

Lakes and Pines' Head Start Parent Manual

2019-2020



Lakes and Pines C.A.C, Inc.

1700 Maple Avenue East

Mora, MN 55051

(320) 679-1800 or (800) 832-6082

www.lakesandpines.org



welcome

On behalf of Lakes and Pines and especially the Early Childhood and Family Development Department, I would like to welcome your family to this year's Early Head Start/Head Start Program. As your family begins this year I want you to know that we appreciate your commitment to participate in Early Head Start/Head Start and that we will work with your family to make sure your experience is worthwhile. I believe as the year progresses you will see your child's skills develop and your family will attain the goals that you have developed with staff for your child and family.

We hope to provide you with the skills necessary to make good decisions for your family. We believe strongly in teamwork at Lakes and Pines. Your family will be assigned an Education Staff and Family Advocate. The Education Staff and Family Advocate will work with your family on a number of different things throughout the year. As a co-partner of the team, your family will be able to ask questions, give input, and can expect to be treated as the great partner you are. The staff that works with your family is supported by Administrators and Coordinators for Health, Education, Disabilities/Mental Health, and Family Engagement. These staff primarily support the direct-service staff but are available as resources to your family if you need them. We want you to know you can contact the Central Office any time you need something or if you have questions about the program.

We hope that you will find many of your questions answered within this Parent Handbook and that you will keep it as a reference to be used throughout the year.

Kraig Gratke, Department Director
Early Childhood and Family Development

LAKES AND PINES

MISSION STATEMENT

To build prosperous
communities by serving
local families and
individuals in their pursuit
of self-reliance.



PHILOSOPHY

The overall philosophy of the Head Start 0-5 Program is that you, the parent(s), are your child's most important teacher. This is true in early childhood as well as throughout life.



- **The two squares represent early childhood by suggesting building blocks**
- **The vertical stripes represent the child and parent working together**
- **The arrow pointing up represents stairs by which this can be accomplished**
- **To represent the U.S.A., the Head Start symbol is colored red, white, and blue.**

PROGRAM OPTIONS

HOME BASED

The 0-5 Home-based Option serves pregnant women and families with children birth to 5 years old in a home-based setting. The Home-based Head Start 0-5 Program model builds on and strengthens families' skills in identifying and meeting the needs of their children. This is done through weekly visits to each family's home. Home Visits include activities chosen by families to be helpful for their child. Time for parents to discuss particular areas of concern such as normal child development or behavior management is included in the visits.

In addition to Home Visits, the 0-5 Home-based Program offers socialization experiences for families to enhance their child's development through exploration and discovery in a classroom environment and to give families the chance to meet other families in their community.



PROGRAM OPTIONS

(Continued)



STAND ALONE CENTER

The stand-alone center-based options are located in Chisago City, Cloquet, and Mora. In Cloquet and Mora, children attend class four days a week, eight hours a day; in Chisago, children attend class four days a week, six hours a day. Class time focuses on building school readiness skills. Open to ages 3-5. Monthly parent meetings, two conferences and two hour visits are also offered to enrolled families.

CHILD CARE/FAMILY CHILD CARE

The Child Care/Family Child Care models offer Head Start services integrated with child care in a licensed center or Family Child Care setting for families with parents who are working or going to school. Information on the locations of these sites are available through your Family Advocate or by calling the Central Office. Options are available for children six weeks to five years.

COMBINATION

Our Combination Option is a combination of our home and preschool center-based options. This option runs in a classroom between two to four days a week and offers home visits based on the class schedule. These sites run in partnership with the schools where children get a free meal and time in a preschool classroom. The parents drop off and pick up for this three hour classroom experience and once a month attend a parent meeting led by an Advocate. Children and parents work together to get ready to be in a school setting. This program is open to children ages 3-5.

All Program options offer a full range of services including: education, inclusion of children with disabilities, developmental screening, nutrition, health services, family engagement opportunities, family education, identification of family needs and strengths, and community resources information.

GETTING TO KNOW THE HEAD START LEADERSHIP



DIRECTOR, EARLY CHILDHOOD AND FAMILY DEVELOPMENT

Welcome to the Early Head Start/Head Start Program! Through your family's participation in the Program, you will experience a great many things that will help you and your child achieve more, not just this year, but for your lifetime.

Our commitment to your family is to support you as your child's most important teacher and as the primary advocate for your family. This is your Program and you are an active participant in the experience. The Early Head Start/Head Start staff are here to assist in guiding your family. I strongly encourage you to take advantage of all the services and opportunities that are offered to your family this year. We want this to be a rewarding experience for your family.

If you have questions, comments, or concerns, please do not hesitate to contact me at any time per the information below.

Have a great year!

Kraig.Gratke@lakesandpines.org or Ext. 138

FAMILY AND COMMUNITY ENGAGEMENT MANAGER

My name is Tammy Arend and I would like to welcome you to the Lakes and Pines Head Start Program. I hope your experience with us will be terrific.

One way to ensure you get the most out of this year is to be involved in everything your child does. Some of the ways you can be involved are... share your ideas for Home Visit activities and socializations, join Policy Council, volunteer in the classroom, contribute to the parent newsletter, participate in parent meetings, and many other things.

If you believe Head Start has worked for you and your family, please share this information with other families; we are always enrolling children.

Good luck and have a fabulous year!

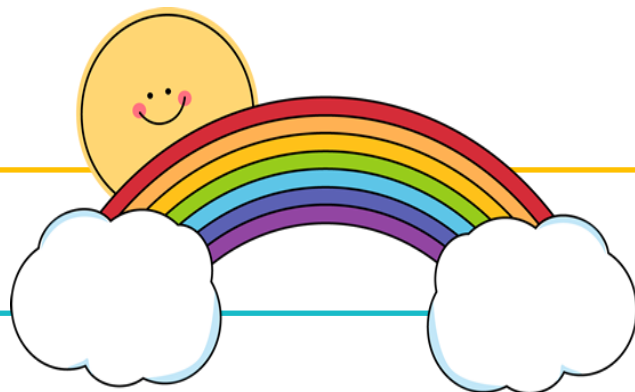
Tammy.Arend@lakesandpines.org or Ext. 144

EARLY CHILDHOOD DEVELOPMENT MANAGER

Head Start develops its services using a holistic approach for the whole family. The activities that families and staff plan together will help your child grow in all developmental areas. Your child's time with Head Start will be much more than just learning colors, numbers, and letters. They will also learn life skills including healthy habits, safety, nutrition and self-help skills. They will be able to express themselves through various projects, music and movement, storytelling, and pretend play. Most importantly, your child will learn to feel safe and secure, capable and curious.

Have a spectacular year!

Keri.Ziegler@lakesandpines.org or Ext. 147



ADMINISTRATIVE SERVICES TEAM

Welcome to Head Start, I am excited that you are a part of our program and I am looking forward to an exciting year! My team specializes in a lot of behind the scenes work to ensure the program runs as effectively and efficiently as possible. We will be the first people you will speak with if you call the Central Office in Mora. We work very closely with the Policy Council members and volunteers and on specialized events such as the Annual Parent Training Conference. Never hesitate to contact me if you have any questions.

Valerie.Ferguson@lakesandpines.org or Ext. 137

HEALTH SERVICES COORDINATOR

Welcome to a new year! Head Start believes that children learn better when they are healthy and active. One of the best ways of doing this is to work with you and your family to have your child seen by their medical doctor and dentist every year. If you need assistance in finding a dental or medical office for you and your family, please feel free to call the office.

Ext. 148



EDUCATION COORDINATORS

Head Start believes that you are your child's first and most important teacher. It is with this philosophy in mind that we have created a variety of learning experiences through home visits, socializations and classroom settings. As a participant in any of our program options you are giving your child a Head Start in their journey of lifelong learning. Please feel free to call if you have any questions or would simply like to discuss your child's educational needs.

Pamela.Fistere@lakesandpines.org or Ext. 142 (North)

Tiffany.Sullivan@lakesandpines.org or Ext. 141 (South)



SPECIAL SERVICES COORDINATOR

Head Start will administer a childhood developmental and mental health screening within 45 days of enrollment. As the Special Services Coordinator, I work with families and staff to facilitate further assessments and services as needed.

Throughout the year I will be visiting socialization sites and classrooms to do social-emotional skill building. I will also be available to families for resource visits as requested. If you have any questions about your child's development, special education needs, or if you need resources or have a suggestion, please feel free to call.



Lisa.Bremer@lakesandpines.org or Ext. 140

CHILD CARE PARTNERSHIP COORDINATOR

Welcome to Head Start! I hope you have a fun and educational experience. I am the Child Care Partnership Coordinator. Our program has multiple partnerships with Child Care Centers and Family Child Care Providers where Head Start services are offered in the centers. These classes are for children ages six weeks to five who have parents who are working and/or going to school needing 20 or more hours of child care per week.

Tena.Splettstoeszer@lakesandpines.org or Ext. 136

POLICIES

TRANSPORTATION

You will be responsible for the transportation of your child. You can do this by: driving your child yourself, carpooling, or making other arrangements. Some Centers may provide transportation.

{FYI} Some things you should say YES to when transporting children:



1. Are all passengers wearing seat belts? Are all children under age 8 and shorter than 4 ft. 9 in. tall in a proper car seat or booster seat?
2. Do you have the proper number of passengers for your car?
3. Is your required car insurance up-to-date?
4. Is your infant (under 35 pounds and two years of age) in a rear facing safety seat?



FOR THE SAFETY OF THE STAFF, PLEASE REMEMBER TO:

1. Keep your sidewalk and driveway clear of snow and ice.
2. Keep your pets on a leash and restrained.



WHEN THE WEATHER GETS BAD

SOCIALIZATIONS

Parents will not be contacted for the following types of cancellations:

1. Socializations will be cancelled if the local school district is closed due to weather conditions.
2. If the local school district is delayed two hours due to weather conditions, morning socializations will be cancelled.

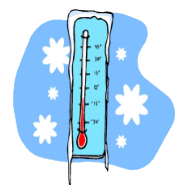
Parents will be contacted for the following types of cancellations:

3. If the temperature is more than -20°F or the windchill is more than -35°F close to the start time (but the school district is not closed), the socialization will be cancelled.

USE GOOD JUDGMENT WHEN IT COMES TO HAZARDOUS WEATHER CONDITIONS. STAY INDOORS IF YOU FEEL IT IS UNSAFE TO TRAVEL.

HOME VISITS

1. You will be contacted if your Home Visit is cancelled due to weather conditions.
2. Any Home Visit cancelled due to weather conditions will be made up.



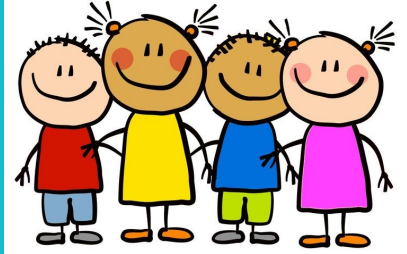
IF YOU DON'T HAVE A TELEPHONE, PLEASE KEEP THE ABOVE GUIDANCE IN MIND.

DURING HEAD START ACTIVITES

- ⇒ Smoking and alcohol use is prohibited
- ⇒ Please refrain from personal phone calls, texting, television, and personal computer use

This will help ensure that you and your children receive the full benefits from the Head Start experience.

All employees are mandated reporters.



IN CASE OF ILLNESS

- If your child gets ill during the program time, you will be asked to take him/her home
- If your child is sick, please keep him/her home for their own benefit, as well as for the benefit of the other children
- If your child is contagious, please contact your Head Start Staff

IF A CHILD, PARENT OR GUARDIAN SHOULD HAPPEN DURING A HEAD START PROGRAM ACTIVITY, THE STAFF WILL:

- Get medical attention immediately if the injury is serious
- Assist with minor injuries
- Report ALL injuries in writing to the Central Office
- Notify the emergency contacts on file as needed



DIAPERING / TOILETING POLICY

The following policy will be followed to protect the children, staff, and volunteers within the Head Start Program:

- Parents are required to diaper and toilet their own children in the Home-based option
- Diapering should be done only in designated areas and posted policies should be followed in the Center Based option



HEALTH SERVICES



Screenings

Your Home Visitor / Family Advocate will screen your child for:

- Hearing / Vision
- Developmental growth (Ages & Stages Questionnaire)
- Social/Emotional growth (Ages & Stages Social/Emotional Questionnaire)

Nutrition

- A Nutrition Summary is completed for each enrolled child
- Head Start provides families with information on healthy food choices

Health

Because children learn better when they are healthy and feel well. Head Start Federal Performance Standards requires all children (within 90 days of entry into the program) to have:

1. A complete age-appropriate physical exam that includes all the components of a Child and Teen Check (including hearing and vision, height and weight, hemoglobin, and lead) and completed follow-up care
3. An Early Childhood Screening (including hearing and vision, developmental screening, speech screening, and social/emotional screening) **within 45 days**
4. Stay/be current on the MN Dept. of Health's *Well Baby/Child Exam* schedule (EPSD&T)
5. Verbal referral for a dental examination by a dentist at the eruption of the first tooth and no later than 12 months and continue regular checkups annually
6. Have established a medical and dental home

Please schedule appointments, these health requirements must be completed.

Head Start Program Health Care Payment

Health care of children in the Head Start Program is paid by:

1. The Medical Assistance Program for children with a MA card.
2. Minnesota Care for children with a MN Care card.
3. Private insurance for children with insurance coverage.
4. Head Start for children with a Head Start health card.

Health Practices for a Home Visit or

Socialization

Families will learn and practice good health and safety habits by:

1. Staying home if they have a bad cold, the flu, a temperature of 100 degrees or higher, an undiagnosed rash, contagious conjunctivitis or pus draining from one or both eyes, a bacterial infection, or any other contagious disease (lice, scabies, impetigo, ringworm, strep throat or chicken pox). Also by staying home if the child vomited at least once or had diarrhea at least three times within the last 24 hours.
2. Notifying the Classroom Teacher/Education Staff Supervisor if illness in the home prevents a Home Visit.
3. Washing hands upon arrival at child-care site, after bathroom visits, before handling food, and at the start of home visits.
4. Brushing teeth or swish and rinse after all meals and snacks.
5. Learning about health, safety, and nutrition during Home Visits and in the Classroom.

⇒ **Head Start Program Health Cards are payer of last resort and will pay for initial physical and dental exams and any identified, needed follow-up care, but not pre-existing conditions.**

⇒ **Head Start Program shall not accept payment responsibility for routine doctor-office calls or prescriptions involving treatment of cold, flu, minor cuts and bruises, etc.**



HEALTH SERVICES

Health/Nutrition Requirements

Nutrition:

A Nutrition Summary is completed for each child, including height, weight, and a hemoglobin result. This summary is completed one to two times per year based on the family's need

The Nutrition Component follows all guidelines required by the Child and Adult Care Food Program

- A well balanced meal is served
- Family-style meal service is utilized to help children with self-help and social skills (where possible)
- Children are encouraged to try new foods
- Children may help with preparing and serving the food
- Lakes and Pines' Head Start participates in the Child and Adult Care Food Program (CACFP)



Nondiscrimination statement: The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, [complete the USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

EDUCATION SERVICES



Head Start Program believes:

- **PARENTS ARE THE CHILD'S FIRST AND MOST IMPORTANT TEACHERS**

- parents are partners with the staff
- every family is capable and special

Head Start Program will help families:

- Learn about your child's skills and set learning goals
- Teach your children how to stay healthy and safe
- Transition into other programs such as Head Start Center-based, a community preschool, Early Childhood Special Education, Early Childhood Family Education, Child Care or Kindergarten
- Identify physical and dental requirements, parent expectations, family strengths, resources, and family goals

LITERACY

If you need help with reading skills or know of someone who would like to improve his/her education, Lakes and Pines' Early Head Start Program can refer you to someone who can help. Staff can provide information on what programs are available locally.

Lakes and Pines' Head Start utilizes resources as available to distribute books to families throughout the Program year.

FAMILY ADVOCATE SUPPORT

While children are growing (by experiencing new things), so are their parents.

Along with your Home Visitor, you will also have access to a Family Advocate. They are available for home visits with you, by request, if needed.

The duties of the Family Advocate include:

Enrollment process

- Explain Head Start during the intake process, including the role of parents
- Complete the application process with each family

Follow-up

- Assist enrollees in completing Head Start Health Care requirements
- Refer families to other local agencies and provide resources
- Provide assistance to families in crisis or families who request additional home visits
- Share information about other family services in the community
- Act as a liaison to other Lakes and Pines services

Parent Involvement

- Encourage parent participation in Head Start activities
- Arrange for training in areas of need and interest



EDUCATION SERVICES



Your classroom Teacher/FCC Provider/Center-Based Lead and you will:

- set goals for your child
- spend time talking about the day's activities
- plan things to do during the week
- talk about your child's growth



You and your Home Visitor will:

- work together with your child
- set goals for your child and family
- use things around the home for learning experiences
- plan things to do during the week
- take time to talk about the day's activities, plan for next week's Home Visit, and talk about your child's growth and development
- discuss prenatal development and related issues if you are pregnant

Parents need to:

- be ready for the Home Visit or Parent/Teacher Conference
- let the classroom teacher know if they have to cancel a visit
- transport child to child care. Transportation may be available in some areas
- share their ideas
- help at the child care site
- complete the physical and dental health requirements and have immunizations up-to-date

ATTENDANCE:

- regular attendance is expected
- if you need to cancel your visit or your child will be absent, a call must be made to your child care site, Head Start Staff, Home Visitor, or Central office
- excessive unexcused absences may result in the child being dropped from the option. **Our stand alone and Center attendees must meet 20 hours weekly in attendance**

Group Experiences

Socializations:

2-3 times per month, 2 hours each

Socialization Activities:

- group time - songs, stories
- meal
- parent and child activity time
- Parent Networking
- clean-up
- closing circle time and dismissal



Disability Services

All children that are special in their own way. They all have different interests and needs.

Head Start will work with parents and children on activities that will help each child. Head Start staff will cooperate with families and other professionals (school teachers, psychologists, etc.) to develop plans to meet the needs of each child.

Head Start staff will assist parents and children by arranging for classroom observations, providing extra materials and activities and providing resources of information and other services available for children.

Parents who have any concerns about their child's physical, emotional, or educational development may discuss these concerns with their Head Start Staff.

The Special Services Coordinator is always happy to answer questions and hear suggestions from you.

Please Call!

(320) 679-1800 or (800) 832-6082

Special Services, Ext. 140



Mental Health Services

Mental Health is an important part of overall wellbeing for your child and your family. Head Start uses the Ages and Stages questionnaire-social emotional to establish if there are any areas of concern for your child's social and emotional health. Head Start also partners with Mental Health Professionals to assist in observations and follow-up for your child if there are social-emotional concerns.

Mental Health is not just about social-emotional concerns but is also a part of behavior, parenting techniques and behavioral support. Head Start has resources available which can give more information on Mental Health topics of interest to you and your family. Ask your Head Start staff or call the Special Services Coordinator if you would like further information on a Mental Health topic or if you at any time have a concern about your child's Mental Health or overall wellbeing.

FAMILY ENGAGEMENT

Parents are the most important people in the lives of their children. The child's first learning environment is his/her home.

- ◇ Lakes and Pines C.A.C., Inc. Head Start can help YOU teach your child in your home and provide information about your child's development while your child is at the child care site
- ◇ Trained staff work together with you and your child to create learning experiences suited to the needs of your child and family
- ◇ While children experience playing in a group, adults can learn and support each other during Parent Group time
- ◇ Parents and staff work together to plan special events too

Receiving Head Start services through your Center site provides:

- Regular feedback on your child's development
- Four visits in your home/child care site with program staff
- Developmental and health screening for Head Start children
- Support for children and families with special needs
- Advocacy for family growth and development
- FUN!

Be involved with your child's education by:

- Spending time with your child at the child care site (read a book, help with activities, observe your child at play, etc.)
- Donating materials (paper, dress-up clothes, toys, books, art supplies, etc.)
- Donating time in your home (make playdough, cut out materials, etc.)
- Sharing your talents and hobbies at the site or during parent meetings
- Being involved with Policy Council
- Assisting with recruiting activities

FAMILIES ARE FOREVER

MAKE A DIFFERENCE—VOLUNTEER!

Listed below are ways you can volunteer

The Head Start Program believes “Parents are Partners” in accomplishing the goals of building families. An important part of this growth is helping adults develop new skills. In addition to being the focus of the Home Visit, parents can volunteer at Socializations and participate in group social times.

The Head Start Newsletter is published three times a year, and is filled with contributions from parents and staff. Throughout the year, parents share their talents and interests. Some ideas for contributions are: recipes, fun things to do with your children, artwork, cartoons, articles of interest, book reviews, poetry, a favorite song, a finger play, a thank you, etc. Volunteer hours are counted as In-Kind and are really important to our program, and are a requirement of our Federal Grant.

If you are interested in volunteering, please complete a volunteer application or speak to your Family Advocate. Applications can be found on our website or by calling Lakes and Pines at **(800) 832-6002 Ext. 137**

1. Be a member on special Head Start committees such as Policy Council, Health Advisory and School Readiness
2. Assist in creating the Parent Newsletter
3. Parents can volunteer for the socialization experiences by participating in the planning and preparation of the activities
4. Plan and participate in Home Visits and “Home Learning” activities
5. Assist with recruitment and other marketing activities.
6. Share your talents
7. Volunteer in the classroom



One of the BEST ways to MAKE A DIFFERENCE is to be actively engaged with your child every day! Developing a strong parent-child relationship is essential to healthy attachment, which is the cornerstone of Social/Emotional health.



Lakes and Pines Community Action Council, Inc.

1700 Maple Avenue East, Mora, Minnesota 55051-1227

Phone: (320) 679-1800 or 1-800-832-6082 | FAX: (320) 679-4139

www.lakesandpines.org | email: lap@lakesandpines.org

Office hours - Monday through Friday, 8:00 a.m. - 4:30 p.m.



In addition to Head Start, Lakes and Pines offers the following programs:

Weatherization - Agency crews and contractors provide energy conservation such as insulation, weather-stripping, and caulking to help reduce energy costs. Furnaces are also checked. Conservation Improvement Programs through local utility companies also provide funds to assist with energy conservation measures to help reduce energy use for the clients.

Energy Assistance - Applications are accepted October 1st through the end of May. Assists in paying a portion of the household's heating bills.

- Primary Heat Grant - benefit paid to the household's energy vendor.
- Energy Crisis Assistance - for heating related emergency situations.
- Energy Related Repair - used to resolve furnace-related emergencies for home owners.

EAP (ONLY) FAX LINE: (320) 679-6863

Minnesota Housing Finance Agency Home Rehab Loan Programs - To be used for basic and necessary improvements to make a home livable, accessible, energy efficient, and up to code

- Rehab Loan Program - home repair for low and moderate income homeowners
- Emergency Loan Program - for unexpected, critical home repairs

Small Cities Development Programs - The Agency writes grants and administers rehabilitation funds to fix-up homes for low and moderate income residents. Local contractors perform services to homes that include septic, wells, home repair or mechanical systems. Cities, townships, or counties apply for funds through the Department of Employment and Economic Development and contract with Lakes and Pines for project administration or grant writing.

Live Well at Home Program - For seniors over 62, the Department of Human Services will grant up to \$7,500 to make it easier for seniors to live at home to avoid assisted living. A 20% owner match is required.

SNAP and MNsure - Assistance in completing applications for food support, medical assistance, MN Care, and qualified health plans.

Employment and Training - Helps SNAP participants prepare for and obtain employment.

Reasonable accommodations made for people with disabilities upon prior request.

Visit the Lakes and Pines CAC, Inc. website at www.lakesandpines.org for more information and links to other groups advocating for change and fighting poverty.

Equal Opportunity Employer/Contractor

Transitional and Rapid Rehousing Programs - Housing assistance for homeless individuals, families, youth, seniors and those whose criminal background is a barrier to finding permanent housing.

Emergency Services Programs - provides limited, direct financial assistance to homeless individuals and families to secure temporary shelter through utilization of hotel/motel vouchers while seeking permanent housing and possible assistance into permanent housing.

Educational Support Services - by referral only, call for information.

Garden Seed - distribution of free vegetable seeds to promote food self-sufficiency and healthy eating. Builds awareness that SNAP benefits may be used to buy vegetable seeds and plants.

Homelessness Prevention and Assistance Programs - assists households facing eviction, foreclosure or homelessness to identify challenges and encourage planning to strengthen their household. Multiple programs offer services to eligible households to maintain current housing or get into new permanent housing.

Transportation - donated vehicles are granted (by referral only) to families with transportation barriers so they can obtain employment.

Financial Services

- ◆ Volunteers are trained and utilized to staff tax clinic(s) which provide free income tax preparation for income-eligible individuals and families
- ◆ Financial empowerment classes
- ◆ One-on-one financial counseling to develop budgets, savings plans, and more
- ◆ Family Assets for Independence in MN
- ◆ Social Security application assistance
- ◆ DIY Tax Prep - Learn to prepare your own taxes

Operation Community Connect (OCC) - Living on Little - The Agency participates with each county's OCC outreach event with the goal to connect homeless and unstably housed individuals and families with community resources.

Chore and Delivery Services - Coordinates volunteers to assist older adults and people with disabilities to help meet needs for maintaining safe, healthy, and independent living.

Respite Services - Provides a short-term break for the caregiver and a safe, social outing for the older adult care recipient.

It is not the purpose of this document to identify all eligibility requirements of the various programs, priority for program services, or availability of funding to provide the service.

Partnering to end poverty

Partnering to end poverty

Phone Numbers and Websites for Information

AIDS Hotline 800-248-2437

www.mnaidsproject.org

The Minnesota Aids Project strives to educate the public, to keep pressure on elected officials for research funding and public policy, and to give dignity and help to those infected.

Child Care Aware of MN 888-291-9811

www.childcareawaremn.org

A statewide network of community agencies offering comprehensive, individualized listings of child care and education options while also working to build a diverse, high-quality child care system accessible to all Minnesota families.

Domestic Violence Hotline 800-799-7233

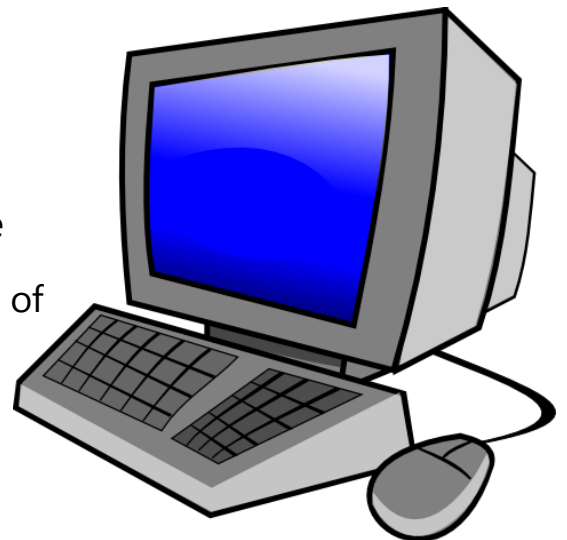
www.thehotline.org

The National Domestic Violence Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals.

Variety of Parenting Issues 866-693-4769

www.helpmegrowmn.org

Help Me Grow is an interagency initiative of the State of Minnesota (Department of Education, Department of Health and Department of Human Services) partnering with all local service agencies.



Phone Numbers and Websites for Information

Family Planning 800-783-2287

www.sexualhealthmn.org

The Hotline provides reliable and confidential information about birth control, sexually transmitted infections, pregnancy prevention, and clinic referrals to callers regardless of age.

Fare for All 763-450-3880

www.fareforall.org

Fare For All is a non-profit volunteer-based cooperative food-buying program that allows people to stretch their food purchasing power.

Financial Counseling (Lutheran Social Services) 888-577-2227

www.lssmn.org/debt

Information is provided in the areas of budget counseling, debt and credit help, housing counseling, financial education, checking accounts, and bankruptcy services.

First Call for Help Call: 211

Local: 651-291-0211

Toll free: 1-800-543-7709

www.211unitedway.org

From child care to counseling to consumer protection, United Way 2-1-1 will connect you to the right resources.



WHO DO I CALL FOR CHILD CARE ASSISTANCE?

Aitkin County

Aitkin County Health and Human Services
204 1st Street NW
Aitkin, MN 56431
(218) 927-2141

Chisago County

Chisago County Government Center
313 North Main Street
Center City, MN 55012
(651) 257-1300

Isanti County

Isanti County Child Care Assistance
1700 E Rum River Drive S
Cambridge, MN 55008
(763) 689-1711

Mille Lacs County

Courthouse Square
525 2nd Street SE
Milaca, MN 56353
(320) 983-8208

Pine County

Pine County Courthouse
315 Main Street S
Pine City, MN 55063
(320) 216-4100

Carlton County

Carlton County Health and Human Services
14 11th Street N
Cloquet, MN 55720
(218) 879-4511

Fond du Lac Reservation

Fond du Lac Human Services
927 Trettel Lane
Cloquet, MN 55720
(218) 879-1227

Kanabec County

Kanabec County Family Service Agency
905 East Forest Avenue, Suite 150
Mora, MN 55051
(320) 679-6350

Mille Lacs Band of Ojibwa

43408 Oodena Drive
Onamia, MN 56359
(320) 532-4181

Pine County

Pine Technical College
Child Care Aware
900 Fourth Street SE
Pine City, MN 55063
(320) 629-5164
(800) 890-5399



Complaints

If you believe that a provider is caring for children in a way that is not healthy or safe, you may file a complaint. You may also ask if any complaints have been made by anyone else about providers. Parents are encouraged to check the history of providers before selecting one. Complaints are handled by different agencies depending on the type of care:

Licensed centers: call Minnesota Department of Human Services at 651-296-3971.

Licensed family care: contact your county licensor or child care office.