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The Intake Process

Champions for Leadership  
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# Improve the intake process



Formal meetings with the families to:

Explain Head Start program

Collect and update family information

Assess and support with services/referrals

Begin file documentation



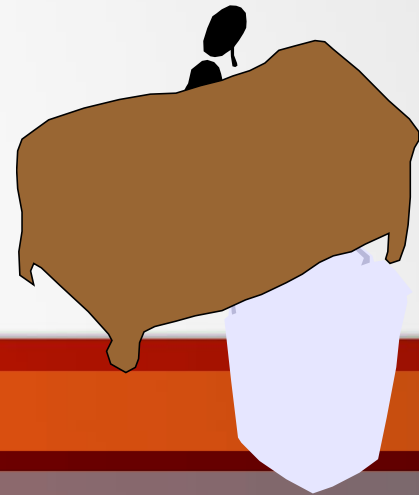


- Create binders
- R a file
- phones contact include discussion:
  - Health, nutrition, allergies
  - Physical/dental
  - Family needs/goals
- Schedule and send appointment letters



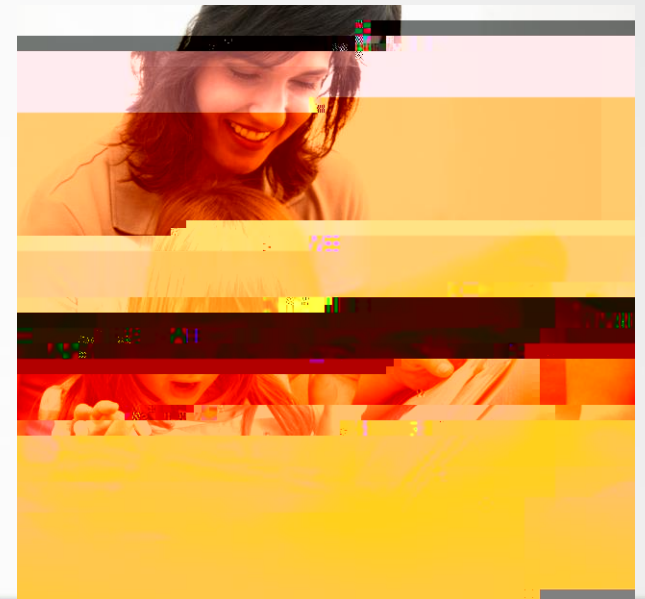
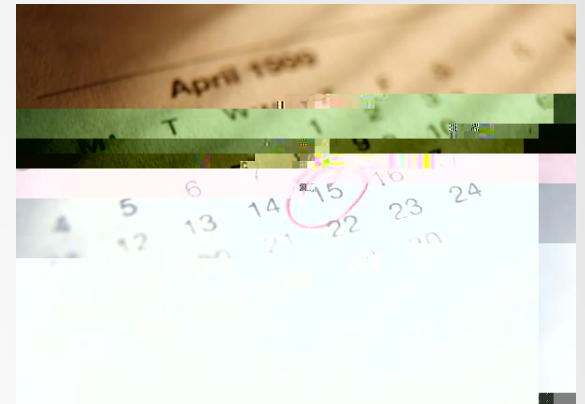


- Form Task Force revise forms every 2 years
- Revise only as needed
- Intake forms on shared network drive





- Establish Intake start week
- Provide school calendars
- Announce Family Advocate site assignments



1. Office and Intake supplies
2. Resource Directories (all 3 languages)
3. Parent Intake Packet folders by language, with all forms assembled



Binders

Tab inserts

C



PIR reports sent to Family Advocates (FAs) 1 week before last day of school

FAs correct and enter PIR

Allow 3 days for putting away graduation files



- Review PE and IEP first to avoid duplication
- Parents remind health clinics to screen children.
- Focus First will screen children during first week of school.
- 1 hour is too long for children to wait.



Assign a back up for language/translation and emergencies



- Advantages

- Builds relationship with families
- Familiar with status of all files
- Knows what items need follow-up
- Site FA familiar with nearest resources
- Fosters independence



- Advantages

- Shared expertise
- Coverage in case one FA is out

- Disadvantages

- Requires more coordination, planning, and communication.
- Requires files to be reviewed
- Other FA not familiar with nearest resources





- Advantages

- Shared expertise
- Coverage in case one FA is out

- Disadvantages

- Requires more coordination, planning, and communication.
- Requires files to be reviewed
- Scheduling more than 2 Intake appointments at same time:
  - Crowded, not enough rooms
  - Impacts privacy
- Insufficient computers for all FAs
- Other FA not familiar with nearest resources
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8:30-9:30

9:30-10:30

break

10:50-11:50

Lunch

1:00-2:00

2:00-3:00

break

3:20-4:20

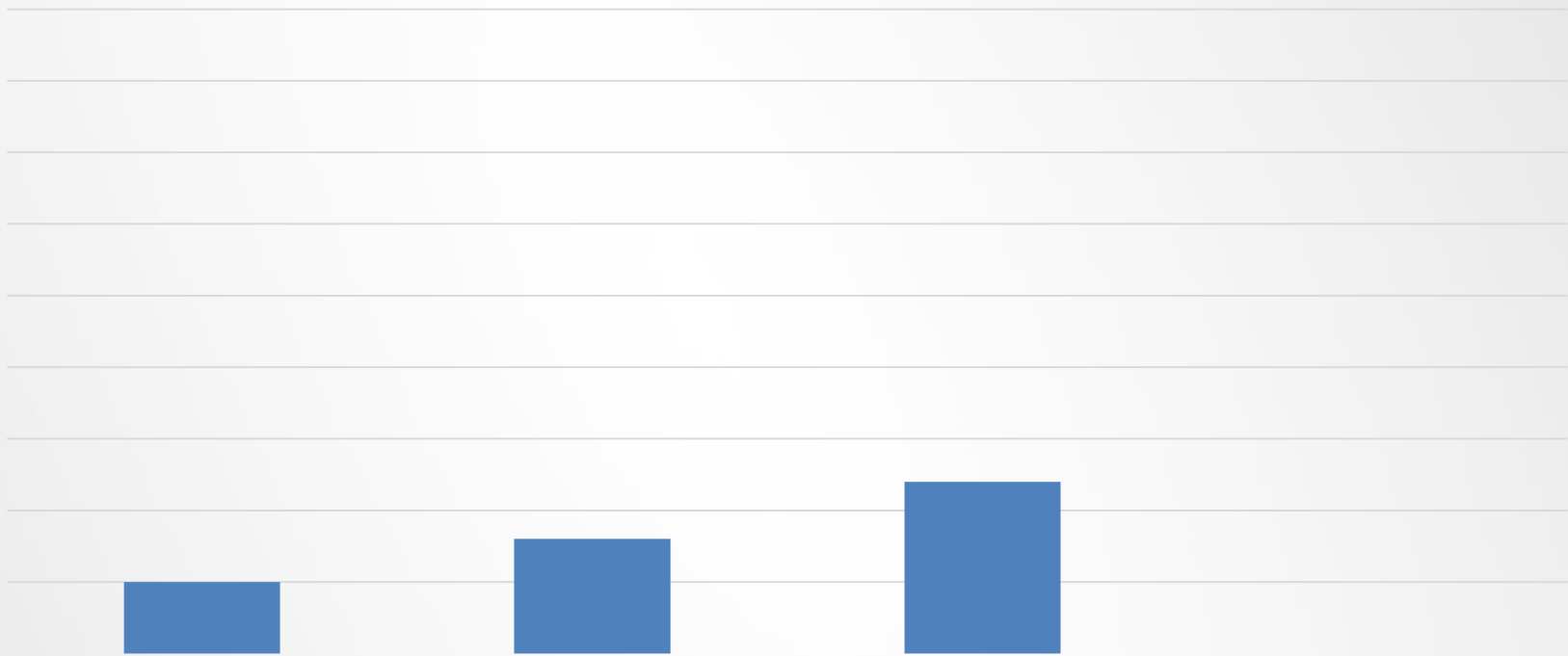
4:20-5:00 reschedule/confirm appts.

\_\_\_\_\_ Complete  
binders, review HH, Contact &  
schedule Intake appointments:  
    3 days for binders  
+ 2 days for scheduling



	<p>Daily Schedule 1-2 family per hour  8:30-9:30  9:30-10:30  Break  10:50-11:50  Lunch  1:00-2:00  2:00-3:00  break  3:20-4:20  4:20-5:00 reschedule/remind next appt</p>	
1-2 weeks make up/new children/FD coverage/ Recruitment/Follow ups/ FA Training/drop-in	1-2 weeks make up/new children/FD coverage/ Recruitment/Follow ups/ FA Training/drop-in	1-2 weeks make up/new children/FD coverage/ Recruitment/Follow ups/ FA Training/drop-in





- Alleviate problems that delay Intake Process
- Choice of individual or groups to complete Intake
- Reduce stress
- Allow for better planning and preparation
- Save time on follow-ups



Personnel management skills

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Embrace personality types and leadership styles

Take risks, explore options, to succeed



Implement the skills learned for career advancement

Collaboration

Effective communication



Opportunities to share information and  
Knowledge

Communicate effectively

Commitment

Take the initiative





