



2011

HS University



The
Power to
Know.

Complete Training for the Head Start Professional.

There's only one place you need to go for all your professional development needs.

New for 2011!

- Credentialing Programs! Assure your expertise, get credentialed!
- Meet your competencies goals for certification!
- New! Family Development Credentialing Program!
- Maintain full enrollment by implementing ERSEA standards correctly!
- HSU wants you! Need Training!



Get
Certified Now.



Comprehensive training solutions for staff working in Head Start!
Integrating the learning process... Anticipating the Future!



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HS University Wants YOU!!!

HS University is establishing an Adjunct Instructor program. The intent is to identify people who are content experts in specific Head Start areas and invite those experts to participate in training delivery. The goal is to provide Head Start employees with training from the experts (that's you!). HS University will teach you to be a trainer and will design the instructional materials. You get to share your knowledge with others and develop a new skill to add to your resume!



If you are interested in sharing your expertise with others, contact HS University at hsutrainner@hsuniversity.org or call (901) 758-4035.

Course Code: HRM247 Instructional Techniques for Trainers

Course Description: This course is designed for new trainers who are looking for ways to become better presenters and build confidence while standing before a group of students. You will have an opportunity to learn about adult learning theory, course management, and appropriate delivery and communication skills.

Learning Objectives: Upon completion, you will be able to:

- Develop your own style of delivery
- Work with people of different learning styles
- Facilitate group discussion
- Develop listening and questioning techniques
- Adjust your presentation style to the needs of the group
- Develop a plan of action for your teaching experience

Target Audience: All staff interested in joining the Adjunct Instructor Program and teaching for the University.



How to Register. Please register early. To register by phone, call 1-888-282-7817 or (901) 758-4034 and ask for training; or fax to (901) 758-4036 or email: hsutrain@hsuniversity.org. Be ready with your name, course, preferred date, company and billing information and your purchase order number or credit card number. Be sure you have the prerequisites for

any course you want to take. Payment is due in full by the date of the course.

Cancellation. For Head Start courses, please notify your Account Executive at least 15 business days in advance of your scheduled class should you need to cancel or reschedule your reservation and you will be able to reschedule your class without penalty. If cancellation is received fewer than 15 business days prior to a scheduled class, the regular course fee price will be charged. Repeat students and credit coupon holders will be assessed a registration fee for late cancellations.

For courses not located at Memphis locations, please notify your account executive 20 business days or more in advance to reschedule. For cancellation less than 20 business days prior to course, a fee of 100% of the invoiced amount. Credits and coupons are non-refundable and non-transferrable. (Classes may be rescheduled by HS University due to low enrollment.) HSU responsibility is limited to return of course fee minus a \$25.00 service fee.

On Class Day. Please arrive 10 minutes prior to your class time and have your identification ready. If you arrive more than 15 minutes late, we may give your seat to another student. If you arrive more than 30 minutes late, you will not be admitted; however your account executive will be pleased to enroll you in the next available class.

Payment Options. HS University expects all payment in advance of scheduled course. For those students using purchase orders, they must be paid prior to course in order to guarantee slot. Unpaid registration will be waitlisted in case of over sold courses.

Class Hours Class times begin at 8:00am and end at 3:30pm each day. There will be two breaks daily, one at 10:00am and one at 2:00pm each day. Lunch will be from 12:00pm-1:30pm each day. Please check with HS University to find out if lunch is provided for your training course.

Children on Campus during Training. The University strives to promote a classroom atmosphere conducive to learning and free from distraction. For this reason parents may not bring children to class or leave children unsupervised on campus at any time.

The Americans with Disabilities Act (ADA) HS University recognizes and accepts its obligation under the American with Disabilities Act of 1990 and the Rehabilitation Act of 1973, prohibiting discrimination on the basis of a disability and requiring the University to provide reasonable accommodations to qualified disabled students in all University programs and activities. Students have the responsibility to both self-disclose and request accommodation through the campus ADA Compliance Officer at 901-758-4034. Communication with faculty or other staff members does not fulfill the University ADA accommodation requirements. Verification through documentation from a health care provider is required prior to accommodations being determined and fulfilled. The campus ADA Compliance Officer will review documentation for accommodation consideration. Students must allow several weeks between self-disclosure and accommodations being made and should schedule classes accordingly.

Special Services. Interpreting Services are available through HS University. **A one week notification before the start date of class** is required to arrange this service. If you have made arrangements for interpreting services and decided to cancel or transfer your class, a 48 hour notice to HS University is required. If this notice is not received, you will be billed for every day of training for the interpreting services. More information on interpreting services can be obtained by calling (901) 758-4034.





HS University Showcases...

HS University takes its services on the road to showcase learning around the US. The showcases provide opportunity for Head Start staff to learn about our training services available to them. They can see a live demo of the education portal, which includes log on

instruction, course registration, webinars, online study and keynote speakers. Mini workshops on such topics as Head Start eligibility, health services, and supporting families can be offered at the showcase as well. To request a showcase at your location, call (901) 758-4035.

How to use this Catalog?

Course in this catalog are organized by curricula. Look for the curriculum that best suits your interest:

- Assessment
- Disabilities
- Early Head Start
- Early Childhood Development
- Family Services
- Facilities
- Fiscal
- Health and Safety
- Human Resource Management
- Literacy
- Program Design & Management System
- Parent Involvement
- Program Governance
- Recruitment
- Technology
- Transitions
- Volunteer

If you don't know the name of the curriculum but know the course title, use the index to locate the course page number. Registration information is on page 48-49.

Dedicated to helping Head Starts improve quality of service to children and families.

At HS University, we provide the most comprehensive training programs for Head Start and Early Childhood programs. Through our courses and curriculum, we help you and your staff become more productive and proficient, ultimately improving quality of service to your families. That's what training and HS University is all about.

Our approach to training guarantees success. HS University combines courseware and instructor-led training with quality post-training support, for an integrated training service that is second to none. That's why we help thousands of Head Start staff master new skills each year.



Comprehensive.

HS University provides the most comprehensive training choices available today, enabling you to meet all your program training needs, no matter what your program options. We offer more than 400 courses and more than 15 certification programs. As one of the largest Head Start training integrator, Agencies rely on us for all their training needs from program policy to volunteers. With

HS University, the same university that trains your staff on family support can also train your staff on program monitoring. Training can also enhance your staffs productivity by helping staff to become more confident. With HS University training, you keep pace with the rapid complex changes taking place in the Head Start environment.

If you don't see a class you need...

HS University offers many classes in closed sessions or based on demand. Call an Account Executive for information about classes not listed in this schedule.

Visit us online at www.hsuniversity.org!





On-Site Training Solutions



Get the results you're looking for! Bring our powerful, high-impact training programs to your agency and show your employees that you're serious about their professional development and achieving critical program goals and objectives.

Choose from over 400 courses!

From program design and management to family services, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

Tailor the training to meet your specific needs!

We'll help you choose the appropriate courses for your agency and tailor each one to address specific goals, issues and scheduling concerns.

Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams and policy groups for less than the cost of traditional seminars or other training options. Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak. See page 49 for pricing!

For a free consultation, visit us online at www.hsuniversity.org or call us at 1-888-282-7817 today!

Over the years, we have developed teaching techniques and materials that provide all participants with the benefit of the most progressive training available. We cover the vast amount of information you need in a fast paced environment to maximize your time and learning experience. Actual regulations, information memorandums, program instructions and

standards will be utilized throughout the training. Our workbook is designed explicitly for the workshops. Topics are organized in a sequence designed to clarify and simplify. Questions and comments will be addressed as you proceed through the material courseware.

Our training gets you answers!

FREE to every student

When you attend this workshop, you'll get a CD-ROM packed with powerful, time-saving forms and regulations to help you pinpoint and develop procedures and instructions at your program... as well as the most up-to-date regulations and more.



A bound workbook that will be a valuable refresher and reference

You'll walk away with a comprehensive workshop manual containing information, regulations, forms reference materials and techniques that took thousands of hours of research to put together--all in one convenient workbook you can use over and over again.



Your course workbook will become an immediate action plan for your program.

Mailing Lists

Because we use multiple mailing lists to announce our programs, you may receive a duplicate of this catalog. If you would like to have your name removed from our mailing lists, please call our office at 901-758-4034 or email us at remove@hsuniversity.org. If you would like to add your name to our list, call or send us your name, agency, address, phone and fax number.



Frequently Asked Questions...

- 1. What time does the course start?** All HSU courses begin at 8:00am and end at 3:30pm. There are two breaks, one at 10:00 am and the other at 2:00 pm each day. Students are allowed 1 1/2 hour for lunch.
- 2. What do I do about payment for my classes?** Payment is expected prior to the course unless arrangements have been made. PO's are accepted and they must be cleared prior to the course.
- 3. Are the classroom temperatures cool or warm?** Classroom temperatures can fluctuate. Please dress in layers to avoid being either too cold or warm.
- 4. Does HS University issue certificates?** Certificates are issued for all of HS University's Trainings. HSU does not issue certificates for on-site trainings but programs can purchase the certificates for \$5.00 each.
- 5. Is there a fee for canceling my registration?** Yes. There is a \$25.00 cancellation fee if you cancel 15 days prior to the training date. Cancellations received within 2 weeks of the training date are subject to the entire course fee.
- 6. How do I find out about the training location?** You will receive your student packets by email 7 to 14 days before the training. You are then responsible for booking hotel reservations for each person registered from your program.
- 7. How do I qualify for any HSU Discounts?** For discounts you can deduct \$25.00 if you have at least 3 students from the same agency who have registered for the same training. For larger groups, call your acct exec to talk about discounts.

Our Mission...

Our mission is to serve the Head Start community by empowering staff to significantly increase their performance capability in order to achieve the Head Start purpose through understanding and principled-centered service. In carrying out this mission, we continually strive to practice what we teach!

About HS University

HS University is the leader in providing training and technical assistance services. HS University was designed to reach out to offer a wide range of services to the Head Start, Early Head Start and Early Childhood programs. Our highly effective services provide your program with a convenient way of acquiring the knowledge and skills needed to improve the quality of services provided. HS University was established to answer the unique needs of Head Start, Early Head Start and Early Childhood Agencies. We offer a wide variety of services that are specifically tailored for the Early Childhood Community. HS University also has an excellent cadre of instructors whose trademark is real-world Head Start experience. Our goal is to help your agency succeed. We want to see the difference in your agency.



Visit us online at www.hsuniversity.org!





Supervisory Training Certificate Program

HS University has designed a Supervisory Training Certificate Program to meet the developmental needs of busy supervisors. While the classes will be made up of supervisors from across the US and will focus on the challenges and opportunities facing all supervisors, the student learning experiences will be customized to provide individualized assessments, feedback and leadership coaching.

The effectiveness of a program's leadership can make the difference between that organization just surviving or excelling. This is why it is critical for Head Start leaders to continually develop new strategies to improve their professional performance for a greater impact on HS family.

The program incorporates a flexible design that will allow supervisors to complete the program at their own pace by taking classes through the University's existing curriculum. The program begins with comprehensive foundational coursework that provides new supervisors with knowledge and skills needed for transitioning into a supervisor role. Students will complete a self-assessment that will guide their selection of elective courses, giving definitive shape to their leadership development. Many of the additional program requirements can be scheduled at the convenience of the students. In addition, each supervisor will have a leadership coach to assist them in setting goals and objectives based on the leadership competencies identified for development.

Program elements include:

- Self-assessment
- Foundational coursework
- Elective coursework
- Individual leadership coaching
- Degree assessment

To take advantage of this unique opportunity to grow as a leader and advance your career, call and speak to an account specialist today!

HS University ERSEA Credentialing Program...

When you earn an ERSEA Certification, you are demonstrating your expertise with ERSEA regulations, while validating real Head Start skills and job-related experiences that are used every day. ERSEA Certifications ensure that candidates are knowledgeable of ERSEA systems. Enrolling in a certification program improves a program's ability to meet federal requirements such as monthly reporting and compliance during a federal review. Getting ERSEA certified is the best way to stay up to date on current regulations because each of the certification programs are continually updated and measured for relevance of current federal regulations.

In order to enroll in a credentialing program, candidates must acquire a credential level. There are 3 levels of credentialing:

1. ERSEA Credentialed Specialist,
2. ERSEA Credentialed Administrator, and
3. ERSEA Credentialed Trainer

Candidates interested in acquiring a level of certification can contact Student Services at 1-888-282-7817!

Upcoming Dates:

Date	Location	Tuition
February 21-25, 2011	Las Vegas	HSU Member : \$1470
April 25-29, 2011	Atlanta	
June 6-10, 2011	Boston	Non-HSU Member: \$1495
August 15-19, 2011	Denver	
October 24-28, 2011	Minneapolis	

* Price Includes 5 days of training, 2 exams, application fee and stars membership



Family Development Credentialing Training Program

The Family Development Credential (FDC) program is a strengths-based, capacity-building program which educates frontline social service workers to create partnerships with families they assist by assigning responsibilities to both worker and family members thereby relieving some of the burden of the job. The program evaluation measures the impact on workers' attitudes toward themselves and their jobs using both qualitative and quantitative methodologies. The benefits of participating in the FDC program include:

- new abilities to set boundaries with clients and combat burnout;
- increased feelings of confidence to do their job;
- positive social support among frontline workers who attended the program together;
- increased skill in communication with families, coworkers, supervisors and their own family members.

The Family Development Credential (FDC) Program is a program that aims to increase the knowledge, skills, and abilities of social service workers on various topics. Through instruction on strengths-based principles, the FDC Program would help reorient social service practice to the strengths approach, allowing families access to existing services, to successfully handle current challenges, while also empowering the workers to be able to assist those families in crafting long-term strategies and to help families be prepared to face future challenges. Core values of the curriculum include understanding that all individuals and all families have strengths and that the role played by the social service worker should be that of a nondirective facilitator who is only to assist as a help-seeker for families to make decisions. The FDC Program is implemented in two parts: classroom instruction on strengths-based topics, and the opportunity to earn a credential which indicates demonstrated comprehension of these topics.

The Family Development Credential Program (FDC) is a Head Start policy collaborative between the Social Workers Association and HS University. The Family Development Credential program provides Head Start family service workers with the knowledge and skills

they need to empower families to set and reach their own goals for self-sufficiency in their communities. Students will use the Family Development Plan to focus their sessions on reaching the family goals. The FDC program is available across the U.S. to frontline workers from public, private and non-profit service systems (e.g. home visitors, case managers, family service workers, community health workers).

To earn the FDC, workers take 40 hours of classes based on competencies set for Head Start staff working with families (ACYF-IM-HS-01-08), complete a portfolio documenting their ability to apply these concepts and skills, and pass a standardized exam. The first FDC credentials were issued by the University on June 2010. Many workers can earn continuing education credit for meeting their social worker training requirements (See *NASW for more information*).

The official Family Development Credential Program at HS University trains and coordinates official FDC instructors, updates the FDC curriculum as new research emerges, provides services to new programs, and conducts and inspires new FDC-related research.

To take advantage of this unique opportunity to grow as a leader and advance your career, call and speak to an account specialist today!

Upcoming Trainings:

Date	Location	Tuition
March 14-18, 2011	Atlanta	HSU Member : \$1470
May 23-27, 2011	Boston	
June 27-July1, 2011	Minneapolis	Non-HSU Member: \$1495
August 22-26, 2011	Denver	
November 28-Dec 2, 2011	Minneapolis	

*** Price Includes 5 days of training, 2 exams, application fee and stars membership**



Competencies





Supervisor Training Certificate Program

Competency Goals

Competency Courses	Flexibility	Interpersonal Skills	Self-Decision	Performance Management	Conflict Management	Team Building	Human Resource Management	Accountability	Management Systems
Understanding State and Federal Personnel Laws									
Dealing with Conflict									
FMLA Compliance Update for Head Start									
Dealing with Unacceptable Employee Behavior									
Managing & Supervising Employees									
Managing Emotions Under Pressure									
Being Professional: Communicating with Diplomacy									
Coaching & Team Building for Head Start									
Effective Communication									
Head Start Act: Understanding the Regulations									
2010 Protocol: Preparing for Federal Reviews									



Family Development Credentialing Program

Competency Goals

Competency Courses	Establish Partnerships	Support Family Goals	Offer Opportunities	Family Literacy Services	Coordinate & Integrate services	Access to Resources	Assist families in crisis	Culture, traditions, lifestyle	Professionalism
Communicating with Head Start Families			↕		↕	↕		↕	↕
Dealing with Conflict			↕		↕	↕		↕	↕
Dealing with Families in Crisis	↕	↕	↕		↕	↕	↕	↕	↕
Family Partnerships: Empowering Families to reach goals	↕	↕	↕	↕	↕	↕	↕	↕	↕
Helping Parent Succeed	↕	↕	↕	↕	↕	↕	↕	↕	↕
Supporting Families	↕	↕	↕	↕	↕	↕	↕	↕	↕
Helping Substance Abuse Families	↕	↕	↕		↕	↕	↕	↕	↕
Handling Stressful Families			↕		↕	↕	↕	↕	↕
Working with Families	↕	↕	↕	↕	↕	↕	↕	↕	↕
Supporting Family Literacy	↕	↕	↕	↕	↕	↕	↕	↕	↕
Home Visits: Being Effective	↕	↕	↕	↕	↕	↕	↕	↕	↕



ERSEA Credentialing

Competency Goals

Competency Courses	Eligibility	Recruitment	Selection	Attendance	Enrollment	Record Keeping	Report Management	Compliance	Management Systems
ERSEA Level 1 - Understanding the System	✓	✓	✓	✓	✓	✓	✓	✓	✓
ERSEA Level II - Maintaining ERSEA Systems	✓	✓	✓	✓	✓	✓	✓	✓	✓
ERSEA Level III - ERSEA Program Management	✓	✓	✓	✓	✓	✓	✓	✓	✓
ERSEA Level IV - Compliance & Reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓
Head Start Act: Understanding the Regulations	✓	✓	✓	✓	✓	✓	✓	✓	✓
2011 Protocol: Preparing for a Federal Review	✓	✓	✓	✓	✓	✓	✓	✓	✓
Program Information Report (PIR)	✓	✓	✓	✓	✓	✓	✓	✓	✓



Certificate Course of Study Program

PROGRAM	PRODUCT CODE	PROGRAM LENGTH	CREDITS	TUTION	APP FEE	EXAM FEE	APPROX. BOOK COST	TOTAL COST
Online Family Development Specialist Certificate	8110-FDC	15 weeks	10	\$1,990	\$45	\$90	\$370	\$2,495
Online Family Development Administrator Certificate	8112-FDC	30 weeks	20	\$3,980	\$225	\$370	\$420	\$4,995
Online Family Development Trainer Certificate	8113-FDC	45 weeks	30	\$5,970	\$225	\$740	\$560	\$7,495
Online ERSEA Specialist Certificate	9110-ERS	15 weeks	10	\$1,990	\$45	\$90	\$370	\$2,495
Online ERSEA Administrator Certificate	9111-ERS	30 weeks	20	\$3,980	\$225	\$370	\$420	\$4,995
Online ERSEA Trainer Certificate	9113-ERS	45 weeks	30	\$5,970	\$225	\$740	\$560	\$7,495
Online Health Specialist Certificate	7110-HLT	15 weeks	10	\$1,990	\$45	\$90	\$370	\$2,495
Online Health Administrator Certificate	7112-HTL	30 weeks	20	\$3,980	\$225	\$370	\$420	\$4,995
Online Health Trainer Certificate	7113-HLT	45 weeks	30	\$5,970	\$225	\$740	\$560	\$7,495
Online Early Childhood Specialist Certificate	6110-ECE	15 weeks	10	\$1,990	\$45	\$90	\$370	\$2,495
Online Early Childhood Administrator Certificate	6112-ECE	30 weeks	20	\$3,980	\$225	\$370	\$450	\$4,995
Online Early Childhood Trainer Certificate	6113-ECE	45 weeks	30	\$5,970	\$225	\$740	\$560	\$7,495
Online Special Education Specialist Certificate	5110-SPC	15 weeks	10	\$1,990	\$45	\$90	\$370	\$2,495
Online Special Education Administrator Certificate	5112-SPC	30 weeks	20	\$3,980	\$225	\$370	\$420	\$4,995
Online Special Education Trainer Certificate	5113-SPC	45 weeks	30	\$5,970	\$225	\$740	\$560	\$7,495
Online Child Development Certificate **	2110-CDA	45 weeks	30	\$2,555	\$225	\$0	\$215	\$2,995
Campus Family Development Specialist Certificate	8101-FDC	1 week	4	\$1,095	\$495	\$370	\$0	\$1960*
Campus Family Development Administrator Certificate	8102-FDC	2 weeks	8	\$2,190	\$495	\$740	\$0	\$3425*
Campus Family Development Trainer Certificate	8103-FDC	3 weeks	12	\$3,285	\$495	\$1,110	\$0	\$4890*
Campus ERSEA Specialist Certificate	9101-ERS	1 week	4	\$1,095	\$495	\$370	\$0	\$1960*
Campus ERSEA Administrator Certificate	9102-ERS	2 weeks	8	\$2,190	\$495	\$740	\$0	\$3425*
Campus ERSEA Trainer Certificate	9103-ERS	3 weeks	12	\$3,285	\$495	\$1,110	\$0	\$4890*
Campus Health Specialist Certificate	7101-HLT	1 week	4	\$1,095	\$495	\$370	\$0	\$1960*
Campus Health Administrator Certificate	7102-HLT	2 weeks	8	\$2,190	\$495	\$740	\$0	\$3425*
Campus Health Trainer Certificate	7103-HLT	3 weeks	12	\$3,285	\$495	\$1,110	\$0	\$4890*
Campus Special Education Specialist Certificate	5101-SPC	1 week	4	\$1,095	\$495	\$370	\$0	\$1960*
Campus Special Education Administrator Certificate	5102-SPC	2 weeks	8	\$2,190	\$495	\$740	\$0	\$3425*
Campus Special Education Trainer Certificate	5103-SPC	3 weeks	12	\$3,285	\$495	\$1,110	\$0	\$4890*
Campus Early Childhood Specialist Certificate	6101-ECE	1 week	4	\$1,095	\$495	\$370	\$0	\$1960*
Campus Early Childhood Administrator Certificate	6102-ECE	2 weeks	8	\$2,190	\$495	\$740	\$0	\$3425*
Campus Early Childhood Trainer Certificate	6103-ECE	3 weeks	12	\$3,285	\$495	\$1,110	\$0	\$4890*
Online Campus & Supervisory Certificate	3101-SUP	15 weeks	10	\$1990	\$45	\$90	\$370	\$2495*

*Please see page 14 for terms & conditions for our online courses
 *Prices are subject to change, please visit our website at www.hsuniversity.org the most updated information



Terms & Conditions

- * The cost of travel expenses are not included in the tuition cost and are the responsibility of the student. Refer to your travel agent to make sure students include travel cost to attend campus courses. One week travel cost range approximately \$1200 per person based on room rates up to \$120 per night.
- * All campus courses will be held at the hotel location in the city/state listed. See www.courses.hsuniversity.org for more location information.
- * Students who have completed less than 1% of the coursework have a five (5) day grace period to withdraw and receive a full refund of tuition application fees. Students requesting withdrawal thereafter are subject to the terms of HSU refund policy. Application fees are considered non-refundable after the five (5) day grace period. Please refer to the HSU refund policy for more details and procedures.
- ** HSU does not grant the Child Development Association (CDC) credential. That is done by the Council for Professional Recognition. HSU's coursework programs meet the coursework requirements of the credential and the Council has other requirements unrelated to HSU's programs.
- * HSU is not a degree granting institution and does not grant college credit. HSU does have partnership with a number of colleges and universities for articulation or transfer credit of HSU coursework. Call an HSU student advisor for a complete list of these partnerships and how each one works.
- * A multi-unit discount of 24% off tuition may be applied when purchasing six (6) or more units of the specified programs.

Professional Development

PRODUCT DESCRIPTION	PRODUCT CODE	PRICING
Basic Annual Subscription (Up to 20 Users)	20-SUB-010111	\$499.00
Standard Annual Subscriptions (Up to 50 Users)	50-SUB-010111	\$999.00
Advanced Annual Subscriptions (Up to 200 Users)	200-SUB-010111	\$1,875.00
Super Advanced Subscriptions (Over 200 Users)	200P-SUB-010111	Call for Pricing
Individual Subscription (1 User)	001-SUB-010111	\$395.00

**Tuition, fees and pricing are subject to change anytime.*

All online courses are \$199 per credit hour unless specified under Tuition!

Online courses start May 2, 2011!!



Updating CA Data

Date	Cost	Time
May 10, 2011	\$249.00	10:00am - 12:00pm
June 21, 2011	\$249.00	10:00am - 12:00pm
August 16, 2011	\$249.00	10:00am - 12:00pm

Classroom Preventive Practices

Date	Cost	Time
May 6, 2011	\$249.00	10:00am - 12:00pm
June 7, 2011	\$249.00	10:00am - 12:00pm
September 8, 2011	\$249.00	10:00am - 12:00pm
November 10, 2011	\$249.00	10:00am - 12:00pm

Positive Behavior Interventions: Teaching Strategies

Date	Cost	Time
June 9, 2011	\$249.00	10:00am - 12:00pm
August 12, 2011	\$249.00	10:00am - 12:00pm
October 14, 2011	\$249.00	10:00am - 12:00pm
December 9, 2011	\$249.00	10:00am - 12:00pm

Facilities: Ensuring Safety

Date	Cost	Time
May 27, 2011	\$249.00	10:00am - 12:00pm
June 13, 2011	\$249.00	10:00am - 12:00pm
August 17, 2011	\$249.00	10:00am - 12:00pm
October 19, 2011	\$249.00	10:00am - 12:00pm

Speaking & Listening Appropriately

Date	Cost	Time
May 6, 2011	\$249.00	10:00am - 12:00pm
June 7, 2011	\$249.00	10:00am - 12:00pm
September 8, 2011	\$249.00	10:00am - 12:00pm
November 10, 2011	\$249.00	10:00am - 12:00pm

Writing Goal Statements

Date	Cost	Time
May 10, 2011	\$249.00	10:00am - 12:00pm
June 21, 2011	\$249.00	10:00am - 12:00pm
August 16, 2011	\$249.00	10:00am - 12:00pm
October 19, 2011	\$249.00	10:00am - 12:00pm

Dealing with Confrontation

Date	Cost	Time
May 27, 2011	\$249.00	10:00am - 12:00pm
June 13, 2011	\$249.00	10:00am - 12:00pm
August 17, 2011	\$249.00	10:00am - 12:00pm
October 19, 2011	\$249.00	10:00am - 12:00pm

Fiscal Management: Preparing for Fiscal Reviews

Date	Cost	Time
June 9, 2011	\$249.00	2:00pm - 4:00pm
August 12, 2011	\$249.00	2:00pm - 4:00pm
October 14, 2011	\$249.00	2:00pm - 4:00pm
December 9, 2011	\$249.00	2:00pm - 4:00pm

Health: First 90 Days

Date	Cost	Time
May 9, 2011	\$249.00	9:00am - 11:00am
June 8, 2011	\$249.00	9:00am - 11:00am
September 8, 2011	\$249.00	9:00am - 11:00am
November 11, 2011	\$249.00	9:00am - 11:00am

Unacceptable Employee Behavior

Date	Cost	Time
May 27, 2011	\$249.00	9:00am - 11:00am
June 17, 2011	\$249.00	9:00am - 11:00am
August 19, 2011	\$249.00	9:00am - 11:00am
October 19, 2011	\$249.00	9:00am - 11:00am



ERSEA: Eligibility

Date	Cost	Time
May 27, 2011	\$249.00	10:00am - 12:00pm
June 13, 2011	\$249.00	10:00am - 12:00pm
August 15, 2011	\$249.00	10:00am - 12:00pm
October 19, 2011	\$249.00	10:00am - 12:00pm

ERSEA: Selection

Date	Cost	Time
May 27, 2011	\$249.00	2:00pm - 4:00pm
June 10, 2011	\$249.00	2:00pm - 4:00pm
August 15, 2011	\$249.00	2:00pm - 4:00pm
October 19, 2011	\$249.00	2:00pm - 4:00pm

ERSEA: Enrollment

Date	Cost	Time
June 9, 2011	\$249.00	2:00pm - 4:00pm
August 12, 2011	\$249.00	2:00pm - 4:00pm
October 14, 2011	\$249.00	2:00pm - 4:00pm
December 9, 2011	\$249.00	2:00pm - 4:00pm

Mental Health: Promote Resiliency

Date	Cost	Time
May 6, 2011	\$249.00	10:00am - 12:00pm
June 8, 2011	\$249.00	10:00am - 12:00pm
September 8, 2011	\$249.00	10:00am - 12:00pm
November 11, 2011	\$249.00	10:00am - 12:00pm

Protocol: Preparing for Federal Reviews

Date	Cost	Time
May 31, 2011	\$249.00	10:00am - 12:00pm
June 16, 2011	\$249.00	10:00am - 12:00pm
August 15, 2011	\$249.00	10:00am - 12:00pm
October 21, 2011	\$249.00	10:00am - 12:00pm

Program Governance: Role of Policy Council

Date	Cost	Time
May 31, 2011	\$249.00	2:00pm - 4:00pm
June 16, 2011	\$249.00	2:00pm - 4:00pm
August 15, 2011	\$249.00	2:00pm - 4:00pm
October 19, 2011	\$249.00	2:00pm - 4:00pm

ABC of Recruitment

Date	Cost	Time
May 23, 2011	\$249.00	9:00am - 11:00am
June 30, 2011	\$249.00	9:00am - 11:00am
July 25, 2011	\$249.00	9:00am - 11:00am
September 26, 2011	\$249.00	9:00am - 11:00am

HSFIS Family Services

Date	Cost	Time
May 23, 2011	\$249.00	2:00pm - 4:00pm
June 30, 2011	\$249.00	2:00pm - 4:00pm
July 25, 2011	\$249.00	2:00pm - 4:00pm
September 26, 2011	\$249.00	2:00pm - 4:00pm

HSFIS: Preparing for Next Year

Date	Cost	Time
April 5, 2011	\$249.00	9:00am - 11:00am
June 7, 2011	\$249.00	9:00am - 11:00am
August 9, 2011	\$249.00	9:00am - 11:00am
October 4, 2011	\$249.00	9:00am - 11:00am

Transportation: School Bus Safety

Date	Cost	Time
April 5, 2011	\$249.00	2:00pm - 4:00pm
June 17, 2011	\$249.00	2:00pm - 4:00pm
August 19, 2011	\$249.00	2:00pm - 4:00pm
October 19	\$249.00	2:00pm - 4:00pm



Our Courses





Early Childhood Environment Rating Scale (ECERS)

Course Code: ASM228

Course Description: The Early Childhood Environment Rating Scales (ECERS) Training is a quality assessment training designed for preschool and child care classroom staff serving children 2 and a half through 5 years of age. The course provides students with the how's and when's to use each tool, the scoring process and practice in scoring a variety of items. The course will also encompass the expanded ECERS-R which consist of 43 items. Students will learn about the changes that include new interaction items, additional curriculum items such as use of electronic media and promotion of acceptance of diversity, more inclusive and culturally sensitive indicators, and more items focusing on staff needs.

Learning Objectives: Upon completion, you will be able to:

- Understand and use the Environment Rating Scales
- Use the tools to assess and improve early learning environments
- Use ECERS to define and measure quality
- Conduct research on the Environment Rating Scales

Target Audience: This course is designed for all education staff. It is most beneficial to Head Start teachers, teacher aides and education staff.

Date	Location	Tuition
May 5-6, 2011	Edison	HSU Member : \$370
July 14-15, 2011	Phoenix	
September 22-23, 2011	Chicago	Non-HSU Member: \$395
December 1-2, 2011	Las Vegas	*Required for all students - ECERS Manual \$59.95 Forms \$39.95

CLASS (Classroom Assessment Scoring System)

Course Code: ASM239

Course Description: This course will help teach students the skills to use the CLASS instrument to assess classroom quality. The course will provide information on the theoretical and empirical foundations of CLASS as well as procedures to familiarize students with CLASS dimensions, such as helping students practice coding from master-coded video, and complete an observation reliability test. During the training students will learn about the common metric and vocabulary that is used to describe various aspects of quality across early childhood.

Learning Objectives: Upon completion, you will be able to:

- Conduct a set of pre-training exercises on your own
- Cover the background information on the CLASS
- Practice scoring using classroom video

Target Audience: This course is for those who seek to conduct CLASS observations in classrooms trainees include researchers, administrators, university teacher educators, classroom observers, coaches and mentors, and quality rating system evaluators.

Date	Location	Tuition
February 24-25, 2011	New Orleans	HSU Member : \$370
March 10-11, 2011	San Diego	
April 28-29, 2011	Newark	Non-HSU Member: \$395
May 12-13, 2011	Minneapolis	
June 16-17, 2011	Dallas	* Required for all students— CLASS Manual \$59.95 & Forms \$39.95
July 14-15, 2011	Boston	
August 18-19, 2011	Nashville	
September 15-16, 2011	Kansas City	



Early Language Literacy Classroom Observations (ELLCO)

Course Code: LIT191

Course Description: This course provides you with an overview of the ELLCO system and an opportunity to practice using the ELLCO with written scenarios and video vignettes. Participants will learn strategies to specifically address the role of environmental factors in early literacy and language development. This course will provide you with comprehensive introduction on how to use ELLCO and allow you to prepare for classroom observation by familiarizing you with the classroom environments and interacting with children and rate the quality of classroom supports for literacy through age-specific observation elements.

Learning Objectives: Upon completion, you will be able to:

- Look for pre-literacy activities
- Use a classroom observation to gather critical information about the 5 keep elements of literacy
- Complete information about conducting classroom observations, scoring accurately and limiting bias

Target Audience: This course is designed staff for teachers, teacher’s assistant, disabilities, mental health and education coordinators and managers.

Date	Location	Tuition
February 2-3,2011	Atlanta	HSU Member : \$370
April 7-8,2011	San Francisco	
June 2-3,2011	Buffalo	Non-HSU Member: \$395
August 8-9,2011	Minneapolis	
October 3-4,2011	Las Vegas	
December 1-2,2011	Seattle	

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Community Partnerships: Developing Effective Resource Collaborations

Course Code: CP140

Course Description: This course is designed to concentrate on the significance of building strong relationships both within Head Start and the broader community. It will illustrate how positive relationships among staff, family and community organizations provide critical support for Head Start families. It will show how improving staff understanding and skills can enhance the ability of Head Start staff to support families and achieve goals.

Learning Objectives: Upon completion of this course, you will be able to:

- work actively with other agencies and community members to improve community conditions, services, and resources for children and families;
- Demonstrate the skills necessary for forming and sustaining collaborative relationships;
- Participate in strategic planning processes aimed at resolving complex community issues.

Target Audience: This course is designed for staff responsible for collaborating and developing community partnerships. All staff working with community partners will also benefit from this training.

Dates	Location	Tuition
April 13-14,2011	San Francisco	HSU Member: \$370
July 18-19,2011	Minneapolis	
October 19-20, 2011	Seattle	Non HSU Member: \$395
December 8-9,2011	Orlando	

Conducting Community-wide Strategic Planning & Needs Assessment

Course Code: CP141

Course Description: This course is designed to assist students in the development of community assessment. Students will learn the items required in the community assessment in accordance with the Head Start Performance Standards. They will learn how to determine the information of data to collect and the which collection processes to use for the community assessment. Actual data and sample community assessments will be presented to help students understand how to interpret data and draw conclusions.

Learning Objectives: Upon completion of this course, you will be able to:

- Have more knowledge about the items required for inclusion in the community assessment
- Have more information about sources of data and data collection for community assessment
- Practice using data to develop meaningful conclusions and set program goals.
- Receive actual US Census data for the area served by your Head Start program and practice drawing conclusions based on that data.

Target Audience: This course is designed for all staff. Those staff responsible for collecting information and creating the program community assessment will benefit from this training.

Date	Location	Tuition
April 18-19,2011	San Francisco	HSU Member: \$370
June 2-3,2011	Buffalo	
August 1-2,2011	Minneapolis	Non HSU Member: \$395
October 12-13,2011	Seattle	
December 14-15,2011	Las Vegas	



Individualizing in Head Start

Course Code: CUR146

Course Description: This course focuses on the concept of letting the child make choices and decisions for him/herself. It emphasizes the importance of team work on the part of parents and staff in the growth and development of each child. Participants will learn the concepts that early childhood curriculum relates to the child's whole interaction with the world and that children learn through active involvement. Emphasis will be placed on the fact that the curriculum must cover all areas of development including intellectual, emotional, physical and social development..

Learning Objectives: Upon completion, you will be able to:

- Use ongoing observation, planning communication and evaluation skills to carry out the four steps in the Individualizing Cycle
- Use a combination of formal and informal strategies and tools to identify the unique characteristics of individual children in collaboration with families, Head Start staff and consultants
- Share screening results with families and Head Start staff, with the family's permission and refer a child for an evaluation when indicated.

Target Audience: This course is designed for all staff working with children in Head Start. Disabilities, Teachers, Teacher's Assistants and Education staff will benefit most from this course.

Date	Location	Tuition
March 10-11,2011	San Diego	HSU Member : \$370
May 12-13,2011	New York	
July 7-8,2011	Minneapolis	Non-HSU Member: \$395
September 26-27,2011	Atlanta	
November 7-8,2011	Nashville	

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Managing Disabilities Services

Course Code: DIS149

Course Description: This course is designed to provide students with the skills and knowledge needed to plan and implement integrated systems, support and services for children with disabilities. The course focuses on team building, documentation and record keeping, collaborating on the development and implementation of the disabilities services plan, formalizing relationships with LEA's and other service providers, strengthening advocacy and negotiation skills and compliance with Section 504 and the American with Disabilities Act.

Learning Objectives: Upon completion, you will be able to:

- Recognize the respective and shared roles of managing services for children with disabilities
- Define effective practices that are most beneficial to children with disabilities and their families
- Identify critical services and follow-up practices
- Meet recruitment requirements of disabilities
- Report, monitor and manage services and needed treatment of children disabilities

Target Audience: This course is designed for Health, Disabilities, and Mental Health staff.

Date	Location	Tuition
April 4-5, 2011	Tampa	HSU Member : \$370
June 6-7, 2011	Boston	
August 4-5, 2011	Minneapolis	Non-HSU Member: \$395
October 6-7, 2011	San Francisco	
December 1-2, 2011	Seattle	

Managing Challenging Behaviors

Course Code: DIS119



Course Description: This course is designed to ground students in the essentials of promoting child development for children who display behavior problems. It gives students an understanding of the basic principals of the social-emotional domain and how it relates to classroom activities. Students will learn how to utilize classroom preventive practices, design strategies for teaching, and implement interventions practices.

Learning Objectives: Upon completion, you will be able to:

- Design classrooms with customized supports for children with challenging behaviors,
- Establishing schedules
- Set limits to developing curricula
- Design classroom space
- Address specific behavioral challenges during daily schedule

Target Audience: This course is designed for teaching staff. Mental Health, Disabilities, Teaching and Education staff will also benefit from this course.

NOTE: *This course is best presented on-site as an in-service or pre-service training. Contact our on-site division for more details.*

Date	Location	Tuition
March 7-8, 2011	Tampa	HSU Member : \$370
May 9-10, 2011	Chicago	
July 11-12, 2011	San Francisco	Non-HSU Member: \$395
September 8-9, 2011	New York	
November 3-4, 2011	San Diego	



Managing Disabilities Services

Course Code: DIS149



Course Description: This course is designed to provide students with the skills and knowledge needed to plan and implement integrated systems, support and services for children with disabilities. The course focuses on team building, documentation and record keeping, collaborating on the development and implementation of the disabilities services plan, formalizing relationships with LEA's and other service providers, strengthening advocacy and negotiation skills and compliance with Section 504 and the American with Disabilities Act.

Learning Objectives: Upon completion, you will be able to:

- Recognize the respective and shared roles of managing services for children with disabilities
- Define effective practices that are most beneficial to children with disabilities and their families
- Identify critical services and follow-up practices
- Meet recruitment requirements of disabilities
- Report, monitor and manage services and needed treatment of children disabilities

Target Audience: This course is designed for Health, Disabilities, and Mental Health staff.

Date	Location	Tuition
April 4-5,2011	Tampa	HSU Member : \$370
June 6-7,2011	Boston	
August 4-5,2011	Minneapolis	Non-HSU Member: \$395
October 6-7,2011	San Francisco	
December 1-2,2011	Seattle	

Positive Behavior Intervention

Course Code: DIS119



Course Description: This course is designed to ground students in the essentials of promoting child development for children who display behavior problems. It gives students an understanding of the basic principals of the social-emotional domain and how it relates to classroom activities. Students will learn how to utilize classroom preventive practices, design strategies for teaching, and implement interventions practices.

Learning Objectives: Upon completion, you will be able to:

- Design classrooms with customized supports for children with challenging behaviors,
- Establishing schedules
- Set limits to developing curricula
- Design classroom space
- Address specific behavioral challenges during daily schedule

Target Audience: This course is designed for teaching staff. Mental Health, Disabilities, Teaching and Education staff will also benefit from this course.

NOTE: *This course is best presented on-site as an in-service or pre-service training. Contact our on-site division for more details.*

Date	Location	Tuition
February 9-10, 2011	Atlanta	HSU Member : \$370
June 16-17, 2011	Miami	
September 1-2, 2011	Dallas	Non-HSU Member: \$395
November 3-4, 2011	Las Vegas	



EHS Partnership Agreements

Course Code: EHS161



Course Description: This course reinforces Early Head Start's role as a family support program and defines the frame work for supporting families. The concept and principles of supporting EHS families are presented along with the skills necessary to develop those relations through the EHS process. The course focuses on those skills needed in the family goal setting process that support family development through: learning from significant life events, identifying support, setting goals and objective and writing and implementing a family plan and providing follow-up services.

Learning Objectives: Upon completion, you will be able to:

- Partner with EHS families and offer them support based on their strengths, interests and needs
- Work with families to develop and implement EHS family partnership agreements
- Encourage growth and development by helping EHS families articulate, define and achieve goals
- Record family progress
- Acknowledge and uphold professional responsibilities

Target Audience: This course is designed for family workers, home visitors and staff working with families.

Date	Location	Tuition
February 1-2,2011	Atlanta	HSU Member : \$370 Non-HSU Member: \$395
April 11-12,2011	San Francisco	
June 13-14,2011	Boston	
August 9-10,2011	Denver	
October 10-11,2011	Seattle	
December 1-2,2011	Tampa	

Home Visits: Being Effective

Course Code: EHS162

Course Description: This course provides detailed strategies and information about the role of home visits. The course offers best practices on how to use the home visit to establish and maintain partnerships with families, how to use the home as a learning environment to engage parents in planning and assessing family activities.

Learning Objectives: Upon completion, you will be able to:

- Establish and maintain partnerships with families
- Use the home as a learning environment
- Lead group socialization activities with families
- Ethical issues involved in home visiting
- Strategies for maintaining personal safety

Target Audience: This course is designed for home visitors. Center-based family support staff will also benefit from this course.

Date	Location	Tuition
February 14-15, 2011	Las Vegas	HSU Member : \$375
April 27-28,2011	Atlanta	
June 20-21,2011	Boston	
September 12-13,2011	New York	Non-HSU Member: \$425
December 8-9,2011	Orlando	

Head Start Facilities: Assessing for Compliance

Course Code: FAC163

Course Description: This course will provide students with tools to assess their existing facilities in order to make needed improvements and to secure space for expansion. Participants will get strategic information, checklist and worksheets for facilities assessment and planning. In-depth coverage on assessing compliance issues, facilities design and funding will be covered.

Learning Objectives: Upon completion, you will be able to:

- Analyze current facilities
- Conduct Facilities Assessment
- Determine facilities compliance
- Monitor State, Federal and Local laws

Target Audience: This course is designed for Center management, Directors and staff responsible for maintaining Head Start facilities. All Head Start staff will benefit from this course.

Date	Location	Tuition
February 1-2, 2011	Las Vegas	HSU Member : \$370
April 13-14, 2011	San Francisco	
July 7-8, 2011	Minneapolis	Non-HSU Member: \$395
September 12-13, 2011	New York	
November 1-2, 2011	San Diego	

Understanding Head Start Facilities Requirements: PS 1309

Course Code: FAC139

Course Description: This course provides clear and concise understanding for procedures for applying for Head Start grant funds to purchase, construct or make major renovations to facilities which operate Head Starts. Participants will get detail information about what measures must be taken to protect the Federal interest in such facilities purchased, constructed or renovated with Head Start grant funds.



Learning Objectives: Upon completion, you will be able to:

- Understand facility license and determine if valid
- Understand safety and learning environments
- understand accommodations and use of space
- Understand design, furnishing and equipment
- Look at technical criteria such as security, acoustics, windows, doors and hardware as well as plumbing and lighting requirements

Target Audience: This course is designed for center management, Directors and staff responsible for maintaining Head Start facilities.

Date	Location	Tuition
March 8-9, 2011	Phoenix	HSU Member : \$370
May 9-10, 2011	Boston	
July 11-12, 2011	Chicago	
September 6-7, 2011	Atlanta	Non-HSU Member: \$395
November 10-11, 2011	Las Vegas	



Communicating with Families

Course Code: FS168

Course Description: This course is designed to ground students in the essentials of communicating with families. Students will learn about Head Start communication systems, keys to effective communication, approaches for speaking and listening, how to convey respect, techniques for moving conversations along and practical skills for making written communication more successful.

Learning Objectives: Upon completion, you will be able to:

- Understand the role communication plays in creating and maintaining positive relationships
- Identify factors that enhance the appeal of messages
- Recognize that every communication is an opportunity to reinforce Head Start's mission of valuing parents

Target Audience: This course is designed for all head start staff. Any staff working with parents in a supportive nature will also benefit from this course.

Date	Location	Tuition
March 1-2,2011	Atlanta	HSU Member : \$370
May 5-6,2011	Minneapolis	
July 13-14,2011	San Francisco	
September 6-7,2011	New York	Non-HSU Member: \$395
November 14-15,2011	Nashville	

Dealing with Conflict

Course Code: FS169



Course Description: This course will give student expert advice on the sticky issues of dealing with conflict. Student will learn practical solutions for how to recognize the 15 warning signs that a problem is brewing, how to act—*not react*—in a negative situation, how to offer constructive feedback, how to choose the right intervention technique—from counseling and coaching to formal meetings.

Learning Objectives: Upon completion:

- You'll learn why you act the way they do
- You'll find out exactly what to say and do in specific situations
- You'll become less of a target for family's barbs and antics
- You'll see how to bring out the best in even the worst families

Target Audience: This course is designed for all Head Start staff. Any staff working with parents in a supportive nature will also benefit from this course.

Date	Location	Tuition
February 9-10,2011	Las Vegas	HSU Member : \$370
April 25-26,2011	Atlanta	
June 15-16,2011	Boston	
August 1-2,2011	Minneapolis	Non-HSU Member: \$395
October 12-13,2011	Seattle	
December 14-15,2011	Tampa	

Family Services: Understanding Family Support

Course Code: FS115

Course Description: This course is for new and experienced family workers and support staff. The course will provide guidance for the roles of a family support program and define the framework for supporting families. The concepts and principles of supporting families are presented along with the skills necessary to develop relationships with families which enhance family support.



Learning Objectives: Upon completion, you will be able to:

- Understand Family support principles
- Realize the skills needed for family support
- Work with behavioral issues in supporting families

Target Audience: This course is designed for family support staff. Anyone working with parents in a supportive nature will also benefit from this course.

Date	Location	Tuition
March 3-4, 2011	Miami	HSU Member : \$370
June 2-3, 2011	Boston	
October 3-4, 2011	Atlanta	Non-HSU Member: \$395

Developing Family Goal Statements

Course Code: FS115

Course Description: This course is for new and experienced family service and support staff. This course focuses on the skills of family goal setting process that support family development. Students will learn about family self-sufficiency goals, how to use techniques to identify family needs and strengths, how to develop and implement a family plan and provide and monitor needed follow-up.



Learning Objectives: Upon completion, you will be able to:

- Develop family plans
- Determine strengths and needs
- Identify family goals
- Define SMART objectives
- Track and monitor follow-up services
- Maintain professional roles

Target Audience: This course is designed for anyone working with parents in a supportive nature.

Date	Location	Tuition
March 24-25, 2011	Las Vegas	HSU Member : \$370
July 7-8, 2011	Boston	
September 8-9, 2011	Atlanta	Non-HSU Member: \$395
November 3-4, 2011	Seattle	



Supporting Families affected by Substance Abuse Families

Course Code: FS173



Course Description: This course provides guidance and useful insights on supporting both children and families affected by substance abuse. Students will be provided strategies and best practices for staff training, parent education, policy development and the community partnerships. The course will also provide information strategies for supporting staff who work with children affected by substance abuse so they can bring about change and improvement. Participants will get information about children at risk who display significant behavior and learning challenges.

Learning Objectives: Upon completion, you will be able to:

- Understand the impact of substance abuse on children’s families and communities
- Understand the seven recommended interventions that will improve services
- Amend or strengthen program policies
- Recommend options to consider in allocation resources
- Recommend tools to use in analyzing the need to implement recommended strategies

Target Audience: This course is designed for family workers, program area managers, directors, coordinators or anyone working with parents in a supportive nature.

Date	Location	Tuition
February 3-4, 2011	Las Vegas	HSU Member : \$370
May 26-27, 2011	Minneapolis	
July 21-22, 2011	Washington, DC	Non-HSU Member: \$395
October 20-21, 2011	San Francisco	

Family Partnership: Empowering Parents

Course Code: FS117

Course Description: This course presents students with ways to identify and meet parent goals while nurturing the development of their children in the context of family culture. Student will learn how to address family goal setting through the family partnership agreement process, access to community services and resources, services to pregnant women and parent involvement.

Learning Objectives: Upon completion, you will be able to:

- Partner with families
- Work to develop and implement family partnership agreements
- Assess impact of family challenges
- Help families articulate, define and achieve goals
- Record family progress and follow-up on services received
- Acknowledge and uphold professional responsibilities
- Understand federal regulation for family partnerships

Target Audience: This course is designed for family workers or anyone working with parents in a supportive nature.

Date	Location	Tuition
March 14-15,2011	Atlanta	HSU Member : \$370
May 23-24,2011	New York	
June 27-28,2011	Boston	Non-HSU Member: \$395
August 22-23,2011	Denver	
October 24-25,2011	Seattle	
December 19-20,2011	Tampa	

Family Services



HS University

Working with Families

Course Code: FS117

Course Description: This course will be your area plan for parent-focused support that will help you understand and use methods to build respectful relationships with families. Students will learn how to incorporate best practices and procedures for maintaining ongoing relationships with families based on trust. Students will learn how to complete family assessments that can be used to develop individualized family partnership agreements.

Learning Objectives: Upon completion, you will be able to:

- Become more visible by having regular and consistent contact with parents
- Understand anti-bias with respect to cultural sensitivity
- Connect and have more interpersonal relationships with families

Target Audience: This course is designed for family workers or anyone working with parents in a supportive nature.

Date	Location	Tuition
March 14-15,2011	Atlanta	HSU Member : \$370
May 23-24,2011	New York	
June 27-28,2011	Boston	
August 22-23,2011	Denver	Non-HSU Member: \$395
November 24-25,2011	Seattle	
December 19-20,2011	Tampa	

Family Literacy: Supporting Family Literacy



Course Code: FS176

Course Description: This course is specifically designed to broaden the idea of “parents as teachers” beyond the instructional role parent’s play, by looking at the entire family learning environment. Students will look at ways programs can support family learning experiences as they naturally occur.

Learning Objectives: Upon completion, you will be able to:

- Identify ways that parents support family learning
- Identify how parental beliefs about learning affect how and what children learn
- Identify everyday experiences that contribute to learning
- Use techniques to identify elements of supportive family learning environments

Target Audience: This course is designed for family workers or anyone working with parents in a supportive nature.

Date	Location	Tuition
March 24-25, 2011	Tampa	HSU Member : \$370
May 5-6, 2011	Denver	
July 25-26, 2011	Portland	
September 29-30, 2011	Milwaukee	Non-HSU Member: \$395
November 3-4, 2011	Houston	



Customer Service: Being Family Friendly

Course Code: FS225

Course Description: This course will provide comprehensive strategies for handling customer situations. Students will be given practical tools to improve customer service skills and attitudes in working with families in Head Start. Head Start customer service can be either a positive influence or a destructive force for families. Head Start staff represents the first contact that the families have with the agency and this is where the family's opinion of an agency is formed.



Learning Objectives: Upon completion, you will be able to:

- Define effective customer service within the Head Start community
- Identify the most common barriers to providing high quality customer service

Target Audience: This course is designed for home visitors and family workers. All Head Start staff working with families will benefit from this course.

Date	Location	Tuition
March 14-15,2011	Atlanta	HSU Member : \$370
May 23-24,2011	New York	
June 27-28,2011	Boston	
August 22-23,2011	Denver	Non-HSU Member: \$395
October 24-25,2011	Seattle	
December 19-20,2011	Tampa	

Dealing with Families in Crisis

Course Code: FS170

Course Description: This course provides students with a framework for understanding, identifying and responding to family crises. This course provides participants with the opportunity to explore safety issues posed by crisis situations; to learn strategies for reducing personal risk; and to learn strategies aimed at preventing crises in vulnerable families.

Learning Objectives: Upon completion, you will be able to:

- Assess stress-producing situations or events contributing to family crisis, and their impact on the family's ability to cope
- Recognize families at risk of crisis, and help them develop solution-focused plans aimed at crisis prevention
- Develop and implement action plans to stabilize and support families in crisis

Target Audience: This course is designed for family workers, health workers, education workers or anyone working with parents in a supportive nature.

Date	Location	Tuition
April 25-26,2011	Atlanta	HSU Member : \$370
June 15-16,2011	Boston	
August 1-2,2011	Minneapolis	
October 12-13,2011	Seattle	Non-HSU Member: \$395
December 14-15,2011	Tampa	



Financial Management: Accountability



Course Code: FIS121

Course Description: This course will focus on the revised Head Start Fiscal Protocol. This training will help programs understand the responsibility of governing bodies in developing and implementing effective policies and procedures to provide reasonable assurance that Head Start funds are used solely for their authorized purpose. Students will be presented monitoring tools for annual review of the Fiscal Protocol to ensure compliance with applicable fiscal laws and regulations.

Learning Objectives: Upon completion, you will be able to:

- Understand 2010 Fiscal Protocol
- Understand interrelationships for governance, planning, recordkeeping reporting, communication, and monitoring
- Have strategies for issues relating to fiscal monitoring

Target Audience: This course is designed for management, Directors and staff responsible for maintaining Head Start financial responsibilities.

Date	Location	Tuition
February 9-10,2011	Las Vegas	HSU Member : \$370
April 25-26,2011	Atlanta	
June 15-16,2011	Boston	
August 1-2,2011	Minneapolis	Non-HSU Member: \$395
October 12-13,2011	Seattle	
December 14-15,2011	Tampa	

Professional Certificates

The Certified Professional program equips Head Start professionals with leading methodologies and practices in the Head Start field. Whether you are an executive director or an administrative assistance this certification will enable you to advance your career and develop your professional skills. HS University offers a certificate program in 14 component areas. You'll learn the tools and practical applications needed to develop expertise in working in a component area of Head Start. Earning your certification verifies your expertise in working with Head Start.

Requirements:

- This program consists of the completion of one to two exams.
- Courses will be offered online and in over 20 locations around the US.

Core Component Areas:

- Community Partnerships
- Curriculums
- Early Childhood
- Facilities
- Family Services
- Fiscal
- Health and Safety
- Human Resources Management
- Literacy
- Program Design & Management
- Parent Involvement
- Performance Standards
- Program Governance
- Technology



Managing Comprehensive Health Services

Course Code: HS114

Course Description: This course is designed for newly hired health services staff. This course will help students effectively track and monitor comprehensive health services. Participants will learn how to understand requirements as described in the Head Start performance standards as well as how to break down barriers in order to successfully partnership with both parents and providers so that children can get the health care they need.

Learning Objectives: Upon completion, you will be able to:

- Understand the federal requirement for maintaining quality health services
- Develop procedures to best document and record medical, dental and other health information
- Support parents in obtaining follow-up services
- Evaluate program procedures for screening and exams and develop strategies for improvement
- Identify and implement best practices for health

Target Audience: This course is designed for center management, Directors and staff responsible for maintaining health services. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 16-17,2011	Atlanta	HSU Member : \$370
May 30-31,2011	New York	
July 5-6,2011	Minneapolis	
September 14-15,2011	Denver	Non-HSU Member: \$395
November 28-29,2011	Nashville	

Health Services For Family Workers



Course Code: HS212

Course Description: This course is designed to help family workers effectively help families articulate child health issues and challenges and offer support systems to meet families needs. It is designed to give those staff working with both parents methods of documenting and tracking health services as well as utilizing health plans with FPA process.

Learning Objectives: Upon completion, you will be able to:

- Develop procedures to best document and record medical, dental and other health information
- Support parents in obtaining follow-up services
- Learn best strategies for collecting and identifying health issues
- Identify and implement best practices for health

Target Audience: This course is designed for Family Service Workers. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 24-25, 2011	Atlanta	HSU Member : \$370
June 6-7, 2011	Seattle	
July 7-8, 2011	Denver	Non-HSU Member: \$395
October 27-28, 2011	Boston	



Being Professional: Communicating with Diplomacy

Course Code: HS190

Course Description: This course is designed to ensure you can handle the toughest questions with finesse and polish, to think on your feet in meetings, interviews and impromptu presentations, to use diplomatic ways to deliver bad news without creating bad feelings project an aura of confidence and power, to use strategies for dealing with difficult people and to use techniques for maintaining your composure when you feel like losing your cool.

Learning Objectives: Upon completion, you will be able to:

- Communicate under pressure
- Understand the secret of getting information
- Be diplomatic in action
- Be positively persuasive with ideas

Target Audience: All Head Start staff will benefit from this training.

Date	Location	Tuition
March 17-18,2011	Atlanta	HSU Member : \$370
May 19-20,2011	New York	
August 25-26,2011	Denver	Non-HSU Member: \$395
November 17-18,2011	Nashville	

Dealing Effectively with Unacceptable Employee Behavior

Course Code: HRM188

Course Description: This course will give you expert advice on the sticky issue of disciplining workers whose performance just doesn't measure up. You will learn practical solutions for correcting problems and how to achieve optimum productivity in your program. Participants will get hands-on strategies of handling the discipline process, from recognizing the problem and assessing its severity, to intervention strategies and to formal termination procedures. This training is designed for anyone who manages, supervises or leads difficult employees giving you proven strategies for identifying non-performers and turning that behavior around.

Learning Objectives: Upon completion, you will be able to:

- recognize the 15 warning signs that a problem is brewing
- act--not react--in a negative situation
- offer constructive feedback
- choose the right intervention technique--from counseling and coaching to formal discipline meetings
- set measurable performance measures and communicate them to employees
- determine when it's time to transfer, reposition or terminate employees
- protect yourself and agency from wrongful termination lawsuits

Target Audience: All Head Start staff will benefit from the course.

Date	Location	Tuition
March 24-25, 2011	Atlanta	HSU Member : \$370
May 26-27, 2011	New York	
July 25-26, 2011	San Francisco	Non-HSU Member: \$395
September 22-23, 2011	Boston	
November 21-22,2011	Nashville	



Managing & Supervising Employees

Course Code: HRM199

Course Description: This course will give you expert advice on the sticky issue of disciplining workers whose performance just doesn't measure up. You will learn practical solutions for correcting problems and how to achieve optimum productivity in your program. Participants will get hands-on strategies of handling the discipline process, from recognizing the problem and assessing its severity, to intervention strategies and to formal termination procedures. This training is designed for anyone who manages, supervises or leads difficult employees giving you proven strategies for identifying non-performers and turning that behavior around.

Learning Objectives: Upon completion, you will be able to:

- Speak, write, communicate--clearly and tactfully
- Get organized and become an efficiency pro
- Make the skills of today's best supervisors second nature
- Deal quickly and professionally with every performance problem
- Give criticism in a way that creates positive behavior--not resentment
- Use your inner creativity to become a standout problem solving
- Capitalize on your inner strengths to build an unstoppable team

Target Audience: All Head Start staff that manages or supervises staff will benefit from this course.

Date	Location	Tuition
March 28-29, 2011	Atlanta	HSU Member : \$370
July 18-19, 2011	Oklahoma City	
September 1-2, 2011	Louisville	Non-HSU Member: \$395
November 28-29, 2011	San Juan	

Managing Emotions Under Pressure

Course Code: HRM189

Course Description: This course is designed to help you learn how to stay cool, calm and unflappable no matter how much pressure you are under. Participants will learn how to keep anger under control so they never "lose it" and regret it later, stop taking setbacks personally--learn to bounce back quickly, manage the stress of job change by "going with the flow", put the power of self-discipline and healthy routines to work in their personal life and stay unfrazzled and productive through high-pressure periods.

Learning Objectives: Upon completion of this course, you will learn:

- The 5 traits every emotionally "in control" professional possess
- The E-factor
- The 5 steps for changing habits
- How to deal with workplace changes
- How to maintain emotional sanity
- How to stay calm

Target Audience: All Head Start staff will benefit from this course.

Date	Location	Tuition
March 17-18, 2011	Miami	HSU Member : \$370
May 12-13, 2011	San Francisco	
July 14-15, 2011	Buffalo	Non-HSU Member: \$395
November 3-4, 2011	Las Vegas	

Program Monitoring & Self-Assessment

Course Code: MS136

Course Description: This in-depth two day course introduces Head Start agencies to the skills and concepts to establish a self-assessment or monitoring system in their agencies. Students will develop skills and methods for setting up a monitoring process, implementing program self-assessments, establishing a management task team, handling conflict during the assessment process, collecting data and establishing a written plan and setting up monitoring systems and report systems.

Learning Objectives: Upon completion, you will be able to:

- Maintain a holistic, integrated approach by thinking about the entire process as well as the individual steps
- Use the strength and resources of Head Start team members

Target Audience: This course is designed for all staff. It is most beneficial to Head Start management and staff monitoring and assessing the program.

Date	Location	Tuition
April 7-8, 2011	Denver	HSU Member : \$370
June 13-14, 2011	Billings	
August 18-19, 2011	Mobile	Non-HSU Member: \$395
October 17-18, 2011	Indianapolis	
December 26-27, 2011	Honolulu	

ERSEA Level I: Understanding the System

Course Code: MS102

Course Description: This course is designed for staff new to ERSEA. It will help staff understand the eligibility requirement as well as enrollment of children and families in the program. It will also help staff to understand the requirements for attendance. Students attending this course will be given a brief overview of ERSEA and what is required in a federal review/audit.

Learning Objectives: Upon completion of this course, you will:

- Understand ERSEA and how it relates to the new Protocol
- Understand how to use CA data in recruitment, eligibility, and selection
- Understand eligibility requirements such as income verification, age requirements and public assistance
- Be able to monitor attendance and understand how to calculate average daily attendance ADA correctly

Target Audience: This course is designed for family workers, intake management and those staff responsible for maintaining eligibility requirements.

Dates	Location	Tuition
February 21-22, 2011	Las Vegas	HSU Member: \$370
April 25-26, 2011	Atlanta	
June 6-7, 2011	Boston	Non HSU Member: \$395
August 15-16, 2011	Denver	
October 24-25, 2011	Minneapolis	



ERSEA Level II: Implementing the System



Course Code: MS120

Course Description: The next level for administrators is crucial to consistent implementation of ERSEA. HS University has designed this course for staff who have attended ERSEA Level I or who have six months or more experience in the ERSEA environment. The basis of the training is to ensure full programmatic implementation of ERSEA within the Head Start programs. The focus is on designing forms, procedures, policies and tracking systems to ensure compliance.

Prerequisite: ERSEA Level I or six months or more of working in ERSEA environment

Learning Objectives: Upon completion, you will be able to:

- Work as teams to design and implement ERSEA policies and procedures
- Create comprehensive ERSEA area plans and policies

Target Audience: This course is designed for ERSEA teams, Board Members, Policy Council Members, Executive Directors, Program Managers, Management Teams, Child Care Partners and Community Partners

Date	Location	Tuition
February 23-24, 2011	Las Vegas	HSU Member : \$370 Non-HSU Member: \$395
April 27-28, 2011	Atlanta	
June 8-9, 2011	Boston	
August 17-18, 2011	Denver	
October 26-27, 2011	Minneapolis	

ERSEA Level III: Managing the System



Course Code: MS121

Course Description: This course is designed for staff who manage ERSEA systems. The course will focus on giving participants the correct strategies for managing processes and reporting on progress of program effectiveness. Students will learn how to design forms and reports to manage ERSEA. Charts and graphs will be given to help staff in managing accountability to federal, local and state grantors. Students will learn how to manage ERSEA process, to monitor ERSEA for both PIR reporting and annual reporting.

Prerequisite: ERSEA Level I-II

Learning Objectives: Upon completion, you will:

- Use the planning process to manage ERSEA process
- Evaluate communication, record-keeping and recording system to determine ERSEA effectiveness
- Design forms to track and record ERSEA processes
- Use tools to evaluate and report enrollment and attendance to local, state, and federal grantors

Target Audience: This course is designed for management teams, ERSEA managers, Executive Directors, Content Managers and Community Partners

Date	Location	Tuition
February 24-25, 2011	Las Vegas	HSU Member : \$370 Non-HSU Member: \$395
April 28-29, 2011	Atlanta	
June 9-10, 2011	Boston	
August 18-19, 2011	Denver	
October 27-28, 2011	Minneapolis	



ERSEA Level IV: System Administration



Course Code: MS122

Course Description: This in depth course is specifically designed to help ERSEA staff understand and provide hands-on experience regulating and monitoring ERSEA systems. This course is designed for the person responsible for tracking ERSEA databases as well as reporting monthly data to federal or regional office. The goal of this training is to determine functionality across five management system such as planning, communication, record keeping and recording, program governance and self-assessment.

Prerequisite: ERSEA Level I, Level II, and Level III or at least 2 years managing an ERSEA system.

Learning Objectives: Upon completion, you will be able to:

- Plan process to develop ERSEA procedures
- Design communication, record-keeping and recording system to determine ERSEA effectiveness
- Design forms to track and record ERSEA processes
- Use tools to evaluate and report enrollment and attendance to local, state, and federal grantors

Target Audience: The course is designed for management teams, ERSEA managers, Executive Directors, Content Managers and Community Partners.

Date	Location	Tuition
February 24-25,2011	Las Vegas	HSU Member : \$370
April 28-29,2011	Atlanta	
June 9-10,2011	Boston	Non-HSU Member: \$395
August 18-19,2011	Denver	
October 27-28,2011	Minneapolis	

Developing Professional Annual Reports

Course Code: MS223

Course Description: This course is designed to help programs design and create public reports that disclose each fiscal year financials to the public. Students will return with best practices and strategies for creating public annual reports along with much more.

Learning Objectives: Upon completion, you will:

- Disclose the total amount of funds received by source
- List results of recent reviews and audits
- Present the average monthly enrollment by Percentage served Medical and dental exams
- Parent involvement activities
- Create result oriented statistics that will display school readiness
- As well as other reporting requirements by 2007 HS Act

Target Audience: This course is designed for fiscal, administrative and management staff. All Head Start staff will benefit from this course

Date	Location	Tuition
March 17-18, 2011	Miami	HSU Member : \$249
May 12-13, 2011	San Francisco	
July 14-15, 2011	Buffalo	Non-HSU Member: \$299
November 3-4, 2011	Las Vegas	



Mental Health Services: Meeting Federal and State Requirement

Course Code: HS122



Course Description: This training is designed to provide students with a process of reflecting on their own practice of dealing with families experiencing mental problems, assessing difficult situations and designing interventions through collaborative problem solving.

Learning Objectives: Upon completion, you will be able to:

- Build and support nurturing relationships to promote healthy social and emotional development
- Develop strategies to promote resiliency within Head Start children, families and communities

Target Audience: This course is designed for mental health, disabilities services managers, family service managers and health services managers.

Date	Location	Tuition
March 21-22, 2011	Atlanta	HSU Member : \$370
April 21-22, 2011	Edison	
May 9-10, 2011	Chicago	
June 9-10, 2011	Seattle	
July 7-8, 2011	Las Vegas	Non-HSU Member: \$395
August 11-12, 2011	Portland	
September 22-23, 2011	Philadelphia	
October 24-25, 2011	Boston	
November 28-29, 2011	Orlando	
December 12-13, 2011	Dallas	

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Nutrition Education for Food Service Personnel

Course Code: NUT205

Course Description: This course is designed for foodservice workers whose primary responsibility is the daily feeding of young children in child care programs. The course can be delivered as in-service training of foodservice staff in Head Start.

Learning Objectives: Upon completion, you will be able to:

- Identify the nutritional needs of children and relates positively to these needs
- Incorporate the program objectives and follow program guidelines in planning and working on the job
- Understand Job management and working with others
- Communicate effectively with program staff and parents
- Make efficient use of time and energy

Target Audience: This course is designed for food service personnel and workers whose primary responsibility is the daily feeding of young children in Head Start.

Date	Location	Tuition
March 3-4,2011	Atlanta	HSU Member : \$370 Non-HSU Member: \$395
May 16-17,2011	New York	
July 11-12,2011	San Francisco	
September 8-9,2011	Boston	
November 9-10,2011	Nashville	

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Parent Involvement: Effective Parent Meetings

Course Code: PI206

Course Description: Successful meeting techniques encompass both meeting planning and running effective meetings. This course includes both the basics of meeting management, such as site selection, agenda planning, materials and development and peripheral considerations such as day care arrangements and refreshments. The course will acquaint students with meeting planning and effective meeting strategies that can be utilized in a variety of meeting environments, from staff, policy council or parent meetings, to planning an event or conference.

Learning Objectives: Upon completion, students will be able to understand how to:

- Determine site selection
- Plan agendas
- Develop meeting materials
- Choose the proper peripheral considerations such as day care arrangements and refreshments

Target Audience: This course is designed for parents, parent involvement, family service, home visitor and all staff implementing parent involvement projects. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 1-2,2011	Atlanta	HSU Member : \$370 Non-HSU Member: \$395
May 5-6,2011	Chicago	
July 13-14,2011	San Francisco	
September 6-7,2011	New York	
November 14-15,2011	Nashville	

Parents as Partners: Collaborative Decision

Course Code: PI208

Course Description: This course provides strategies and best practices on how to work together as a team, respecting each other's unique contribution to the group process and to the Head Start program. The course focuses on creating a climate for decision making partnerships, building trusting relationships among team members and decision making strategies.

Learning Objectives: Upon completion, you will be able to strengthen parent-staff relationships such as:

- Understand basic principles of partnership
- Parents have a fundamental right to shape the direction of policies and services that affect their lives
- Decisions have greater legitimacy when they are made by a group that reflects the population being served
- Parents' perspectives are critical to understanding appropriate strategies for working with families and children served
- Participation in decisions give parents dignity

Target Audience: This course is designed for staff and parent teams that have been given the task of making program decisions.. It can also be beneficial to parent committees and program coordinators to prepare new volunteers to become members of the policy team.

Date	Location	Tuition
April 18-19,2011	San Francisco	HSU Member : \$370 Non-HSU Member: \$395
July 18-19,2011	Minneapolis	
September 1-2,2011	New York	
November 1-2,2011	San Diego	



Policy Clarifications Understanding the Gray Areas

Course Code: PS209

Course Description: This course focuses on policy clarifications issued by Office of Head Start. The course will give an in-depth overview all of the clarifications, and discuss those clarifications that effects Head Start programs the most. The course is divided into 12 modules from administration to transportation. The focus will be on each clarification and how the clarifications affect management and operation of the Head Start program.

Learning Objectives: Upon completion, you will be able to:

- Understand policy procedures for:
- Health and Safety
- Administration
- Family and community partnerships
- ERSEA
- Transportation
- Education
- Mental Health
- Disabilities

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 3-4, 2011	Atlanta	HSU Member : \$370 Non-HSU Member: \$395
May 2-3, 2011	Chicago	
July 21-22, 2011	San Francisco	
September 12-13, 2011	New York	
November 3-4, 2011	Nashville	

2011 Protocol: Preparing for a Federal Review

Course Code: PS201

Course Description: This course is designed to help you prepare and adequately identify staff roles in the Federal review process. You will learn what materials should be assembled and in hand for Federal on-site reviewers. You will also be equipped with materials, strategies and techniques to better prepare staff, parents and partners for the review process. Participants will get the latest version of the Head Start Protocol and learn how the Protocol process works.

Learning Objectives: Upon completion, you will be able to:

- Acquire information about the Federal review process
- Explore techniques to ready your staff for Federal review
- Understand each section of latest monitoring/ review instrument
- Examine needed documents for reviewers
- Get tools and strategies to support appropriate review processes

Target Audience: This course is designed for all staff. Those staff responsible for preparing for federal reviews will benefit from this training.

Date	Location	Tuition
February 7-8, 2011	New Orleans	HSU Member : \$370 Non-HSU Member: \$395
April 20-21, 2011	San Francisco	
June 23-24, 2011	Boston	
August 29-30, 2011	Denver	
October 20-21, 2011	Seattle	
December 21-22, 2011	Tampa	



Understanding Program Governance

Course Code: PG210

Course Description: This course focuses on those responsible for understanding and complying with requirements of specific roles for governing boards, policy council/policy committees and parent committees. The course includes sample forms and handouts which can be used to implement procedures; you will get an illustrated understanding of the components of effective team-building; and how to deliver the elements of leadership development. The course will contain an extensive section on the effective implementation of parent committees, and an enhanced Board.

Learning Objectives: Upon completion, you will be able to:

- Improve competence to deliver high quality performance management services
- Describe the function of governance
- Define the relationship between policy groups and governing bodies
- Assess the status of governance
- Examine how shared governance

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 21-22, 2011	Las Vegas	HSU Member : \$370 Non-HSU Member: \$395
May 19-20, 2011	New York	
June 27-28, 2011	Boston	
August 18-19, 2011	Denver	
October 20-21, 2011	Seattle	
December 19-20, 2011	Tampa	

Robert's Rule of Order Bringing Order to Meetings

Course Code: PG212

Course Description: This course includes parliamentary procedures that provide processes through which policy meetings can work out satisfactory solutions to the greatest number of question in the least amount of time. It will help students with detail and complexity to make policy meetings go smoothly when everyone is in agreement. It offers participants the core contents that can penetrate more deeply in Head Start culture.

Learning Objectives: Upon completion, you will be able to understand:

- Roles of the President and Secretary,
- How to handle Quorum,
- The Standard Order of Business,
- Adjournment, Recess and Standing at Ease,
- Handling Motions,
- Rules for Debate,
- Purpose and Construction of Amendments,
- Postponing and Referring to a Committee,
- Voting and Nominations and Elections.

Target Audience: This course is designed policy council and parent involvement staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 21-22, 2011	San Diego	HSU Member : \$370 Non-HSU Member: \$395
May 30-31, 2011	New York	
August 29-30, 2011	Denver	HSU Member : \$370 Non-HSU Member: \$395
November 28-29, 2011	Nashville	



ABC's of Head Start Recruitment

Course Code: REC230

Course Description: An important element of effective family recruitment is that families are encouraged to apply to Head Start. The more involved prospective families are to your process, the more committed they will be to Head Start program. This practice lies at the heart of family-specific recruitment—a recruitment method that personalizes families, recognizes that families are in the best position to know which programs will fit best in their families, and allows families to take ownership in the Head Start program. This course will provide participants with strategies and best practices for effective recruitment procedures and policies.

Learning Objectives: Upon completion, you will be able to:

- Methods that are personalized
- Recognizing family's right to choose
- Articulate Head Start ownership

Target Audience: This course is designed all Head Start staff. Those staff responsible for recruiting families to the program will benefit from this course.

Date	Location	Tuition
February 3-4,2011	Atlanta	HSU Member : \$370 Non-HSU Member: \$395
April 4-5,2011	Las Vegas	
June 1-2,2011	Buffalo	
September 1-2,2011	Denver	
November 14-15,2011	Nashville	

Designing Effective Recruitment Material

Course Code: REC226

Course Description: Around the U.S. Head Start budgets are shrinking at an alarming rate. At the same time, the number of children who need Head Start is rising. The good news is that you and your agency or organization can successfully recruit families without going broke. The trick is to maximize resources and create opportunities. This course will focus on helping participants design and implement recruitment strategies on small budgets.

Learning Objectives: Upon completion, you will be able to:

- Materials for effective recruitment
- Recruitment on a budget
- Using plain language writing
- Reaching HS families

Target Audience: This course is designed all Head Start staff. Those staff responsible for recruiting families to the program will benefit from this course.

Date	Location	Tuition
February 16-17,2011	Las Vegas	HSU Member : \$370 Non-HSU Member: \$395
April 13-14,2011	San Francisco	
June 15-16,2011	Boston	
August 15-16,2011	Denver	
November 1-2,2011	San Diego	

Safety First: ABCs of Childhood Injuries

Course Code: SAF180

Course Description: This course will increase your skills in dealing with injuries in your program. Participants will: understand the common causes of injuries and their relationship to child development, create a safe environment in the classroom and at home, teach safety practices to other staff, children and families, prepare policies, procedures and provisions for emergencies, properly assess, care for and document injuries in their program, and support children, parents and staff in their recovery from emergencies and injuries

Learning Objectives: Upon completion, you will be able to:

- create a safe environment in the classroom and at home
- teach safety practices to staff, children and families
- Prepare policies, procedures and provisions for emergencies
- Assess, care for and document injuries in your program properly

Target Audience: This course is designed for center management, teaching staff and staff responsible for maintaining health safety.

Date	Location	Tuition
March 1-2,2011	Atlanta	HSU Member : \$370
May 9-10,2011	Minneapolis	
July 11-12,2011	San Francisco	Non-HSU Member: \$395
September 8-9,2011	New York	
November 3-4,2011	San Diego	

The Head Start Playground: Ensuring Safety

Course Code: SAF181

Course Description: This course will increase the skills of Head Start staff in preventing and dealing with playground injuries in their program. The course will help staff to: understand the common causes of playground injuries and their relationship to child development; create a safe environment on the Head Start playground; teach safety practices to other staff, children and families; prepare policies, procedures and provisions for emergencies; properly assess, care for and document injuries in their program; and support children, parents and staff in their recovery from emergencies and injuries.

Learning Objectives: Upon completion, you will:

- Understand appropriate adult/child ratios
- Understand management requirements of playgrounds
- Understand playground design for Head Starts
- Know Safe Zones of playgrounds
- Know and manage equipment maintenance

Target Audience: This course is designed for center management, Directors and staff responsible for maintaining Head Start facilities. All Head Start staff working with children will benefit from this course.

Date	Location	Tuition
April 4-5, 2011	St. Louis	HSU Member : \$370
July 7-8, 2011	Boston	
October 24-25, 2011	Seattle	Non-HSU Member: \$395
December 19-20, 2011	Las Vegas	



HSFIS (Head Start Family Information System) Complete

Course Code: TEC125

Course Description: This course is specifically designed to help new and experience HSFIS users with the in-depth knowledge to enter, track and report on family information. At the end of the training, each participant should have the knowledge or skills to do the following: Hands-on experience using HSFIS by entering HSFIS forms, track recruitment and enrollment of Head Start families, generate system and Ad-HOC reports within HSFIS, generate letters and labels within HSFIS. It will focus on skills agencies need to manage the HSFIS system.

Learning Objectives: Upon completion, you will be able to:

- Use the Family browser
- Enter Health Info
- Enter IFPA and track referrals & follow-ups
- Track home visits
- Track strengths & needs
- Track In-Kind management
- Enter attendance & meals
- Monitor ADA
- Track Disabilities Services

Target Audience: This course is designed for all Head Start staff. Those staff responsible for data management will benefit from this course.

Date	Location	Tuition
March 14-16, 2011	Atlanta	HSU Member : \$645
May 18-20, 2011	New York	
July 20-22, 2011	San Francisco	Non-HSU Member: \$695
September 14-16, 2011	Boston	
November 9-11, 2011	Nashville	

HSFIS (Head Start Family Information System) Basic

Course Code: TEC123

Course Description: This course is specifically designed to help new HSFIS users with the basic knowledge to be able to enter, track, and report on family information. At the end of the training, each participant should have the knowledge or skills to do the following: Hands-on experience using HSFIS by entering HSFIS forms, Track recruitment and enrollment of Head Start families, Generate System and Ad-Hoc reports within HSFIS, Generate letters and labels within HSFIS.

Learning Objectives: Upon completion, you will be able to:

- Use the Family Browser
- Enter application
- Set Filters
- Understand Status Changer
- Use Prioritization for selecting families
- Generate Letters and Labels
- Generate reports

Target Audience: This course is designed data entry staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 4,2011	Atlanta	HSU Member : \$249
May 18,2011	New York	
July 20,2011	San Francisco	Non-HSU Member: \$299
September 14,2011	Boston	
November 9,2011	Nashville	



HSFIS (Head Start Family Information System) Advanced

Course Code: TEC124

Course Description: This in-depth course is specifically designed for experience users. It will focus on skills agencies need to manage the HSFIS system. This course is for those users that want to use HSFIS to meet program requirements as well as meet other federal and state requirement Students will learn how to create new program years, manage picklist, customize HSFIS systems and rollover children and families. Use of system browser for system functionality and multi-funded program types (i.e., federal and state funded programs.)

Learning Objectives: Upon completion, you will be able to:

- Track health, disabilities, attendance/CACFP
- Track education including IEP, IFSP and development assessment
- Track family partnership agreements
- Track strengths assessment,
- track home visits
- Track service delivery tracking
- Track parent meetings, follow-up and referrals,
- Track volunteers and resources

Target Audience: This course is designed Disabilities, Teaching and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 15-16,2011	Atlanta	HSU Member : \$449
May 19-20,2011	New York	
July 21-22,2011	San Francisco	Non-HSU Member: \$499
September 15-16,2011	Boston	
November 10-11,2011	Nashville	

HSFIS (Head Start Family Information System) System Administration

Course Code: TEC215

Course Description: This in depth course is specifically designed to help HSFIS users understand and provide hands-on experience editing and troubleshooting HSFIS database tables and correcting errors in the HSFIS database. It will consist of hands-on training to help users become more technical efficient using HSFIS.

Learning Objectives: Upon completion, you will be able to:

- Rollover children and families
- Setup new program year
- Run data doctor
- Re-index system

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 17-18,2011	Atlanta	HSU Member : \$449
May 23--24, 2011	New York	
July 25-26,2011	San Francisco	Non-HSU Member: \$499
September 19-20,2011	Boston	
November 14-15,2011	Nashville	



Modifying HSFIS Reports

Course Code: TEC216

Course Description: This course is designed to give learners comprehensive skills and in-depth knowledge to modify existing reports in HSFIS. As a benefit, learners will find that this course is an in-depth approach to the customizing current HSFIS reports. During this training you will learn: Locate a report, Add tables to a report, Change existing fields in reports, Manipulate data, Sort, calculate and add count fields to reports, Add pictures to reports, Rename reports, Import changed reports back to HSFIS, Delete fields in reports

Learning Objectives: Upon completion, you will be able to:

- Design reports
- Linking tables
- Adding graphics
- Importing reports
- Exporting reports

Target Audience: This course is designed Disabilities, Teaching and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
April 14-15, 2011	Dallas	HSU Member : \$499
May 19-20, 2011	Boston	
June 9-10, 2011	Denver	Non-HSU Member: \$549
July 7-8, 2011	Cincinnati	
August 25-26, 2011	Albuquerque	

Preparing the HSFIS PIR Report

Course Code: TEC219

Course Description: This course will focus on teaching you the latest requirement for the program Information reports. Participants will learn how to answer question correctly and ensure your data is being counted effectively, ensure your PIR Numbers meet requirement. This in-depth course is designed for staff members who are responsible for the management and generation of the PIR report. Student will receive an in depth understanding of the PIR questions.

Learning Objectives: Upon Completion, you will:

- Learn how to understand PIR questions and how it relates to the PIR report
- Learn how to use monitoring reports to ensure PIR data tracking is correct
- Understand the PIR information and how to answer PIR questions correctly
- Learn what information is needed for PIR
- Learn how to generate and submit PIR reports online via the web.

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 28-29, 2011	Chicago	HSU Member : \$549
April 4-5, 2011	Dallas	
May 19-20, 2011	Boston	Non-HSU Member: \$599
June 13-14, 2011	Denver	
July 14-15, 2011	Minneapolis	
August 25-26, 2011	Miami	
September 1-2, 2011	Little Rock	
October 24-25, 2011	Orlando	
December 28-29, 2011	San Francisco	



Crystal Report Basic

Course Code: TEC217

Course Description: This course is specifically designed to give you the basics of creating reports using Crystal Reports including sorting, selecting records, grouping, linking, creating formulas, using Report Expert and distributing data to other users. Eighteen Classroom hours. Create basic reports, Enhance and modifying reports, Sort and selecting records, Group and summarizing.

Learning Objectives:

- Create Basic Reports
- Use the design window
- Create formulas
- Link data tables

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
February 7-8,2011	New Orleans	HSU Member : \$449 Non-HSU Member: \$499
April 18-19,2011	San Francisco	
June 20-21,2011	Boston	
August 8-9,2011	Denver	
October 16-17,2011	Seattle	
December 12-13,2011	Tampa	

Crystal Report Advanced

Course Code: TEC218

Course Description: This course is designed for users with a basic knowledge of Crystal Reports. You'll learn to use advanced formulas, formatting and cross-tabs and to create and modify dictionary files. Topics include conditional formatting, sub-reports, parameter fields and Crystal SQL Designer. Twelve classroom hours.

Prerequisite: Introduction to Crystal Reports course, Crystal Report & HSFIS - Basic or equivalent knowledge.

Learning Objectives: You will be able to:

- Apply conditional formatting and assign conditional attribute formatting,
- Use the Highlighting Expert,
- Create formulas using multiple variables, Insert and delete sections,
- Work with multiple sections and conditional formats, Define and create parameter fields,
- Use edit masks, Insert multiple rows, columns and summarized fields,

Target Audience: This course is designed Disabilities, Teaching and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
February 9-10,2011	New Orleans	HSU Member : \$449 Non-HSU Member: \$499
April 20-21,2011	San Francisco	
June 22-23,2011	Boston	
August 10-11,2011	Denver	
October 10-11,2011	Seattle	
December 14-15,2011	Tampa	



Transition Planning: A Collaborative Process

Course Number: TRZ220

Course Description: This course will familiarize all staff with the elements and requirements of effective program transitions for infants, toddlers and preschoolers; increase staff and parent skills that support children and families preparing for transition; and help staff and families identify specific practices that they can implement to support transition. The course provide the tools and skill-development necessary to plan and implement successful transition activities from different early childhood settings, such as from hot to Head Start and from Head Start to elementary school.

Prerequisite: None

Learning Objectives: Upon Completion, you will:

- Understand the importance of effective transitions
- Learn how to prepare and support children before and during transitions
- Learn from others about new settings by forming ongoing, supportive alliances with other parents and staff
- Help parents advocate for their child

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 17-18, 2011	San Juan	HSU Member : \$370
May 26-27, 2011	Detroit	
July 21-22, 2011	New York	Non-HSU Member: \$395
September 22-23, 2011	Houston	
December 15-16, 2011	Honolulu	

Preparing Parents For Transitions

Course Number: TRZ221

Course Description: This course will help you to enable parents so they can fully understand their roles, rights and responsibilities and to develop communication and advocacy skills necessary throughout their child's education.

Prerequisite: None

Learning Objectives: Upon Completion, you will:

- Learn how to organize a family night
- Learn how to create family folders
- Learn how to discuss children transitions
- Learn how to plan for program tour
- Learn how to create a summer packet

Target Audience: This course is designed Disabilities, Teaching and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 17-18, 2011	Miami	HSU Member : \$370
May 12-13, 2011	San Francisco	
July 14-15, 2011	Buffalo	Non-HSU Member: \$395
November 3-4, 2011	Las Vegas	



Understanding Transportation Requirements: PS 1310

Course Code: FAC165

Course Description: This course provides clear and concise understanding for requirements on regulations on safety features and the safe operation of vehicles used to transport children participating in Head Start and Early Head Start programs. Participants will get detailed understanding of what is required in pedestrian safety and the standards for coordinating transportation resources to control costs and to improve the quality and the availability of transportation services.



Learning Objectives: Upon completion, you will be able to:

- Meet requirement for Child Restraint Systems
- Meet requirement for use of School Buses or Allowable Alternate Vehicles
- Meet requirements of maintenance of vehicles.
- Meet requirements for operation of vehicles
- Meet requirements for driver qualifications
- Meet requirements for Driver and bus monitor training.

Target Audience: This course is designed for center management, Directors and staff responsible for maintaining Head Start transportation.

Date	Location	Tuition
May 5-6, 2011	Billings	HSU Member : \$370
August 11-12, 2011	Philadelphia	
October 20-21, 2011	Seattle	Non-HSU Member: \$395
December 15-16, 2011	Houston	

ABCs of School Bus Safety

Course Code: TRN166

Course Description: This course is designed to cultivate conscientious, safety-minded school bus drivers in Head Start programs. The course includes a comprehensive 10 lesson program developed to stress school bus passenger safety. The course will cover: The Driver, Driver Conduct, liability and The Driver, Pre-tripping your bus, Vehicle design and construction, School Bus operations, Student Management, Accidents, Emergencies, Natural Disasters Procedures, Man-made Disaster Procedures, School Bus Evacuation, Universal Precautions for preventing the spread of infections diseases of body fluid and First Aid.

Learning Objectives: Upon completion, you will be able to:

- Improve safety by sharpening perception skills needed to avoid dangerous situations and accidents
- Ensure proper seat and mirror positioning,
- overcome restricted vision
- correct visual scanning techniques
- enhance hazard awareness.

Target Audience: This course is designed Center management, Directors and staff responsible for maintaining Head Start transportation services.

Date	Location	Tuition
February 14-15,2011	New Orleans	HSU Member : \$370
April 27-28,2011	Las Vegas	
June 23-24,2011	Boston	Non-HSU Member: \$395
September 19-20,2011	Minneapolis	
December 12-13,2011	Tampa	



Designing Volunteer Recruitment Projects

Course Code: VOL222

Course Description: This course will help you to design and implement effective volunteer recruitment projects. Volunteers are a necessary and extremely helpful for a healthy community. People from all walks of life donate their time and effort to various causes, day and night, every day of the year. This course will help participants to mobilizing community resources and expanding capacity through volunteers also enhance an organization's general profile, which can attract more volunteers, program participants, and funds.

Learning Objectives: Upon completion, you will be able to:

- Increased ability to serve families and respond to the needs of the community (e.g., increased services, expanded hours of operation),
- Have a greater staff diversity (e.g., age, race, social background, income, education),
- Have an increased skill set,
- Have an expanded community support.

Target Audience: This course is designed Mental Health, Disabilities, Teachers and Education staff. All Head Start staff will benefit from this course.

Date	Location	Tuition
March 7-8,2011	Tampa	HSU Member : \$370
June 6-7,2011	Boston	
October 6-7,2011	San Francisco	Non-HSU Member: \$395

Professional Certificates

The Certificate Professional program equips Head Start professionals with leading methodologies and practices in the Head Start field. Whether you are a executive director or an administrative assistance this certification will enable you to advance your career and develop your professional skills. HS University offers a certificate program in 14 component areas. You'll learn the tools and practical applications needed to develop expertise in working in a component area of Head Start. Earning your certification verifies your expertise in working with Head Start.

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- Technology

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Customized & Certification Training

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