will be responsible for distribution and inventory of these supplies.

The Early Childhood Specialist(s) must approve all orders for classroom supplies. If approved, the supplies will be sent directly to the employee who requested the items. If an item is needed for a specific project or at a specific time, that information must be included in the request. In this way, it will ensure that enough time is allowed for the ordering/delivery of the item(s).

Administrative/business forms, used by all staff, are in a location accessible to all staff. A supply of additional forms are available at the Central Office.

Center Managers are responsible for the inventory and requisitioning of paper products for their center(s). The Center Manager will order the products and delivery will take place on an as needed basis. Copies of the paper product order must be submitted to the Director of Operations for approval.

## **24 INTER-OFFICE MAIL**

In an effort to minimize the number of trips between centers/office all staff must carry the interoffice mail and materials to and from the centers and Central Office. Specialists should check the centers' shelves and take any material when visiting that center. All items should be left at designated locations at each center. Items for the Central Office can be distributed in the mail room. Also, other staff members coming to the Central Office should check with others at their center to bring information to the office. Cooperation will certainly eliminate many unnecessary trips so there will be more time available for priority items. Please note - staff are discouraged from sending money or checks via interoffice mail for fear of getting lost or stolen. Any such items should be either hand-delivered to the intended individual or sent via another more secure means (postal mail).

## **24 WORK SCHEDULE and LUNCH BREAK POLICY**

Employees will be advised of their usual work schedule at the time of hire. Hours of attendance have been carefully planned and employees are required to work the hours and days for which they have been scheduled. Except in a case of child safety concerns with an enrolled HS child (child being returned from the bus contractor), employees are expected to report to work at the start of their regular start time and leave immediately following their regular ending time. Temporary and permanent schedule changes may be necessary to effectively utilize staff. All employees will be given as much notice as possible of changes in their normal work schedule or duties.

**Lunch Break.** A break during the work day is essential in ensuring that each employee fulfills working responsibilities. All Full Time and Part Time staff will receive at least a one-half (1/2) hour or one (1) hour break for lunch during the day. Time is to be taken away from one's desk. Part Time staff work a defined schedule at the times when the children are present.

At the beginning of each program year, The immediate supervisor, generally the Center Manager/EHS Program Manager, and the employee will work together to determine the most conducive daily schedule as it relates to the center/office hours of operations and predetermined class time schedule of the children served in LCHS. This "Negotiated Schedule" is to also provide some flexibility with the employee in consideration of their start and ending time. Adjustments to the employee's schedule can be made to cover at least a one-half (1/2) hour or a one (1) hour lunch break to be taken in the middle of the day. Once determined, this schedule remains in effect during the program year, with a Negotiated Schedule form will be completed. It should be noted that a Negotiated Schedule can be changed at any time during the program year, i.e., due to change in center operations or change in providing HS/EHS services, and final approval rests with the Executive Director/Assistant Executive Director.

Lunch breaks are generally taken no earlier than 11:00am and conclude no later than 2:30pm. Lunch breaks must not interfere with the carrying out of position responsibilities and smooth operations of the center.

Days in which agency committee meetings are scheduled (typically 12:00 Noon) and employee attendance is expected, staff are encouraged to adjust their schedule within the week.

## 25 **DRESS CODE**

Dress should reflect the employee's position, combined with the agency's philosophy of providing a positive learning environment for children. Employees should dress to present a good role model that depicts respect for oneself, the agency and the families; show professionalism; allow flexibility to perform job requirements; and adhere to safety and health standards as required by State and Federal regulations. Reasonable accommodations will be made for employees' religious beliefs and disabilities whenever possible, consistent with the business necessity to present a professional appearance to the public. For specific details, SEE the *Personnel Policies and Practices Handbook*.

## 25 **EMPLOYEE MORALE**

LCCHS recognizes personal situations or events that affect Head Start staff and will send flowers or cards to commemorate the event, specifically a birth of an employee, death in the employee's family or employee's own personal hospitalization. Examples of costs can include, but are not limited to, sending a gift or flowers, with an acceptable cost determined.

\* In a situation directly affecting an active Head Start employee, a gift or flowers will be sent from the agency; i.e., employee is in the hospital for the birth of a child, or overnight stay.

\* In a situation directly affecting an immediate family member of an active Head Start employee, a card will be sent for the occasion.

When a situation arises at a centers, the Center Manager/EHS Program Manager, should contact the Team Leader for the employee's service area for reporting purposes and the HR Manager who is responsible to order flowers, gifts, cards, etc.as appropriate.

It is noted that personal collection of money among co-workers at any time for any occasion at an office/center would be at the discretion of the individual co-workers and is in no way the responsibility or established practice of LCCHS.

## 25 **PETTY CASH PROCEDURES**

The Petty Cash funds are to be used by the staff for non-routine expenditures, primarily through employee reimbursement, generally for amounts less than \$30.00. It is administered and controlled by the Finance Office and Director of Operations. Disbursement, replenishment, and maintaining the integrity of the fund will be handled by those designated persons.

\* At the Central Office - a designee at the CO/Administrative Offices will complete a *Summary Sheet* and submit it with a voucher request for replenishment of funds to the Director of Finance every two (2) weeks with the remaining funds, for an audit count. A reimbursement check will be made with the next check run. The amount reimbursed will not exceed the amount disbursed.

Audit cash counts may be made at any time, therefore funds should be closely monitored and accounted for at all times.

**Usage / Reimbursement.** In order to be reimbursed, an employee must submit a valid receipt for the expenditure (to either the Finance Office or Director of Operations and sign a petty cash voucher receipt. In cases of advances of petty cash funds to employees or vendors (i.e. postage due to mail carrier), the receiver must first sign a voucher and return valid receipts for their expenses within three (3) days of receipt of petty cash.

For disbursement over \$30.00, prior approval is required from the Director of Finance. Office supplies and other such purchases are not to be made through the petty cash fund. The expenditures are to be made through the regular purchase order and expenditure procedure.

## **26 SMOKE FREE ENVIRONMENT**

LCHS adopted a smoke-free workplace policy on August 1, 1995. Additionally, on September 11, 2008, the Clean Indoor Act became law in Pennsylvania. LCHS is mandated to provide a safe and healthful work environment for all employees. It is also the feeling of this agency that we must be role models for the children that we serve.

For the above listed reasons, SMOKING IS PROHIBITED IN ALL HEAD START BUILDINGS AND ON THE GROUNDS. SMOKING IS ALSO PROHIBITED IN AGENCY VEHICLES. This also includes the homes of clients/prospective clients during those times considered on working time, i.e., home visits.

LCHS depends on the cooperation of staff and parents to provide a healthy environment our children need and deserve. \*SEE *Personnel Policies and Practices Handbook* for full policy.

## **26 WEAPON FREE ENVIRONMENT**

It is the policy of LCHS to be committed to ensuring that every individual is provided a safe environment free of violence; therefore, LCHS will enforce a strict weapons policy of ZERO TOLERANCE. This policy is intended to protect staff, program participants, and volunteers of the entire program. This policy is in effect for all LCHS Staff, Consultants, Volunteers and Visitors, and applies to any individual who possesses a concealed weapons license or is allowed by law to possess a weapon, excluding law enforcement personnel. A posting notice of this policy and/or applicable signage prohibiting weapons in the workplace, will be in all center/office locations and made a part of the Parent Handbook and incorporated in the Volunteer Orientation.

## **26 EARLY DISMISSAL**

The decision for an early dismissal due to weather conditions, health or safety hazards will be made by the Executive Director and the Director of Operations. LCHS will generally follow school districts in determining whether or not to close the centers. Employees are instructed to listen to local radio and television stations for emergency closing information in these circumstances.

**Entire Agency or Individual Center Closing.** During an entire agency closing or an individual center closing, employees will be paid according to their regular schedule for that day.

\* If an employee had previously reported in sick or scheduled a personal or vacation day, the employee will be charged appropriate sick, personal, or vacation time for the regular hours of work. For the purposes of using accrued sick time, a doctor's note will be *required* upon return to work.

\* If center closings and/or cancellation days exceed three (3) days in any one school year, the Executive Director or designee can decide that remaining holidays may be adjusted to "make up" for closures exceeding the limit (on a center-by-center basis). Provisions can be made for use of personal time if an employee is unable to attend a "make-up" day and has accrued time.

**Delay Time.** During hazardous weather conditions, there may be the case of an AM or Single Session cancellation *for CHILDREN ONLY*, while the agency is deemed to remain open. *Staff are expected to report to work as soon as possible*; however, can experience a delay time in reporting to work. Generally, the following conditions will apply:

- \* Hourly staff will be allowed up to one (1) hour delay time, without loss of pay or charge of personal or vacation time. Any time missed after the one (1) hour will be without pay until such time as the employee reports to work.
- \* Salaried status staff are required to be paid according to the regulations of the Fair Labor Standards Act.

**Early Dismissals for Children.** All staff is to stay for one (1) hour after the children are dismissed, not to exceed the normal work day hours. An employee who has travel concerns and wishes to leave before this time, may request to use accrued personal time or request time off without pay (meeting the conditions noted above). The Center Manager's approval will be based on ensuring the smooth operations of the center.

Outside the above considerations, all employees are expected to stay on the job at their individual location until all staff is dismissed. Therefore, all staff are encouraged to make personal arrangements that accommodate this procedure.

**Personal Safety Considerations.** Staff are not expected to take unnecessary risks to meet their employment obligations due to inclement weather. It is a matter of personal judgment whether traveling to work is hazardous. Should an employee feel it necessary to *report off* for the workday due to safety issues with driving, etc., and the agency has been deemed to remain open, payment for this time off is according to the regulations of the Fair Labor Standards Act, Department of Labor:

- \* Hourly staff can take time off without pay, or use accrued personal time in order to be paid.
- \* Salaried staff must be paid their full salary and will be charged against accrued vacation or personal time.
- \* If an employee reports off with the intent to use *sick time* in order to be paid, a doctor's note will be *required* upon return to work.

## **27 NON-TYPICAL HOURS and HOME VISITS**

Home visits are an integral part of Head Start utilized to support the partnership between the family and the program. The nature of the EHS Home Visiting Program, as well as the HS Preschool Program is to provide services to families during a mutually conducive time. With more working families, the time available for staff to conduct home visits may be other than the usual business hours (generally 7:30am-4:30pm). Non-typical, or after hours, work will be defined as the time immediately following the close of the regular business day (4:30pm) to approximately 7:30pm. Employees are strongly discouraged from conducting business beyond the 7:30pm time frame due to the sensitivity for clients, their families and staff's own personal needs.

## **27 MANDATORY REPORTERS FOR SUSPECTED CHILD ABUSE AND NEGLECT**

The Federal Register sets forth the policy governing the prevention, identification, treatment and reporting of child abuse and neglect in HS. Additionally, Pennsylvania regulations/Child Protective Services law, effective December 31, 2014, outlines state requirements for staff with direct contact of children. All employee of LCHS are considered "Mandated Reporters" of child abuse and neglect and are required by law to report any suspected incidences of child abuse or neglect. For a full outline of procedures to report suspected child abuse/neglect refer to the *Family Engagement* section of this Operations Manual.

## 28 **PARENT/COMMUNITY CONCERN (See Also External Communication Policy)**

This policy describes how parents/guardians and/or community members can present concerns regarding any services provided by Luzerne County Head Start, Inc. The procedure can be used to present concerns /complaints pertaining to (but not limited to) the following:

Enrollment issues	Breach of confidentiality
Violation of LCHS policies and procedures	Unethical conduct
Inappropriate practices with children	Discriminatory actions
Suspected abuse	Transportation concerns

Whenever possible, parent concerns should be handled at the center level. ALL community concerns will be handled at the Central Office. All concerns involving busing must be immediately emailed to the Executive Director and copied to the Assistant Executive Director and Director of Operations.

**Informal Resolution of Parent Concerns /Complaints.** Parent concerns about center issues should first be brought to the relevant staff person or to the Center/Program Manager. Many concerns can be resolved by informal discussion between the parent and staff member and/or manager. In cases where a resolution cannot be reached at the center level, the Center/Program Manager will complete the Parent/Community Concern Form and forward to the Executive Director.

**Formal Resolution of Concerns / Complaints.** Any parent concerns that cannot be resolved at the center level and ALL community concerns are to be reported immediately to the Executive Director. This should be done first by phone or in person, followed by the written Parent/Community Concern Form. Concerns coming directly to the Central Office will be forwarded to the Executive Director.

The Executive Director or designee will make a plan to resolve the complaint, with input from center and /or administrative staff as needed. Action taken will be recorded on the form by the Executive Director or designee with 10 business days and kept on file at the Administrative Offices. If the concern involves an individual center, a copy of the completed form will be sent to the Center/Program manager and filed in accordance with confidentiality policies. In the absence of the Executive Director, concerns/complaints should be made to the Assistant Executive Director.

## 28 **EMPLOYEE EVALUATIONS / PERFORMANCE APPRAISALS**

A high level of commitment and performance is expected of all employees and is essential to the success of LCHS. In order to achieve this commitment and performance, each employee will be provided with a clear understanding of what is expected and how he or she is performing. A formal system for evaluation is not a substitute for continual feedback on day-to-day performance; however, it is the hope of all individuals involved that the Performance Evaluation is seen as a valuable tool for measuring current performance and establishing goal setting for future achievement to maximize long-term potential. By focusing on performance accomplishments, more precise guidance can be given to employees about career options with LCHS and the achievement of agree-upon milestones.

LCHS has established a formal performance evaluation system where each employee is annually evaluated by the immediate supervisor and/or appropriate Specialist, based on the outline of responsibilities of the designated job description. The performance evaluation is conducted with the employee by outlining the outcomes and goals for future performance, as well as a continuing action plan if necessary. All parties will sign the written form; however, the employee's signature may not

necessarily reflect agreement with the evaluation and any areas of disagreement must be noted in writing by the employee. The employee may add any statement of information to be filed along with the evaluation in the Confidential Personnel File.

If the performance evaluation is deemed to have not met the job requirements in any area (designated with an “N”, or “inadequate” per the rubric document), written plans for improvement within a specified time period will be developed between the employee and immediate supervisor/Center Manager/Specialist and signed by the employee and all necessary plans for follow-up will be made.

By instituting this formal evaluation system, we hope to foster employee commitment to LCHS based on the collaborative efforts of all involved in meeting the agency’s mission.

**Provisional Period.** All newly hired employees are considered in a provisional or introductory period of work, generally for the first six (6) months of employment (for hourly staff) or nine (9) months for Salaried staff. Throughout the course of the provisional period, employees are evaluated on their performance. The Center Manager (for preschool HS center staff)/EHS Program Manager (for EHS Staff) will initiate the evaluation using the appropriate forms, meeting with the appropriate team Specialist to discuss the qualitative issues of the particular service area.

Central Office Staff and EHS Staff meet with the Executive Director, Assistant Executive Director, or immediate supervisor, respectively.

**Annual Performance Appraisal.** It is the responsibility of the immediate supervisor to provide an annual performance appraisal to each individual they supervise using the agency designated form which follows the individual job descriptions. Information for the annual performance appraisal will come from a variety of sources including observations, interactions with clients, monitoring reviews from Specialists.

Due to organizational structure, direct supervisors conduct the annual appraisals. For HS 10-month center staff, the Center Manager is responsible. The exception is the Education Staff: Teacher and Associate with Early Childhood Specialist(s) evaluating the Teacher and the Teacher evaluating the assigned Associate Teacher and Classroom Aide. The *General Evaluation* and *Standard Responsibilities* sections will be completed by the Center Manager; Specialists will provide the evaluation of the *Essential Position Responsibilities* section relating to specific content area. Center Managers will present the completed evaluation document to all staff other than Education staff. For EHS 12-month staff, the EHS Program Manager is responsible. All other staff will be evaluated by their immediate supervisor according to established lines of supervision.

At the time of evaluation, if the Specialists have additional information to add, they will submit it to the Center Manager in writing ahead of time.

Performance reviews should be positive exchanges that--

- acknowledge the achievement of past goals and promote the setting of realistic goals for the future;
- demonstrate appreciation for employee contributions;
- provide constructive feedback on employee work; and
- identify employee training needs and professional development opportunities.



**Time Frame.** Employee evaluations are conducted based on the workload and center needs. In general, evaluations are not to begin prior to February of each year.

The immediate supervisor will present the employee with an *Employee Survey* at least 1 week prior to the Performance Appraisal meeting for the employee to complete. This will facilitate thought and discussion during the meeting. The Center Manager/EHS Program Manager will schedule a meeting with the employee to conduct a Performance Appraisal based on the employee's job description and will review the document with the employee.

During this time, the evaluation form will be reviewed with the employee and signed by both the immediate supervisor and the employee to indicate that the review has been made. Any areas of disagreement must be noted in writing by the employee. The employee may add any statement of information to be filed along with the evaluation in his or her personnel file.

Once completed:

- \*The Center Manager/EHS Program Manager will keep a copy of the goal setting sheet; make a copy for the employee if he/she requests it. Center Manager/EHS Program Manager is to initial the front page of the form and forward the full Performance Appraisal to the respective Team Leader at the Central Office.
- \*Team Leader(s) will make a copy of the goal setting sheet and forward to the appropriate Specialist. Team Leader/Specialists will initial the front page of the form.
- \*Team Leader/Specialists will then forward full Performance Appraisal to the Executive Director/Assistant Executive Director.
- \*The completed document will be forwarded to the HR Manager to be filed in the Confidential Personnel File.

If the evaluation is unsatisfactory, written plans for improvement within a specified time period will be developed by any or all of the following persons: immediate supervisor, Center Manager/EHS Program Manager or Team Leader/Specialist. If the improvement is not attained, the steps outlined in the *Personnel Policies and Practices Handbook* regarding Disciplinary Action will be followed.

## **31 RECORD KEEPING REQUIREMENTS**

### **Per HSPPS, Section 1302.101 - Management system.**

A program must implement a management system that:

- (1) Ensures a program, fiscal, and human resource management structure that provides effective management and oversight of all program areas and fiduciary responsibilities to enable the delivery of high-quality services in all of the program services described in subparts C, D, E, F, G, and H of this part;
- (2) Provides regular and ongoing supervision to support individual staff professional development and continuous program quality improvement;
- (3) Ensures budget and staffing patterns that promote continuity of care for all children enrolled, allow sufficient time for staff to participate in appropriate training and professional development, and allow for the provision of the full range of services described in subparts C, D, E, F, G, and H of this part; and,
- (4) Maintains an automated accounting and record keeping system adequate for effective oversight.

At the beginning of each program year, and on an ongoing basis throughout the year, a program must design and implement program-wide coordinated approaches that ensure:

- (1) The training and professional development system, as described in HSPPS Section 1302.92 effectively supports the delivery and continuous improvement of high-quality services;
- (2) The full and effective participation of children who are dual language learners and their families, by
  - (i) Utilizing information from the program's community assessment about the languages spoken throughout the program service area to anticipate child and family needs;
  - (ii) Identifying community resources and establishing ongoing collaborative relationships and partnerships with community organizations consistent with the requirements in Section 1302.53(a); and,
  - (iii) Systematically and comprehensively addressing child and family needs by facilitating meaningful access to program services, including, at a minimum, curriculum, instruction, staffing, supervision, and family partnerships with bilingual staff, oral language assistance and interpretation, or translation of essential program materials, as appropriate.
- (3) The full and effective participation of all children with disabilities, including but not limited to children eligible for services under IDEA, by providing services with appropriate facilities, program materials, curriculum, instruction, staffing, supervision, and partnerships, at a minimum, consistent with section 504 of the Rehabilitation Act and the Americans with Disabilities Act; and,
- (4) The management of program data to effectively support the availability, usability, integrity, and security of data. A program must establish procedures on data management, and have them approved by the governing body and policy council, in areas such as quality of data and effective use and sharing of data, while protecting the privacy of child records in accordance with HSPPS Section 1303, below, and applicable federal, state, local, and tribal laws.

**Maintaining records - Per HSPPS Section 1303.24**

(a) A program must maintain child records in a manner that ensures only parents, and officials within the program or acting on behalf of the program have access, and such records must be destroyed within a reasonable timeframe after such records are no longer needed or required to be maintained.

(b) A program must maintain, with the child records, for as long as the records are maintained, information on all individuals, agencies, or organizations to whom a disclosure of PII from the child records was made (except for program officials and parents) and why the disclosure was made. If a program uses a web-based data system to maintain child records, the program must ensure such child records are adequately protected and maintained according to current industry security standards.

(c) If a parent places a statement in the child record, the program must maintain the statement with the contested part of the child record for as long as the program maintains the record and disclose the statement whenever it discloses the portion of the child record to which the statement relates.

**1303.54 Record retention - Per HSPPS Section 1303.54**

A grantee must retain records pertinent to the lease, purchase, construction or renovation of a facility funded in whole or in part with Head Start funds, for as long as the grantee owns or occupies the facility, plus three years.