



With the increasing diversity of our nation, it is important for Head Start programs to be responsive to the changing demographics in each community. *Talking Points* can be used by Early Head Start/Head Start (EHS/HS) administrators; managers; policy council; Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) staff; and Refugee Resettlement (RR) staff to initiate networking that will lead to increased collaboration for the ultimate benefit of refugee children and families. <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/cultural-linguistic/docs/talking-points-hs-refugee-provider-communication-guide.pdf>

What Refugee Resettlement Staff Should Know and Do Before the Meeting with EHS/HS Staff

- Read *Talking Points* with other relevant RR personnel. Jot down a few important aspects of refugee resettlement. Prepare key questions to ask EHS/HS staff.
- Watch the *Arizona Refugee Head Start Project* video to learn more about Head Start and the benefit of collaboration for a refugee family living in Arizona.
- Contact the EHS/HS programs in the area by using the *Head Start Locator* <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices> on the Early Childhood Learning & Knowledge Center (ECLKC) webpage to learn about eligibility, waiting lists, and potential community partners.
- Visit <http://eclkc.ohs.acf.hhs.gov/hslc/hs> for more information about Head Start's comprehensive services and resources.

What EHS/HS Staff Should Know and Do Before the Meeting with Refugee Resettlement Staff

- Review your program's community assessment, as well as its current involvement in and knowledge of the community, to determine current demographics and partnerships.
- Read *Talking Points* with other EHS/HS personnel. Jot down a few important aspects of your program to share with RR staff. Prepare key questions to ask RR staff.
- Visit Bridging Refugee Youth and Children's Services (BRYCS) webpage "About Refugees" <http://www.brycs.org/aboutRefugees> for more information about the refugee resettlement process.
- Watch the *Arizona Refugee Head Start Project* video to learn more about the RR process and the benefit of collaboration for a refugee family living in Arizona.
- Review NCCLR resources *Refugees Entering the United States* to know which refugee communities are in the program's region and state. <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/cultural-linguistic/center/refugee-families.html>
- Contact the State Refugee Coordinator to initiate a relationship as community partners and to locate the refugee resettlement agency in your EHS/HS program's area using the *NCCLR Office of Refugee Resettlement Key Contacts List* <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/cultural-linguistic/docs/orr-key-contacts-list.pdf>

What EHS/HS Staff and Refugee Resettlement Staff Should Know and Do During the Meeting

Remember that strong, effective collaborations are built over time. The first meeting will lay the foundation for a trusting, supportive, and reciprocal community partnership.

- Share information about the EHS/HS program (program design, services provided, family engagement practices, school readiness goals, etc.) and about the RR services and refugees currently resettling in your area.
- Be sure to use the “Key Questions to Ask Refugee Resettlement Providers” and “Key Questions to Ask Head Start Providers” found in the *Talking Points* publication, in addition to your notes from your reading and preparation.
- Create a next steps and follow-up plan, including setting up future meeting dates.

Additional Resources

- To learn about promising practices for Head Start/Refugee Resettlement collaboration, please visit the BRYCS Webpage: <http://www.brycs.org/head-start-collaboration.cfm>
- To learn more about EHS/HS Community Assessments, please visit: http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/operations/mgmt-admin/community/process/CA%20Workbook_v1_finl%20PDF.pdf
- To learn more about U.S. Refugee Resettlement Maps and State Contacts, please visit: <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/cultural-linguistic/center/refugee-families.html>
- On-line Refugee Data Sources:
 - Office of Refugee Resettlement’s Refugee Arrival Data: <https://www.acf.hhs.gov/programs/orr/resource/refugee-arrival-data>
 - Refugee Processing Center: <http://www.wrapsnet.org/Reports/AdmissionsArrivals/tabid/211/Default.aspx>
 - Department of Homeland Security Immigration Statistics: <http://www.dhs.gov/immigration-statistics>
 - US Census Bureau’s American Community Survey: <http://www.census.gov/population/foreign/data/acs.html>
 - Migration Policy Institute’s Data Hub: <http://www.migrationinformation.org/datahub>
 - Urban Institute’s Children of Immigrants Data Tool: <http://datatool.urban.org/charts/datatool/pages.cfm>
- To learn more about ERSEA, please visit the Office of Head Start National Center on Program Management and Fiscal Operations webpage: <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/operations/center/navigating/system9.html>

Head Start Performance Standards

1305.3 Determining community strengths and needs.

- (c) Each Early Head Start and Head Start grantee must conduct a Community Assessment within its service area once every three years. The Community Assessment must include the collection and analysis of the following information about the grantee’s Early Head Start or Head Start area: (1) The demographic make-up of Head Start eligible children and families, including their estimated number, geographic location, and racial and ethnic composition.

1305.5 Recruitment of children.

- (a) In order to reach those most in need of Head Start services, each Head Start grantee and delegate agency must develop and implement a recruitment process that is designed to actively inform all families with Head Start eligible children within the recruitment area of the availability of services and encourage them to apply for admission to the program. This process may include canvassing the local community, use of news releases and advertising, and use of family referrals and referrals from other public and private agencies.