



HEAD START & EARLY HEAD START

# PARENT HANDBOOK

Child Development  
2025 - 2026



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# Every child deserves the best possible start in life

## THAT'S WHY WE'RE HERE

Welcome to the Head Start/Early Head Start Family! You are part of a program that serves 395 children ages 3-4 years old and 120 children from birth to 3 years in Forsyth County, including children with disabilities. As a parent or caregiver, some of you may have had children in the program before; for others, this may be your first experience with us. Please know that we are committed to making your 2025 - 2026 school year one of the best for your child(ren). In order to do this, we are counting on YOU to work together with us as a team. Remember, YOU are your child's first and most important teacher!

This handbook will provide you with vital information that will be helpful to you throughout the school year. Please review it in depth and, if you have questions, do not hesitate to call on a staff member for assistance.



No matter how hard we plan, there may be some matters of concern to you. These should be handled at the local level (Center Manager and/or Classroom Teacher) when possible. Of course, I am always accessible to you when in need.

I hope to see you in the classrooms, as volunteers in the program, and at parent meetings. Our program is only as strong as our parents, children community and staff. I know you will join me in helping your child truly have a "head start" as we prepare them for school and life.

I look forward to meeting you!

In the spirit of collaboration,

Vivien Stearns  
Vice President, Child Development

# Contact Information

## PROGRAM MANAGEMENT TEAM

### **Vivien Stearns, Vice President, Child Development** (336) 727-0617 Ext. 1205

Sheila Ebrahim, Child Care Partnership Manager	Ext. 1130
Phyllis Kirkpatrick, Health Services Manager	Ext. 1122
Charlene Jarvis, Senior Director Child Development	Ext. 1137
Brita Price, Operations and Food Services Manager	Ext. 1141
Kimoorah (Bradley) Taylor, Family Support Services Manager	Ext. 1201
Elizabeth Turner, Mental Health Manager	Ext. 1124

### **Charlene Jarvis, Sr. Director Child Development** 336) 727-0617 Ext. 1207

Melissa Blum, Education Manager	Ext. 1114
Erica Long, Center Manager	Ext. 1126
Shelby Moody, Center Manager	(336) 750-2411
Natasha Simmons, Center Manager	Ext. 1190
Erica Sneed, Center Manager	

### **Kimoorah Bradley, Family Support Services Manager** (336) 727-0617 Ext. 1201

Tiana Adeboyega, Family Advocate	Ext. 1120
Kimberly Conner, Family Advocate	Ext. 1123
Luis Gonzalez, Family Advocate	Ext. 1111
Ophelia McCloud, Family Advocate	Ext. 1128
Vanessa McDowell, Outreach Specialist	Ext. 1119
Derek Miller, Male Engagement Specialist	Ext. 1208
Lori Ore, Family Advocate	Ext. 1144
La'Wanda Parms, Family Advocate	Ext. 1118
Emily Patterson, Family Advocate	Ext. 1057
Jamie Rorie, Family Advocate	Ext. 1192
Christian Ryan, ERSEA & Fatherhood Engagement Manager	Ext. 1202
Ti'Aijah Tyler-Moreno, Family Advocate	Ext. 1109



# About us

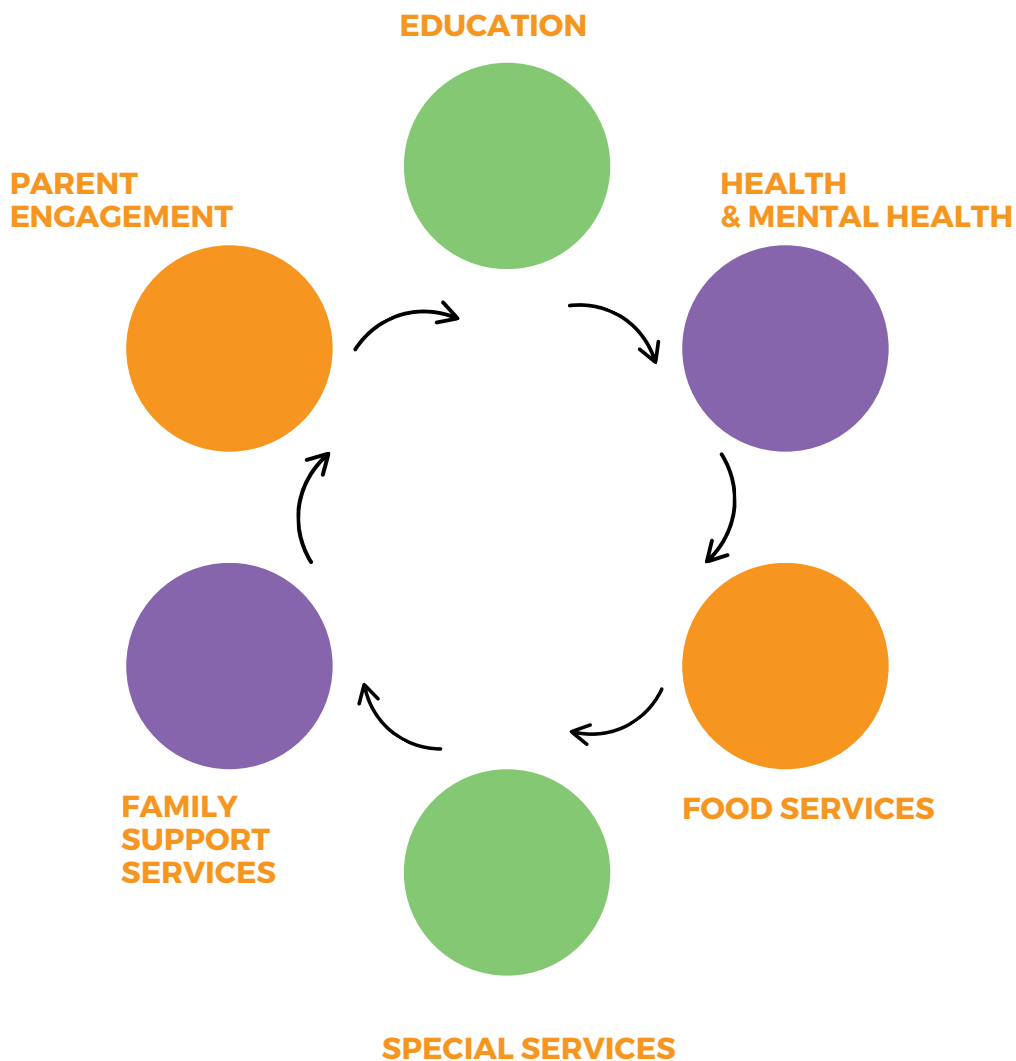
## MISSION

Family Services is a nonprofit organization serving Forsyth County (NC) by providing professional services and participating in partnerships that foster the development of children, advance the safety, security and success of families and individuals, and help build a sustainable community.

## VISION

We envision our community working together to ensure that all families and children are safe, secure and able to reach their full potential.

## HEAD START & EARLY HEAD START SERVICE AREAS



# Locations

## HEAD START EARLY HEAD START NC PRE-K

### Bethlehem Community Center

#### EHS/HS/NCPRe-K

Deborah Forrest, Director  
520 Cleveland Ave.  
Winston-Salem, NC 27101

Hours: 7:30 a.m. - 5:30 p.m.  
(336) 722-6264

### The Heights

#### EHS/HS/NCPRe-K

Shelby Moody, Director  
1472 Felicity Lane  
Winston-Salem, NC 27127

(336) 537-1943

### Intergenerational Center

#### EHS/HS

Erica Sneed, Director  
114 W. 30<sup>th</sup> Street  
Winston-Salem, NC 27105

(336) 780-5275

### Kernersville Elementary

#### HS/NCPRe-K

Natasha Simmons, Director  
512 W. Mountain St.  
Kernersville, NC 27284

(336) 780-5275

### Maxx Kinder Kollege

#### EHS/HS/NCPRe-K

June Miller, Director  
2411 Wughtown St.  
Winston-Salem, NC 27107

Hours: 7:30 a.m. - 3:30 p.m.  
(336) 788-8599

### Oak Summit

#### NCPRe-K

Dr. Salina Frazier, Director  
3930 Reynolda Road  
Winston-Salem, NC 27105

Hours: 6:30 a.m. - 5:30 p.m.  
(336) 924-2915

### Quality Education Institute

#### EHS/HS/NCPRe-K

Dineise Gibson, Director  
5012-D Lansing Dr.  
Winston-Salem, NC 27105

Hours: 8:00 a.m. - 5:30 p.m.  
(336) 744-7138

### Washington Park

#### EHS/HS/NCPRe-K

Erica Long, Director  
1411 S. Broad St.  
Winston-Salem, NC 27101

(336) 723-5854

### WSSU

#### HS/NCPRe-K

Natasha Simmons, Director  
601 S. Martin Luther King Jr. Dr.  
Winston-Salem, NC 27110

(336) 750-2411

# Locations

## HEAD START EARLY HEAD START NC PRE-K

### Church Child Cafe CCP

#### EHS/HS/NCPRe-K

Theresa Stephens, Director  
4421 Poindexter Rd.  
Walkertown, NC 27051

Hours: 7:00 a.m. - 5:30 p.m.  
(336) 595-4451

### North Point Academy CCP

#### EHS/HS/NCPRe-K

Dr. Sabrina Hinton, Director  
4950 Indiana Ave.  
Winston-Salem, NC 27105

Hours: 7:00 a.m. - 5:30 p.m.  
(336) 744-7678

### TLC Learning Academy CCP

#### EHS

Dr. Sabrina Hinton, Director  
2832 S. Main St.  
Winston-Salem, NC 27105

Hours: 6:30 a.m. - 5:30 p.m.  
(336) 650-9652

### Victoria's Academy CCP

#### EHS

Victoria Frazier, Director  
4647 Old Rural Hall Rd.  
Winston-Salem, NC 27105

Hours: 6:30 a.m. - 5:00 p.m.  
(336) 744-1696



## CHANGING LIVES

"If it wasn't for the community, I don't know where I would be. The teachers at Family Services are amazing. They are like second parents, they are going to treat them like their own."

*Ashanique Brannon, parent*

# Center Operations

## PARTNERS IN YOUR CHILD'S EDUCATION

### DROP-OFF & PICK UP INFO

When dropping off and picking up a child, an adult 18 years or older must accompany the child. Only those who are pre-authorized by a parent or guardian and listed with the school on the emergency contact form will be allowed to pick up a child.

**Late pick ups will be charged \$1/minute for children picked up after program hours unless prior arrangements have been made (or enrolled in extended day services).**

In the event a child is not picked up on time we will:

- Contact parent or guardian using information provided
- Contact individuals listed as emergency contacts if unable to reach parent/guardian
- If none are able to be reached and a significant period of time has passed, we may be required to contact local authorities (police, Child Protective Services) to ensure the child's safety



# 85%

### ATTENDANCE POLICY

Family Services Child Development division adheres to the federal attendance guidelines that state children must maintain a monthly average rate of 85% to stay enrolled in their program.

If a child misses 3 or more days in a month, their attendance rate can fall below the required 85%. Irregular attendance will require parents/guardians to complete an Attendance Agreement with your Family Advocate to create an improvement plan.

### HOW CAN YOU HELP?

- Communicate with your Family Advocate, Teacher, and/or Center Manager when planning to be absent.
- Schedule your child's medical and dental appointments at the end of the school day if possible.
- Make sure your child attends daily unless they are ill.

### OPERATING HOURS

Family Services  
Child Development  
Centers operating hours are:

7a.m. - 5:30 p.m.  
Monday - Friday  
*centers with extended child  
care/wraparound services*

7 a.m. - 4:30 p.m.  
*centers without wraparound  
services*

***Head Start and Early Head  
Start children  
attend Monday - Friday  
8 a.m. - 2:30 p.m.***





# Center Operations

## INCLEMENT WEATHER POLICY

Inclement weather can come at any time and Family Services Child Development uses a variety of resources to determine if conditions exist that will impact our program schedules. As a general rule, we will align with the decision made by the Winston-Salem Forsyth County School System. You can get periodic updates via the following avenues: local radio stations, TV stations (WXII), websites of both TV and radio stations, and social media pages.

For those in private child care centers, please check for an updated weather policy. CCP's need to ask their Center Director directly.



## PLEASE KEEP CONTACT NUMBERS UPDATED

In the event of inclement weather, natural disasters, or unpredictable emergencies that may begin after children arrive at school, this ensures clear communication and allows child care center staff to contact parents/guardians by phone.



## SICK POLICY

If your child is experiencing any of the below symptoms, please ensure they do not attend school until symptom-free for 24 hours. Most conditions below are highly contagious. Family Services Child Development follows the guidelines for child care licensing.

- Fever higher than 101 degrees oral or 100.4 degrees ear
- Pain, behavior changes or other illness symptoms
- Contagious illness (chicken pox, flu, COVID, etc.)
- Vomiting or diarrhea
- Blood or mucus in stools
- Conjunctivitis/pink eye
- Ringworm, lice or nits

## MEDICATION

All medication to be given during school must be prescribed by a doctor or medical provider. Parents/guardians must complete a consent form with action plan that is completed by a medical provider (incl. for all chronic conditions). All medicines will be stored out of reach for children and must be in the original pharmacy labeled container. The dose and administration will be recorded on a medicine log.

# Parent Dress Code

Parents are reminded that they are role models to all of our children. Therefore, we ask that while on school property, and attending Family Services Head Start/Early Head Start events, you refrain from wearing inappropriate attire, such as:

- Revealing or suggestive clothing
- Attire with offensive messages or graphics depicting violence or drug use

Please be sure to remember this when you arrive on the school grounds to be with your child. We appreciate your help with this matter. Thank you.

## Transition Team

### INDIVIDUALIZED SUPPORT FOR A HEAD START ON LEARNING

A successful start begins with preparation. Our transition team meets monthly to ensure all students are supported prior to their first day. The team reviews and prepares for such needs as:

- Dietary accommodations
- Language barriers or limited verbal communication
- Medical needs (e.g. ADHD, diabetes)
- Behavioral or developmental concerns

The process takes place before your child's start date to ensure all accommodations are in place.

The Transition Team collaborates with families, teachers, health, and nutrition specialists, mental health consultants, and outside providers to build a smooth and supportive transition plan. Our goal is to ensure consistency, clarity, and continued support for every child.



# Focus on your child's health

## HABITS TO LAST A LIFETIME

Healthy habits are established in the classroom to help reduce the spread of germs and illnesses. Handwashing and tooth brushing are practiced in the classroom daily. Playgrounds are age-appropriate, and the equipment is safe. Children are taught the importance of pedestrian and bus safety. In addition, provisions and/or adjustments are made for children with disabilities to ensure their safety, comfort, and participation in all aspects of the Head Start program.

Your Family Advocate and Health team will work with you to complete/obtain the following:

- Current physical or well-child exam
- Dental exam
- Copy of current immunization record
- Proof of current health insurance



- Medical and Dental Home information
- Care plans and medication instructions from a physician for health (asthma, allergies, etc.)
- Special diet documentation from child's doctor (if applicable)
- Hearing and vision screenings

## SPECIAL SERVICES

We are committed to promptly and appropriately addressing any identified support needs based on developmental screening results or other information. If a developmental disability or delay is suspected, we will partner with you and request written consent to send a referral to the appropriate local agency. You can expect a phone call within 30 days of the referral to schedule a referral meeting with the local agency. It is important to keep all appointments to avoid a delay in the process and to keep us informed of your meeting dates. In order to best support your child, we request you share any copies of any IEP/IFSP documentation you may receive with Melissa Blum at [mblum@familyservicesforsyth.org](mailto:mblum@familyservicesforsyth.org).

**Call the Education Manager at  
336.705.3689 with questions**

**FORMS MUST BE UPDATED EVERY  
YEAR YOUR CHILD IS ENROLLED**

# Healthy children are ready to learn

## TRAUMA-INFORMED PRACTICES

All Family Services employees include trauma-aware considerations and trauma-informed practices in the care of children and families. Family Services is a backbone agency in a community-wide initiative to learn and incorporate these trauma-informed practices in all aspects of our work as an agency.



## MENTAL HEALTH CONSULTATION



Family Services Child Development provides mental health consultation for children, families, and teachers. We believe that all behavior is communication. Mental health consultants offer strategies, support, and training for teachers, caregivers, and staff. If a parent needs support or has questions about social-emotional development or anything related to mental health, they are encouraged to reach out to the consultant.



## HOW IT HELPS

- The primary role of the Head Start Mental Health service area is to:
- Support social emotional development in children at school and home.
  - Screen children's social-emotional development.
  - Develop individualized support to prepare children in school readiness.





## Temporary Change of Services

It is our policy that we do not suspend or expel students. When a child exhibits behavior that is unsafe and/or concerning, we use a multidisciplinary team approach to support, advocate, and accommodate the needs of the student. The multidisciplinary team will also offer resources and make referrals for additional support. There are situations when it is in the best interest of the student to add additional staff support in the classroom, to access outside resources, and to change the daily schedule. At that point, a temporary change of services is offered to ensure the student's needs are met.



# Food & Nutrition Services

## HEALTHY EATING FOR A HEALTHY START



Family Services Child Development is uniquely positioned to help children develop lifelong healthy eating habits and positive behaviors with food. We offer a range of nutrition-focused experiences that promote knowledge, curiosity, and healthy choices. Children will participate in:

### **FAMILY STYLE DINING NUTRITIONAL FOOD ACTIVITIES HEALTHY CELEBRATORY EVENT**

These experiences encourage self-help skills, social interaction, appropriate portioning, honoring diverse cultures, and celebrating traditions while offering engaging experiences like taste tests, cooking projects, and gardening.

## **CHILD AND ADULT CARE FOOD PROGRAM (CACFP) MEAL SERVICE**

Our program proudly participates in the Child and Adult Care Food Program (CACFP). This is a federally funded program that reimburses the cost of meals allowing enrolled infants, children and adults to have access to healthy foods throughout the day.

The CACFP follows strict federal meal service patterns to ensure that infants, children and adults have access to balanced, wholesome meals throughout the day. Each meal meets or exceeds USDA nutritional guidelines including a focus on whole grains, fresh fruits/vegetables, reduced added sugars, and lower saturated fats and sodium. All menus are nutritionist-approved and designed for healthy development.





# Meal Modifications

Family Services Child Development accommodates special dietary needs to ensure every child receives safe and appropriate meals. Meal modifications are provided for the following reasons:

- Food allergies and intolerances
- Medical conditions requiring dietary changes
- Cultural or religious dietary practices (as allowable under CACFP guidelines)

**To initiate a meal modification, families must submit the following:**

- **A completed Meal Modification form AND**
- **A Medical Statement to Request Special Meals and/or Accommodations signed by a licensed physician or recognized medical authority (for medical-based accommodations)**

Once documentation is received, our Nutrition Team will work with the parent/guardian and teaching staff to ensure that meals are appropriately modified and safely served to your child. All modifications are tracked and monitored for compliance.



## Nutrition Policy

Head Start/Early Head Start programs provide all attending children breakfast, lunch, and an afternoon snack. If your child has any dietary restrictions due to religious practices, food allergies, or changes in his/her infant formula, please inform your child's teacher. We require a written statement from your religious leader or physician documenting the restricted food items and/or food substitutions.

**Family Services Child Development serves children with food-related allergies. To reduce the risk of accidental exposure, parents are not permitted to send or bring any food items to centers please consult with your Center Manager for details and inquiries.**



# Celebration Policy

## BIRTHDAYS

Family Services recognizes that birthdays are special milestones for children and their families. Classrooms may acknowledge a child's birthday with meaningful, non-food related activities such as:

- Creating a classroom birthday card or banner
- Allowing the birthday child to wear a crown, cap or other special item
- Hosting a special classroom activity involving a family member

Please note: **Food is not permitted during birthday celebrations.** This includes cupcakes, cakes, cookies, candy, or other edible treats.

Staff must remain respectful of each family's religious and cultural preferences. Parents/guardians will be notified in advance of any birthday or holiday-related activities to provide the opportunity to opt-out if desired.

## END-OF-YEAR CELEBRATIONS

Family Services values celebrating the growth and accomplishments of children, families, and staff at the close of the school year. These celebrations must highlight each child's developmental journey in a way that is inclusive and age-appropriate.

**Formal graduation ceremonies are not permitted.** This includes caps and gowns, staged performances, and prom-style events, which are not developmentally appropriate for young children and may detract from authentic, play-based learning experiences. End-of-year events must center on developmentally appropriate classroom activities. *No food will be allowed during these events.*

## HOLIDAYS

To promote cultural and religious inclusivity, Family Services does not observe or celebrate traditional holidays during the program year. Instead, the following approved alternative celebrations will be observed. These events focus on community and developmental appropriateness. The Nutrition Team will provide all food served at these events to ensure accommodation of food allergies and promote healthy eating habits. Approved celebrations include:

- Friendship Day
- Dr. Seuss' Birthday
- Muffins for Mom
- Spring Fling
- Donuts for Dad
- Grandparents Day
- Fall Festival
- Friendsgiving



# Family Support Services

## FAMILY ADVOCACY

All families are assigned a Family Advocate to support their interests, needs, and goals. The Family Advocate will:

- Ensure all participants have completed enrollment documents.
- Assist with obtaining required health documents.
- Monitor attendance and contact families to complete an attendance agreement if irregular attendance is a concern.
- Connect families to agencies and resources in the community for assistance and support.
- Offer engagement opportunities (workshops, conferences, events, and more).



## FAMILY ASSESSMENT & GOAL AGREEMENTS



- The Family Assessment is required for parents to complete with the Family Advocate. It identifies the family's strengths and needs.
- Based on the results of the Family Assessment, the Family Advocate and parent(s) will work to establish goals (FPA-Family Partnership Agreement). The goals could be personal and/or family-related, such as:
  - Obtaining employment
  - English as a Second Language (ESL)
  - Housing
  - Furthering education
  - Parenting
  - ...and more!









# Parent Engagement Matters

## YOU ARE YOUR CHILD'S FIRST TEACHER

Parents will always be the first and most important teachers of their children. Parents are highly encouraged to participate in the program throughout the year.

Some ways parents can participate are:

- Volunteering at the centers
- Attending and supporting the Parent Committee meetings
- Serving as elected members of the Policy Council
- Serving on advisory committees (Male Engagement, Health)
- Participating in parent workshops, conferences, information sessions, and other engaging events offered.
- Attending center and classroom activities and events.

## PARENT COMMITTEE

All parents who have children enrolled in Head Start/Early Head Start are members of the Parent Committee and are welcome to attend meetings. Parent Committees are established at the center level and meet at least monthly both in-person and virtually. the benefits of participation allows parents to:

- Participate in governance of the program
- Advise staff in developing and implementing local program policies, activities and services
- Plan conduct and participate in program activities for parents and staff

## POLICY COUNCIL

Policy Council is made up of Head Start/Early Head Start parents and representatives of the community. Elected representatives serve a one-year term, and no member may serve more than five total terms. They serve as:

- Links to Parent Committees, grantee governing body, public, and private organizations.
- Communicate with parents about their rights, responsibilities, and opportunities in the program.
- Assist in planning, coordinating and organizing program activities for parents using funds set aside from program budgets.

# Fatherhood Engagement

In Head Start and Early Head Start programs, we honor fathers and father-figures who play a role in raising a child. We need our fathers to:

- Promote positive outcomes for Head Start children by strengthening the role of fathers and father figures in their growth and development.
- Coordinate program-wide involvement activities that encourage participation from fathers and male rolemodels.
- Gather and incorporate input on the needs and interests of fathers and father figures to inform planning and programming.
- Explore and share topics of interest that are relevant and meaningful to male role models in the community
- Facilitate opportunities for connection by helping male role models meet, network, and build supportive relationships with one another.



New in 2023-2024, Mindful Men, a fatherhood engagement program, was launched by Family Services and Head Start of Forsyth County to improve the overall well-being of men by supporting, encouraging, and motivating them to become better role models in their family and local community. The program utilizes the “24:7 Dad Curriculum”, created by the National Fatherhood Initiative. A dedicated Male Engagement Coordinator oversees recruitment and monthly activities for the program.

*2024 Father of the Year for  
Mindful Men from  
Family Services Head Start*



# Family & Head Start / Early Head Start Staff Agreement

## AS A PARENT I WILL:

Make sure that my child attends school every day and on time.

Provide my child with a medical and dental home. If my child does not have a medical and/or dental home, I will work with the Head Start staff to find one.

Make sure that my child's immunizations and well-child visits with his/her primary care doctor are up-to-date.

Follow up on any medical, dental, or any other health concerns regarding my child.

Follow the health and well-child information guidelines listed on page 12 and 13 of this Parent Handbook.

Attend two parent conferences and two home visits, and work with my child's teacher to develop and support my child's educational goals.

Participate in parent programs and education activities offered at my child's school.

Work in partnership with my Family Advocate to set goals for myself and my family.

Participate in leadership opportunities and Parent Connection Committee meetings.

I will volunteer 5 hours a month and attend events at my child's school.

## AS A STAFF MEMBER I WILL:

Promote a welcoming and culturally sensitive environment that is respectful of your child and family.

Provide resources and information to help your family locate a medical and dental home.

Follow up with you to ensure that your child receives appropriate health screenings, and work with you to ensure that your child's immunizations and well visits are up-to-date.

Follow up on medical, dental, or other health concerns regarding your child.

Provide you with information and training opportunities related to healthy habits, screenings, and other health-related topics.

Collaborate with program staff to provide you with information about your child's education.

Coordinate training and resources for you and your family.

Help you achieve your goals by providing referrals and support when you need social services and community resources.

Assist in organizing the Parent Connection Committee meetings and other activities.

Provide parents/guardians with meaningful volunteer opportunities throughout the year to support engagement and involvement.



# Parent Conduct Policy

The parental conduct policy pertains to harassment while on school grounds. Harassment is defined as any unwanted physical or verbal conduct that offends, humiliates the staff, children, and families that interferes with their ability to work, learn, or feel safe in our respectable school environment.

**Bullying** is defined as seeking to harm, intimidate, threaten or coercion to abuse. This includes but is not limited to verbal abuse or cyber bullying which is through the use of social media. Rationalizations of such behavior sometimes include difference of social class, race, religion, gender, sexual orientation, appearance and behavior.

Examples of behaviors that violate the parental conduct policy includes:

- a) Foul language, cursing, sexual and racial slurs, while in our facilities and on the grounds of the school.
- b) Threatening gestures toward staff, other parents, and children.
- c) Endangering the safety of children, families, and staff while on school property.
- d) Any and all physical confrontations (fighting) and bullying.
- e) Inappropriate attire such as sheer or see through material exposing body parts, explicit figures or gestures on attire.

The following consequences will be enforced:

- 1) First offense - verbal warning and meeting with Center Manager
- 2) Second offense - banned off premises for 48 hours by Center Manager
- 3) Third offense - banned from the premises indefinitely by Family Services Child Development Administration

*Note: Children are not banned from the premises. Other arrangements can be made to bring and pick up the child.*

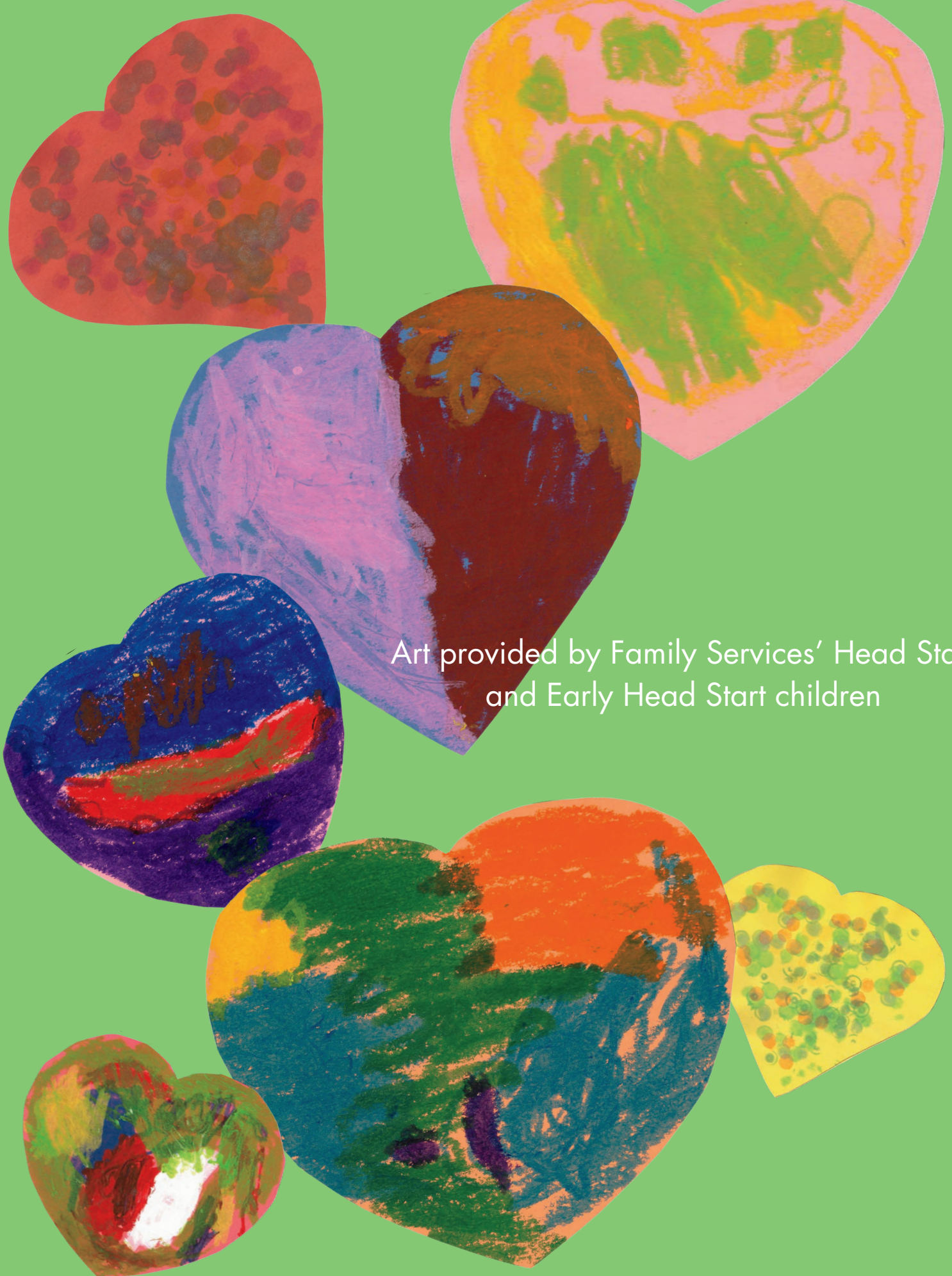
Any incident that the staff or Center Manager views as hostile or unsafe for children and families, **911 - Winston Salem Police Department** will be contacted immediately.

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Parent Signature & Date

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Staff Signature & Date



Art provided by Family Services' Head Start  
and Early Head Start children

