

Frequently Asked Questions (FAQ):

We are very thankful for your trust and partnership over the past four years. We have been honored to care for your children, and look forward to continuing to serve you through this transition. We know this is a big change and there are many questions right now. We will share important updates with you as we go through the transition.

We have developed this FAQ to provide an easy way for you to find answers to common questions. We will update this document as we move through the transition process.

Why is Children & Families First (CFF) giving up its Head Start grant?

We are giving up our grant due to workforce challenges, overstretched organizational infrastructure, and the need for the agency to invest financial resources beyond what our grant can support. Taken as a whole, these ongoing operational and financial issues harm the entire agency.

Who made the decision and why?

CFF's leadership and our Board of Directors made the decision that we could no longer provide Head Start services, after serious review of our financial losses and operational issues.

What is the timeline for the transition?

Our goal is to offer services until the end of the school year in June with a goal to complete the transition at the end of our grant period, June 30, 2025.

What will happen to Head Start? Will another provider take over?

After the transition process, Head Start will continue under a new provider.

How will the transition affect my family?

We plan to keep running Head Start through the end of the school year with as little disruption as we can. We hope that families will stick with us through the remainder of the school year. We will work diligently to try to prevent a break in service.

Are there any immediate changes to the schedule, location, or types of services provided?

No. It is our intention to continue offering services on the same schedule and in the same locations until the end of the school year. We will let you know if any changes or adjustments need to be made over time.

Will my child be eligible for services with another provider?

Yes. Your child will be eligible for services with a new provider.

What happens to personal information we provided to CFF?

We will not share anything without your written permission to do so. However, if you allow us, we will share your information with the new provider to help make the transition easier.

Will the new provider have access to our records or will we need to provide them again?

We will not share anything without your written permission to do so. However, if you allow us, we will share your information to the new provider to help make the transition easier.

How will the transition affect staff? Are they losing their jobs?

Again, we plan to keep running Head Start through the end of the school year in June with as little disruption as we can. We hope that the staff will stick with us through the transition. We also hope that many staff will be hired by the new Head Start provider to limit changes for the children and families we serve.

Does this affect or impact CFF's other services?

No. CFF's other services will continue operating as usual.

How will CFF handle communication during this time?

Over the coming weeks, we will share more detailed information about the transition process in a variety of ways, including e-mails and virtual meetings. We will make every effort to answer questions that you have along the way.

We will also add to this FAQ as we have more information about the process.

In the meantime, we have set up an online form where you can submit your questions and concerns: [HS Family Feedback Form - Google Forms](#). We will do our best to provide answers.

How can parents/families submit questions or concerns?

We have set up an online form where you can submit your questions and concerns: [HS Family Feedback Form - Google Forms](#). We will do our best to provide answers.