

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

**Part:** 1302 Program Operations  
**Subpart:** E- Family and Community Engagement Program Services  
**Section:** 1302.52 Family Partnership Services  
**Subject:** Follow-up of Family Services & Referrals

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**Policy**

Staff must follow-up with each family to determine the kind, quality, and timeliness of services received through referrals.

**Procedure**

1. The Family Service Advocate will discuss with the family the level of satisfaction with services they have received through referral and results will be documented.
2. Open and on-going communication with family is needed to determine if family followed through with referral.
3. If the situation is resolved through the referral, the family service worker should note this in the family file and indicate that no further service is needed regarding the situation.
4. If further services are needed to resolve the situation, the family service worker will note that the issue is unresolved and continue to work with the family and service agencies to resolve the situation. Document the new date of service and any referrals.
5. Documentation is key to obtaining community resources to avoid duplication of services, information on any family concerns, and a guide for future referrals.
6. Document all referrals in Child Plus under family services events.
7. All follow up services should be documented under “actions” when the referral event is pulled up.