



**CAPMC Madera Migrant/Seasonal Head Start In
Collaboration with California Department of Social
Services Migrant Child Care and Development Program**

PARENT HANDBOOK

2024-2025



Community Action Partnership of Madera County welcomes
your family to our Head Start/State Based Migrant Program

This handbook was designed to assist families with understanding the requirements to participate in a Head Start/State funded preschool program. We look forward to serving you!

We are a private, non-profit organization funded by federal, state & local governments.



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PROGRAM DESIGN

Dear Parent:

Welcome to the Madera Migrant/Seasonal Head Start in Collaboration with California Department of Education, State Based Migrant program. We hope that this information will help to prepare you and your child for some of the new and exciting learning experiences you will have this year. We would also like to thank you for your patience and cooperation during the registration process. The forms you completed and the information you provided helped determine your eligibility and supplied us with important information about your child. The information you provided is confidential and exclusive to authorized program staff.

Our agency provides comprehensive services to approximately 479 children and their families. A variety of program options are designed to provide the best quality child and family development services possible with the funding allowed.

We want to meet the growing needs of the children and answer questions you may have about program services. Please feel free to call me or your Center Director with any questions, ideas, or comments.

Sincerely,

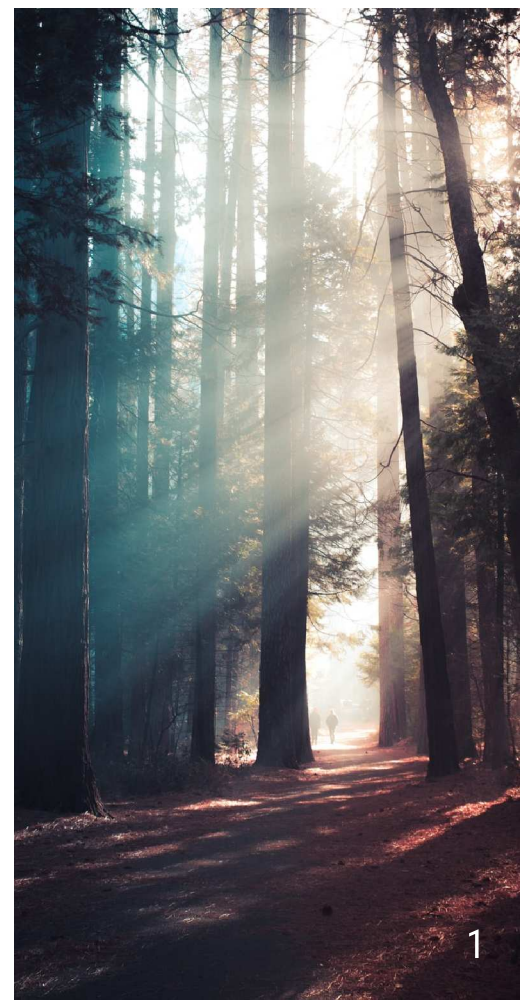
Maritza Gomez-Zaragoza
Head Start Program Director

OUR MISSION

Helping people, changing lives and making our community a better place to live by providing resources and services that inspire personal growth and independence.

OUR VISION

Community Action Partnership of Madera County will be recognized as a premier social services agency that eliminates the effects of poverty by helping people obtain the knowledge and skills to achieve self-reliance and economic stability...one life at a time.



PROGRAM DESIGN

Services

Our program provides services in centers in Madera County. Services are provided to children from 6 weeks to 5 years of age. Centers are open from 8 to 10 hours. The Madera Migrant Head Start Centers hours of operation will vary depending on the needs of families.

Center Schedule

During the peak season, the center schedule MAY change to accommodate the family's needs. In order to do so, parents will need to communicate their needs to the Center Director. Also, when work schedules change and the need to keep a center open early is no longer necessary, parents need to share the information with the Center Director. The program will work with the families to meet their needs, within the program's ability to do so.

CENTRAL OFFICE

1225 Gill Avenue
Madera, CA 93637
Phone: 559-673-0012
Fax: (559) 661-8459
www.maderacap.org

CENTER LOCATION

SIERRA VISTA

917 Olive Ave. Madera, CA 93638
559-675-8425

Center Supervisor: **Lina Bojorquez**
Contact Number: 559-675-9137
Fax Number: 559-675-3857

Family Advocate: **Maria Eugenia Castillo**
Contact Number: 559-675-8425

Family Advocate: **Geidy Mendoza**
Contact Number: 559-675-9137

Area Manager: **Evelyn Moctezuma**
Contact Number: 559-507-8036

Equal Access/Non-Discrimination

CAPMC Head Start Staff, consultants, contractors, parents and volunteers will respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, family composition, or political affiliation.

Our goal is to meet the individual needs of each child within the structure of our program while maintaining a safe and healthy environment for all children and staff.

Our program ensures all children with disabilities are protected from discrimination under and provided with all services and program modifications as required by section 504 of the Rehabilitation Act, the Americans with Disabilities Act and implementing regulations. Each child has access to and can fully participate in the full range of activities and services. Head Start will provide any necessary modifications to the environment, use multiple and varied formats for instruction, and encourage the participation of children with a disability.

Family & Child Services

Health Services:

Content Specialist: Mayra Gonzalez
Contact Number: 559-507-8031

Nutrition Services:

Content Specialist: Tammy McDougald
Contact Number: 559-507-8033

Family & Child Services:

Deputy Director Child & Family Services:
Maru Gasca Sanchez
Contact Number: 559-507-8029

Eligibility, Recruitment, Selection, Enrollment and Attendance (ERSEA)

ERSEA Content Specialist, Marissa Estrada
Contact Number: 559-507-8035

Parent & Program Governance Specialist. Maribel Aguirre

Contact Number: 559-507-8045

Disabilities & Mental Health Services:

Specialist: Julie Doll
Contact Number: 559-507-8026

Open Door Policy

We welcome parents at any time, in any area of our school. Parents are always welcome to call or drop in to see your children at any time during regular childcare hours. We encourage parent involvement, especially on special events that happen during the program.

Refrain from Religious Instruction

CAPMC Madera Migrant/Seasonal Head Start in Collaboration with California Department of Social Services Migrant Childcare and Development Program refrains from religious workshop.

Sexual Harassment

CAPMC shall maintain an educational, employment and business environment free from harassment, intimidation, or insult on the basis of an individual's sex. Action will be taken when necessary to eliminate such practices or remedy their effects. Sexual harassment, as defined and otherwise prohibited by state and federal statutes, constitutes an unlawful form of sex discrimination.

Confidentiality

Authorized representatives from the program, fiscal auditors, legal/court ordered and the California Department of Education are allowed access to the family and child files. The disclosure or release of any information that pertains to the program services is restricted to purposes that are directly related the administration and delivery our services. CAPMC-Head Start staff members do not provide information to outside sources.

Center Group Sizes

Adult to child ratios are planned for in advance and followed for each age group based on the State of California Title 5 regulations and Head Start Performance Standards; whichever is most restrictive.



Infant (Birth to 18 Months)	Toddler (18 Month to 36 Months)	Preschool (36 Months to enrollment in Kinder)
1 adult for every 2 infants Maximum of 9 children	1 adult for every 4 toddlers Maximum 9 children	1 adult for every 8 preschoolers Maximum 20 children

PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

PROGRAM PHILOSOPHY

We believe parents enrolled in the program are the program's greatest strength. Parents are involved in all aspects of the program including making policy and program decisions. Teacher and parents operate with a common purpose, to improve the lives of children and families.

In this shared partnership, parents play an important role as they join the teachers in preparing and educating the children. Because parents are their child's first teacher, they can assure that the child's unique characteristics, individual preferences and values are respected.

Teachers and parents work together to enhance the child's normal developmental process by being understanding and flexible.

We also believe:

- That the early years of child development are the most important years in the lives of all persons.
- That all children should have a nurturing environment, which promotes a successful (early childhood) experience.
- That optimal growth is accomplished by providing a curriculum designed to meet the needs of children while integrating the development of the child's physical, emotional, creative, intellectual, social and cultural skills through experiential learning activities.
- That each family's culture is unique and their cultural diversity, various social backgrounds, and religious beliefs should be appreciated, supported and respected.
- That the life and healthy development of each individual is important to society.
- That the contributions of healthy families hold the potential to affect positive change in our society.

Our goals and objectives are reflected within each of the quality program components



PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Parent Education and Engagement

Our goal is to provide a welcoming environment for families and invite them to participate as equal partners in the education of their children.

As parents and families of our program children, there are many ways for you to become involved and stay engaged in the program, and in your children's education and future. Research shows that children whose parents are involved in their education do better in school.

As parents and family members, our program welcomes you in the classroom. The program also teaches you how to create a learning environment at home in an effort to support classroom learning.

Opportunities to participate include, but are not limited to:

- Parent/Teacher conferences and Home Visits are held each year. Conferences & Home Visits provide an opportunity for parents to collaborate with educators and develop goals for their child
- Completing Parent Surveys
- Home Activities to support your child's learning at and help us earn in-kind
- Participating or helping at family events
- Reading to children during drop-off/pick-up
- Assisting with meal preparation and/or recommendations
- Parent Meetings-learn about a variety of educational topics such as child development, parenting strategies and topics identified in the parent survey. Meetings offer a great time to network and provide input on the nature and operation of the program.
- CAPMC Policy Committee and CCMHS Policy Council meetings offer opportunities to provide input on policies and contribute to program decisions.

Other ways to participate in our program

Parent Education/Curriculum

Head Start requires that programs offers the opportunity for parents to participate in a research-based parenting curriculum that builds on parents' knowledge and offers parents the opportunity to promote parenting skills to promote children's learning and development.

Our program adopted Ready Rosie as the parent curriculum for the program.

Ready Rosie is a research-based parenting curriculum that builds on parents' knowledge. Ready Rosie harnesses the power of video and mobile technology to empower families and schools to work together to promote school readiness.

- Ready Rosie has videos in English and Spanish that are delivered to families via text, email and/or app. Videos are one to three minutes long.
- Ready Rosie also has a variety of Family Workshops that are offered to parents during the parent meetings.

Parents may participate in the Ready Rosie curriculum by registering to the platform and/or by attending the family workshops.

Family Partnership Agreements

Our program offers the opportunity for parents to participate in the partnership process that includes a family partnership agreement and the activities that support family well-being, including family safety, health, and economic stability, to support child learning and development. The family partnership agreement process provides opportunities for families to set goals and to design an individualize approach for achieving those goals. Staff will assist parents, in identifying and defining goals in measurable terms, discussing what needs to be done to achieve these goals, and how the accomplish of each goal will be determined.



Parent Education and Engagement

Family Assessments/Referrals

Our goal is for families to know where to access community health and social services to meet their unique family needs. The program will work with parents to identify family needs, support needed and strengths by utilizing the Family Assessment and surveys to provide information and/or resources to community services as needed.

A resource book is provided to family with information on programs and services available for low-income families in the community. The information includes services such as childcare, emergency services, food, shelter, health providers, health services, counseling, domestic violence, mental wellness, transportation, etc.

Referrals/resources will be offered to parents as needed and/or requested by parents. Follow up is complete as appropriate to ensure services where receive or provide support for families.

Surveys/Data Process

In order to ensure our program offers quality services to parents and children, we encourage you to complete surveys provided throughout the program year. By completing the surveys, you will be providing your input and suggestions to enhance services for children and families.

Collected survey data, child/family assessment data and environmental assessment is entered into our data based (COPA/CARE) systems which generates reports for staff to review, analyze and evaluate. Based on the results, staff make recommendation for changes, additions, or enhancement to program services.

Male/Father Engagement

The program provides opportunities for fathers to enhance their skills, knowledge and understanding of the importance of being engaged with their children. Male/Father engagement strategies include but not limited to the following:

- Respectful daily communications
- Inviting environment for fathers
- Resources and literature for fathers
- Father Activities



PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Health Services

Our goal is for families to identify their own strengths and needs. We ensure families know where to access community health and social services to meet their unique family needs. Referrals include medical & dental care, mental health, adult education, emergency food/clothing, employment & training, housing and parenting assistance. In addition, staff follow-up with parents to ensure their needs have been met. We engage with families to help them select family goals, develop strategies to accomplish them and identify how we can provide support.

Children enrolled in the program are required to meet Immunization Requirements prior to enrollment and have a current age-appropriate well child exam (physical), as well as Tuberculin Test (TB) or risk assessment within 30 calendar days of enrollment (Per California Community Care Licensing). Children who do not have a physical or TB test within the 30calendar day timeframe will be excluded from the program.

Our program will provide you with resources; if necessary, to ensure that your child has access to health and dental insurance, connected to a medical provider, and receives a complete age-appropriate health assessment. This may include:

- All needed immunizations
- Growth and development assessment(s)
- Dental Assessment
- Dental Exam
- Vision and Hearing screening
- Nutrition evaluation

Test for anemia, lead poisoning, tuberculosis, blood pressure and other screening as needed by each individual child

****NOTE** No assessment will be completed without parent's notification and approval.**

Immunizations

All children must comply with State of California entrance requirements. Parents must submit immunization records to verify immunization data.

Dental Health

Children ages 0-2 are required to receive a dental screening as part of their series of well-baby exams.

Children ages 3-5 are required to see a dentist for a dental exam within 90 calendar days of enrollment.

Please ask us if you need help finding a dentist.

Physical Assessments/Screenings

Each child is required to have a physical examination within 30 calendar days of enrollment. This may be provided by the child's family physician or by a CHDP (Child Health Disability & Prevention Program) provider. The assessment covers the following: vision, hearing, height and weight, head circumference, hemoglobin test, lead level, review of body systems, health & developmental history, and tuberculin assessment/screening following the CHDP Periodicity Schedule.

Medical and Dental Emergencies

At time of registration, emergency contacts, health history of the child, health insurance information, and name of medical & dental provider will be obtained from parent/guardian. In case of an emergency, the following steps will take place:

Minor Incident:

- First aid will be provided on site.
- Parent/guardian will be notified of any accident.
- CAPMC Incident Report will be completed and provided when child is picked up.

Life Threatening Condition

- CALL 911
- Parent/guardian will be contacted immediately. If unavailable, emergency contacts will be contacted.
- Staff will complete the CAPMC Incident Report and CCL unusual Incident/Injury Report.



PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Health Services

When you child is ill...

Although we expect your child to attend classes regularly, there are reasons to keep a child home from school:

- A sore throat, accompanied with other symptoms (fever, redness, swollen glands, etc.)
- A cold or cough, when symptoms are not due to an allergy or chronic condition.
- Eye Discharge and/redness
- Shortness of breath
- Chills or repeated shaking
- Muscle pain or headache
- A fever of 100.4 degrees >
- Nausea and/or vomiting
- Earache
- Runny nose or congestion
- Stomachache/ Diarrhea
- An unidentified rash
- Any infectious disease diagnosed by your family physician.
- Lice or Nits, dead or alive
- Your child is overly tired.
- Combination of symptoms

Medication Procedure

When a child must take medication at school, the proper medication forms and documentation must be submitted prior to any medication being administered to the child or accepted at the site. This includes over the counter medication AND emergency medication for such conditions as asthma, allergies, or seizures.

The following process must be followed prior to any medication being brought to the center:

- Complete Consent for Administration of Medication and/or other necessary Individualized Health Care Plans.
- Parent/Guardian and Physician's signatures must be present on all required forms and medication.
- Medication MUST be in its original container have: name of child, name of medication, dosage/route of medication, administration schedule, and possible reactions.
- Staff will be trained by parent/guardian on the proper steps of administration, any side effects and the expected outcomes from the medication.

Emergency Medication and all documentation must be submitted prior to a child's enrollment. Additional documentation may be requested. If the center is informed of a child's diagnosis and need of emergency medication AFTER enrollment, the emergency medication and all forms must be submitted to the center within 10 calendar days. Failure to provide medication and documentation will result in exclusion of your child from the program.



Daily Health Observation

A Daily Health check will be conducted on each child and upon arrival at the center and before the child is accepted. Inform centers staff of any recent illness, injuries, or concerns to insure your child is in good health to participate in the daily activities.

Keep your child home if they are ill. If it is determined that child is ill once you have left, your child will be isolated from others, and you will be contacted to pick your child up from for the day.

PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Nutrition Services

Our goal is to ensure children have nutritious meals and snacks during their time in the program. We believe children need healthy nutritious food for optimum growth and development. The menu exposes the children to a variety of foods. Through family style meal service, children develop socialization, fine motor skills, learn personal hygiene, manners, how to serve food themselves, and learn to help with setup and cleanup of meals. Children also learn about living healthy through classroom nutrition projects, an exercise program and food experiences.

Community Action Partnership of Madera County (CAPMC) participates in the Child and Adult Care Food Program (CACFP), which helps us provide free meals to all children enrolled. The Child Care Food Program, however, does not cover the cost of meals eaten by staff or parents. If you wish to participate in a meal, you will need to follow these requirements: volunteer in the classroom at least two hours before or after the meal (please sign up with your center) and serve yourself one child size portion to ensure enough food is available for seconds for the children. If your child is on a special diet for either medical reasons or family beliefs, please let your child's teacher or advocate know. The food service program will do its best to accommodate your child's needs.

Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

2. fax:

(833) 256-1665 or (202) 690-7442; or

3. Email

Program.Intake@usda.gov

This institution is an equal opportunity provider.

Meal Services

The Madera Migrant Head Start and State Based Migrant Pre-school participates in the Child and Adult Care Food Program (CACFP) offered by the U.S. Department of Agriculture (USDA) and serves meals at no charge to all enrolled children. The reimbursement received from the CACFP helps with food costs. All children in center-based settings receive food appropriate to his or her nutritional needs, developmental readiness, and feeding skills, as required by the USDA meal pattern.

Kitchens are fully equipped for producing meals and snacks for multiple sites. Full Day Program will receive breakfast, lunch and an afternoon snack. The meals offered are nutritious foods that are moderate in sugar, salt, and fat as recommended by the Dietary Guidelines for Americans. Food will not be removed from the center.

We invite you to help plan our menu by either participating by completing a food service and menu evaluation at the end of the program, sharing a family recipe with your child's teacher, or making a suggestion on the Cook's Choice/Parent Suggestions Form.

***Note: Parents, staff and community volunteers CANNOT bring food or drinks into the classroom to feed the children during school hours.**



If your child has any food allergies or cannot eat certain foods for religious or personal reasons, please notify the educator and health staff immediately. Substitutions will be based on individual needs.

Education Program

Our goal is to ensure all children are making progress in the domains of physical, cognitive, language, and social - emotional development.

Our goal is to provide a program approach that is developmentally, linguistically and culturally appropriate. A program that is inclusive of children with special needs.

Families and educators collaborate to establish school readiness goals for children along strategies for home and school. Progress on school readiness goals is discussed and plans are adjusted to meet children's developmental needs.

Physical development is supported by:

- Promoting physical activity
- Providing sufficient time to move within the indoor and outdoor spaces
- Providing equipment, materials and guidelines for active play and movement

Social/Emotional development is supported by:

- Building trust
- Planning routines and transitions so they can occur in a predictable and unhurried manner
- Help children develop emotional security and competence in social relationships

Cognitive & Language skills are supported by:

- Various strategies, including experimentation, inquiry, observation, play and exploration
- Providing opportunities for creative self-expression through activities such as art, music, movement and dialogue
- Promoting interaction and language use among children and between children and adults
- Supporting emerging literacy and numeracy development
- Supporting home language and English language development



PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Education Program

Assessment

Program utilizes The Desired Results Developmental Profile DRDP. The DRDP© is an assessment instrument developed by the California Department of Education for young children and their families used to inform instruction and program development. This assessment is designed for teachers to observe, document, and reflect on children's learning, development, and progress; intended to support teachers with planning and scaffolding young children's learning.

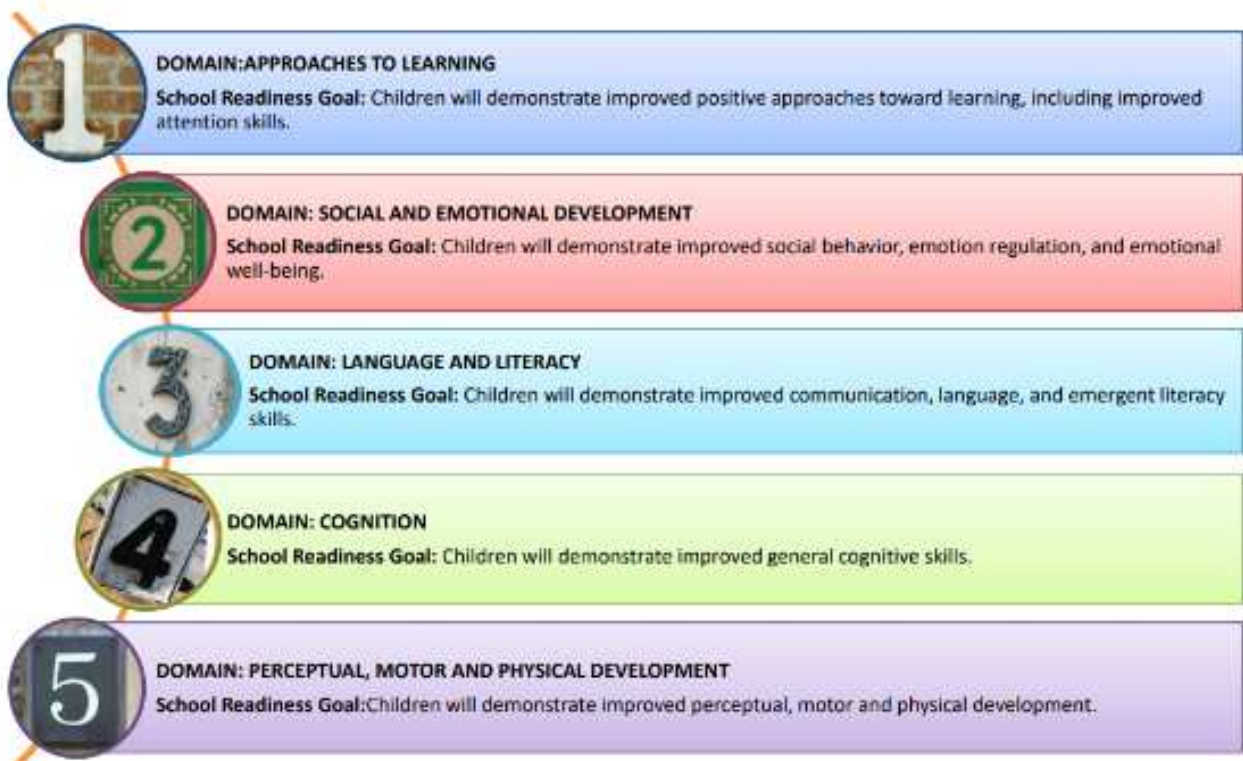
Parent Conferences/Home Visits

At least 4 times a year your child's teacher will meet with you to share information and plan their work for your child and your family.

1. At parent conferences, you can ask any questions that you might have about the DRDP (2015) results, your child's progress and an individualized plan is developed.
2. Talk with your child's teacher about what to expect for your child's development.
3. Make sure that your child's teacher knows about the adaptations your child uses every day.

CAPMC-MADERA MIGRANT HEAD START Stanislaus County Office of Education (SCOE)/Central California Migrant Head Start (CCMHS)

SCHOOL READINESS PLAN GOALS AND OBJECTIVES



Education Program

Curriculum

Head Start program utilizes the Frog Street curriculum; a comprehensive, research-based program that integrates instruction across developmental domains and early learning disciplines.

Head Start Utilizes the Creative Curriculum, a comprehensive, research-based curriculum that integrates instruction across all developmental domains and engages children encouraging self-discovery and continued interest.

Preschool Schedule

Breakfast
Brush Teeth / Free Play
Clean up time
Outside Play/Activities**
Wash Hands
Indoor Activities
Circle Time (stories & music)
Wash Hands
Lunch Time
Rest & Quiet Activities
Snack
Choice time
Dismissal

****On very rainy, snowy, or cold days we will plan outside time with indoor gross motor activities. Children will wear warm clothes, including coats, hats & mittens or gloves on cold or snowy days.**

Transition Activities

The program ensures that all families and children receive optimal services during transitions. Teachers complete a Child and Family Transition Plan for all children during the first days of attendance. Effective strategies will be utilized with children and families during times of transition. Activities will ensure a smooth transition to meet the child's individual needs. This process will include parent involvement and staff support, and parents will be supported in their role as their child's primary teacher and advocate.

Inclusion of all children

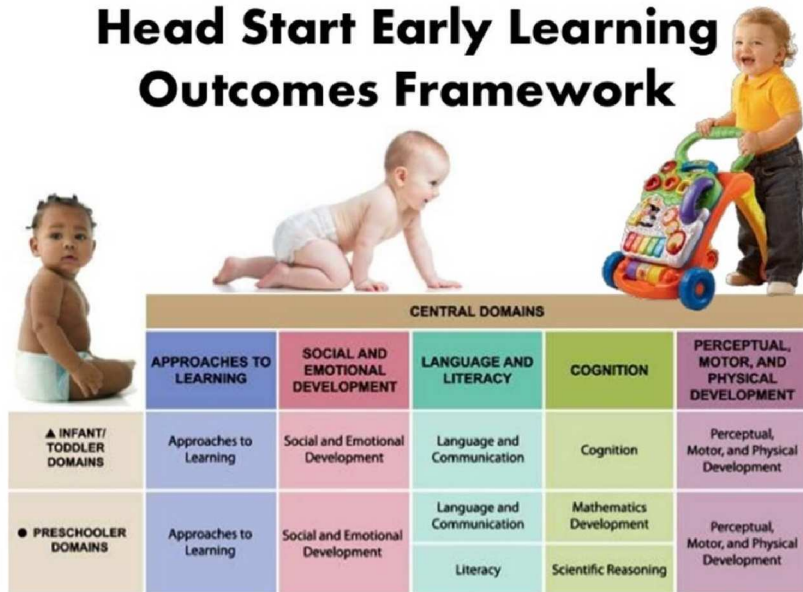
A critical aspect of best practice in early childhood education is the inclusion of all children. By incorporating the concept of Universal Design for Learning, The Creative Curriculum shows how to implement a high quality inclusive program. When teachers use this Curriculum, they support the learning of all children, including English-language learners, advanced learners, and those with disabilities and developmental delays. By providing a variety of formats for instruction, learning, and assessment, teachers offer children multiple ways of acquiring knowledge and skills.

Madera Head Start serves culturally and linguistically diverse children and families. In response, this agency implements strategies and practices that identify and support all children. For children who are dual language learners, the agency provides modifications, adaptations, and enhancements to ensure full access and effective participation in the daily learning experiences. These strategies and practices vary depending upon the type of educational setting and the particular language compositions (profiles) of the children and educators. The Plan Language Approach identifies the essential principles and strategies to be adopted by staff and supported by management in order to ensure that children enter kindergarten ready to learn.

PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

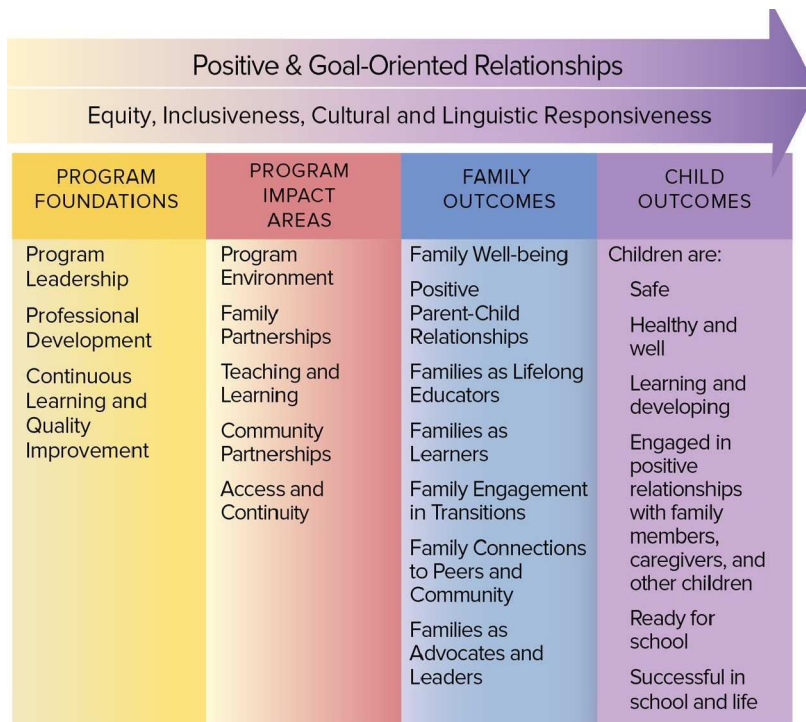
Education Program

Head Start Early Learning Outcomes Framework



The first five years of life is a time of wondrous and rapid development and learning. The Head Start Early Learning Outcomes Framework: Ages Birth to Five outlines and describes the skills, behaviors, and concepts that programs must foster in all children, including children who are dual language learners (DLLs) and children with disabilities.

PARENT, FAMILY, AND COMMUNITY ENGAGEMENT FRAMEWORK (PFCE)



Families play a critical role in helping their children be ready for school and for a lifetime of academic success. The Head Start Parent, Family, and Community Engagement Framework supports engaging families in children’s ongoing learning and development.

PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Disabilities Services

Our program maintains a nation-wide policy of open enrollment for all eligible children by encouraging “the inclusion of children with exceptional needs in an integrated setting”. Quality services for young children with exceptional needs must include several components such as a program design which addresses the unique learning style of a young child, a strong commitment to family involvement, interagency coordination and cooperation, on-going staff development and program evaluation. From identification to transition, we believe that effective intervention occurs only if a team approach is used.

Disability Service Area Objectives

1. Promote cooperation, coordination and collaboration between our program and the School Districts, Regional Centers, Children's Hospitals and other medical professionals.
2. To provide the least restrictive environment to children with exceptional needs by modifying the environment.
3. To work with Head Start children with disabilities based on their written individualized IFSP or IEP goals.
4. To encourage parents to be strong advocates for the rights of their children with exceptional needs.
5. To provide children with exceptional needs the same Head Start comprehensive services offered to children without special needs.

Developmental screening (Ages Stages Questionnaires 3 and Ages Stages Questionnaire Social Emotional 2) are completed every year for all children enrolled in the program. The screening includes the following areas: speech/language, gross & fine motor, personal social and cognitive. The developmental screening will give staff information about potential areas of concern and assist teachers in individualizing the curriculum.

Children under the age of 3 years old that have an IFSP and children older than 3 years old with an IEP for speech delays may receive services during program hours. Please assist us with your child's development by keeping us up updated with any changes pertaining to these documents.

All enrolled children have access to our mental health (behavior management) consultant services. All parents/guardians have regular opportunities to engage with the mental health consultant to discuss concerns about their child's behavior and receive immediate feedback.



PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Mental Health Services

Goals and Objective of the Mental Health Program

Children grow and develop rapidly during the preschool years. Our program is concerned with the total development of each child. The Mental Health portion of the program focuses on the promotion of positive self-worth, respect for individual differences, and the ability to develop appropriate social skills. Accomplishments in these areas will affect a child's ability to play, love, learn and work at home, school, and in other environments.

Our program seeks to help children become socially competent by implementing these Head Start Performance Standard objectives by utilizing the Ages & Stages Social Emotional screening & Conscious Discipline to:

- Enhance parent and staff's understanding of child growth and development.
- Support mental health activities by staff and parents which are matched to children's needs and abilities.
- Assist children with emotional, cognitive and social development.
- Provide services to maximize the full potential of children with disabilities or special needs.
- Ensure prevention and early identification of problems that may interfere with a child's development.
- Serve as a link for staff and parents in obtaining and/or providing counseling and other resources.
- To meet the Mental Health Objectives, our program has three areas of involvement; Prevention, Identification/Referral and Treatment.

Prevention Goals

- Enhance positive self-concept
- Building positive relationships between children, their peers and their teachers
- Develop coping skills to solve problems and manage stress

Identification and Referral

Early detection of problems is the focus of this area. Services to children and families include:

- Identification of possible problems through observation, screening and assessment
- Referral of children to a mental health professional when necessary with authorization from parent/guardian.

Treatment

Treatment can be recommended as part of the assessment so that a child and family can benefit from these services. A Positive Behavior Support plan will be developed with input from the family and teachers. This plan will include strategies provided by the Mental Health Consultant. Teaching staff will implement the Positive Behavior Support plan, individualize the curriculum based on amended goals and objectives and document progress in the child's file. The Disability Mental Health Specialist will monitor the child's progress.

Helping Children Make Good Choices

Our program uses a positive approach to discipline. Young children can be helped to make good choices and be redirected in a firm, loving manner. Children make good choices when:

- Their needs are being met.
- They have a consistent daily schedule, know what will happen next, have expectations with pictures to support understanding, and in a safe supervised environment.
- They have materials and equipment that are age appropriate and stimulating.
- Teachers utilize relationship-based practices.
- Staff will not utilize any inappropriate discipline methods, including:

*Time outs (Performance Standards 1304.52(h) (iii-iv))

*Using food as a punishment or reward (Performance Standards 1304.23(c)(2))

*Use of corporal punishment (State Licensing Sec. 101223)

Social Emotional Curriculum

The development of social skills is crucial to the success of children in public school. Our programs are implementing Conscious Discipline and the Social Emotional Teaching Pyramid strategies to teach our children social emotional skills that will promote school readiness. The Social Emotional Teaching Pyramid focuses on promoting the social emotional development and school readiness of young children birth to age 5 years old. Teaching Pyramid is a resource center that provides resources to teachers and parents. Visit the website at: <https://cainclusion.org/teachingpyramid/> Conscious Discipline is a research-based discipline approach that can organize classrooms around the concept of a School Family. Each member of the family-both adult and child-learns the skills needed to successfully manage life tasks such as learning, self-regulating, forming relationships, communicating effectively, being sensitive to others' needs and getting along with others. Visit the website at <https://consciousdiscipline.com>

PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

Mental Health Services

Our program prohibits or severely limits the use of suspension and expulsion. Children will not be unenrolled or expelled based solely on their behavior. Temporary suspensions for behavior will only be used as a last resort in unusual situations where there is a serious threat that doesn't improve through reasonable modifications.

If a temporary suspension is deemed necessary, the program will help the child return to full participation in all program activities as quickly as possible while ensuring child safety by continuing to work with the parents and a mental health consultant, and continuing to utilize appropriate community resources.

Our program affirms that all children are entitled to a safe environment. In cases where a child continues to use inappropriate behavior, even after staff has provided redirection, the following will take place:

Step 1: Parent will be notified by the teacher of all incidents involving their child in relation to aggressive behavior. Aggressive behavior is defined as deliberate, repeated and uncontrolled attacks on others physically or verbally. The child's parent will be encouraged to use positive methods of child guidance. Staff will develop a plan/strategy and encourage parent's support at home. The parent-teacher contact will be recorded.

Step 2: If a child continues to physically hurt others or display destructive behaviors, the teacher will submit a Child Concern Form and then schedule a Child Success Team meeting once the Disabilities/Mental Health Specialist has indicated what steps to take next. This meeting with the parent is to formally discuss behavioral concerns, discuss referral options, and if warranted, have parent sign the Concern Form, and together will identify other social emotional strategies that can be used both at school and at home.

If the child has an Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP), the program will consult with the agency responsible for the IFSP or IEP to ensure that the child receives support services as needed. This may require additional special education assessments.

Step 3: It may be determined that a Mental Health Consultant will conduct an observation on the child with parental permission. Further referrals to an appropriate agency and/or outside consultant may be made. During a scheduled meeting between parent(s) and teaching staff, a positive Behavior Support Plan will be developed for children with extreme behavior challenges, to be used by all adults that support the child (home/classroom). At this level it is crucial that parents/guardians participate to address safety concerns.

Step 4: Other Child Success Team meetings may take place as needed to identify progress or lack thereof. Other strategies may be offered to try in the classroom and at home.

Step 5: If the behavior continues and none of the actions previously taken have improved, an interdisciplinary meeting will be scheduled to determine if the program can adequately meet the needs of the child. A schedule modification may take place and as a last resort a determination of the continuation of our program services will be made by the Multi-disciplinary team and Program Director based on the following factors:

- *The child is of danger to him/herself or to others;
- *Lack of parent participation in the implementation of the Positive Behavior Support Plan.
- *There is sufficient documentation to reflect the implementation of behavior policy and that every attempt has been made to modify the behavior problem.

If it is determined that the child's continued enrollment presents a serious safety threat, the program may determine it is not the most appropriate placement for the child. The program will work to support the transition of the child to a more appropriate placement.

If CAPMC deems it necessary to suspend or expel a child, the parent or guardian has the right to file an appeal of the action directly with the following departments no later than 14 calendar days after the receipt of notice to:

California Department of Social Services
Child Care and Development Division
Att: Appeals Coordinator
744 P Street, MS 9-8-351
Sacramento, CA 95814
Phone 1(833) 559-2417
Fax: (916) 654-1048
Email: CCDDAppeals@dss.ca.gov

SELECTION & ENROLLMENT PROCESS

Waiting List

The program has limited openings for eligible families. The first step to access center-based program services is to be placed on our waiting list. Families must qualify for both Head Start and State Programs to be eligible for enrollment. Children with disabilities are encouraged to apply.

Head Start Selection Criteria

A family wishing to enroll their children in the Migrant/Seasonal Head Start Program must meet all four of the following requirements:

1. Age: Children must be under the age of compulsory school attendance.
2. Migrant Status: The family must have moved during the past twenty four months for the purpose of engaging in agricultural employment.
3. Source of Income: More than 50% of the earned family income during the previous 12 months was earned from seasonal agricultural work.
4. Income Level: The gross family income during the past 12 months or calendar year is at or below the Federal Poverty Income Guidelines.

Agricultural work means, for the purpose of eligibility, all service performed:

- on a farm or ranch, in the employment of any person, in connection with cultivating the soil, or in connection with the production or processing of any agricultural or horticultural commodity, including the raising, shearing, feeding, caring for, training, and management of livestock, bees, poultry, and fur-bearing animals and wildlife;
- in the employment of the operator of a farm or ranch, in connection with the operation, management, conservation, improvement, or maintenance of such farm and its tools and equipment including irrigation, or in salvaging timber (forestry) or clearing land of brush and other debris left by a hurricane or similar environment event.
- in the employment of the operator of a farm or ranch in handling, planting, drying, packing, packaging, processing, freezing, canning, grading, storing, or delivering to storage or to market or to a carrier for transportation to market, in its unmanufactured, or unprocessed state, any agricultural or horticultural commodity.

The definition of agricultural work shall be deemed to be applicable with respect to service performed in connection with any agricultural, horticultural, viticulture, or apiculture commodity or steps thereof prior to its delivery to a terminal market for distribution for consumption; or on a farm or ranch operated for profit as long as such service is in the course of the employer's trade or business or is domestic service in a private home of the employer. As used in this subsection, the term "farm" includes stock, the raising, feeding and management of livestock, dairy, poultry, fishing, mollusks, and insects, including but not limited to herding, housing, hatching, milking, shearing, handling eggs, and extracting honey; fruit, fur-bearing animal, and truck farms, plantations, ranches, nurseries, wineries, ranges, greenhouses or other similar structures used primarily for the raising of agricultural or horticultural commodities, and orchards.

State Admission Priorities

When an opening is available, we access the waiting list and contact families based on the following program admission priorities:

- First: Child protective services, or at-risk of abuse, neglect or exploitation
- Second: Admission priority based on adjusted gross monthly income & family size.

When multiple families are within the same ranking.

1. Child with Exceptional needs within same ranking is admitted first.
2. If number 1 is not applicable, then the child who is Dual Language within the same ranking should be admitted first.
3. If number 1 nor 2 are applicable, then the child with the oldest application date is admitted first.



SELECTION & ENROLLMENT PROCESS

Ways to Apply

Step 1: Contact us

Call: (559) 675-8425 or 559-675-9137

Step 2: Complete Application Packet and submit documentation

Complete forms, gather documents listed on the checklist.

Once you gather documents, schedule an appointment with the Advocate by calling her at the site of preference

Within 2 weeks of being contacted by the program, the parent must make contact with the program to schedule an appointment to begin an application to apply for this enrollment period.

The Advocate will review the packet and contact you to complete your Head Start application. You will now be on the eligibility list.

Step 3: Verify Eligibility

Attend in person appointment at the preferred center location. Please note that you will be turned away and reschedule if your packet/information is not complete at the time of your appointment.

When an opening occurs: The advocate will contact you to collect any updated eligibility documentation and have you sign your State application.

Family Data File

A family data file is maintained for each family receiving services. When a child's residence alternates between the homes of separated or divorced parents, eligibility must be determined separately for each household in which the child is residing during the time services are needed.

Sign In/Out

It is a Head Start and Licensing requirement that children **MUST** be sign in and out every day by an authorized adult. The following process must take place daily:

- An authorized adult must sign their full legal signature and document the time the child is dropped off.
- The authorized adult dropping off the child **MUST** be listed on the emergency card.
- When child is picked up, authorized adult must again sign their full legal signature and document time child is being picked up.
- The authorized adult must provide a contact/emergency number if different from number on emergency card.
- When another person is picking up a child, the person's name **MUST** appear on the emergency card. The individual being assigned to pick up a child must provide valid picture identification. If the person is not on the emergency card or is unable to provide identification, the child will not be release until the parent, guardian or designee comes to pick up the child.

If the authorized adult fails to sign-in the child and an emergency happens, Child Protective Services will be notified. They will make the decision for the child as to how to proceed with the emergency and therefore, the program is not authorized to assist the child.

Anyone authorized to drop off or pick up a child from the center, other than the parent, must be at least 18 year old. Teaching staff reserves the right to request identification to verify the age of the individual.

In addition, our programs have established a safeguard to the children enrolled in the program. If anyone who comes to pick up a child seems to be under the influence of drugs or alcohol, the child will not be release to that individual/parent. In addition, He our staff will contact law enforcement.

REGISTRATION PROCESS AND ELIGIBILITY

To be eligible to receive subsidized childcare and development services, families must meet the income eligibility and need requirements as specified in the Funding Terms and Conditions and Head Start Performance Standards. The child must also meet the age criteria for which the center is licensed. The Funding Terms and Conditions and Head Start Performance Standards are available for review at each center.

Priorities for Admission

If there are no vacancies in the program, families will be placed on a waiting list. As vacancies occur families will be contacted by income ranking order according to the following priorities:

Head Start

First priority must be given to children that have been identified at risk of abuse, neglect, or exploitation or who are receiving child protective services in accordance with the California Code of Regulations, Title 5, Section 18092.

Second priority must be given to children from families that meet Head Start income guidelines, in income ranking order based on the most recent income ranking schedule adopted by the State Superintendent of Public Instruction.

Third priority must be given to children from eligible families that meet applicable Head Start priorities as stipulated in the Eligibility, Recruitment, Selection, Enrollment, and Attendance requirements (45 C.F.R. Part 1305).

Children of migrant agricultural worker families shall be enrolled in Migrant Child Care and Development Program on the basis of the following priorities:

STATE

- **First: Current Move** (moved within 12 months preceding) Within each income ranking prioritize as follows:
 1. Exceptional needs or severely disabled
 2. Dual Language Learners
 3. Entry with oldest application date
- **Second: Former Move** (qualified under 1st priority in past 5 years & is currently dependent on agricultural work) Within each income ranking prioritized as follows:
 1. Exceptional needs or severely disabled
 2. Dual Language Learners
 3. Entry with oldest application date
- **Third: No Move:** (Family resides in rural agricultural area) Within each income ranking priorities as follows:
 1. Exceptional needs or severely disabled
 2. Dual Language Learners
 3. Entry with oldest application date

Family Member Requirement

Verification of the parents and the names, gender, and birthdates of the children identified in the family size that link the child to the parent/guardian. Documentation may include:

- Birth certificates
- Court orders regarding child custody
- Adoption documents
- Records of Foster Care placements
- School or medical records
- County welfare department records

Types of Eligibility

- A current aid recipient
- Income eligible
- Experiencing homeless
- One whose child(ren) are recipients of protective services, or whose child(ren) have been identified as being abused, neglected, or exploited, or at risk of being abused, neglected, or exploited.

REGISTRATION PROCESS AND ELIGIBILITY

Income Requirement

Income will be calculated based on the previous 12 months – the 12 months will be based on when the enrollment application is taken. Family must have earned at least fifty percent of its total gross income from employment in fishing, agriculture, or agriculturally related work. Verification of all gross income earned from the past 12 months for each adult counted in the family size is required. Income documentation may include:

- Employee wage stubs
- Cash Aid and other benefits (statement or Passport to Services of Cash Aid and other benefits received, itemized by the months)
- Public Cash Assistance
- Child support received and/or paid out
- Disability or Unemployment Compensation
- Gross Income from Self-Employment (minus business expenses, except wage draws)
- Workers Compensation
- Spousal Support
- Survivor Benefits
- Retirement Benefits
- Dividends, interest on bonds, income from estates or trust, net rental income or royalties
- Rent for Room within the Family's Residence

- CalWORKs/Medi-Cal
- CalFresh/California Food Assistance Program
- California Special Supplemental Nutrition
- Program for Women, Infants, and Children (WIC)
- Financial Aid received for the care of a child living with an adult who is not the child's biological or adoptive parent
- Veteran's Pension
- Pensions or Annuities
- Inheritance
- Allowances for Housing
- Portion of Student Grants/Scholarships not identified for educational purposes as tuition, books or supplies
- Social security pay document
- Other Enterprise For Gain
- Unemployment award letter/stubs
- Employee payroll summary from your employer
- For self-employed parents-copies of your tax returns, receipt for services, documentation of deductions etc.

To calculate a family's adjusted monthly income for purposes of determining income eligibility and/or calculation a family fee:

- a. Weekly for 52 pay periods;
- b. Every two weeks for 26 pay periods;
- c. Twice monthly for 24 pay periods; or
- d. Monthly for 12 pay periods.

When a family experiences income fluctuation, the adjusted monthly income shall be determined by averaging the total countable income from at least two months, as applicable based on the income provided, to determine average adjusted monthly income for purposes of determining income eligibility or calculating a family fee. A family may choose to provide up to the 12 preceding months of income if the additional time of income provided contributes to an affirmative eligibility determination and or reduced applicable family fee.

Note: If the family is receiving services because the child is at risk of abuse, neglect, or exploitation or receiving child protective services and the written referral specifies that it is necessary to exempt the family from paying a fee, then the parent will not be required to provide documentation of income.

We will not collect your packet application without the complete income documentation.

REGISTRATION PROCESS AND ELIGIBILITY

Need Requirement

In addition to meeting the income requirement, every adult counted in the family size must have a need for services. A family has a need for services when they meet one of the following criteria: Employed, actively seeking employment, participating in a vocational training or education program to attain High School diploma or High School equivalency certificate, engaged in an English language learners' course, be incapacitated, seeking permanent housing or experiencing homelessness, be at-risk of abuse, neglect or exploitation, or have an active child protective service case.

Need documentation requirements are as follows:

Employed

Parents/Guardians who are employed must submit an Employment Verification form completed and signed by the employer, payroll clerk, or authorized representative.

If self-employed, a Self-Employment Verification form must be completed. The nature of the work must preclude the supervision of your children.

Parents/Guardians who are employed by a temporary agency, who are "on-call," do pick-up work or whose work schedule is not predictable must submit records regarding the time worked in the preceding 4 weeks. If the parent's/guardian's employment is in the family's home or on property that includes the family's home, the parent must provide justification for requesting subsidized childcare and development services based on the type of work being done and its requirements, the age of the family's child for whom services are sought.

If the parent/guardian is a licensed family day care home provider, he/she is not eligible for subsidized services during the parent's/guardian's business hours because the employment does not preclude the supervision of the family's child.

Travel time to and from the location at which services are provided and the place of employment cannot exceed half of the daily hours authorized for employment to a maximum of four hours per day. If the parent/guardian is employed anytime between 10:00 p.m. and 6:00 a.m., sleep time cannot exceed the number of hours authorized for employment and travel between those hours.



REGISTRATION PROCESS AND ELIGIBILITY

Vocational Training or Education Program

Parents/Guardians in a vocational training program leading directly to a recognized trade, paraprofessional, or profession, shall be limited to six years of enrollment from the initiation of services, or 24 semester units after attaining a Bachelor of Arts Degree, whichever expires first.

1. Parents/Guardians must have on file a Training Verification form from the sponsoring agent/school regarding the type of training and the number of hours per week during which the training takes place. Training verifications will only be accepted if they contain the following:
 - a. The parent's/guardian's vocational goal and anticipated completion dates of all training to meet the vocational goal are clearly stated
 - b. The beginning and ending dates of the current semester/term are clearly stated the training schedule, including the course titles, times and days of classes, is filled out completely and properly
 - c. Signature of the parent/guardian, and the signature and stamp of the school seal by the agency/school registrar/program director
2. If the training institution will not complete the training verification, then the following documentation is required:
 - a. Parent/Guardian completes and signs the Training Verification as outlined in Section 1, leaving the "signature and stamp of registrar of school organization"
 - b. Attach an electronic class schedule printout with the current class schedule, with course titles, days and times of each class or
 - c. Attach an official letter signed and stamped from the training organization that states name of school, date training will begin/end and anticipated completion date for training/education
3. Report cards, transcripts or other records must be provided to document adequate progress. Documentation will be reviewed and monitored for ongoing eligibility for services based on vocational training programs at re-certification. Parent/guardian must earn 2.0 GPA or in a non-graded program, pass the program's requirements in at least 50 percent of the classes. The first time the parent/guardian does not make adequate progress the parent/guardian may be recertified and may continue to receive ongoing services. If adequate progress is not made at the conclusion of this eligibility period, services for this purpose shall be discontinued.
 - a. Online or televised instructional classes that are unit bearing classes from an accredited training institution shall be counted as class time at one hour per week for each unit. The parent/guardian must provide a copy of the syllabus or other class documentation and the Web address of the online program. The accrediting body of the training institution shall be those recognized by the United States Department of Education
 - b. Travel time to and from the location at which services are provided and the training location cannot exceed half of the weekly hours authorized for training to a maximum of four hours per day
 - c. Study time may be granted for two hours per week per academic unit in which the parent/guardian is enrolled

Engaged in English Language Learners Courses or Attain High School Diploma or High School Equivalency Certificate

Parents engaged in an educational program for English Language Learners (ELL) or a program to attain a high school diploma or general educational development (GED) certificate (which is now referred to in law as a High School Equivalency (HSE) certificate) must have an Educational Program Verification form on file for the agency/school attending including the type of training and days/hours during which the training takes place. Educational Program Verification will only be accepted if they contain the following:

1. The beginning and ending dates of the current semester/term are clearly stated
2. An electronic class schedule printout or a written training schedule that includes the course titles, times and days of classes
3. Signature of the parent/guardian and the signature or stamp of the school seal by the agency/school registrar/program
4. Director will be required if an electronic class schedule is not available.

Actively Seeking Employment

Parents/Guardians must submit a Request to Actively Seek Employment form. Actively seeking employment is limited to no more than five days per week and for less than 30 hours per week.

REGISTRATION PROCESS AND ELIGIBILITY

Incapacitation

- An adult counted in the family size may be incapacitated. Verification by a legally qualified professional must be provided on a Statement of Incapacity form (CD-9606). The form must be completed and submitted before subsidized child care services may begin. Child care and development services shall not exceed 50 hours per week.

At-Risk or Child Protective Services Families

- Children at-risk of abuse, neglect, or exploitation, and referred from a child welfare service worker or a legally qualified professional in a legal, medical, social services agency, or an emergency shelter may receive child care and development services. The written referral must be dated within six (6) months of the date of application for services.
- Children receiving child protective services (CPS) through the county welfare department may receive child care and development services if referred by a county child welfare service worker. The referral must stipulate that child care and development services are a necessary component of the child protective services plan. The referral must be dated within six (6) months of the date of application for services.

Both At-Risk and CPS written referrals for families/children must contain each of the following items:

1. The name and birth date of each child being referred for service
2. The frequency of needed child care services (number of days per week and number of hours per day child care is needed for each child)
3. The referral must be written on the referring agency's letterhead
4. The probable duration of the child protective service plan or the at-risk situation, and the need for child care and development services
5. The name, business address, telephone number, license number and signature of the "legally qualified professional" who is making the referral
6. For CPS- A referral letter by a county child welfare service worker from the local county welfare department certifying that the child is receiving child protective services, and child care and development services are a necessary component of the child protective services case plan
7. For At-Risk- A referral letter by a legally qualified professional from a legal, medical, or social service agency, or an emergency shelter certifying that the family is at-risk of abuse, neglect, or exploitation and child care and development services are needed to reduce or eliminate that risk

Seeking Permanent Housing

Child care and development services are limited to no more than 5 days per week and for less than 30 hours per week. Parent/Guardian must submit a Request to Seek Permanent Housing form. If the family is residing in a shelter, services may also be provided while the parent/guardian attends appointments or activities necessary to comply with shelter participation requirements.

Homelessness

The family must submit a written referral from an emergency shelter or other legal, medical or social services agency.

Documentation of Child's Exceptional Needs

For children with exceptional needs, the basic data file will contain the following:

1. Active Individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP) developed by IEP Team.
2. Include information as specified in Education Code Section 56026 and Title 5 California Code of Regulations, Section 3030 and 3031.

Duration of Service Requirement

Once the family has met the eligibility and need requirements, the family is eligible for childcare and development services for not less than twenty-four (24) months.

Exceptions:

- Families who are certified as income eligible & during their certification period, their income exceeds 85% of the state median income as notified at the time of certification and recertification.
- Families who do not follow agency policy (Attendance policy, delinquent fees, etc.....)

REGISTRATION PROCESS AND ELIGIBILITY

Verifying Ongoing Eligibility

Recertification of eligibility is required at least one each fiscal year not to exceed a year and a day of certified services. Families will be required to provide documentation to support ongoing eligibility and need for services and will be notified in advance of the recertification date.

Change in Service Level

Parents may voluntarily report changes by submitting a Request to Change Services Form. The form must contain the requested change with the days and hours per day requested of care, effective date of the proposed change, acknowledgment that the parent understands that they may retain their current service level and support documentation. Changes can only be approved if funding is available. Notice to approve and/or deny changes will be issued not later than ten (10) business days after receipt of applicable. Changes in service level include:

- Increase days and/or hours of care
- Change in Income over 85%
- Vacation of parent or child

Please notify staff within five (5) calendar days of your address or telephone number changing to ensure we always have accurate contact information.

Family Disenrollment

When a family chooses to disenroll from the program, it is required that they notify the program in writing at least two (2) weeks in advance of the last day of attendance.

The program may deny services or disenroll a family for any of the following reasons, which include, but are not limited to:

- a. Non-compliance of the program policies
- b. Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive. This includes the following:
 - *Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or an increase in benefits, or to avoid a reduction of benefits.
 - *Knowingly, and with intent, fails to disclose a fact which, if disclosed, could result in denial, reduction, or discontinuance of benefits
 - *Knowingly accepts benefits that the individual is not entitled to or are greater than what the individual is entitled.
- c. Abandonment of Care starts after 7 consecutive days of no contact from families Abandoned childcare for seven (7) consecutive days without notice. The - program does not allow families to be enrolled in the program if they are not using child care unless a gap in service has previously been approved. CAPMC shall issue a notice of action to disenroll the family on the basis of abandonment of care when there has been no communication with the program for a total of 30 consecutive calendar days.
- d. Failure to adhere to Child Attendance Plan
- e. Failure to provide current and correct information at the time of certification or recertification
- f. Failure to use certified care as agreed upon between the parent and the program
- g. Delinquency in the payment of family fees
- h. Family income exceeds the maximum income guidelines
 - i. Failure to keep appointments
 - j. Unavailability of program funds
- k. Violation of the Safe School policy. Our office and child care facilities are alcohol, drug and weapon free zones

In accordance with CDSS, CCD, Child Care and Development Division guidelines, families will be mailed a Notice of Action at least nineteen (19) days prior to disenrollment from the program.

Those families who are disenrolled for not following the programs policies shall be placed on a one (1) year penalty period during which the family shall not be eligible for services. The penalty period shall start from the termination effective date included in the Notice of Action. This penalty does not apply to families who have discontinued services by their own request.

PARTICIPANT QUALIFICATION & CONDITIONS

Family Fee Policy

Enrollment in this collaboration program requires parents to follow both Head Start and State requirements. Head Start does not require parents to pay a fee; however, California Department of Social Services, Child Care and Development (CDSS, CCD) may. When a family's income falls above a certain range and is enrolled in a program requiring a need, the family will be required to pay a family fee. Family fees are charged and collected in accordance with CDSS, CCD regulations. A family fee is based on the level of adjusted gross monthly family income and family size.

Fee Assessment

A family whose income falls within a certain range will be required to pay a family fee. Family fees are charged and collected in accordance with California Department of Social Services, Child Care and Development (CDSS, CCD) regulations. A family fee is based on the level of adjusted gross monthly family income and family size. The family fee is assessed per family, not per individual child.

The fee is based on the child using the most hours of care per month. A part-time fee is assessed per month if childcare is less than 130 hours per month. A full-time fee is assessed per month if childcare is 130 hours or more per month.

Fees will be assessed for families with unpredictable or variable income based upon the average income of the verified income source(s) from at least two (2) months or if the family chooses, up to 12 preceding months of income.

In the event that a family no longer has a fee or is terminated from the program resulting in a family fee credit, a refund will be issued within ninety (90) calendar days.

Exclusions from Fee Assessment

No fees shall be collected from families with an income level that, in relation to family size, is less than the first entry in the fee schedule or if any individual counted in the family size is currently receiving CalWORKS cash aid. Families receiving services because the child is at risk of abuse, neglect or exploitation, may be exempt from paying fees for up to twelve (12) months if the referral specifies that it is necessary to waive the family fee. Families receiving services because the child is receiving protective services may be exempt from paying fees for up to twelve (12) months if the referral specifies that it is necessary to waive the family from paying a fee.

Credit for Fees Paid to Other Service Providers

When the childcare and development program cannot meet all of a family's needs for childcare for which eligibility and need have been established, and services are being provided by another service provider, a fee credit equal to the amount paid to the other provider may be granted not to exceed the fee amount due for the same month. A receipt of payment or canceled check to the other service provider must be submitted on a monthly basis. The parent/guardian must pay any difference. The credit will be applied to the family's subsequent fee billing period. The family may not carry over a fee credit beyond the subsequent fee billing period.

Policy for Collection of Fees

Family fees are accrued monthly and are to be paid in advance of service. They are due on the last business day of each month, prior to service. Fees will be considered delinquent if not paid prior to the seventh day of services in any payment period. Payments are payable in the form of check or money order (Cash will not be accepted).

Upon determination of delinquent fees, the family will be mailed a written Notice of Delinquent Fees to discontinue services. It will state the amount of unpaid fees, the monthly fee, and the period of delinquency.

- **First Delinquent Fee:** If delinquent fees are paid by the effective date of the Notice of Action, the notice to disenroll will be rescinded. If the fees are unpaid, services will be discontinued.
- **Second Delinquent Fee:** If fees are delinquent a second time, the parent will be required to attend a meeting with their ERSEA Specialist to review the family fee policy and must pay delinquent fees by the effective date for the termination to be rescinded. If the fees remain unpaid and parent does not attend a meeting, services will be discontinued as of the effective date of the Notice of Action.

PARTICIPANT QUALIFICATION & CONDITIONS

- **Third Delinquent Fee:** If fees are delinquent a third time, the termination will stand. If the parent/guardian disagrees with the agencies action, they may appeal the notice to disenroll.

For information on how to submit a request for an appeal hearing, see “Notice of Action Complaints - Fair Hearing/Appeal” within this handbook.

The family shall be ineligible for childcare and development services until all delinquent fees are paid. A reasonable request for a payment plan from the parent/guardian for payment of delinquent fees may be accepted but may be limited to three (3) months.

Families on a payment plan must stay current with their current month’s fees and make additional payments for past due amounts as agreed upon in the payment plan.

To promote the continuity of childcare and development services, a family that no longer meets a particular program’s income, eligibility or need criteria may have their services continued if the contractor is able to transfer that family’s enrollment to another program for which the family continues to be eligible prior to the date of disenrollment of services. The transfer of enrollment may be to another program within the same contracting agency or to another agency that administers state or federally funded childcare and development programs.

Note: If a family does not receive a bill, they are still responsible to pay their family fee on time.

COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET

Countable Income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.	Non-Countable Income is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.
<ol style="list-style-type: none"> 1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings 2. Wages for migrant, agricultural, or seasonal work 3. CalWORKs cash aid 4. Gross income from self-employment less business expenses with the exception of wage draws 5. Disability or unemployment compensation 6. Worker’s compensation 7. Spousal support, child support from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support 8. Survivor (i.e., SSA) and retirement benefits 9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties 10. Rent for room within the family’s residence 11. Financial assistance received for the care of a child living with an adult who is not the child’s biological or adoptive parent 12. Veteran’s pension 13. Pension or annuities 14. Inheritance 15. Allowances for housing or automobiles provided as part of compensation 16. Insurance or court settlements for lost wages or punitive damages 17. Net proceeds from the sale of real property, stocks or inherited property 18. Other enterprise for gain 	<ol style="list-style-type: none"> 1. Earnings of child under eighteen (18) years 2. Loans 3. Grants or scholarships to students for educational purposes 4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance 5. Earned Income Tax Credit or tax refund 6. Foster care grants, payment or clothing allowances for children placed through child welfare services 7. Relative Caregiver Funding Program 8. California Guaranteed Income Pilot Program 9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay 10. Adoption assistance payments 11. Non-cash assistance or gifts 12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits 13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages 14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging 15. Business expenses for self-employed family members 16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay 17. Disaster relief grants or payments, except any portion for rental assistance or unemployment 18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants

Note: Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family’s countable income

ELIGIBILITY, RECRUITMENT, SELECTION, ENROLLMENT, ATTENDANCE (ERSEA)

ATTENDANCE AND ABSENCES


Your child's regular attendance is very important not only to assure a continuous educational program but also to assure the program meets the attendance percentage required by the grantee. We encourage parents to bring their children daily and maintain regular attendance unless the child is ill.

- If your child is ill or any other emergency occurs, contact your child's teacher within one hour of the program's start time.
- After TWO (2) consecutive absences without parent contact, the advocate may conduct a home visit or make other direct contact with a child's parents.
- After THREE (3) unexcused absences without contact from parents, the child will be dropped from the program and placed back on the waiting list.
- When a child has accumulated, FOUR (4) absences whether excused or unexcused a letter on attendance concerns will be issued to the parent letting them know that the child is at risk of missing ten percent of program instruction.
- Staff will make every effort to support families to promote the children regular attendance by providing support and resources as needed. Staff will keep documentation of children's absences and parent contacts in the child's file.
- When a child has accumulated SIX (6) or more absences whether excused or unexcused. Center Director with the advocate and family will develop a plan to ensure children maintain regular attendance, beginning immediately. If no improvement in attendance occurs and absences exceed the numbers of best interest days (limit 10), staff will make a determination whether to continue providing services or referring child to another program that best meets the needs of the family. Staff understands that each case is unique and as such each case will be discussed and evaluated before any determination is made.
- The ERSEA Specialist in consensus with the Head Start Director will have the authority to formally drop a child when absenteeism has not been resolved. If services are terminated, the family will be provided with resources/referrals to other preschool services.

****NOTE – A child who is ill and has been out for 3 days may need a doctor's note – this will be determined on a case-by-case basis. The Center Director and ERSEA Content Specialist will discuss and determine if a doctor's note is required.**


ATTEND TODAY, ACHIEVE TOMORROW

GOOD SCHOOL ATTENDANCE MEANS...



PRESCHOOLERS build skills and develop good habits for showing up on time	ELEMENTARY STUDENTS read well by the end of third grade	HIGH SCHOOLERS stay on track for graduation	COLLEGE STUDENTS earn their degrees	WORKERS succeed in their jobs
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Too many absences—excused or unexcused—can keep students from succeeding in school and in life. How many are too many? 10% of the school year—that's 18 missed days or 2 days a month—can knock students off track.



Attendance Works
Assuring Student Success By Reducing Chronic Absence
www.attendanceworks.org



POLICIES

Standards of Conduct - All Adults

All parents, guardians, and all other adults present at the center will follow the Standards of Conduct. These standards must be followed during all interactions.

The Standards of Conduct are as follows:

1. Remember that the decisions made and actions taken benefit the children that are served;
2. Be courteous;
3. Maintain order;
4. Show respect of others;
5. Take responsibility for your own actions;
6. Be punctual; and
7. Communicate effectively

Code of Ethical Conduct

As a staff or parent/guardian of a child enrolled with CAPMC I certify that while present at the program I will demonstrate that:

- I respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
- I will follow program confidentiality policies concerning information about children, families, and other staff members.
- I will not leave a child alone or unsupervised while under my care; and
- I will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, I will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

Our program parent/guardian violating the Standards and/or Code of Ethical Conduct may be prohibited from being

Child Supervision

Supervision is everyone's responsibility, so in addition to our staff, parents must also use active supervision techniques to ensure our environments are safe.

Staff /Providers will:

- Actively ensure that our environments are safe and no child will be left alone or unsupervised at any time.
- Develop a Child Active Supervision Plan which describes how staff actively ensures that our environments are safe and that children are actively supervised. Elements include
 - *Arrival//Departure
 - *Restroom Planning/Diapering
 - *Indoor/Outdoor Transition
 - *Meal & Nap Times
 - *Zoning & Child Counts
 - *Plans for children needing extra support
- Participate in training and monitoring support compliance

Parents will:

- Ensure gate and door is closed and secured
- Follow the no Cell Phone policy when dropping off/picking-up your child. Cell phones can be distracting. Give your child your undivided attention.
- Ensure your child is signed in and out every day with your full legal signature and exact time
- Hold your child's hand in the road and parking lot
- Encourage children to follow safety rules
- Report safety and supervision concerns to staff immediately

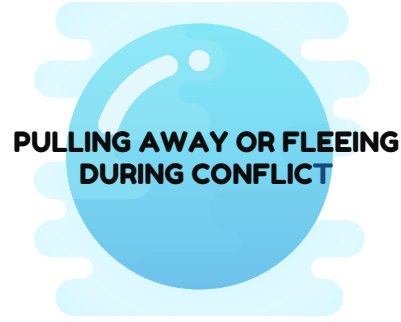
Children will:

- Follow safety rules
- Always stay with an adult
- Help keep self and others safe

UNDERSTANDING ACTIVE SUPERVISION & CHILD SAFETY

WE WILL ASK YOU:

- Has your child ever engaged in the following child safety concern behaviors?



YOU CAN ASK US: HOW DO I KNOW WHEN TO SAY "YES" TO A CHILD SAFETY CONCERN?

- Running away from caregivers, hiding, and fleeing from conflict are all part of the developmental process and for most young children, these types of behaviors are developmentally appropriate behaviors.

YOU SHOULD KNOW: WHAT IS DEVELOPMENTALLY APPROPRIATE?

- Children ages 0-5 years old are all working on their social emotional development and self-regulation skills at different levels, depending on their age and individual circumstances. Through relationships with a modeling from their caregivers children are learning how to:
 - listen and understand language
 - communicate and express themselves
 - name and identify their feelings
 - regulate their feelings and behavior
 - problem solve
 - socialize with other children
 - cope with and resolve conflict
 - keep themselves and others safe



Child safety concerns arise when a child struggles to learn or has never been taught these skills before and then engages in unsafe behaviors as a result.

POLICIES

UNDERSTANDING ACTIVE SUPERVISION & CHILD SAFETY



If you can check the box below any of these three behaviors, you should mark "Yes" to Child Safety Concerns on your child's Getting to Know You form

- **WANDERING/ELOPEMENT** - Wandering, also called elopement, refers to when a child leaves a safe area or a responsible caregiver. This typically includes situations where the child may be injured or harmed as a result.
- **HIDING**- Hide and seek is a normal part of childhood. However, hiding becomes a concern when a child can't be found for an extended period of time and doesn't respond when their name is called or to an adult's verbal prompts for discovery.
- **PULLING AWAY OR FLEEING DURING CONFLICT** - When a child pulls away and flees from conflict with adults or peers and runs away to an unsafe, unsupervised location or does not stop when an adult calls for them or comes after them, this type of behavior can put a child in danger and is considered unsafe.

WHY SHARING THIS INFORMATION WITH YOUR CHILD'S TEACHERS IS IMPORTANT

Our main priority when you entrust your child to our care is that we keep them safe. Knowing about these types of incidences helps us know how best support your child to teach them and keep them safe.

It is a performance standard of the Head Start program and a childcare licensing requirement that all of our staff ensure that a child is never left unsupervised or alone at any time. Our staff are thoroughly trained in providing active supervision of your children at all times.

In all of our early childhood classrooms and outdoor environments, we have implemented multiple active supervision and safety systems that ensure that your child is seen, heard, and kept safety at all times:

- meaningful teacher-child interactions and guided play experiences
- individualized child goals and behavior support that are planned specifically for your child.
- high-quality learning environments with developmentally appropriate and safe furniture, equipment, and materials
- frequent scanning, counting, & documenting of children in attendance
- locks & latches on doors, gates, and cupboards are secured and closed.



For more information about how to keep your children safe while they are at school, please contact your Center Director or Family Advocate at your center.

No Siblings Allowed in the Classroom

The agency's center license restricts the number of children in the center. All children in the centers must be enrolled in the program. Children not enrolled in the program are not permitted to visit the center or classroom.

The Adult Role in the Classroom

Adults model behavior for children by setting up appropriate environments and guidance techniques. The adult role is to facilitate learning. Children learn when they are given opportunities to problem solved and are encouraged in their efforts. You are a role model!

Adult Immunization Requirement

Health and safety is a primary concern at our centers. For this reason, all children enrolled, parents and adults or volunteers working at our centers must meet the State of California immunization requirements. **Adults and parents are required to provide proof of T.B. – Tuberculosis exam, vaccinations for TDaP and MMR, as well as an annual flu vaccination or documented flu refusal.** Adults will comply with the following:

- Encourage children to blow their own nose and to wash their hand afterwards.
- Periodically, the center holds fire, earthquake and evacuation drills. You are to assist when there is a drill; follow the teacher's directions in assisting the children out of the building calmly.
- When a child has an accident, you are to assist the child; but notify the teacher immediately.
- All information concerning children is confidential and is not to be discussed outside the center. This protects all children and parents right to privacy.

****You are a part of the teaching team. Your assistance as an adult supervising children is important in the safety of children. Report any concerns regarding children to the teacher promptly.**

NOTE: A community volunteer may have to be fingerprinted depending on the activity he/she is performing and the length of time he/she may be at the center.

Holiday/Celebrations Policy

Our curriculum is based, in part, on children's ideas and interests. Rather than focusing exclusively on holidays, we explore multicultural observances. All program activities are geared to children's ages and developmental levels and respect individual family practices.

Clothing and Items from Home

Your child will be very active during classroom activities and should dress in comfortable and washable clothes. Shoes must be worn at all times. Tennis shoes are great. Please send a change of clothes for your child in case of a spill or accident. Please discuss your ideas for sharing home materials with your child's teacher ahead of time. Toy guns and knives are not allowed in the center. The center is not responsible for any lost or damaged personal items.



Child Abuse Reporting

Our staff are mandated reporters. The safety and well being of your child always comes first. State law requires that staff report known or suspected instances of a child abuse to Child Protective Services or to local police officials. This abuse includes physical abuse, sexual abuse, emotional abuse or neglect.

If you or someone in your family wants to learn different ways to guide and discipline your child or to handle anger without hurting your child, please talk to your child's Teacher or Family Advocate.

There are resources available to help you, at no charge.

Infant and Child Car Seat

Per California Law V.C.27360(a), all children under 8 years of age MUST be properly secured in a car seat or booster seat in the back seat. California car seat law states that children under 2 years old must be rear-facing unless they weight 40lbs. or more, or are 40 inches tall or more.

Parents should always have a car seat for their child whenever they are being dropped off or picked up from the center. By Law, Head Start staff must report any violation to such law. Taken from: CA Office of Traffic Safety

NOTE: Please do not leave your child(ren) unattended in the car. It is against the law and reportable if observed by staff.

Active Supervision

Active supervision and safety of children is every staff and parent/guardian responsibility. Active supervision promotes a safe environment and prevents injuries in young children. It requires focused attention and intentional observation at all times. Staff use active supervision strategies to make sure children of all ages explore their environments safely. No child will be left alone or unsupervised at any time by staff and/or parent/guardian.

Classroom Zoning

- Zoning is a technique used to organize classroom staff.
- Each staff member is assigned a role.
- Zoning can be used throughout the whole day, not just for free choice time.

Child Count Board

Count boards are used in the classroom to document how many children are present. The staff can use your assistance in changing the number on the count board when your child arrives and leaves as requested by the staff.

Doors and Gates

To ensure the health and safety of the children, we encourage parents to use the assigned door for entering and leaving the facility at all times. Close doors when entering and leaving to ensure no other child/ren besides your leave the facility without an authorized adult. Gates – close and lock with the latch.

Safe School Notice

For the safety of everyone in our program, the following rules will be enforced:

- No real or pretend weapons.
- No drugs, tobacco, vaping or alcohol.
- No fighting, harassment or discrimination.
- No disruptive behavior
- No fire setting, vandalism and/or graffiti



Children with Special Health Needs

Our program will make every effort to work with parents and physicians to make accommodations for children with special health needs. An Individualized Health Care Plan (IHP) can be developed between staff, parent and child's physician. The plan is established prior to the child's entry date, or as the need arises.

Pets

Pets are not allowed on the premises except guide dogs. Contact your Center Director if you need to bring a guide dog.

Emergencies

Each center emergency plan is posted in the classroom and emergency drills are conducted monthly.

Diapers

The program provides diapers/pull ups while children are in care for children who are not yet potty-trained.

Napping

Children have the opportunity to nap or rest without distraction or disturbance from other activities by providing an individual napping space and a cot or mat. Any child who chooses not to sleep will be given the opportunity to do a quiet activity of their choosing.

Infants have their own individualized nap schedule. All infants must have a sleep environment that prevents injury and decreases the risk of Sudden Infant Death Syndrome (SIDS)

- Nothing is covering the infants head
- Sleeping on his or her back
- Dressed in sleep clothing, such as a one-piece sleeper
- No blanket, pillows, toys or loose objects
- Staff supervise napping infants and document sleep checks every 15 minutes
- Sleep plans will be developed with parents. Plans document the infants' first time rolling over.

Safe Environments

Health and Safety Screener is completed prior to the start of the year. A Daily Indoor/Outdoor safety check is completed to ensure there are no current hazards. Background checks are completed for all adults in the center prior to working with children. We ensure that a healthy, safe, nurturing environment. Center has emergency plans in place and conducts monthly Emergency Drills and inspections.

Procedures for Walking Your Child to Head Start Center

Children move quickly and are often unaware of danger. Most children are injured near their home or on their own street. Listed below are safety procedures to take into consideration as you and your child walk to our center.

When you cross the street with your child:

- Always hold your child's hand. Never allow a child to cross the street alone.
- Always stop at the edge of the curb or at parked cars before crossing the street.
- Always look LEFT, RIGHT, and LEFT again for moving cars.
- Only cross when it is clear and keep looking LEFT, RIGHT, and LEFT again.
- Always look for signs that a car is about to move (rear lights, exhaust smoke, sound of motor, wheels turning, etc.) and never walk behind vehicles that are backing up.
- Having a green light, the "WALK" signal, or being on a cross walk does not mean that it is safe to cross.
- Some drivers do not stop at red lights, or they turn right on red lights. Other drivers do not look out for pedestrians, or their view may be blocked. You must look LEFT, RIGHTS, and LEFT again before stepping off the curb. Cross when the street is clear and continue to look LEFT, RIGHT, and LEFT while crossing the street.
- Although a pedestrian may be able to see a driver, a driver may not be able to see the pedestrian. Be sure that the driver sees you and stops before you cross in front of him/her. Try to make eye contact with the driver.

Parent and Child Rights

During the registration process, families will receive the Parent's Rights and Personal Rights. It is the intent of the program to adhere to those requirements at all times. Below is a brief summary of the parent's and child's rights.

Parents have the right to:

- Inspect the center without notice
- File a complaint
- Review report of licensing visits and substantiated complaints against the licensee
- Make a complaint without discrimination or retaliation against you or your child
- Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order
- Receive from the licensee the name, address and telephone number of the local licensing agency
- Be informed about criminal record exemptions
- Received from the licensee the Caregiver Background Check Process form

Children have the right to:

- Be accorded dignity in his/her personal relationships with staff and other persons.
- Be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- Be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- Be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
- Be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice.
- Not to be locked in any room, building, or facility premises by day or night.
- Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

Please refer to the Personal Rights & Parent's Rights Form for more information. When submitting a complaint to the Community Care Licensing send information to: Department of Social Services, Community Care Licensing, 1310 E. Shaw Avenue MS 29-01, Fresno, CA 93710, Phone # (559) 243-4588

PARENT COMPLAINT PROCEDURES

- STEP 1: Discuss the issue with the person with whom you have an issue or concern within 30 days of the incident. If the individual with whom you have an issue/concern with is unable to resolve the matter to your satisfaction, proceed to step two.
- STEP 2: Request a Parent/Community Complaint Form from the Center Director/Site Supervisor/Teacher. Complete the form and include: a description of the problem, dates of occurrence, name of person/people involved, and possible solution. The completed form must be returned to the Center Director/Site Supervisor/Teacher within 5 working days of meeting with the individual with whom you have a concern. Request a meeting with the Center Director/Site Supervisor/Teacher to resolve the issue. If no resolution has resulted, then proceed to step three.
- STEP 3: Request an appointment with the Head Start Program Director within 5 working days of your meeting with the Center Director/Site Supervisor/Teacher. If the Head Start Program Director determines that the complaint is related to the Nutrition Program, the appropriate form will be given and assistance provided. The Head Start Program Director shall issue a written response to you within 5 days after the meeting. If no resolution has been reached, proceed to step four.
- STEP 4: Request a meeting with Community Action Partnership of Madera County Executive Director within 5 working days of receiving Head Start Program Director's decision. The Executive Director shall issue a written response to you within 5 working days after the meeting. If no resolution has been reached, proceed to step five.
- STEP 5: Request the issue to be presented to the Head Start Policy Council/Committee Executive Committee within 5 working days of receiving the Executive Director's decision. The Executive Committee shall issue a written response to you within 5 working days after the hearing. If no resolution has been reached, proceed to step six.
- STEP 6: You may request that the issue be brought to the attention of the full Policy Policy/Committee within 3 working days of receiving the Executive Committee's decision. The Policy Council/Committee will hear the complaint and render a decision in writing within 5 working days of the hearing. (All materials and documents shall be forwarded for review). If you remain dissatisfied, proceed to step seven.
- STEP 7: An appeal to the Community Action Partnership of Madera County's Board of Directors Chairperson may be made in writing within 3 working days of receiving the Policy Council/Committee's decision. You must state the problem and desired solution. The Board of Directors shall hear the complaint and render a decision in writing within 5 working days of the hearing. (All materials and documents shall be forwarded for review).
- STEP 8: If you remain dissatisfied, you may file the complaint with Stanislaus County Office of Education at 1100 "H" Street, Modesto, CA 95354.

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY
PARENT/COMMUNITY COMPLAINT FORM**

Date:_____

Personnel about which complaint is issued:

Name:_____

Site Location:_____

Date of Incident: _____

Approximate Time of Incident:_____

Location of Incident: _____

Description of the problem (including names of participants/witnesses). Attach additional sheets if needed.

Describe in detail of your efforts to resolve the grievance at point of origin (inclusive of names and dates).

State desired solution.

Person filing complaint: Name (Please Print):_____

Signed:_____

Date Submitted:_____

PARENT COMPLAINT PROCEDURES (5 CCR 18094, 18118)

Notice of Action - Parent Appeal Process

Parents/Guardians enrolled in the CAPMC-State Base Migrant Preschool Program have the right to a fair and unbiased hearing if they disagree with a proposed action. Upon receipt of an on-time request for an appeal hearing, intended action shall be suspended and child care services shall continue until the appeal process has been completed. The review process is complete when the appeal process has been exhausted or when the parent/guardian abandons the appeal process. The Appeal Hearing process is as follows:

Step 1: Request a Hearing

The procedure to request an appeal hearing is outlined on the back of each Notice of Action received by parents/guardians. A request for an appeal hearing must be filed within fourteen (14) calendar days after the participant receives the Notice of Action (NOA). A request must include the effective date of the NOA, parent name, telephone number, full address, explanation why the parent disagrees with the agency's action and date the request is signed. The request for hearing may be submitted by mail, in person, phone, fax or e-mail to:

Community Action Partnership of Madera County
Attention: Deputy Director Direct Services
1225 Gill Ave.
Madera, CA 93637
(559) 507-507-8029

Step 2: Scheduling a Hearing

Within ten (10) days of receiving a parent's hearing request, the parent will be notified of the time and place of the hearing. To the extent possible, the hearing date and time will be convenient for the parent(s). The hearing shall not be scheduled more than fourteen (14) calendar days from the date the hearing officer contacts the parent to schedule the hearing. In the event that a parent or parent's Authorized Representative cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date one (1) time. Note: At any reasonable time, including before a hearing, a parent or the parent's Authorized Representative has the right to review the data file.

Step 3: Conduct the Hearing

In accordance with state regulation, the hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." Hearings will be conducted at the Child Development Services – Madera Head Start, 1225 Gill Ave., Madera, CA 93637. In the event that a parent is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the parent and hearing officer. For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of support documentation. The hearing will be audio recorded. During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons the parent disagrees with the proposed action indicated by the referenced NOA should not be carried out.

This will be a formal hearing, and the parent must comply with the directions of the hearing officer during the course of the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. A parent designating an Authorized Representative to be present must inform CAPMC-MHS in writing prior to the hearing. Please do not bring people to the hearing unless they are the designated Authorized Representative. No children are allowed to be present during the hearing. If parent fails to appear, it will be deemed that the parent has abandoned their appeal and care will end immediately.

Step 4: Hearing Decision Letter

The hearing officer will send notification in writing, of the decision within ten (10) calendar days after the hearing. If parent disagrees with the written decision, they have fourteen (14) days from the date of the written decision to file an appeal with the California Department of Social Services Child Care and Development Division Attn: Appeals Coordinator 744 P Street, MS 9-8-351 Sacramento, CA 95814. The appeal to CDSS, CCD must include a written statement specifying the reasons the parent believes CAPMC's decision was incorrect, a copy of the CAPMC's decision letter and a copy of both sides of the NOA. Once CDSS, CCD has rendered a decision, their decision is final.

PARENT COMPLAINT PROCEDURES

Uniform Complaint

It is the intent of the CAPMC State Based Migrant Preschool to adopt the uniform complaint procedures (UCP) that provides civil rights guarantees and annually notifies its students, employees, parents or guardians of its students, school advisory committees, and other interested parties of the complaint procedures. (These procedures address allegations of unlawful discrimination regarding actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, gender identification, mental or physical disability, or age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics.) (See Attachment A for procedure)

Attachment A

Administrative Regulation

AR 1312.3
Community Relations

Uniform Complaint Procedures

Compliance Officers

Superintendent of Schools designates the following compliance officer(s) to receive and investigate complaints and to ensure County Office of Education compliance with law:

Jason Maggard
Chief of Staff: Human Resources
1100 H Street
Modesto, CA
(209) 238-1600

The Compliance Officer shall ensure that employees designated to investigate complaints are knowledgeable about the laws and programs for which they are responsible. Designated employees may have access to legal counsel as determined by the County Superintendent or designee.

(cf. 9124 - Attorney)

Notifications

The County Superintendent or designee shall annually provide written notification of the County Office's uniform complaint procedures to students, employees, parents/guardians, the County Office advisory committee, school advisory committees, appropriate private school officials or representatives, and other interested parties. (5 CCR 4622)

The County Superintendent or designee shall make available copies of the County Office's uniform complaint procedures free of charge. (5 CCR 4622)

The notice shall:

1. Identify the person(s), position(s), or unit(s) responsible for receiving complaints.
2. Advise the complainant of any civil law remedies that may be available to him/her under state or federal discrimination laws, if applicable
3. Advise the complainant of the appeal process pursuant to Education Code 262.3, including the complainant's right to take a complaint directly to the California Department of Social Services, Child Care and Development (CDSS, CCD) or to pursue remedies before civil courts or other public agencies.
4. Include statements that:
 - a. The County Office is primarily responsible for compliance with state and federal laws and regulations.
 - b. The complaint review shall be completed within 60 calendar days from the date of receipt of the complaint, unless the complainant agrees in writing to an extension of the timeline.
 - c. An unlawful discrimination complaint must be filed not later than six months from the date the alleged discrimination occurs, or six months from the date the complainant first obtains knowledge of the facts of the alleged discrimination.

PARENT COMPLAINT PROCEDURES

- a. The complainant has a right to appeal the CDSS, CCD by filing a written appeal within 15 days of receiving the County Office's decision.
- b. The appeal to the CDE must include a copy of the complaint filed with the County Office and a copy of the County's Office's decision (cf.5145.6- Parental Notifications)

Procedures

The following procedures shall be used to address all complaints which allege that the County Office has violated federal or state laws or regulations governing educational programs. Compliance officers shall maintain a record of each complaint and subsequent related actions, including all information required for compliance with 5 CCR 4631 and 4633.

All parties involved in allegations shall be notified when a complaint is filed, when a complaint meeting or hearing is scheduled, and when a decision or ruling is made.

Step 1: Filing of Complaint

Any individual, public agency or organization may file a written complaint of alleged noncompliance by the County Office. (5 CCR 4630)

A complaint alleging unlawful discrimination shall be initiated no later than six months from the date when the alleged discrimination occurred, or six months from the date when the complainant first obtained knowledge of the facts of the alleged discrimination. A complaint may be filed by a person who alleges that he/she personally suffered unlawful discrimination or by a person who believes that an individual or any specific class of individuals has been subjected to unlawful discrimination. (5 CCR 4630)

The complaint shall be presented to the compliance officer who shall maintain a log of complaints received, providing each with a code number and a date stamp.

If a complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, County Office staff shall assist him/her in the filing of the complaint. (5 CCR 4600)

Step 2: Mediation

Within three days of receiving the complaint, the compliance officer may informally discuss with the complainant the possibility of using mediation. If the complainant agrees to mediation, the compliance officer shall make all arrangements for this process.

Before initiating the mediation of a discrimination complaint, the compliance officer shall ensure that all parties agree to make the mediator a party to related confidential information.

If the mediation process does not resolve the problem within the parameters of law, the compliance officer shall proceed with his/her investigation of the complaint.

The use of mediation shall not extend the County Office's timelines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time. (5 CCR 4631)

Step 3: Investigation of Complaint

The compliance officer is encouraged to hold an investigative meeting within five days of receiving the complaint or an unsuccessful attempt to mediate the complaint. This meeting shall provide an opportunity for the complainant and/or his/her representative to repeat the complaint orally.

The complainant and/or his/her representative shall have an opportunity to present the complaint and evidence or information leading to evidence to support the allegations in the complaint. (5 CCR 4631)

PARENT COMPLAINT PROCEDURES

A complainant's refusal to provide the County Office's investigator with documents or other evidence related to the allegations in the complaint, or his/her failure or refusal to cooperate in the investigation or his/her engagement in any other obstruction of the investigation, may result in the dismissal of the complaint because of a lack of evidence to support the allegation. (5 CCR 4631)

The County Office's refusal to provide the investigator with access to records and/or other information related to the allegation in the complaint, or its failure or refusal to cooperate in the investigation or its engagement in any other obstruction of the investigation, may result in a finding, based on evidence collected, that a violation has occurred and may result in the imposition of a remedy in favor of the complainant. (5 CCR 4631)

Step 4: Response

Unless extended by written agreement with the complainant, the compliance officer shall prepare and send to the complainant a written report of the County Office's investigation and decision, as described in Step #5 below, within 60 days of the County Office's receipt of the complaint. (5 CCR 4631)

Step 5: Final Written Decision

The County Office's decision shall be in writing and sent to the complainant. (5 CCR 4631)

The County Office's decision shall be written in English and in the language of the complainant whenever feasible or as required by law.

The decision shall include:

1. The findings of fact based on the evidence gathered (5 CCR 4631)
2. The conclusion(s) of law (5 CCR 4631)
3. Disposition of the complaint (5 CCR 4631)
4. Rationale for such disposition (5 CCR 4631)
5. Corrective actions, if any are warranted (5 CCR 4631)
6. Notice of the complainant's right to appeal the County Office's decision within 15 days to the CDE and procedures to be followed for initiating such an appeal (5 CCR 4631)
7. For discrimination complaints, notice that the complainant must wait until 60 days have elapsed from the filing of an appeal with the CDSS, CCD before pursuing civil law remedies (Education Code 262.3)

If an employee is disciplined as a result of the complaint, the decision shall simply state that effective action was taken, and that the employee was informed of County Office expectations. The report shall not give any further information as to the nature of the disciplinary action.

Appeals to the California Department of Social Services Child Care and Development Division

If dissatisfied with the County Office's decision, the complainant may appeal in writing to the CDSS, CCD within 15 days of receiving the County Office's decision. When appealing to the CDSS, CCD, the complainant must specify the basis for the appeal of the decision and whether the facts are incorrect and/or the law has been misapplied. The appeal shall be accompanied by a copy of the locally filed complaint and a copy of the County Office's decision. (5 CCR 4632)

Upon notification by the CDSS, CCD that the complainant has appealed the County Office's decision, the County Superintendent or designee shall forward the following documents to the CDSS, CCD: (5 CCR 4633)

1. A copy of the original complaint
2. A copy of the decision
3. A summary of the nature and extent of the investigation conducted by the County Office, if not covered by the decision
4. A copy of the investigation file, including but not limited to all notes, interviews, and documents submitted by the parties and gathered by the investigator
5. A report of any action taken to resolve the complaint
6. A copy of the County Office's complaint procedures
7. Other relevant information requested by the CDSS, CCD

PARENT COMPLAINT PROCEDURES

The CDSS, CCD may directly intervene in the complaint without waiting for action by the County Office when one of the conditions listed in 5 CCR 4650 exists, including cases in which the County Office has not taken action within 60 days of the date the complaint was filed with the County Office.

Civil Law Remedies

A complainant may pursue available civil law remedies outside of the County Office's complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For discrimination complaints, however, a complainant must wait until 60 days have elapsed from the filing of an appeal with the CDSS, CCD before pursuing civil law remedies. The moratorium does not apply to injunctive relief and is applicable only if the County Office has appropriately, and in a timely manner, apprised the complainant of his/her right to file a complaint in accordance with 5 CCR 4622. Regulation STANISLAUS COUNTY OFFICE OF EDUCATION approved: November 9, 2006 Modesto, California



RESOURCES

CAPMC - RESOURCES

Community Services

559-673-9173

Energy Assistance

Weatherization

Drought Water Assistance Program

Child Care Alternative Payment Program and Resource & Referral

APP: 559-661-0779

R&R: 559-675-8469

Subsidized Child Care

Finding Quality Child Care

Child Care Initiative Project

Head Start

Madera: 559-673-0012

Fresno: 559-277-8641

Madera/Mariposa Regional Head Start

Madera/Migrant/Seasonal Head Start

Madera and Child Care Development (CMIG)

California State Preschool Programs

Fresno Migrant & Seasonal Head Start

Strengthening Families Program

Positive Parenting Program

325 S Pine St. #103

Madera, CA 93637

559-416-5655

Victim Services

559-661-1000

Hotline: 1(800)355-8989

Martha Diaz Shelter

Domestic Violence

Rape/ Sexual Assault

Victim & Witness Services

24-Hour Crisis Hotline

Unserved/ Underserved

Other Resources

Crisis Line: 888.275.9799 or 559.673-3508

Central Valley Suicide Prevention Hotline: 1.888.506.5991

Crisis Text Line: 741-741

The Friendship Line: 800.971.0016. The Friendship Line for Older Adults, Ages 60+ or Family and Friends. A crisis intervention, support and resource line for older adults.

