

Orange County Community and Family Services Department

Head Start Division

Standard Operating Procedures

Section 9 Human Resources

Reviewed/Revised: February 10, 2026

Approved by Policy Council Chair

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Date: 3/26/2026

Approved by Board of County Commissioners Designee

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Date:

Head Start Program Performance Standards 1301.2(b)(2), 1301.3(c)(2), 1302.102, Section 642(d)(2)

Hiring and Selection of Program Management Staff

STANDARD OPERATING PROCEDURES

I. Definition

1. Program Management positions include the Senior Program Manager and all Program Managers responsible for operational oversight and supervision of program services.

II. Qualification Requirements – 1302.91(d)

1. Program management staff hired to manage and oversee the delivery of program services must have sufficient knowledge, training and experience, and competencies to fulfill the roles and responsibilities of their positions.
2. As of November 7, 2016, individuals hired for the following positions must meet the minimum qualification requirements listed for the position:
 - a. Fiscal Officer: must be a certified public accountant or have, at a minimum, a baccalaureate degree, in accounting, business, fiscal management, or a related field.
 - b. Family, health and disabilities management: must have, at a minimum, a baccalaureate degree, preferably related to one or more disciplines they oversee.
 - c. Education management, including coordinators and curriculum specialists: must have a baccalaureate degree or advanced degree in early childhood education or a baccalaureate degree or advanced degree and equivalent coursework in early childhood education with early education teaching experience.

III. Hiring Procedures – OC Policy & Operational Regulation 104

3. Program Management staff are responsible for leadership, direction, and oversight in the following areas:
 - Planning, development, and implementation of operational procedures
 - Analysis of trends and data on children and families in the program
 - Community partnerships
 - Staff and parent communication
 - Personnel, administration, and supervision of staff
 - Team leadership, team building, staff training, and development

Hiring and Selection of Program Management Staff

STANDARD OPERATING PROCEDURES

4. When Program Management positions become available, the Division Manager sends an email to the Human Resources recruitment section-to post the position.
5. Human Resources will post the position.
6. Applications are received by Human Resources and if they meet the minimum qualifications, the application is routed to the appropriate hiring authority.
7. The Division Manager will screen routed applications and select candidates to interview.
8. Interviews are conducted by the Division Manager with a diverse interview panel.
9. The Interview Panel makes a recommendation to hire Program Management staff.
10. The recommendation for hire is sent to Human Resources.
11. Upon approval, the Division Manager will complete the hiring packet, to include: the routing sheet, applicant questions, applicant responses, interview notes, and the completed hiring forms and send it to the Community & Family Services Dept. Office for final review and approval.
12. Once approved, the hiring packet is sent to the Human Resources Division. The HR Division will make a contingent offer, which includes passing the required level II background screening, physical examination, and drug test.

Revised: 12/3/14, 2/19/18; 2/6/2020, 2/10/26
Review: 03/11/2020

Hiring Qualified Staff

STANDARD OPERATING PROCEDURES

I. Staff Qualifications and Competency Requirements Sec. 642(c)(2)(D)(vi); Sec. 648A.(a)(2)(A-B); 1302.91(e)(2)(ii)

1. When a position becomes available, the Program Management staff for that service area submits the request to Human Resources Recruiter to post the position.
2. Applications for the position are received by the Human Resources Department and screened to ensure candidates meet the minimum qualifications based on their knowledge, skills, and experience.
3. The routed applications are sent to the appropriate hiring authority to makes the final selections for interviews.
4. Program Manager will notify Human Resources Recruiter of candidates not selected for an interview within two weeks of receiving the routed applications by submitting the Certificate of Routed Applicants (CORA) form through the provided Box link.

*Note: The Human Resources Recruiter will send a link associated with the Job ID.

5. Performance - based interview questions are designed by the appropriate Program Management staff and sent to the Human Resources Recruiter for approval to prepare for the interviews.
6. Interviews are conducted by a diverse panel within two weeks of receiving routed applications. A member of the Policy Council may be a part of the interview process.
7. At the conclusion of the interviews, the interview panel members will complete a consensus form evaluating the candidates' responses to make their recommendations of a potential candidate and provide it to the Division Manager. Based upon the qualifications and interviews, Program Management staff and the Division Manager will select the most qualified candidate.

8. Once the interviews are completed, the Program Management Staff will notify the Human Resources Recruiter by email and upload the required documents to the Box link provided. Forms include:
 - Employment Reference Check Form
 - Completed CORA
 - Consensus Rating Sheet
 - Interview notes for all the candidates interviewed
 - Application and Resume of the selected candidate ONLY
9. Once all the documents are received and reviewed the Human Resources Recruiter will call to make a contingent job offer to the selected candidate.

Note: The potential candidate may start the hiring process prior to Policy Council approval.

10. The hiring requirements for Orange County include the following:
 - Live Scan Level II Background Screening
 - Local Law Arrest Records Check
 - Attestation of Good Moral Character
 - Child Abuse & Neglect Reporting Requirements (Form CF-FSP5337)
 - Physical Examination
 - Drug Screening

Additional Education Requirements for Staff Qualifications

1. The Division Manager and all staff responsible for management and oversight of fiscal, education, family services, health services, and services to children with disabilities must have, at a minimum, a baccalaureate degree, preferably with experience in one or more of the disciplines overseen by the individual.
2. Education Coordinators are required to have a baccalaureate or an advanced degree in early childhood education; or a baccalaureate or an advanced degree and equivalent coursework in early childhood education, with experience teaching pre-school-aged children.
3. Mentor Coaches must have a minimum of a baccalaureate degree in early childhood education or a related field.

4. A teacher must have at least one of the following qualifications:
 - An associate, baccalaureate, or advanced degree in early childhood education,
 - An associate degree in a field related to early childhood education and coursework equivalent to a major relating to early childhood education with experience teaching preschool-age children,
 - A baccalaureate or advanced degree in any field and coursework equivalent to a major relating to early childhood education with experience teaching preschool-age children.
5. Teacher Assistants are required to have, at a minimum, a National Child Development Associate Credential (CDA).
6. Teacher Aides are required to have, at a minimum, a high school diploma and six months of experience in early childhood education.
7. Family Services Workers must have a minimum of a baccalaureate degree in social work, human services, family services, counseling, or a related field.
8. Licensed Practical Nurses, Certified Nurse Assistants and Assistant Nutrition Coordinators must have a minimum of an associate degree with licensure, certification, and/or appropriate qualifications related to the position.
9. Health professionals, including Registered Nurse, Nutrition Coordinator and Disabilities/Mental Health staff must have a minimum of a baccalaureate degree with licensure, certification, and/or appropriate qualifications within the position for which they are applying.

Competency Requirements for Education Staff

All teaching staff must pass competency exams to demonstrate competency in the required childcare training course topics. Refer to SOP State Mandated Trainings.

Revised: 02/06/19, 02/10/26

Hiring Substitute Teaching Staff

STANDARD OPERATING PROCEDURES

I. Qualifications and Competency Requirements 1302.91(a), 1303.3, OC Policy & Operational Regulation 101.3

1. To apply for a substitute teaching staff position, applicants can obtain an application through the Head Start Administrative Office. Parents/Legal guardians are encouraged to apply for substitute positions if they express an interest in a position and he/she meet the minimum qualifications.

Note: Parents who occasionally substitute as staff may still serve on the policy council.

2. Substitute positions are categorized as on-call or casual employment. On-call staff cannot work more than twelve hundred hours (1,200) during the fiscal year. On-call staff is not eligible to receive benefits and they cannot participate in the grievance process.
3. Before a substitute is assigned, the results of the following new hire requirements must be received:
 - Live Scan Level II Background Screening
 - Local Law Records Check
 - Affidavit of Good Moral Character
 - Physical Examination
 - Drug Screening
 - Child Abuse & Neglect Reporting Requirements (Form CF-FSP5337)
 - Code of Conduct and Confidentiality Pledge

Note: When a substitute is assigned to a center, the Center Supervisor will obtain a copy of the background screening from the Administrative Specialist. Substitutes cannot carry their personnel file.

4. All substitutes must have transportation and be willing to travel to any Head Start center located in Orange County. Substitutes must complete the defensive driving course.
5. Substitutes will complete an orientation with the Field Operations ~~their~~ Supervisor and/or Center Supervisor within one (1) week of hire. An orientation packet will be provided.

6. Substitutes are required to complete the Department of Children and Families forty-five (45) hour introductory training; in accordance with requirements.
7. Substitutes are required to attend Pre-Service, In-Service, the Bus Monitor Training (annually), and all other mandatory trainings pertaining to their position (See SOP 9.22).
8. All substitutes assigned must meet the required First Aid/CPR Certification requirement, as determined by management (See SOP 9.22).
9. The Center Supervisor /Field Operations Supervisor will remain in contact with their substitutes to coordinate their schedules and notify their substitutes of all mandatory trainings.

Revised: 2/06/2019, 2/10/26
Reviewed: 03/11/2020

Background Screening Process

STANDARD OPERATING PROCEDURES

I. Employment and Volunteer Background Screening – Florida Statutes 435.04; & Orange County Policy 104.2

New Hires

The Human Resources Division will make a contingent offer to the candidate, pending the results of the required Level II background screening, physical examination, drug test. **Note: Effective August 1, 2010, applicants cannot begin working until all results are back and are cleared.**

1. The Human Resources Division is responsible for processing the Level II background screening for all candidates for hire in the Head Start Division. The Level II background screening includes the following:
 - Live scan fingerprinting
 - State and national fingerprint check
 - Child Abuse Sexual Predator and sexual offender registry check
 - *Attestation of Good Moral Character*
2. HR staff will initiate the screening through the Clearinghouse prior to fingerprinting then complete fingerprinting of the applicant via LiveScan, which is Clearinghouse compatible for submission of fingerprints to the Florida Department of Law Enforcement (FDLE) for a statewide criminal history and abuse history check in order to determine eligibility to work in a child care facility.
3. FDLE will transmit the information to the Federal Bureau of Investigation for a national search of criminal history.
4. An *Attestation of Good Moral Character* and *Privacy Policy Acknowledgement* form must be signed and dated by the applicant at the time of the screening.
5. Head Start staff ensures that all out-of-state criminal, abuse, sexual predator and offender histories for each state, island, province, etc., where applicant resided within the past 5 years are requested and obtained. (Cost may be incurred and must be paid for by the applicant at the time of screening).

6. HR staff will login to the Clearinghouse website to check and obtain the determination of eligibility and Head Start staff shall update the *Employee/Contractor Roster* once the candidate has received a child care eligible result.
7. Once the determination is made, HR staff will print the appropriate pages of the screening and include all documents in the hiring package for forwarding to the Senior Program Manager, or designee, of the Head Start Division.

Rescreening

1. All employees are required to complete a rescreening every five years. The rescreen process occurs within 60 days before the screening expires. The five-year rescreening includes the following:
 - Resubmission of retained fingerprints via the Agency for Health Care Administration (AHCA) Clearinghouse (paid for by *Head Start*).
 - Child Abuse and Sexual Predator registry check
2. It is the responsibility of the Head Start Division to ensure that all screenings are renewed within an ample timeframe to prevent expirations which will cause noncompliance and the incurring of penalties.
3. The Education Administrative Specialist will register with AHCA to view, print and edit the Employee/Contractor Roster at <https://apps.ahca.myflorida.com/SingleSign-onPortal> .
4. If the rescreening discloses a disqualifying offense the employee will be subject to disciplinary action up to and including termination.
5. Orange County Public School (OCPS) will be notified within 24 hours if the rescreening discloses a disqualifying offense for any Head Start employee assigned to a Head Start Center located on an OCPS campus.

Note: Employees are required to inform their supervisor immediately if they are arrested.

6. The Education Administrative Specialist will update the Employee/Contractor Roster with the employment end date within 10 working days of any changes in employment.

Tracking Background Screenings

1. All Supervisory Staff will maintain the Personnel Information Tracking Log listing of all staff's date of hire, Level II Background screening, and Attestation of Good Moral Character.
2. The Personnel Information Tracking Log is updated at the beginning of the school year for new hires, transfers, and when rescreening occurs. If a rescreen is needed, the new screening dates will be entered once the reports are received.
3. All Supervisory Staff will monitor the Personnel Information Tracking Log regularly to ensure that background screening dates are current.
4. Center Supervisors will ensure the CF-FSP 5131 Background Screening & Personnel File Requirements form is up to date in each staff's personnel file.
5. Background screening dates must be maintained up to date in ChildPlus.

Revised: 2/6/2013, 3/8/16, 12/1/17; 02/06/2020. 12/07/2021, 01/03/2024, 2/10/26
Reviewed: 03/11/2020

Code of Conduct and Confidentiality

STANDARD OPERATING PROCEDURES

I. Standards of Conduct 1302.90(c)(iv)

1. All staff, volunteers, parents/legal guardians, board members, and consultants must sign the Code of Conduct and Confidentiality Pledge form to acknowledge their acceptance to abide by the standards outlined.
2. Children and employee files/records must remain on site at all times unless otherwise required by law.
3. Access to children and employee files/records is restricted to authorized personnel of the Head Start Division, Orange County Government, state, and federal monitors/auditors.
4. Children and employee files/records are to remain in a locked cabinet and should not be left unattended in areas accessible to unauthorized individuals.
5. Security measures that guarantee limited access to confidential electronic files/records related to children, families, and staff are established through password protected database systems.
6. Written authorization, signed by the parent/legal guardian, is required for release of information.
7. Matters concerning children and their families can only be discussed with appropriate and authorized individuals (see Code of Conduct and Confidentiality Pledge).
8. Informal conversations regarding children, families, and/or staff in the presence of visitors or other staff members are a violation of confidentiality.
9. When a breach of confidentiality occurs in relation to Protected Health Information, the program will inform the Program Manager of Childhood Health and Parental Services of the incident for investigation and possible progressive discipline (see Safeguarding and Storing Protected Health Information).

New Hire Performance Evaluation Process

STANDARD OPERATING PROCEDURES

I. Probationary Period Performance OC Policy 501

1. The immediate supervisor must ensure all new hires are provided with a one (1) month and five (5) month performance evaluation within the six (6) month probationary period.
2. Immediate supervisors will formally observe the work habits of their staff to ensure they are becoming acclimated with their particular job duties.
 - Teaching staff will be formally observed by the Center Supervisor for a 2 ½ to 3 hour period. This will be followed by informal observations during different times of the day. Education Coordinators are also required to provide input into the one (1) month and five (5) month evaluation.
3. The immediate supervisor will document the employee's progress on the Probationary Evaluation Form.

**Note: The Probationary Evaluation Form will be uploaded to the appropriate Human Resources Box folder.*

4. The immediate supervisor will give feedback, discussing the strengths of the employee, areas to improve, and techniques for improvement.
5. If the employee is not meeting performance requirements by the fourth month the immediate supervisor will meet and discuss their desire to extend the probationary period with their manager and include supporting documentation. They must submit their request for extension to the Human Resources Analyst.
6. All staff must be familiar with the following:
 - Orange County Head Start's Mission, Vision, Philosophy, and Values
 - Head Start Performance Standards
 - OCHS Standard Operating Procedures
 - Program Goals
 - Orange County Policies and Procedures Manual
 - Orange County Administrative Regulations
 - ChildPlus and other data systems used by their position
7. In addition to the aforementioned, teaching staff are required to be familiar with the following:
 - Safety requirements for classrooms, centers, and buses
 - Bus Monitor procedures

- High/Scope and the DLM curriculum
- Galileo Pre-K Electronic Management of Learning system
- ChildPlus
- Weekly lesson plan and resource books for planning
- PBIS: Positive Behavioral Intervention & Supports

Revised: 07/11/12, 02/03/16; 02/06/19,02/10/26

Employee Records

STANDARD OPERATING PROCEDURES

I. Recordkeeping 1302.101(a)(4), Orange County Policy 108, FL DCF Child Care Standard 4.2.5

1. Personnel files for all Head Start staff are maintained by the Human Resources Division at County Administration and immediate supervisors for all assigned staff.
2. Personnel files must be maintained in locked filing cabinets.
3. The following documents must be maintained in each personnel file:
 - Employment application, history, and job reference checks
 - DCF Application (if applicable)
 - Notarized DCF Pre-Employment Statement (if applicable)
 - Academic certifications (CDA, AA, BA)
 - DCF 45-hour training transcript (if applicable)
 - Staff Credential Verification-Form 5211 (if applicable)
 - Code of Conduct and Confidentiality Pledge (Annually)
 - First aid certification (if applicable)
 - Corporal Punishment-Instruction 33
 - CPR certification (if applicable)
 - Emergency contacts on Personal Data Sheet
 - DCF In-service Training Log (to include certificates)
 - Annual Child Abuse statement
 - Safety Trainings (if applicable)
4. The following documents must be maintained in a separate confidential file:
 - Level 2 background screening clearances: FDLE/FBI/ local law
 - Attestation of Good Moral Character
5. The date of the most current TB testing and annual physical examination must be documented on the Personnel Information Tracking Log. Note: Protected Health Information (PHI) includes TB test results, physical examination results, and Workers' Compensation information and must not be kept onsite. Any PHI received must be returned to the employee.

6. For personnel files located onsite, only the Center Supervisor, management staff, and regulatory authorities will have access.
7. When a center staff person is terminated or resigns, the Center Supervisor will send the employee record to the Head Start main office to be appropriately discarded.

Professional Development Plan

STANDARD OPERATING PROCEDURES

I. Professional Development Plans – Section 648A(f), 1302.92(b), County Motor Vehicle Operations –OC Administrative Regulation 2.12.04(B),

Teaching Staff

1. At the beginning of the school year, teaching staff will identify their formal education and update current trainings on the Professional Development Plan.
2. The Center Supervisor will review the trainings listed on the Professional Development Plan to ensure all required training is obtained, as outlined in the Head Start Performance Standards, the Department of Children and Families (DCF), and Orange County Government, to include Defensive Driving (See SOP Defensive Driving).
3. At the time of the annual evaluation, and subsequently for each quarter, the Center Supervisor will meet with teaching staff to review the Professional Development Plan. The Center Supervisor may suggest additional training, based on ongoing observations of the employee's performance.
4. Throughout the year, Head Start coordinates required trainings for the teaching staff. It is the employee's responsibility to ensure registration and attendance for all required trainings; once the trainings are complete they are documented on the In-Service Training Record and in MYOCLearn, as appropriate.
5. Teaching staff are responsible for registering and completing trainings that are required by DCF and the Department of Education for Voluntary Pre- Kindergarten within the specified time frame predetermined by each agency.
6. Prior to registering to attend all other trainings, teaching staff must request approval from their Center Supervisor who will ensure proper classroom coverage prior to approving the leave time.
7. Teaching staff are responsible for making the necessary arrangements to renew required certifications. Teaching staff that do not renew their required certifications prior to the expiration date will be subject to disciplinary action, including, but not limited to, termination.
8. If teaching staff notify the Center Supervisor of training that was taken on personal time, the Professional Development Plan is updated.
9. All staff not in attendance during mandatory trainings will be subject to disciplinary action.

All Other Staff

1. At the time of the annual evaluation, immediate supervisors will meet with staff to develop and/or review the Professional Development Plan. Staff will identify trainings that would contribute to their professional growth and/or to fulfill their current job responsibilities.
2. The immediate supervisor will review the trainings listed on the Professional Development Plan to ensure all required training is obtained, as outlined in the Head Start Performance Standards, the Department of Children and Families (DCF), and Orange County Government, to include Defensive Driving (See SOP Defensive Driving).
3. Immediate supervisors may also make recommendations of required trainings based on staff's performance.
4. Paid trainings must be approved prior to registration (See SOP Internal Purchasing Card Approval Process).
5. Once the training is complete, staff is responsible for submitting verification of the completed training to their immediate supervisor.
6. All staff not in attendance during mandatory trainings will be subject to disciplinary action.

Revised: 4/5/12, 7/1/15; 02/06/2020,02/10/26
Reviewed: 03/11/2020

Annual In-Service Training

STANDARD OPERATING PROCEDURES

I. In-Service Requirements – Head Start Act Sec. 648A(a)(5), HSPPS 1302.92, Florida Statute 402.305(2)(d)(4);

1. Each year all Head Start staff are required to complete a minimum of fifteen (15) hours of professional development/in-service training. The annual pre-service and “all staff” professional development trainings can be used to meet this requirement. However, it is each individual’s responsibility to ensure that they obtain the minimum requirement of fifteen (15) hours annually.
2. For trainings that are not provided by Head Start, it is the employee’s responsibility to obtain supervisory permission to attend the training.
3. Annual in-service training must be completed during the state’s fiscal year, beginning July 1 and ending June 30.
4. Copies of training certificates will be forwarded to an administrative assistant or unit designee for input into the employee’s file and record completion of training in MYOCLearn, as appropriate.
5. If staff do not successfully complete fifteen (15) hours of in-service training, the progressive discipline process will follow.

II. Teacher In-Service Requirement – Head Start Act Sec. 648A(a)(5), HSPPS 1302.91(a), Florida Statute 402.305(2)(d)(4), FL DCF Child Care Regulation 4.2.6

1. For teaching staff, in-service training must meet the requirements described in 648A(a)(5)29 of the Head Start Act and any of the areas referenced on the DCF *In-Service Training Record* (CF-FSP-5268) Form.
2. Teaching staff must ensure documentation of the training is recorded on the *In-Service Training Record* (CF-FSP Form 5268) and that the Department of Children and Families transcript is accurate with all applicable trainings listed. Note: Only state mandated trainings will appear on the transcript.
3. The Center Supervisor will update the Head Start Credential Tracking Log once trainings are completed. (See *Monitoring Staff Credentials and Personnel Records* SOP)

4. Center Supervisors will also maintain training records and certificates in the employee's file; and record completion of training in MYOCLearn, as appropriate.
5. A new in-service training record is required each fiscal year. Center Supervisors must ensure training records for the previous two fiscal years are maintained in the employee's file at the center for review by the licensing authority.

III. Regular Volunteers and Foster Grandparents – HSPPS 1302.92, FL DCF Child Care Standards Definitions 1.2

1. Individuals who regularly volunteer (i.e. more than 10 hours per month) and foster grandparents will be encouraged to attend pre-service and in-service training to keep them up to date with regulations, policies, and their role in Orange County Head Start.

Revised: 5/2/12, 10/7/15, 2/20/18, 2/10/26
Reviewed: 2/06/19

Child Development Associate Credential

STANDARD OPERATING PROCEDURES

I. CDA Credential – HS Act Sec. 648A(a)(2), HSPPS 1302.91(e)(3)

1. Upon hire, teaching staff must submit their college transcripts to DCF on form CF-FSP 5211 to verify their formal education and/or active Child Development Associate Credential (CDA).
2. If the formal education and/or active CDA are approved, DCF will update the transcript listing the exemption. Once updated a new training transcript must be printed and filed in the staff's personnel file at the center.
3. If the formal education and/or active CDA are not approved, a letter is sent by DCF to inform staff of missing or additional information needed to meet the exemption. Staff is responsible to comply with the request from DCF to resubmit missing information.
4. Failure to submit the requested information to DCF disqualifies the staff member from performing in their role as a teacher. If it is determined by DCF that the formal education and/or CDA is not valid then staff will be subject to disciplinary action up to/and including termination.

II. CDA Credential Application– HS Act Sec. 648A(a)(2), HSPPS 1302.91(e)(3)

1. Center Supervisor will provide advisement and assistance to the CDA applicant. However, it is the responsibility of the CDA applicant to complete all necessary course work and documentation as required by the **Council for Professional Recognition**.
2. Instructions for obtaining a CDA are listed on the Council web site. Prior to applying, applicants need to review the prequalification in order to determine if they meet the qualifications to apply. As part of the application process all CDA candidates must have a High School Diploma or GED.
3. CDA applicants must complete 120 hours of formal early childhood education training, covering the growth and development of children ages 3 to 5 with no fewer than 10 training hours in each of the following subject areas:
 - Planning a safe and healthy learning environment
 - Advancing children's physical and intellectual development
 - Supporting children's social and emotional development
 - Building productive relationships with families
 - Managing an effective program operation
 - Maintaining a commitment to professionalism

- Observing and recording children's behaviour
 - Understanding principles of child development and learning
5. CDA applicants must complete 480 hours of hands-on professional training in an early childhood education environment (within three (3) years before the application). If volunteers complete their hours in Head Start classrooms, they will be provided with a letter from the Sr. Program Manager of Early Childhood Education Operations upon request. Only those hours documented in ChildPlus can be used as proof to count towards their 480 hours.
 6. CDA applicants will need to identify a Professional Development (PD) Specialist to conduct the formal classroom observation. The PD Specialist must meet the eligibility requirement and observe the applicant working as a lead teacher with a group of at least eight children ages 3 to 5. A list of PD Specialists can be found on the CDA Council web site. **Note: The PD Specialist and the CDA applicant must wait for the receipt of the Ready to Schedule Notice from the Council before completing the verification visit. The PD Specialist must NOT conduct the verification visit before the candidate's application is submitted to the Council.**
 7. CDA applicants will prepare a professional portfolio (within six (6) months before the application) to include a collection of reference materials related to their work.
 8. CDA applicants are required to distribute and collect Family Opinion Questionnaires (within six (6) months before the application). The application packet includes the instructions for distribution and collection.
 9. CDA applicants must submit a money order for \$75.00 towards the cost of the Direct Assessment to the Sr. Program Manager of Early Childhood Education Operations. This money order will be submitted with the application packet. **Note: When submitting the payment leave the pay to information blank.**
 10. A copy of the letter documenting the 120 hours and the Direct Assessment application is submitted to the Sr. Program Manager of Early Childhood Education Operations who will request a check or pay via credit card \$525.00 fee for online (\$600.00 fee for in person).
 11. The \$525.00 online fee and \$600.00 in person fee is funded by Orange County Head Start for employees, parents, and on call staff.
 12. CDA applicants will submit the application along with the fee to the Council. Once received, the Council will notify the CDA applicant that their application has been processed. Within six (6) months after the application is approved, the verification visit is conducted by the PD Specialist (chosen by CDA applicant).
 13. CDA applicants will take the CDA exam at a local PearsonVUE testing center.

14. After the verification visit and the CDA exam are complete, the PD Specialist sends the verification visit scores and PearsonVUE sends the exam scores to the Council.
15. Upon review by the Council, a Child Development Associate Credential will be either awarded or denied.
16. If the CDA Credential is awarded, the employee will inform the Center Supervisor and submit a copy of the credential.
17. The Center Supervisor will submit a copy of the credential to the Field Operations Supervisor and file a copy in the personnel file.
18. Teacher aides will be provided with a contingent offer for 18 months and must receive the CDA within 18 months of hire.
 - a. Orange County Head Start will under slot Teacher Assistant positions as Teacher Aides. Teacher Aides will be given 18 months from the hire date to obtain the CDA. All Teacher Aides must sign a letter acknowledging the expectation to acquire the CDA within 18 months of hire and must have a professional development plan.
19. Teacher assistants/aides, who do not obtain the CDA Credential within 18 months from the date of hire, will be terminated. Note: Teacher Assistants with a degree do not need to obtain the CDA Credential.

Defensive Driving

STANDARD OPERATING PROCEDURES

**I. Training Requirements for Drivers – Orange County Administrative Regulations
2.12.03, Orange County Safety & Health Manual (5)(a-e)**

1. Upon hire all staff must have a valid driver's license and complete the Defensive Driving Course within thirty (30) days of hire (For staff who own or operate a vehicle). Note: Staff must notify their immediate supervisor upon any change in the status of their driver's license, (i.e. cancellation, revocation, or suspension).
2. Prior to completing the Defensive Driving course, the training request form on the intranet must be filled out and faxed or submitted through Box to Risk Management (For teaching staff, this form is faxed by the Center Supervisor). After the Motor Vehicle Report (MVR) is cleared, Risk Management will send an email to staff with login instructions to complete the training.
3. If the MVR does not clear, and a cancellation, revocation, or suspension is listed, Risk Management will notify Head Start management and staff will not be permitted to operate a county or personal vehicle on county business or property until the matter is resolved. Immediate supervisors are notified to inform staff to request additional information to clear the license. Staff not able to drive will be subject to disciplinary action.
4. To complete the Defensive Driving course, staff must enroll on MyOCLearn. After the completion of the course and a passing score is obtained on the examination a certificate is issued. The defensive driving certification is valid for three (3) years.

Note: Supervisors are notified once an employee has successfully completed the Defensive Driving course. However, a copy of the certificate must be provided to the immediate supervisor, if he/she requests. A copy of the certificate is available under the employee's MyOCLearn account.

5. Staff is notified via email prior to the expiration of their certification. To renew the certification, staff will enroll in the course on MyOCLearn when prompted to do so.

Orange County Community and Family Services Department
Head Start Division

Human Resources

Procedure # 9.32

Use of Vehicles on County Time

STANDARD OPERATING PROCEDURES

I. Use of Personal Vehicles – Orange County Administrative Regulations 2.12.08, Orange County Safety & Health Manual (5)(a-e)

1. Employees may use their own personal vehicles during scheduled work time (weekends included) to conduct official County business.
2. Employees who use their own personal vehicles during scheduled work time are not covered for property damage to their own vehicles by the County's Risk Management Program. Reference OC Administrative Regulation 2.12.08 for further information.
3. All employees should have automobile liability coverage to adequate limits established in Chapter 627, Florida Statutes.

II. Local Mileage – Orange County Administrative Regulations 7.10

1. Mileage reimbursement is allowable whenever employees use their personal vehicles to conduct official County business.
2. Actual miles traveled must be documented on the *Statement of Local Mileage Expenses* Form.
3. Tolls and parking charges may also be reimbursed. Receipts must be submitted to get reimbursed for tolls (unless a transponder is used) and parking.
4. Mileage forms must be submitted to immediate supervisors for their signature.
5. All Mileage forms are due to the Administrative Facilitator by the 5th of each month.

III. Driving Procedures for County Vehicles – Orange County Administrative Regulations 8.07.01, 8.07.08, Orange County Safety & Health Manual (5)(a-e)

1. **All employees prior to using a county vehicle will need to schedule one-on-one training with the Fiscal Program Manager (FPM) to review SOP 9.32 and the county's accident protocol. Once training is completed, the employee will sign a form confirming this training and the training document will be kept on file with the FPM.**

2. County vehicles are available for use by appointment. To schedule use of the vehicles, the reservation book in the Fiscal Administrative Specialist (FAS) will be available to reserve vehicles. Employees shall complete the registration prior to using a county vehicle.
3. Prior to driving the county vehicle, it is important to do a safety inspection to ensure that there are no visible safety hazards. If visible damage is observed, it should be reported immediately to the FAS. This documentation will be recorded along with mileage and gas in the 3 ring binder with the Vehicle Trip Report form, located in each vehicle. This will be completed at the beginning on each trip only. If minor damage is observed, the damage must be reported immediately to the FPM or an immediate supervisor.
4. When returning the county vehicle, it must be cleaned by removing all debris; the radio, air conditioner, and headlights must be turned off; and windows closed and doors locked prior to exiting the vehicle. Note: Eating is not permitted in the county vehicle. If the vehicle has food/debris this must be reported to maintain accountability from the previous driver.
5. If the fuel tank is less than **half full** it must be filled. To dispense fuel employees will scan their active county ID badge which documents who is dispensing the fuel. Note: There is no way to override the system if the employee does not have their badge.
6. When dispensing fuel the hose nozzle will read the vehicle information from the RF tag.
7. The following is a list of fueling locations:
 - 644 Beulah RD., Winter Garden, 34787
 - 4200 S John Young Pkwy. Orlando, FL 32839
 - 1111 N. Rock Springs Rd., Apopka, 32703
 - 4400 S. Vineland Rd., Orlando, 32811
 - 4631 Young Pine Road Orlando, FL 32829
 - 8100 President's Drive Orlando, FL 32809
 - 475 W. Story Rd., Ocoee, 34761
 - 3258 Clarcona Rd., Orlando, 32703
 - 1621 S. Alafaya Trail, 32828
 - 2531 Forsyth Rd., Orlando, 32792
 - 18753 Old Cheney Hwy, Orlando, 32820 (Bithlo)
 - 3500 Golden Gem Rd., Zellwood, 32712
 - 11442 Intermodel Way, Orlando, 32824 (Taft)

8. For travel outside of Orange County, prior approval from the Division Manager, or designee, is required.
9. Strict adherence to these procedures is expected from all staff driving county vehicles. Repeated non-compliance of these procedures will result in a temporary suspension from using the county vehicle. Subsequent occurrences may result in disciplinary action.

IV. Orange County Administrative Regulations: 8.07.01 Monthly Vehicle Inspection

1. Monthly, the Maintenance Management Coordinator (MMC) will check all vehicles for the following:
 - i. Automatic Transmission Fluid Level
 - ii. Motor Oil
 - iii. Windshield Washer Fluid
 - iv. Coolant Level (Make sure engine is cold)
 - v. Tire Pressure
2. Preventative Maintenance will be conducted by fleet as determined by mileage recorded at the fueling stations.
3. Upon notification, the MMC will take the vehicle to fleet for service.

V. Orange County Administrative Regulations: 2.12.03, 2.12.04(c)(5) & 8.07.01 Safety & Health Manual (5)(a-e)

1. Employees and any passenger(s) must use seat belts while riding in a county vehicle or his/her personal vehicle when conducting official county business.
2. Disciplinary action will be taken against employees driving county vehicles and not utilizing seat belts in accordance with Orange County Administrative Regulation 2.12.04(C)(5).
3. If any employee receives a citation from any law enforcement agency for not using a seat belt while on official county business, the employee will be personally responsible for satisfying any civil penalty related to the cited infraction, and subject to disciplinary action.

Remote Work Policy

STANDARD OPERATING PROCEDURES

Purpose: The purpose of this Remote Work Policy is to provide employees with the flexibility to work remotely, while maintaining productivity and ensuring team collaboration. This policy allows employees to work remotely for up to two days per week, excluding Friday, based on management discretion to ensure effective communication and team engagement during critical days of the week. This policy is intended to supplement the Orange County Remote Work Program policy.

I. Eligibility

1. In accordance with the Orange County Remote Work Program (RWP) policy, full-time and part-time regular employees are eligible to work remotely provided their role and responsibilities allowed for remote work.
 - i. Supervisors will follow the guidelines set forth in the Orange County RWP policy to determine employee eligibility for remote work.
 - ii. The following positions are not eligible for remote work:
 1. Teachers/Teacher Assistants/Teacher Aides
 2. Food Service Assistants/Cooks
 3. Warehouse/Maintenance Technicians
 - iii. Center Supervisors must be fully staffed at their center to participate in remote work. Coverage must be maintained at the center at all times.
 - iv. Administrative staff will be eligible for remote work; however, coverage must be maintained at the front desk at all times.
2. Remote work for casual/contract workers and interns is a separate determination based on an agreement between the contracting worker or intern and the Division Manager. Remote work is not available to temporary agency employees or on-call employees.
3. Employees must demonstrate their ability to work productively without direct supervision and at least be meeting performance expectations. Indicators of this include:
 - i. Consistent high performance
 - ii. Excellent attendance

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- iii. A positive attitude toward assigned work
 - iv. Self-motivation
 - v. The ability to be effectively contacted via phone and/or email during work hours
 - vi. No relevant discipline problems in the employee's work history
 - vii. Not currently on a Performance Improvement Plan
4. Employees must have prior approval from their supervisor or manager and complete a Remote Work Agreement (attached) before working remotely.
 5. If an employee changes positions/functions, the new position will be evaluated for eligibility to work remotely, and a new agreement must be executed.
 6. An employee is considered not eligible for remote work if the employee has been officially disciplined for being frequently absent or tardy, an employee has been officially disciplined for violations of the County's Policies and Operational Procedures, low work performance while on-site work or diminished work performance while working remotely.

II. Remote Work Schedule

1. Work schedule and hours for employees on a remote work agreement should be discussed with and approved by their supervisor or Manager prior to the agreement being signed. It is not possible for a remote work employee to work a secondary employment during the agreed upon remote work assignment period, as per the County's Conflict of Interest Policy.
2. Employees are permitted to work remotely up to **two days per week**, except for **Monday and Friday, based on management discretion**. The remote workday(s) can be scheduled on any other weekday (Tuesday, Wednesday, or Thursday).

Note: Center Supervisors will only be permitted to work remotely up to one day per week.

3. Remote work is not permitted within the first 45 calendar days of the school year for any position. Childhood Health and Parental Services Unit will not be permitted to work remote within the first 90 calendar days of the school year.
4. Remote workdays must be requested and approved by the manager or supervisor in advance. The employee's work schedule must be outlined in the Remote Work

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Agreement and follow wage and hour laws, County Policies, and any applicable collective bargaining agreement.

5. Any changes to remote workdays must be communicated with and approved by the manager or supervisor at least one week in advance.
6. Staff must continue to follow the Head Start Division's policies around code of conduct, confidentiality, personal leave, FMLA, etc.
7. Any personal appointments scheduled on remote workdays must follow the same process for requesting leave and be approved by the supervisor or manager.
 - i. Leave time must be documented in myOCTime accordingly.
 - a. Hourly employees will be required to clock out for the time he/she is away from work and clock in once he/she has returned from the scheduled appointment.
 - b. Salary employees will be responsible for communicating with their supervisor or manager the time they are leaving and the time they return for myOCTime to be updated accordingly.

III. Remote Worksite Location

1. Employees are permitted to work remotely from only **one** approved off-site location.
2. This location can be a home office or another designated remote location, but employees are not permitted to work from multiple locations on different days or switch between different remote sites without prior approval.
3. The approved remote worksite must provide a secure, professional environment conducive to completing job responsibilities and maintaining confidentiality.

Note: Employees must ensure compliance with OCHS procedures for Safeguarding and Storing PHI (See SOP #10.4).

4. Employees must notify their manager of the specific location where they will be working remotely and must adhere to that location for the duration of their remote work schedule.

Note: Employee must submit a new remote work agreement any time there is a change to the location of the remote worksite. Employees may not begin working at a new worksite until it has been approved as the alternative worksite by their

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manager. This includes if the employee needs to travel away from the remote worksite.

5. Employees must complete the Remote Work Safety Checklist to assess the risk hazards of their remote worksite prior to starting remote work. The Checklist must be signed and submitted to their supervisor.

IV. Expectations and Availability

1. Employees working remotely must maintain regular work hours as set in the remote work agreement and be available for meetings, collaboration, and communication as needed during business hours.
 - i. The schedule or shift agreed upon by the employee and the supervisor or manager must be within normal business hours, Monday to Friday.
 - ii. A remote work agreement is not a substitute for dependent care (child/adult care). Employees may not work remotely with the intent of or for the sole purpose of meeting their dependent care responsibilities while performing official duties. While performing official duties, remote workers are expected to arrange for dependent care just as they would if they were working at an agency worksite being mindful that the employee may be called into the official worksite at any time.
2. Employees are expected to be reachable via email, phone, and messaging platforms (i.e. WebEx, Microsoft Teams, etc.) during agreed-upon work hours.
3. Employees are expected to attend training, conferences, meetings or special events during work hours, as applicable.
4. Center Supervisors must identify a teacher to be the lead while working remotely.
5. As second in command, Family Service Workers must be trained on basic center operations.
6. All work assignments and deadlines must be met, and the quality of work must be maintained at the same level **or better** as when working in the office. (See Performance and Accountability)
7. If an employee experiences technical issues that prevent working remotely, the employee should notify their supervisor or manager immediately. Interruptions caused by internet outages will result in the employee returning to their onsite work location for the remainder of the day or until the outage is fixed.

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8. We encourage all employees to take regular breaks when working remotely, and to maintain separation between work and personal time to ensure physical and mental well-being.

V. Communication and Collaboration

1. Employees working remotely are required to attend all necessary virtual meetings, including team meetings, client calls, and one-on-ones.
2. Employees issued a County cell phone must have their desk extension transferred to their County cell phone when working remotely.
3. Team members should actively engage with colleagues and ensure effective communication in virtual environments.
4. Employees are encouraged to maintain open communication with their managers regarding their workload and any potential challenges while working remotely.
5. Employees are expected to check in at least once a day and when needed.
6. Employees will respond to all communication such as internal requests, emails and/or calls within the business day or earlier if urgent. Any correspondence from a co-worker, staff or parent must be answered, as quickly as possible.

VI. Technology and Security

1. Employees must have access to the necessary tools, equipment, and a reliable internet connection to perform their duties remotely.
2. There will be no additional equipment provided to staff to work remotely.
3. If County equipment is used for remote work, the employee must exercise the same reasonable care for the equipment as would be expected at their worksite. While working remotely, employees are expected to take reasonable precautions to protect County equipment from theft, damage, or misuse.
4. Employees must adhere to County ISS guidelines regarding data security, including using a secure network and ensuring data is stored and accessed in accordance with Orange County policies.
5. Only Orange County issued devices and software are to be used for remote work, and personal devices may not be used for work purposes. A list of Orange County-issued equipment shall be attached to the Remote Work Agreement and updated as needed.

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6. County equipment and/or software may not be used by other household members or any other non-County persons.
7. Employees handling sensitive data on their Orange County-issued devices, including but not limited to HIPAA and Personal Health Information (PHI), must ensure that all data is always protected and handled properly. Orange County encrypted email and file management solutions must be used as though the employee was onsite.
8. Employees must contact ISS for IT support by phone 407-836-2929 or email supportcenter@ocfl.net.

VII. Performance and Accountability

1. Managers and supervisors will monitor performance and productivity through regular check-ins, performance reviews, and tracking of work completed.
2. Performance will be measured using the same metrics that apply to work being done onsite.
3. Employees must submit weekly productivity logs (attached), progress updates, completed work, or reports as required by their manager, ensuring that expectations for remote work performance are clearly met.

Note: Based on supervisor or manager's discretion, remote work logs may be required to be completed daily when working remotely and submitted to supervisor by close of business.

VIII. Remote Work Agreement

1. Remote Work is not an employee right. Remote Work Agreements shall be entered into voluntarily by both the employee and the Head Start Division. Either the Division or the employee may discontinue the remote work arrangement at any time and for any reason. In no circumstances are employees entitled to due process related to any County decision on Remote Work issues, including approvals/denials, or the Division's decision to discontinue a Remote Work Agreement, and all such decisions are not subject to grievance.
2. The Head Start Division reserves the right to modify or revoke an employee's remote work agreement at any time, based on business needs or other factors such as lack of productivity, violation of policy, or loss of internet service.
3. The remote work agreement will be reviewed annually.

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4. Employees will be notified in advance of any changes to this policy and/or Remote Work Agreement.
5. Employees will not receive changes to their salary or incentives for household expenses for remote work.

IX. Training

1. Employees new to remote work will receive training by their supervisor or manager to become familiar with the expectations, tools, security protocols, and best practices to follow.

X. Review of Remote Work Model

1. The remote work model will be reviewed periodically, and evaluated against feedback from employees, supervisors, managers and Division Manager to ensure its ongoing effectiveness.

This SOP will be reviewed annually or as needed to ensure it remains up-to-date with organizational policies and best practices.

Established: 01/22/2025

Revised: 02/10/26