

Head Start Performance Standard

1302.22

Purpose

Home Visiting delivers wrap around support for expectant mothers, children, and families in the home and through group socializations. Each Home Visitor maintains a caseload of 10-12 individuals. They provide weekly, 90-minute home visits with each family for a minimum of 46 visits per program year. The program also offers each family 22 group socialization opportunities (Play and Learn groups) over the program year.

Completion of the **Home Visiting Participation Agreement** supports families in their understanding of attendance expectations, Play and Learn participation, family engagement opportunities and preparation for school readiness for their family.

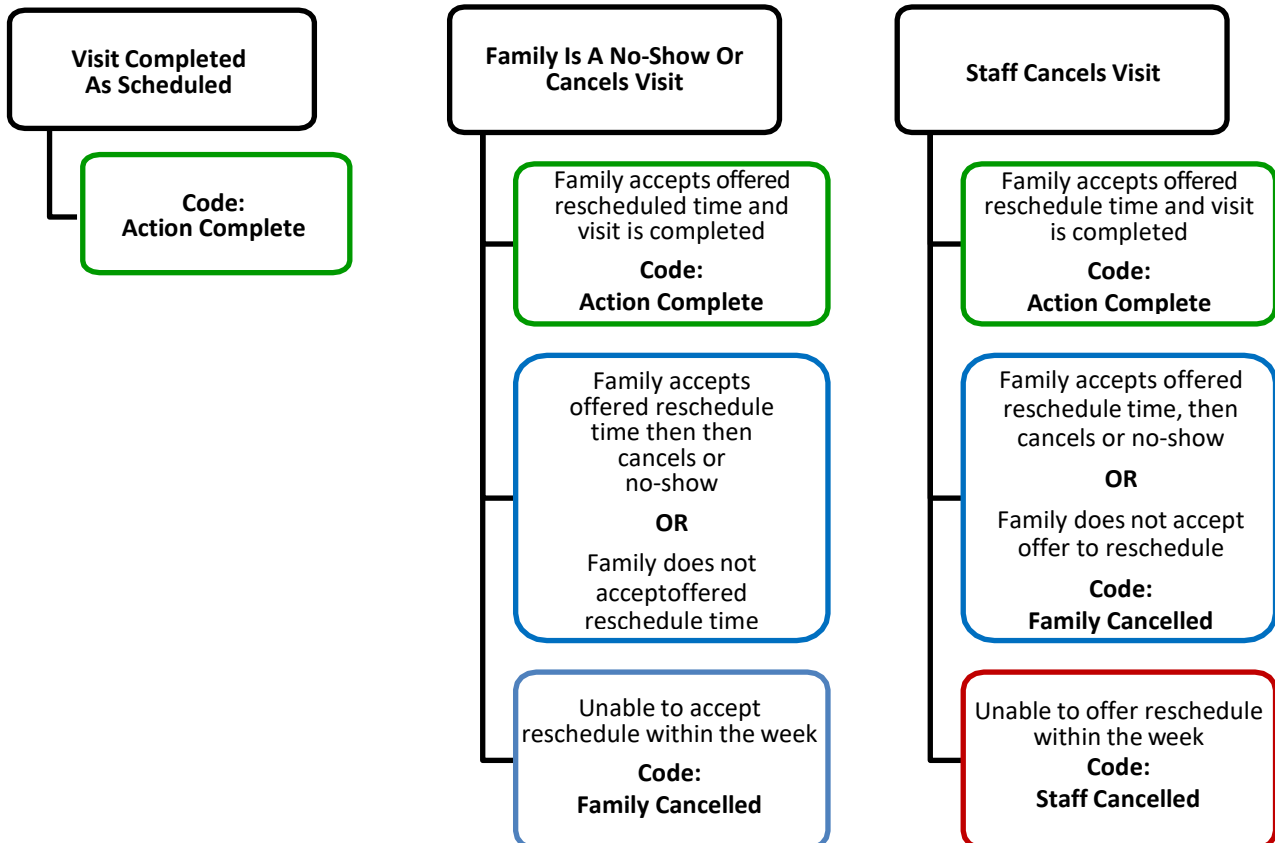
Procedure

During orientation to the program, Home Visitors inform families about their contact information if the family needs to reschedule their home visit

Monitoring is a responsibility of each Home Visitors to ensure families are receiving the services the program offers and that Head Start Performance Standards require.

Documenting Attendance

- Refer to **ChildPlus Home Visiting Procedure**



HOW TO ADDRESS HOME VISIT CANCELLATIONS

- **Family Cancellations:**
 - Make every effort to reschedule family-cancelled visits within the same week of the cancellation. Document all efforts to reschedule in the Home Visit section of ChildPlus. See CP [procedure](#).
 - When a family cancels visits more than one visit in a given month, collaborate with the family to develop strategies to address the cause of the cancellation.
 - Problem solve with team members (example: family advocate, supervisor, eligibility team, program managers, community partners) to support re-engagement strategies.
 - When a family requests to pause home visits for an extended time (*e.g. family illness, emergency, out of town*), develop an alternative plan with the family based on the circumstances of their situation. The Home Visiting Supervisor must approve the plan. Document the alternative plan in Routine Contact with the Description titled “**Alternative Home Visit Plan.**”
- **Home Visitor Cancellations:**
 - Staff are required to reschedule Home Visitor cancellations, offering the family a time and day during the same week of the cancellation whenever possible. There are 46 home visits required annually for each enrolled child/family.
 - Document all efforts to reschedule Home Visitor cancelled visits as a Home Visit Action under the cancelled visit. See CP [procedure](#).

HOW TO ADDRESS FAMILY ABSENCE

- When a family is not at home at the scheduled visit time, immediately attempt to contact them by phone and/or text. Leave a message as needed and request a response within 24 hours.
- If the family does not respond within 24 hours, make another attempt to contact the family via phone, text, and/or email with a requested response within 24 hours.
- If the family is unresponsive to contact attempts, make a visit to the family’s home the following week and leave a written notification with a request to contact you by the end of that week.
- If the family is unresponsive, develop a plan with a Home Visiting Supervisor to include sending a mailed letter to the family requesting a response within a designated time before dropping them from the program.

HOW TO COLLABORATE WITH FAMILIES TO PROMOTE ENGAGEMENT IN PLAY AND LEARNS

- During home visits, partner with families to develop activity ideas for upcoming Play and Learn groups.
- Invite families to participate in the Play and Learn groups.
- Share the value of Play and Learn participation for families and children during enrollment and throughout the year as appropriate.
- Offer to arrange transportation as individually needed.
- Document all conversations in the Home Visit documentation.

HOW TO DOCUMENT GROUP SOCIALIZATION (PLAY AND LEARN) ATTENDANCE

- Home Visitor will document Playgroup attendance in ChildPlus as an Action under the Socialization Event.
- Follow [ChildPlus Instructions—Home Visiting Play and Learn Groups \(Socializations\)](#).

HOW TO MONITOR HOME VISIT ATTENDANCE and COLLABORATE WITH FAMILIES

Home Visitors	Home Visiting Supervisor
<ul style="list-style-type: none"> • Share attendance concerns as they arise with your supervisor. • Review the Home Visiting Participation Agreement as needed and develop strategies with the family for removing barriers and addressing other issues that might be causing cancellation of visits. • Document in the Routine Contact section of the Family Services Information tab in ChildPlus when these discussions occur (i.e. text, email, letter/note). • Label Routine Contact Action as “Attendance Conversation” in Description box. • Click the Clock for each entry. Continue to document in same Routine Contact as additional Action Note. 	<ul style="list-style-type: none"> • Run ChildPlus reports monthly for each Home Visitor caseload to analyze trends and develop strategies for addressing attendance concerns across the program. • Follow up on attendance concerns with Home Visitor as concerns arise. • Communicate with Early Head Start Program Manager as needed for extra support or problem solving. Have relevant data ready for conversations.