



**Community Action Partnership of Madera County, Inc.  
Board of Directors Meeting**

**Agenda**

**Thursday, August 14, 2025  
CAPMC Conference Room 1 / 1a  
1225 Gill Avenue  
Madera, CA 93637  
5:30 pm**

*Supporting documents relating to the items on this agenda that are not listed as “Closed Session” are available for inspection during the normal business hours at Community Action Partnership of Madera County, Inc., 1225 Gill Avenue, Madera, CA 93637. Supporting documents relating to the items on the agenda that are not listed as “Closed Session” may be submitted after the posting of the agenda and are available at Community Action Partnership of Madera County, Inc. during normal business hours. Please visit [www.maderacap.org](http://www.maderacap.org) for updates.*

**CALL TO ORDER BOARD OF DIRECTORS**

**ROLL CALL** – Kelly Ryan

**PLEDGE OF ALLEGIANCE** – Judge Eric LiCalsi, *Chairperson*

**A. PUBLIC COMMENT**

The first ten minutes of the meeting are reserved for members of the public to address the Board of Directors on items of interest to the public that are within the subject matter jurisdiction of the agency. Speakers shall be limited to three minutes. Attention is called to the fact that the Board is prohibited by law from taking any action on matters discussed that are not on the agenda, and no adverse conclusion should be drawn if the Board does not respond to the public comments at this time.

**B. ADOPTION OF THE AGENDA**

**B-1 ADDITIONS TO THE AGENDA:** Items identified after posting the Agenda for which there is a need to take immediate action and cannot reasonably wait for the next regularly scheduled Board meeting. Two-third vote, or unanimous vote if quorum is less than full board, required for

consideration. (Government code 54954.2(g) (2)) Any items added to the agenda will be heard following all Discussion/Action Items (Section E).

**B-2 ADOPTION OF AGENDA:** Adoption of agenda as presented or with approved additions.

**C. TRAINING/ADVOCACY ISSUES**

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

**D. CONSENT ITEMS**

All items listed under the Consent Calendar are considered to be routine and will be enacted by one motion. For discussion of any Consent Item, it will be made a part of the Discussion Items at the request of any member of the Board or any person in the audience.

D-1 Review and consider approving the Minutes of the Regular Board of Directors Meeting – July 10, 2025.

D-2 Review and consider approving the Minutes for the Madera Migrant and Seasonal Head Start Policy Council Committee Meeting – July 8, 2025

D-3 Review and consider approving the Minutes for the Fresno Migrant and Seasonal Head Start Policy Council Committee Meeting – July 9, 2025

D-4 Review and consider accepting the Bank of America Credit Card Statements:

- July 2025

D-5 Review and consider accepting the America Express and All Other Credit Card Statements:

- March, May, and July 2025

D-6 Review and consider approving the following **Madera Migrant and Seasonal Head Start** Reports:

- In-Kind Report – June 2025
- Program Information Report – June 2025
- CACFP Program Report – June 2025

D-7 Review and consider approving the following **Fresno Migrant and Seasonal Head Start** Reports:

- Monthly Enrollment Report – July 2025
- In-Kind Report – June 2025
- CACFP Program Report – June 2025

D-8 Review and approve the Fresno Migrant/Seasonal Head Start No Fee Policy per Head Start Performance Standards.

D-9 Review and consider approving the Suspension and Expulsion Procedure. The procedure will provide guidance for staff on the process to follow when a child is having challenging behaviors in the classroom.

D-10 Review and consider approving the Madera Migrant/Seasonal Head Start No Fee Policy per Head Start Performance Standards.

- D-11 Review and consider approving the 2025-2026 Madera Migrant/Seasonal Head Start program process for conducting the self-assessment.
- D-12 Review and consider approving CAPMC Migrant/Seasonal Head Start in Collaboration with California Department of Social Services, Migrant Child Care and Development 2025-2026 Program Philosophy, Goals and Objectives and Parent Handbook.
- D-13 Review and approve the Child Care Alternative Payment Program - Parent & Provider Handbook of Written Policies for Fiscal Year 2025-2026.
- D-14 Review the Child Care Alternative Payment and Resource & Referral Program Report for August 2025. (Informational Only).
- D-15 Review the Community Services Program Report for July 2025. (Informational Only).
- D-16 Review the Homeless Engagement for Living Program (H.E.L.P) Center Report for July 2025. (Informational Only).
- D-17 Review the Victim Services Report for June 2025. (Informational Only)

**E. DISCUSSION ITEMS**

- E-1 Staff proposes that the Board of Directors review the Insurance Brokerage Requests for Proposals that were submitted and accept the recommendation from the Evaluation Committee. (Results from the Evaluation Committee will be provided during the meeting)

**F. ADMINISTRATIVE/COMMITTEE REPORTS TO THE BOARD OF DIRECTORS**

- F-1 Finance Committee Report – None
- F-2 Personnel Committee Report – None
- F-3 Executive Director Monthly Report – August 2025
- F-4 Financial Statements – May, June, and July 2025
- F-5 Head Start Policy Council/Committee Reports
- F-6 Work Related Injury Report – July 2025
- F-7 CAPMC Board of Directors Attendance Report – July 10, 2025
- F-8 Staffing Changes Report for July 1, 2025 – August 6, 2025

**G. CLOSED SESSION**

Closed Session – Public Employee Performance Evaluation & Compensation Review  
 Title: Executive Director  
 (Pursuant to Government Code 54957)

**H. CORRESPONDENCE**

- H-1 Correspondence from Administration for Children and Families regarding One-time Supplemental Funds for Nutrition and Healthy Eating for Head Start Children and Families

I. **ADJOURN**

---

I, Kelly Ryan, Executive Director Support / Grant Management and Compliance Administrator, declare under penalty of perjury that I posted the above agenda for the regular meeting of the CAPMC Board of Directors for August 14, 2025, in the Lobby of CAPMC as well as on the agency website by 5:00 p.m. on August 8, 2025.

Kelly Ryan

Executive Director Support / Grant Management and Compliance Administrator



**YEARS** *of* **HEAD START**

Administration for Children and Families  
U.S. Department of Health and Human Service

**ELIGIBILITY**



# YEARS *of* HEAD START

## Performance Standards

- Provide a roadmap for programs on how to determine eligibility;
- Describes documents program may accept to prove eligibility; **and,**
- Requires programs to retain records and to train staff.



# YEARS *of* HEAD START

## Process overview

### **INTERVIEW OPTION**

- If the in-person interview is not possible, staff may interview the family over the telephone.

### **ELIGIBILITY DETERMINATION RECORDS**

- Staff must create an eligibility determination record for each participant.



# YEARS *of* HEAD START

What must an eligibility determination record include?

Copies of documents used to verify eligibility

- Age
- Income
- Proof of migrancy (MHS only)

Statement that program staff has made reasonable efforts to verify information

- Third party verification



# YEARS *of* HEAD START

## Verifying Foster

A family can present one of these to prove eligibility:

- Court order;
- Other legal document or government issued document;



# YEARS *of* HEAD START

## Verifying Homeless

To verify homelessness, a family may declare that it is homeless, if staff, in a written statement :

- Describes efforts made to verify the child is homeless; **and**,
- Describes the child's living situation and the specific condition under the homeless definition.



# YEARS *of* HEAD START

## Attendance

### Promoting Regular Attendance

- A program must implement a process to ensure children are safe when they do not arrive at school.
- If a child is unexpectedly absent and a parent has not contacted the program within one hour of program start time, the program must attempt to contact the parent to ensure the child's well-being.
- A program is to use individual child attendance data to identify children with patterns of absence that put them at risk of missing ten percent of program days per year and develop appropriate strategies to improve individual attendance among identified children.



# YEARS *of* HEAD START

## Training

Training modules must:

- Include methods on how to collect information;
- Incorporate strategies; **and,**
- Explain program policies and procedures.

### **Management and staff**

- **Within 90 days** of hiring new staff

### **Governing body and policy council**

- **Within 180 days** of the beginning of the term of a new governing body or policy council.



# YEARS *of* HEAD START

## Policies and procedures

A program must establish policies and procedures that include actions taken against staff who intentionally enroll ineligible families.

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.**  
**Regular Board of Directors Meeting**  
**July 10, 2025**  
**1225 Gill Ave, Madera, CA 93637**

**ACTION SUMMARY MINUTES**

The Board of Directors Meeting was called to order at 5:43 p.m. by Vice-Chairperson David Hernandez

**Members Present**

Vice-Chairperson David Hernandez  
Deborah Martinez  
Councilmember Steve Montes  
Debi Bray  
Otilia Vasquez  
Donald Holley  
Richard Gutierrez  
Molly Hernandez

**Members Absent**

Chairperson Judge Eric LiCalsi  
Secretary/Treasurer Sheriff Tyson Pogue  
Chairwomen Supervisor Leticia Gonzalez  
Councilmember Jeff Troost  
Martha Garcia  
Diana Palmer  
Aurora Flores

**Personnel Present**

Mattie Mendez  
Donna Tooley  
Irene Yang  
Maritza Gomez  
Leticia Murillo  
Kelly Ryan

**Public – Others Present**

None

**A. PUBLIC COMMENT**

None

**B. ADOPTION OF THE AGENDA**

**ADDITIONS TO THE AGENDA:** Items identified after posting of the Agenda for which there is a need to take immediate action and cannot reasonably wait for the next regularly scheduled Board meeting. Two-thirds vote, or unanimous vote if quorum is less than full board, required for consideration. (Government Code 54954.2(g) (2)) Any items added to the agenda will be heard following all Discussion/Action Items (Section E).

**ADOPTION OF THE AGENDA:** Adoption of the agenda.

Motion: APPROVED AS PRESENTED

Moved by Donald Holley, Seconded by Councilmember Steve Montes

Vote: Carried Unanimously

**C. TRAINING/ADVOCACY ISSUES**

None

#### **D. BOARD OF DIRECTOR'S CONSENT CALENDAR**

All items listed under Consent Calendar are considered to be routine and will be enacted by one motion. For discussion of any Consent Item, it will be made a part of the Discussion Items at the request of any member of the Board or any person in the audience.

- D-1 Review and consider approving the Minutes of the Regular Board of Directors Meeting – June 12, 2025.
- D-2 Review and consider approving the Minutes for the Madera Migrant and Seasonal Head Start Policy Council Committee Meeting – June 10, 2025
- D-3 Review and consider approving the Minutes for the Madera Regional & Early Head Start Policy Council Committee Meeting – May 1, 2025
- D-4 Review and consider approving the Minutes for the Fresno Migrant and Seasonal Head Start Policy Council Committee Meeting – June 11, 2025
- D-5 Review and consider accepting the Bank of America Credit Card Statements:
  - June and July 2025
- D-6 Review and consider accepting the America Express and All Other Credit Card Statements:
  - February, April, and June 2025
- D-7 Review and consider approving the following **Madera Migrant and Seasonal Head Start** Reports:
  - In-Kind Report – May 2025
  - Program Information Report – May 2025
  - CACFP Program Report – May 2025
- D-8 Review and consider approving the following **Fresno Migrant and Seasonal Head Start** Reports:
  - Monthly Enrollment Report – June 2025
  - In-Kind Report – May 2025
  - CACFP Program Report – May 2025
- D-9 Review and consider approving the Impasse Procedure between the Community Action Partnership of Madera County Board of Directors and the Madera Migrant/Seasonal Head Start Policy Committee.
- D-10 Review and consider approving the 2025-2026 Madera Migrant/Seasonal Head Start Planning Process Policy/Procedure and Calendar.
- D-11 Review and consider approving the 2025-2026 Reimbursement Policy for the Policy Committee Members representing Madera Migrant/Seasonal Head Start program.
- D-12 Review and approve the 2025-2026 Fresno Migrant/Seasonal Head Start's Planning Process Policy/Procedure and Calendar.
- D-13 Review and consider approving the Impasse Procedure between the Community Action Partnership of Madera County Board of Directors and the Fresno Migrant/Seasonal Head Start Policy Committee.
- D-14 Review and consider approving the 2025-2026 Reimbursement Policy for the Policy Committee Members representing Fresno Migrant/Seasonal Head Start program.

- D-15 Review and consider approving the 2024-2025 Fresno Migrant/Seasonal Head Start program procedure and plan for conducting the self-assessment.
- D-16 Ratify the submission of the California Department of Social Services (CDSS), Child Care and Development Division Program Self-Evaluation (PSE) Survey.
- D-17 Review the Equal Employment Opportunity Report (EEO-1) to understand the employee compositions of the Agency. (Informational Only)
- D-18 Review the Community Services Program Report for June 2025. (Informational Only).
- D-19 Review the Homeless Engagement for Living Program (H.E.L.P) Center Report for June 2025. (Informational Only).
- D-20 Review the Madera County Child Advocacy Center Report for June 2025. (Informational Only).

Motion: APPROVE AS PRESENTED

Moved by Donald Holley, Seconded by Councilmember Steve Montes

Vote: Carried Unanimously

## **E. DISCUSSION / ACTION ITEMS**

### **E-1 Review and consider decreasing the Low Income Home Energy Assistance Program (LIHEAP) eligibility priority point system from 22 points to 20 points for eligible customers.**

Mattie Mendez, Executive Director, presented regarding the 2025 Low Income Home Energy Assistance Program (LIHEAP) eligibility priority point adjustment. Based on the current LIHEAP Production Plan applicants needed to have at least 22 points to be eligible for benefit amounts ranging from \$405.00 to \$758.00 and up to \$1,500.00 for Fast Track and Emergency shut off assistance. The points applicants will need to qualify with are being changed to 20 to ensure the most vulnerable households are served. The Production Plan will be updated and resubmitted to CSD.

Motion: TO APPROVE ITEM E-1, BUT TO ALLOW ADMINISTRATION THE FLEXIBILITY TO GO BETWEEN 20 AND 22 AS THEY DEEM FIT

Moved by Debi Bray, Seconded by Councilmember Steve Montes

Vote: Carried Unanimously

### **E-2 Review and ratify Community Action Partnership of Madera County 2024-2025 Amendment #1 and #2 Budget Revisions for additional funds to Stanislaus County Office of Education for a total increase funding of**

Martiza Gomez-Zaragoza, Head Start Program Director, presented regarding Community Action Partnership of Madera County 2024-2025 Amendment #1 and #2 Budget Revisions for additional funds to Stanislaus County Office of Education for a total increase funding of \$77,302. Stanislaus County Office of Education awarded additional funds to address the State Family Fee restructure by increasing the total Child Days of Enrollment from 17,199 to 17,649.

Motion: APPROVE AS PRESENTED

Moved by Councilmember Steve Montes, Seconded by Donald Holley

Vote: Carried Unanimously

**F. ADMINISTRATIVE/COMMITTEE REPORTS TO BOARD OF DIRECTORS**

- F-1 Finance Committee Report – None
- F-2 Personnel Committee Report – None
- F-3 Executive Director Monthly Report – July 2025
- F-4 Financial Statements – May and June 2025
- F-5 Head Start Policy Council/Committee Reports
- F-6 Work Related Injury Report – June 2025
- F-7 CAPMC Board of Directors Attendance Report – June 12, 2025
- F-8 Staffing Changes Report for June 1, 2025 – June 30, 2025

**G. CLOSED SESSION**

None

**H. CORRESPONDENCE**

None

**I. ADJOURN**

Vice-Chairperson David Hernandez, adjourned the Board of Directors Meeting at 6:02 p.m.

Motion: APPROVE AS PRESENTED

Moved by Donald Holley, seconded by Councilmember Steve Montes

Vote: Carried Unanimously

Community Action Partnership of Madera County  
Madera Migrant/Seasonal Head Start Policy Council Meeting  
Tuesday, July 8, 2025

**Minutes**

The Madera Migrant/Seasonal Policy Committee called to order at 5:31 p.m. by Yadira Alvarado.

**Committee Members Present**

Yuritsi Ortiz  
Crecencia Vazquez  
Juana Perez Lopez  
Kevin Castillo  
Yadira Alvarado  
Fabiola Rendon  
Catalina Venegas  
Guadalupe Galvez  
Macaria Santiago

**Committee Members Absent**

Ramon Garcia

**Personnel Present**

Maritza Gomez-Zaragoza, Program Director  
Maribel Aguirre, Parent and Governance Specialist  
Jissel Rodriguez, Executive Administrative Assistant

**Others**

None

**A. Public Comment**

Ms. Aguirre mentioned two documents were passed around that were not included in the packet.

**B. Training**

CACFP – Ms. Aguirre went over the guidelines of the CACFP program. The program encourages healthy eating habits and IMIL which involve movement. Menus are provided by a Nutritionist to ensure food being provide is meeting the requirements.

**C. Adoption of the Agenda**

**C-2** Yadira Alvarado asked for a motion to approve the agenda as presented. Motion made by Yuristi Ortiz, seconded motion by Crecencia Vazquez to approve the agenda as presented. The motion approved unanimously.

**D. Adjourn to Closed Session** - None

**E. Approval of Minutes**

**E-1** – Yadira Alvarado requested a motion to approve the minutes of the meeting on June 10, 2025. Motion made by Juana Perez, seconded motion by Crecencia Vazquez to approve the minutes of the meeting. The motion approved unanimously.

**F. Discussion / Action Items –**

**F-1** First reading of the 2025-2026 Bylaws for the Madera Migrant/Seasonal Head Start Policy Committee Regular Meeting minutes for June 10, 2025 – Ms. Aguirre went over the Bylaws. All items in the red with a line through it are being removed. Members will be given 30 days to review and give any feedback or changes.

**F-2** Review and consider approving the Impasse Procedure between the Community Action Partnership of Madera County Board of Directors and the Madera Migrant/Seasonal Head Start Policy Committee – Ms. Gomez-Zaragoza mentioned the Impasse is in place for the probability that both Board of Directors and Policy Committee cannot agree on an action item. Yuristi Ortiz made the first motion, seconded by Erica Coreas. Motion carried unanimously.

**F-3** Review and consider approving the 2025-2026 Madera Migrant/Seasonal Head Start Planning Process Policy/Procedure and Calendar – Ms. Gomez-Zaragoza referred to the calendar it shows items that will be discussed during the future meetings. Juana Perez made the first motion, seconded by Crecencia Vazquez. Motion carried unanimously.

**F-4** Review and consider approving the 2025-2026 Reimbursement Policy for the Policy Committee Members representing Madera Migrant/Seasonal Head Start Program – Ms. Gomez-Zaragoza mentioned the reimbursement form include a reimbursement for childcare and mileage. Erica Coreas made the first motion, seconded by Juana Perez. Motion carried unanimously.

**F-5** Review and approve Chief Financial Officer Appointment – Ms. Gomez-Zaragoza mentioned when the agency selects a new CFO it needs to be presented to the policy committee. The selected person is a former employee. She is already familiar with all the policies and guidelines. Yuritz Ortiz made the first motion, seconded by Erica Coreas Motion carried unanimously.

**G. Administrative Reports**

**G-1** Staff Changes – None.

**G-2** Bank of America Credit Card Account Statement – Agency and other credit cards: (February & June 2025) – Ms. Aguirre reviewed the charges for the month. There were no questions about the charges.

**G-3** Budget Report (May 2025) – Ms. Aguirre reviewed the budget. No questions asked.

**G-4** In-kind Report (May 2025) – Ms. Aguirre reviewed the In-kind percentage.

**G-5** CACFP Monthly Report (May 2025) – Ms. Aguirre reviewed CACFP report.

**G-6** PIR Program Information Monthly Report (May 2025) – Ms. Aguirre reviewed the PIR report.

**H. Policy Committee Members Reports**

**H-1** Center Reports – Juana (SV) – The center is preparing for their study they will be doing this year. The pre-school kids are talking about the transition to kindergarten.

**H-2** Board of Directors Report – The meeting will be held next Thursday. All items discussed today will be presented at the next meeting.

**H-3** Active Supervision, Challenges and Best Practices Report – Ms. Gomez mentioned this area is regarding the safety of the children. Remind parents to close gates and ensure the latch is put on. If there are safety concerns, it should be brought up to the center director.

**I. Correspondence**

None.

**J. Future Agenda Items**

**J-1** Approve the 2024-2025 Bylaws

**J-2** Approve No Fee Policy

**J-3** Approve Self-Assessment Procedure

**J-4** State Parent Handbook/Goals and Objective - CMIG

**J-5** Training: CLASS

**K. Adjournment**

Yadira Alvarado requested a motion to adjourn the session. Motion made by Crecencia Vazquez to adjourn the meeting at 6:31 p.m., in the afternoon, seconded by Erica Coreas. Motion approved unanimously.

Community Action Partnership of Madera County  
Fresno Migrant/Seasonal Head Start Policy Council Meeting  
Wednesday, July 9, 2025

**Minutes**

The Fresno Migrant/Seasonal Policy Committee called to order at 5:41 p.m. by Amayrani Rosales.

**Committee Members Present**

Maria Aguilar  
Amayrani Rosales  
Fernando Valadez  
Sonia Loera  
Josselyn Cisneros  
Joana Guzman

**Committee Members Absent**

Aurora Flores

**Personnel Present**

Maritza Gomez-Zaragoza, Head Start Program Director  
Maribel Aguirre, Parent and Governance Specialist  
Jissel Rodriguez, Executive Administrative Assistant

**Others**

None

**A. Public Comment**

Ms. Aguirre mentioned the staff changes in the packet is intended for the Madera program.

**B. Training**

CACFP – Ms. Aguirre went over the guidelines of the CACFP program. The program encourages healthy eating habits and IMIL which involve movement. Menus are provided by a Nutritionist to ensure food being provide is meeting the requirements.

**C. Adoption of the Agenda**

**C-2** Amayrani Rosales asked for a motion to approve the agenda as presented. Motion made by Fernando Valadez, seconded motion by Sonia Loera to approve the agenda as presented. The motion approved unanimously.

**D. Adjourn to Closed Session - None**

**E. Approval of Minutes**

**E-1** – Amayrani Rosales requested a motion to approve the minutes of the meeting on June 11, 2025. Motion made by Fernando Valadez, seconded motion by Sonia Loera to approve the minutes of the meeting. The motion approved unanimously.

**F. Discussion / Action Items –**

**F-1** First reading of the 2025-2026 Bylaws for the Fresno Migrant/Seasonal Head Start Policy Committee and make any suggested changes or modifications

– Ms. Aguirre presented the new Bylaws with all the updates marked in red. Parent will have 30 days to review and submit any suggestions or changes.

**F-2** Review and consider approving the Impasse Procedure between the Community Action Partnership of Madera County Board of Directors and the Fresno Migrant/Seasonal Head Start Policy Committee – Ms. Gomez-Zaragoza mentioned the Impasse is in place for the probability that both Board of Directors and Policy Committee cannot agree on an action item. Maria Aguilar made the first motion, seconded by Joana Guzman. Motion carried unanimously.

**F-3** Review and consider approving the 2025-2026 Fresno Migrant/Seasonal Head Start’s Planning Process Policy/Procedure and Calendar – Ms. Gomez-Zaragoza referred to the calendar it shows items that will be discussed during the future meetings. Joana Guzman made the first motion, seconded by Maria Aguilar. Motion carried unanimously.

**F-4** Review and consider approving the 2025-2026 Reimbursement Policy for the Policy Committee Members representing Fresno Migrant/Seasonal Head Start Program – Ms. Gomez-Zaragoza mentioned the reimbursement form include a reimbursement for childcare and mileage. Fernando Valadez made the first motion, seconded by Josselyn Cisneros. Motion carried unanimously.

**F-5** Review and approve Chief Financial Officer appointment – Ms. Gomez-Zaragoza mentioned when the agency selects a new CFO it needs to be presented to the policy committee. The selected person is a former employee. She is already familiar with all the policies and guidelines. Maria Aguilar made the first motion, seconded by Sonia Loera. Motion carried unanimously.

**F-6** Review and consider approving the 2024-2025 Fresno Migrant/Seasonal Head Start program procedure and plan for conducting the self-assessment – Ms. Gomez-Zaragoza mention we will be conducting self-assessment next week. Parents are welcome to participate. The purpose is to ensure we comply with all requirements. Sonia Loera made the first motion, seconded by Joana Guzman. Motion carried unanimously.

## **G. Administrative Reports**

**G-1** Staff Changes – None.

**G-2** Bank of America Credit Card Account Statement – Agency and other credit cards: (June 2025) – Ms. Aguirre reviewed the charges for the month. There were no questions about the charges.

**G-3** Budget Report (May 2025) – Ms. Aguirre reviewed the budget.

**G-4** In-kind Report (May 2025) – Ms. Aguirre reviewed the In-kind percentage.

**G-5** Report of enrollment in the program and attendance report (June 2025) – Ms. Aguirre went over the enrollment for the FMHS programs and the attendance.

**G-6** CACFP Monthly Report (May 2025) – Ms. Aguirre reviewed CACFP report.

**H. Policy Committee Members Reports**

**H-1** Center Reports – None.

**H-2** Board of Directors Report – Items presented today will be presented at the board meeting for the month.

**H-3** Active Supervision, Challenges and Best Practices Report – Ms. Gomez-Zaragoza asked policy council members to remind other parents to ensure gates closed. If at any moment there is a concern it should be presented to the Director.

**I. Correspondence**

**J. Future Agenda Items**

**J-1** Approve the 2025-2026 Bylaws

**J-2** Suspension and Expulsion Policy

**J-3** Approve No Fee Policy

**J-4** Training: Teaching Pyramid Model

**K. Adjournment**

Amayrani Rosales requested a motion to adjourn the session. Motion made by Joana Guzman to adjourn the meeting at 6:41 p.m., in the afternoon, seconded by Josselyn Cisneros. Motion approved unanimously.

**Bank of America Business Card  
Credit Card Charges**

# July 2025 Statement

Mattie Mendez / Administration

<b>Date of Transaction</b>	<b>Name of Vendor</b>	<b>PO #</b>	<b>Description of Purchase</b>	<b>Amount of Purchase</b>	<b>Account Charged</b>	<b>Receipt</b>
6/9/2025	MAILCHIMP	No	Mass Communication Software (IT)	\$60.00	200.0-6130-2.0-000-90	Yes
6/12/2025	DOORDASH OISHIEXP	No	Board of Directors Meeting on June 12, 2025	\$335.00	200.0-6121-2.0-000-90	Yes
6/17/2025	COLORADO GRILL	No	Lunch at Madera County Juvenile Detention Facility Lunch on June 12, 2025	\$230.00	220.0-7230-2.0-000-90	Yes
6/25/2025	SURVERYMONY	No	IT Communication Software	\$288.00	200.0-6130-2.0-000-90	Yes
7/1/2025	SJVHC. ORG FRESNO	27746	Registration for Mattie Mendez & Guest at Annual SJV Affordable Housing Summit, Sep. 10-11, Fresno CA	\$564.86	<b>50%</b> 200.0-6742-2.0-000-90 <b>50%</b> 200.0-6744-2.0-000-90	Yes
			<b>Total</b>	<b>\$1,477.86</b>		

I certify that the items and charges above are true and correct and that the charges incurred have been for business purposes only. Receipts are attached (if available)

\_\_\_\_\_  
Mattie Mendez, Executive Director

Date: July 7, 2025

Bank of America Business Card  
Credit Card Charges

# July 2025 Statement

Irene Yang / Human Resources

Date of Transaction	Name of Vendor	PO #	Description of Purchase	Amount of Purchase	Account Charged	Receipt
6/10/2025	Biometrics4all Inc.	No	Livescan relay fee	0.75 1.50 3.00	272.0-6852-2.0-000-00 321.0-6852-3.2-000-00 501.0-6852-5.0-000-00	Yes
<b>TOTAL:</b>				<b>5.25</b>		

**Bank of America Business Card  
Credit Card Charges**

# July 2025 Statement

Xai Vang / Information Technology

<b>Date of Transaction</b>	<b>Name of Vendor</b>	<b>PO #</b>	<b>Description of Purchase</b>	<b>Amount of Purchase</b>	<b>Account Charged</b>	<b>Receipt</b>
7/8/25	Amazon	N/A	Side step for IT dept vehicle	\$ 357.21	200.0-6130-2.0-000-90	Yes
7/8/25	Amazon	N/A	USB charging cables for iPads	\$ 12.44	321.0-6112-3.2-051-00	Yes
7/9/25	Wonder Idea Technology	N/A	Ebook of Agency PPP	\$ 35.00	200.0-6112-2.0-000-90	Yes
7/9/25	Canva	N/A	Digital editing software used for Agency website	\$ 120.00	200.0-6112-2.0-000-90	Yes
7/15/25	Amazon	N/A	Equipment for IT dept to install projectors	\$ 28.13	200.0-6130-2.0-000-90	Yes
7/15/25	Amazon	N/A	Equipment for IT dept to install projectors	\$ 60.67	200.0-6130-2.0-000-90	Yes
7/15/25	Amazon	N/A	Computer system KVM switch	\$ 140.71	200.0-6112-2.0-000-90	Yes
7/17/25	Amazon	N/A	SSD drives for backup NAS systems	\$ 292.28	200.0-6112-2.0-000-90	Yes
7/17/25	IThemes – Solid WP	N/A	Security plugin for website	\$ 99.00	200.0-6112-2.0-000-90	Yes
7/28/25	Bluehost	N/A	Website Hosting Renewal for Agency website	\$ 959.04	200.0-6112-2.0-000-90	Yes
				<b>\$ 2,104.48</b>		



**MBNA America Business Card**  
**Credit Card Charges**  
**July / julio 2025 Statement**  
**Maritza Gomez / Regional & Migrant Head Start**

Date of Transaction	Purchase Order #	Name of Vendor	Description	Amount	Account Charged	Receipt
06/05/2025	NA	Barnes Welding Supply	Propane refill for forklift	\$17.50	331.0-6420-3.3-000-00 <b>36%</b>	Yes
06/09/2025	NA	Teachstone	CLASS Trainer Recertification	\$144.00	330.0-6742-3.3-000-00 <b>48%</b>	Yes
06/11/2025	NA	Panda Express	FMHS PC Meal	\$101.40	331.0-7116-3.3-000-00	Yes
06/13/2025	NA	Panda Express	Rebate FMHS PC Meal	-\$4.06	331.0-7116-3.3-000-00	Yes
06/21/2025	NA	Zoom	Video Conferencing system	\$16.99	331.0-6130-3.3-000-00	Yes
06/30/2025	27725	Edjoin SJCOE	Job Posting Platform	\$333.33	331.0-6312-3.3-000-00	Yes
06/03/2025	NA	Venngage.com	Monthly subscription for flyer software	\$7.59	331.0-6130-3.3-000-00 <b>31%</b>	No
<b>TOTAL</b>				<b>\$616.75</b>		

Comments: I certify that the items and charges above are true and correct and that the charges incurred have been for business purposes only. Receipts are attached (if available).

\_\_\_\_\_  
 Maritza Gomez, Head Start Director

\_\_\_\_\_  
 Date

**MBNA America Business Card**  
**Credit Card Charges**  
**July / julio 2025 Statement**  
**Maritza Gomez / Migrant Head Start**

Date of Transaction	Purchase Order #	Name of Vendor	Description	Amount	Account Charged	Receipt
06/05/2025	NA	Barnes Welding Supply	Propane refill for forklift	\$13.61	321.0-6420-3.2-000-00 <b>28%</b>	Yes
06/09/2025	NA	Teachstone	CLASS Trainer Recertification	\$156.00	320.0-6742-3.2-000-00 <b>52%</b>	Yes
06/10/2025	NA	Panda Express	MHS PC Meal	\$156.37	321.0-7116-3.2-000-00	Yes
06/10/2025	NA	Panda Express	MHS PC Meal	\$18.95	321.0-7116-3.2-000-00	Yes
06/12/2025	NA	Panda Express	Rebate MHS PC Meal	-\$0.76	321.0-7116-3.2-000-00	Yes
06/12/2025	NA	Panda Express	Rebate MHS PC Meal	-\$6.25	321.0-7116-3.2-000-00	Yes
06/12/2025	NA	CTI	Renewal Fee	\$50.00	320.0-6742-3.2-000-00	Yes
06/19/2025	NA	Zoom	Video Conferencing system	\$8.50	321.0-6130-3.2-000-00 <b>50%</b>	Yes
06/26/2025	NA	CTI	Renewal Fee	\$50.00	320.0-6742-3.2-000-00	Yes
06/30/2025	27725	Edjoin SJCOE	Job Posting Platform	\$333.33	321.0-6312-3.2-000-00	Yes
06/03/2025	NA	Vengage.com	Monthly subscription for flyer software	\$8.10	321.0-6130-3.2-000-00 <b>33%</b>	No
<b>TOTAL</b>				<b>\$787.85</b>		

Comments: I certify that the items and charges above are true and correct and that the charges incurred have been for business purposes only. Receipts are attached (if available).

\_\_\_\_\_  
 Maritza Gomez, Head Start Director

\_\_\_\_\_  
 Date

**American Express**  
**Credit Card Charges**  
**MAY 2025 Statement**  
 Fiscal

Name of Vendor	Description	Amount	Receipt
ATT	Telephone	26763.28	Yes
Comcast	Net service	1508.54	Yes
Community Playthings	Supplies for centers	4764.94	Yes
Discount School Supply	Supplies for centers	2615.53	Yes
Fedex	Postage	178.17	Yes
Lakeshore	Supplies for centers	7254.81	Yes
Matson Alarm	Alarm service	752.52	Yes
Verizon	Wireless devices	5599.30	Yes
Office Depot	Supplies for office/centers	7749.92	Yes
	<b>TOTAL</b>	57187.01	05/29/25
			LA

**West America Bank Business Card  
Credit Card Charges**

# July 2025 Statement

Xai Vang / Information Technology

<b>Date of Transaction</b>	<b>Name of Vendor</b>	<b>PO #</b>	<b>Description of Purchase</b>	<b>Amount of Purchase</b>	<b>Account Charged</b>	<b>Receipt</b>
7/18/25	Amazon	N/A	Power cord	\$ 16.23	311.0-6112-3.1-009-00	Yes
7/18/25	Amazon	N/A	Backup battery & Magnetic Tool Holder	\$ 49.78 \$ 165.60	200.0-6130-2.0-000-90 311.0-6112-3.1-001-00	Yes
7/21/25	Amazon	N/A	ID cards for Badge ID Machine	\$ 24.89	200.0-6130-2.0-000-90	Yes
7/22/25	JetRack	N/A	Ladder mounting system for IT veh #151	\$ 163.49	200.0-6130-2.0-000-90	Yes
7/22/25	Freemus	N/A	Plugin tool for job advertising on Agency website	\$ 58.65	200.0-6112-2.0-000-90	Yes
7/24/25	Industrial Products	27822	Retractable tie downs for IT veh #153	\$ 344.42	200.0-6130-2.0-000-90	Yes
8/4/25	Amazon	N/A	Battery cartridge for network backup battery	\$ 97.41	371.0-6112-3.0-000-00	Yes
8/4/25	ISC2	N/A	Annual subscription for IT training	\$ 50.00	200.0-6742-2.0-000-90	Yes
				<b>\$ 970.47</b>		



# Credit Card Charges

## March 2025

Fiscal

Name of Vendor	Description	Amount	Amount charged to MHS	Amount charged to FMHS	Receipt
Home Depot	Supplies for centers	5186.78	804.48	1869.35	Yes
Wex Bank (Valero)	Fuel	3277.29	754.45	564.39	Yes
Walmart	Supplies for centers	2929.26	0.00	0.00	Yes
					Yes
	<b>Totals</b>	<b>\$11,393.33</b>	<b>\$1,558.93</b>	<b>\$2,433.74</b>	LA

05/25  
J

# March 2025 Statement

Name of Vendor	Description	Amount	Amount Charged to MHS	Amount Charged to FMHS	Receipt
ATT	Telephone	22641.67	6783.12	4047.05	Yes
Comcast	Net service	1734.56	0.00	0.00	
Community Playthings	Supplies for centers	0.00	0.00	0.00	Yes
Discount School Supply	Supplies for centers	2379.26	0.00	0.00	
Fedex	Postage	317.57	20.67	20.67	Yes
Lakeshore	Supplies for centers	26470.38	19488.18	646.99	Yes
Matson Alarm	Alarm service	752.52	72.36	56.47	Yes
Verizon	Wireless devices	5617.78	616.54	736.72	Yes
Office Depot	Supplies for office/center	20315.65	15885.70	377.95	Yes
AMEX	Annual Fee	75.00			
	<b>TOTAL</b>				03/28/25 LA
		<b>\$80,304.39</b>	<b>\$42,866.57</b>	<b>\$5,885.85</b>	

# March 2025 Statement

Card Holder	Description	Amount	Amount Charged to MHS	Amount Charged to FMHS
Irene Yang	Items for wellness cart	291.42	0.00	0.00
Maritza Gomez-Zaragoza	Snacks for clients/ program	1269.99	1,233.52	0.00
	<b>TOTAL</b>	<b>\$1,561.41</b>	<b>1,233.52</b>	<b>0.00</b>

**COSTCO Credit Card Charges**

**MAY 2025 Statement**

<b>Card Holder</b>	<b>Description</b>	<b>Card Amount</b>
Irene Yang	WELLNESS SNACK CART	413.36
Maritza Gomez-Zaragoza	SNACKS/SUPPLIES FOR CLIENTS/PROGRAM	1986.32
Jennifer Coronado	FOOD FOR VR EVENT & WALK A MILE	342.65
		2742.33

# Credit Card Charges

## March 2025

Fiscal

Name of Vendor	Description	Amount	Amount charged to MHS	Amount charged to FMHS	Receipt
Home Depot	Supplies for centers	5186.78	804.48	1869.35	Yes
Wex Bank (Valero)	Fuel	3277.29	754.45	564.39	Yes
Walmart	Supplies for centers	2929.26	0.00	0.00	Yes
					Yes
	<b>Totals</b>	<b>\$11,393.33</b>	<b>\$1,558.93</b>	<b>\$2,433.74</b>	LA

05/25  
J

Community Action Partnership of Madera County, Inc.  
 1225 Gill Avenue  
 Madera, CA 93637  
 (559) 673-9173

**IN-KIND MONTHLY SUMMARY REPORT 2025-2026 / REPORTE SUMARIO MENSUAL DE IN KIND 2025-2026**

**MIGRANT AND SEASONAL HEAD START 2025-2026 MIGRANTE/TEMPORAL HEAD START 2025-2026**  
**Month-Year JUNE 2025/ Mes-Año JUNIO 2025**

CATEGORY	BUDGET Presupuesto	PREVIOUS/Previo TOTAL	CURRENT/Corriente TOTAL	Y-T-D/Asta ahora TOTAL	REMAINING IN-KIND NEEDED Resto de In Kind para recaudar
NON-FEDERAL CASH/EFFECTIVO NO FEDERAL					
Volunteer Services/Servicios Voluntarios	455,866.00	29,544.74	60,017.17	89,561.91	366,304.09
A. Professional Services/Servicios Profesionales	2,000.00	2,023.75	0.00	2,023.75	(23.75)
B. Center Volunteers/Voluntarios en el Centro	453,866.00	27,520.99	60,017.17	87,538.16	366,327.84
Other/Policy Council/Otro/Comité de Póliza	0.00	0.00	0.00	0.00	0.00
State Collaboration/Colaboracion de Estado	1,015,474.00	38,547.70	105,777.84	144,325.54	871,148.46
Donated Supplies/Materiales Donanos	1,000.00	0.00		0.00	1,000.00
Donated Food/Comida Donada	0.00	0.00		0.00	0.00
Donated Space/Sitio Donado	111,010.00	27,753.00	9,251.00	37,004.00	74,006.00
Transportation/Transportacion	0.00	0.00		0.00	0.00
<b>TOTAL IN-KIND/TOTAL DE IN KIND</b>	<b>1,583,350.00</b>	<b>95,845.44</b>	<b>175,046.01</b>	<b>270,891.45</b>	<b>1,312,458.55</b>

A. Y-T-D In-Kind / In-Kind asta ahora	270,891.45
B. Contracted In-Kind/ In-kind Contratado	1,583,350.00
C. Percent Y-T-D In-Kind/ Porcentaje de in-kind ásta ahora	
CONTRACT AMOUNT/CANTIDAD CONTRATADA	17.11%

MONTHLY PROGRAM INFORMATION SUMMARY REPORT FOR POLICY COUNCIL & GOVERNING BODY

Community Action Partnership of Madera County (CAPMC)

[Migrant Head Start]

June 2025

**244**  
cumulative children

**187**  
cumulative families

**31**  
teaching staff

PRIMARY TYPE OF ELIGIBILITY

(#)	(%)
8	3%
Homeless Children	
	0%
Foster Children	
103	42%
Receives Public Assistance	
105	43%
Income Below Federal Poverty	
28	11%
Income Above Federal Poverty	

CHILDREN WITH DISABILITIES

(#)	(%)
37	15%
Disabilities (cumulative; minimum 10%)	
# of children with a Disability Assessment PENDING: 0	

DEVELOPMENTAL SCREENING OF NEW ENROLLEES

(#)	(%)
32	13%
New Enrollees (cumulative)	
12	38%
Received Screening <45 Days (Of new enrollees)	

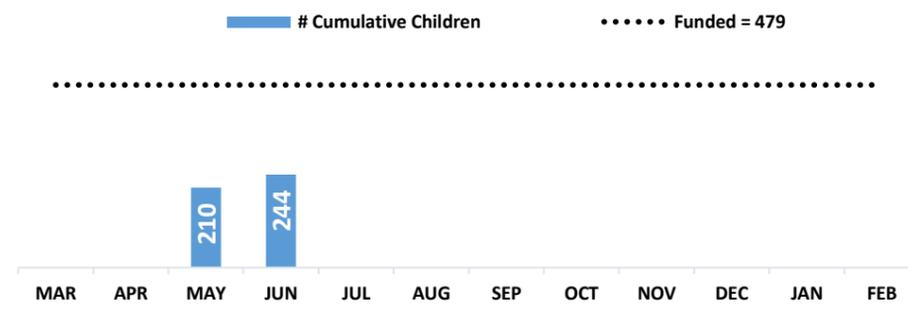
CHILDREN'S HEALTH

(#)	(%)
240	98%
Has Health Insurance	
123	50%
EPSDT Up-to-Date	
20	8%
Chronic Health Condition	
19	95%
Received Medical Treatment (Of children with diagnosed chronic health conditions)	
242	99%
Immunizations Up-to-Date (Also includes those eligible for exemption & those with all immunizations possible at this time, but not for their age)	
240	98%
Access to Dental Care	
205	84%
Completed Dental Exam	
21	55%
Received Dental Treatment (Of children who needed dental treatment other)	
123	75%
Healthy BMI (Children under 3 years are excluded)	

STAFF EDUCATION

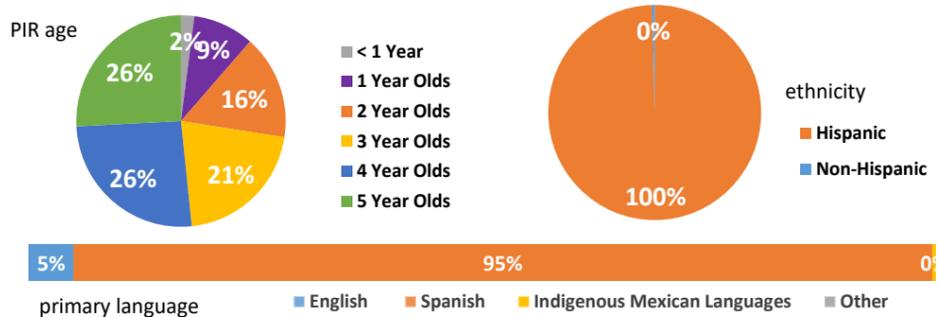
# Staff	% Meet Minimum Education Requirements
7	29%
Preschool Teacher: BA+	
	100%
Preschool Teacher: AA+	
(AA degree is minimum education requirement for a Preschool Teacher. However, at least 50% should have a BA degree or above).	
5	100%
Preschool Assistant: CDA+	
19	100%
Infant/Toddler Teacher: CDA+	
(Includes those who are currently enrolled in a CDA/equivalent program or)	
All staff should meet minimum education requirements for their position.	

CUMULATIVE ENROLLMENT OF CHILDREN



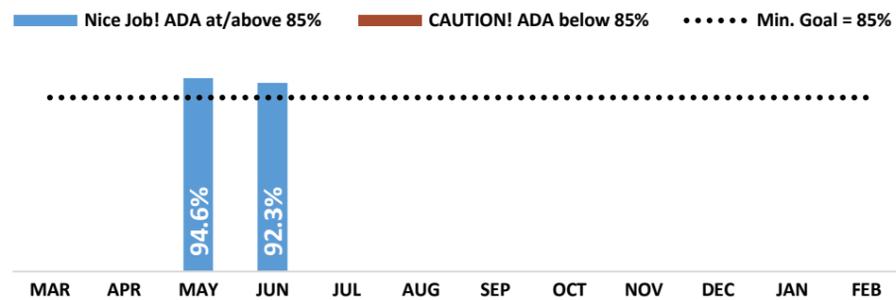
# of children on WAITING LIST as of the last day of the report month: 127

DEMOGRAPHICS OF ENROLLED CHILDREN



primary language: 5% English, 95% Spanish, 0% Indigenous Mexican Languages, 0% Other

AVERAGE DAILY ATTENDANCE (ADA)

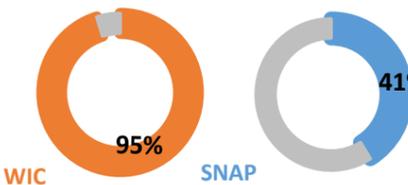


% of children who were CHRONICALLY ABSENT (missed over 10% of class days): 30%

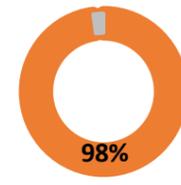
FAMILY INFORMATION



participates in food assistance program(s)



received social service(s) to promote family outcomes



symbol key:

★ = Nice job!  
Meets or exceeds Head Start regulations or expectations

⚠ = Caution!  
Results lower than expected

✖ = Take Action!  
Does not meet Head Start regulations

Sources: (1) Program Information Report, (2) COPA #201 (Attendance), (3) COPA #241S (Chronic Absence), (4) COPA #411 (Suspected Disabilities), (5) COPA #800N (for children, filtered by Currently Eligible)  
All data is cumulative as of report month, unless otherwise indicated.

Resumen Mensual del Informe de Datos Actualizados del Programa (PIR, sigla en inglés) para el Consejo de Políticas y Mesa Directiva

Community Action Partnership of Madera County (CAPMC)

[Migrant Head Start]

junio 2025

**244**  
Niños Acumulados

**187**  
Familias Acumuladas

**31**  
Maestras

Tipo de Elegibilidad

(#)		(%)
8	Niños Sin Hogar	3%
	Niños en Adopción Temporal	0%
103	Recibe Asistencia Pública	42%
105	Ingresos por Debajo del Nivel de Pobreza Federal	43%
28	Ingresos por Encima del Nivel de Pobreza Federal	11%

Niños con Discapacidades

(#)		(%)
37	Discapacidades (acumulados; mínimo 10%)	15%
# de niños con una evaluación de discapacidad pendiente:		0

Evaluación del Desarrollo para los Nuevos Niños(as) Inscritos

(#)		(%)
32	Nuevos Niños(as) Inscritos (acumulados)	13%
12	Recibió Evaluación <45 días de los Nuevos Niños(as) Inscritos	38%

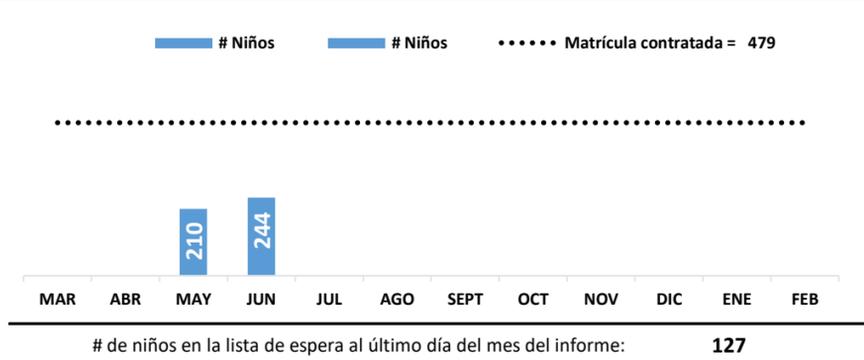
Salud de los Niños

(#)		(%)
240	Tiene Seguro Médico al Día Con el Cuidado de Salud Preventivo	98%
123	Condición de Salud Crónica	8%
19	Recibieron Tratamiento Médico de niños con enfermedades crónicas diagnosticadas	95%
242	al Día con las Vacunas <i>También incluye a aquellos elegibles para la exención y aquellos con todas las vacunas posibles en este momento, pero no para su edad</i>	99%
240	Acceso a Servicios Dentales	98%
205	Completaron Exámenes Dentales Profesional	84%
21	Recibió Tratamiento Dental <i>(de niños en edad preescolar que necesitaban tratamiento dental distinto al cuidado preventivo)</i>	55%
123	BMI Saludable <i>(los niños menores de 3 años están excluidos)</i>	75%

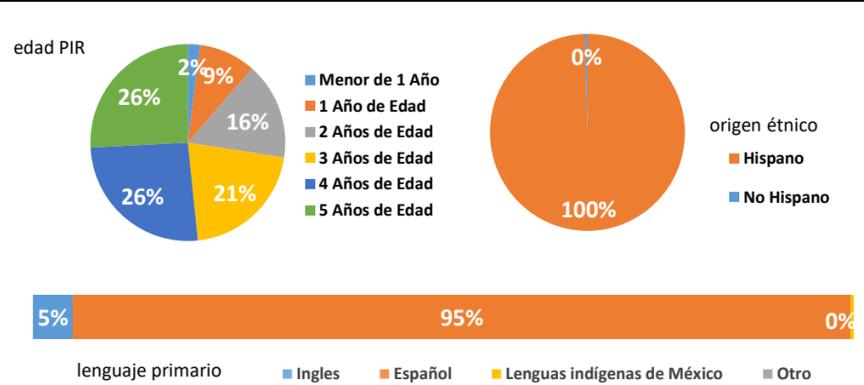
Educación del Personal

# Personal	% llenan los requisitos mínimo de educación
7	Maestras de la Clase Preescolar: BA+ 29%
	Maestras de la Clase Preescolar: AA+ 100%
<i>(Un título AA es el requisito mínimo de educación para los maestros de preescolar, pero al menos el 50% debe tener una licenciatura.)</i>	
5	Asistentes de Maestra de la Clase Preescolar: CDA+ 100%
19	Maestras de la Clase de Infantes / Niños Pequeños: CDA+ 100%
<i>(Incluyen a aquellos que están actualmente inscritos en un programa CDA / equivalente o superior. CDA=Asociado/Diplomado en Desarrollo Infantil (CDA, sigla en inglés)</i>	
<i>(Todo el personal debe cumplir con los requisitos mínimos de educación para su puesto).</i>	

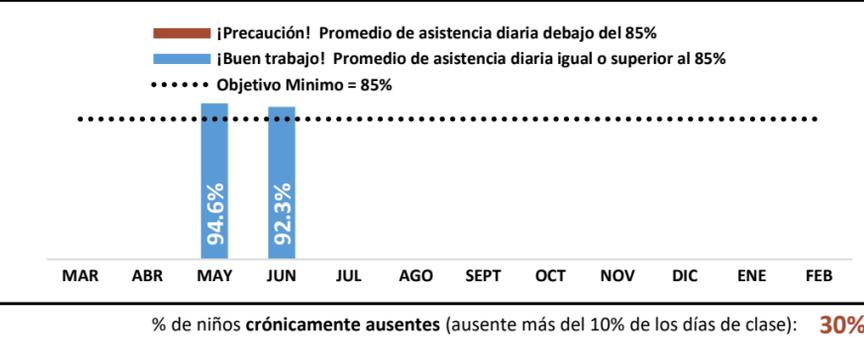
Matrícula Cumulativa de Niños



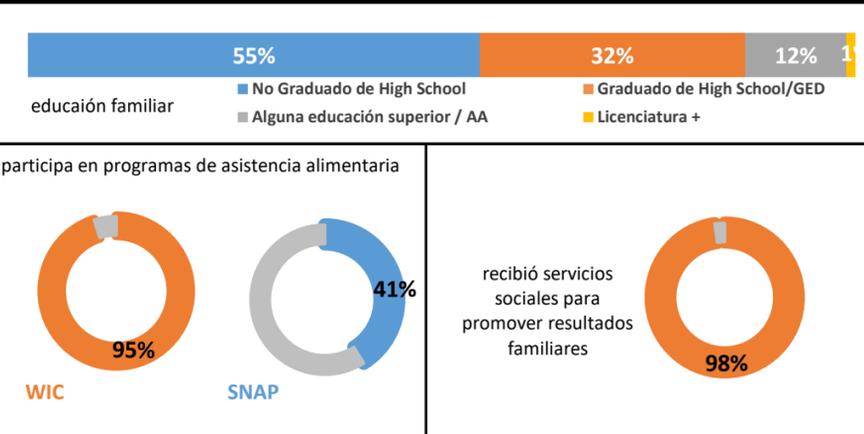
Demografía de los Niños Matriculados



Promedio de Asistencia Diaria



Información Familiar



simbolo clave:

★ = ¡Buen trabajo!

Cumple o excede las regulaciones o expectativas de Head Start

⚠ = ¡Precaución!

Resultados más bajos de lo esperado

✘ = ¡Tomar acción!

No cumple con las regulaciones de Head Start

Fuentes: (1) Informe de datos actualizados del programa (PIR), (2) COPA #201 (asistencia), (3) COPA #2415 (ausentismo crónica), (4) COPA #411 (Incapacidades pendientes), (5) COPA #800N (para niños, filtrado por actualmente elegibles).

Todos los datos son acumulativos al mes del informe, a menos que se indique lo contrario.

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY**  
**MADERA MIGRANT HEAD START including BLENDED MIGRANT PRESCHOOL STATE PROGRAM**  
**INCOME CALCULATIONS**  
**June-2025**

FREE MEALS	234		81
REDUCED	0		0
BASE	0		0
TOTAL	234		81

**PERCENTAGES:**

FREE	100.0000%		100.0000%
REDUCED	0.0000%		0.0000%
BASE	0.0000%		0.0000%
TOTAL	100.0000%		100.0000%

MEAL	#		%		RATE		
<b>BREAKFAST:</b>	3,674	X	100.0000%	X	\$2.3700	=	\$8,707.38
<b>LUNCH:</b>	2,375	X	100.0000%	X	\$4.4300	=	\$10,521.25
	1,227	X	100.0000%	X	\$4.4300	=	\$5,435.61
<b>SUPPLEMENTS:</b>	1,887	X	100.0000%	X	\$1.2100	=	\$2,283.27
	941	X	100.0000%	X	\$1.2100	=	\$1,138.61

	<b>10,104</b>	TOTAL FEDERAL REIMBURSEMENT		\$28,086.12
<b>CASH IN LIEU:</b>		LUNCHES X \$0.3000		\$1,080.60
<b>TOTAL REIMBURSEMENT</b>				<b>\$29,166.72</b>

STATE REIMBURSEMENTS: MEAL DESCRIPTION	MEALS		STATE RATE		% ALLOC		TOTAL STATE EARNINGS
TOTAL BREAKFAST	3,674	X	\$0.2160	X	100%		\$793.58
TOTAL LUNCHES	3,602	X	\$0.2160	X	100%		\$778.03
TOTAL:							<b>\$1,571.61</b>

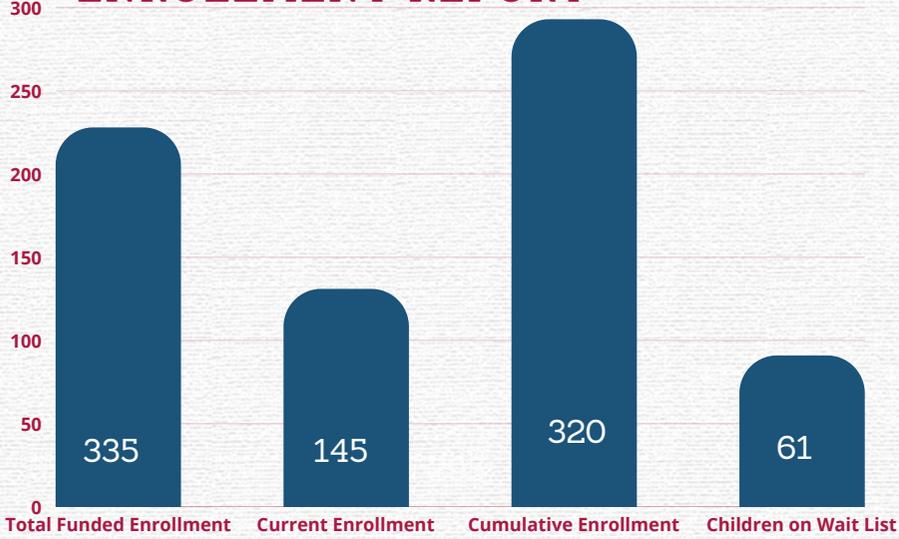
**TOTAL OF FEDERAL & STATE REIMBURESMENTS:**

	Breakfast	Lunch	Snack	Total
CMIG-MADERA MIGRANT PRESCHOOL	-	1,227	941	2,168
MMHS-MADERA MIGRANT HEAD START	3,674	2,375	1,887	7,936
	3,674	3,602	2,828	10,104
	<b>MMHS</b>	<b>CMIG</b>	<b>Total</b>	
TOTAL FEDERAL REIMBURSEMENT:	\$21,511.90	\$6,574.22	\$28,086.12	
CASH IN LIEU:	\$712.50	\$368.10	\$1,080.60	
TOTAL STATE REIMBURSEMENTS:	\$1,306.58	\$265.03	\$1,571.61	
	<b>\$23,530.98</b>	<b>\$7,207.35</b>	<b>\$30,738.33</b>	

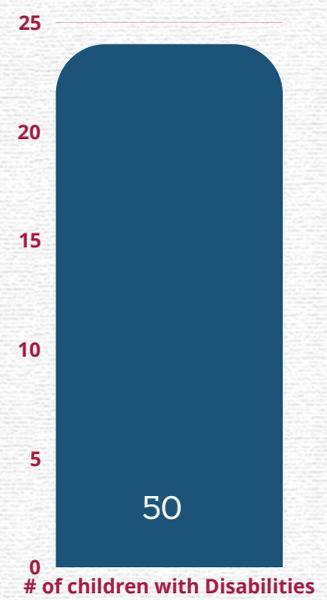


# Fresno Migrant Seasonal Head Start Monthly Enrollment Report July 2025

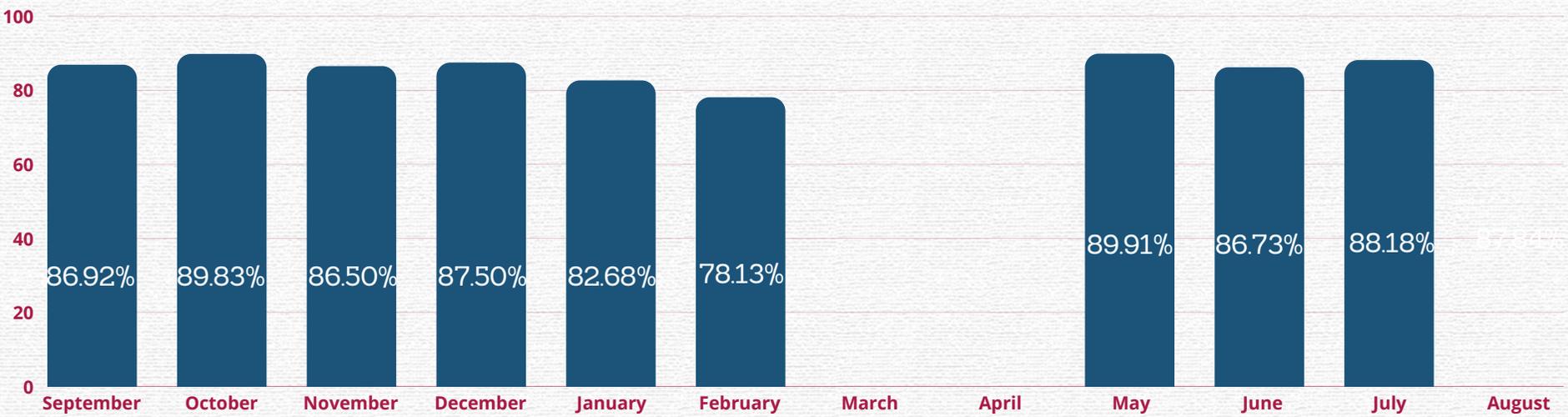
## ENROLLMENT REPORT



## TOTAL NUMBER OF CHILDREN WITH DISABILITIES



## ATTENDANCE REPORT



## IN-KIND MONTHLY SUMMARY REPORT

**Month**

**June**

**Year**

**2025**

CATEGORY	BUDGET	PREVIOUS TOTAL	CURRENT TOTAL	Y-T-D TOTAL	REMAINING IN-KIND NEEDED
NON-FEDERAL CASH					
VOLUNTEER SERVICES	<b>1,436,988.48</b>	450,339.23	76,933.25	527,272.48	(909,716.00)
A. Professional Services	<b>0.00</b>	4,597.25	2,633.75	7,231.00	7,231.00
B. Center Volunteers	<b>1,434,094.08</b>	445,741.98	74,299.50	520,041.48	(914,052.60)
C. Policy Concl/Committee	<b>2,894.40</b>	0.00		0.00	(2,894.40)
OTHER - FOOD DONATION	<b>0.00</b>	0.00		0.00	0.00
DONATED SUPPLIES	<b>7,883.00</b>	1,135.00		1,135.00	(6,748.00)
DONATED EQUIPMENT	<b>0.00</b>	0.00		0.00	0.00
DONATED - BUS STORAGE	<b>0.00</b>	0.00		0.00	0.00
DONATED SPACE	<b>217,266.00</b>	125,627.22	13,958.58	139,585.80	(77,680.20)
TRANSPORTATION	<b>0.00</b>	0.00		0.00	0.00
<b>TOTAL IN-KIND</b>	<b>1,662,137.48</b>	577,101.45	<b>90,891.83</b>	667,993.28	<b>(994,144.20)</b>
C. Salarie & FB (First 5)	<b>0.00</b>	0.00		0.00	0.00
<b>Grand Total</b>	<b>1,662,137.48</b>	577,101.45	90,891.83	667,993.28	<b>(994,144.20)</b>

A. Y-T-D In-Kind	667,993.28
B. Contracted In-Kind	1,662,137.48
C. Percent Y-T-D In-Kind	40.19%

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY  
 FRESNO MIGRANT HEAD START FOOD PROGRAM  
 INCOME CALCULATIONS  
 June-2025**

FREE MEALS	153
REDUCED	-
BASE	-
TOTAL	153

**PERCENTAGES:**

FREE	100.0000%
REDUCED	0.0000%
BASE	0.0000%
TOTAL	100.0000%

MEAL	#		%		RATE		
<b>BREAKFAST:</b>	2,212	X	100.0000%	X	\$2.3700	=	\$5,242.44
<b>LUNCH:</b>	2,163	X	100.0000%	X	\$4.4300	=	\$9,582.09
<b>SUPPLEMENTS:</b>	1,801	X	100.0000%	X	\$1.2100	=	\$2,179.21

	<b>6,176</b>						
		TOTAL FEDERAL REIMBURSEMENT					\$17,003.74

<b>CASH IN LIEU:</b>		LUNCHES X \$0.3000					\$648.90
----------------------	--	--------------------	--	--	--	--	----------

<b>TOTAL REIMBURSEMENT</b>	<b>\$17,652.64</b>
----------------------------	--------------------

STATE REIMBURSEMENTS: MEAL DESCRIPTION	MEALS		STATE RATE				
TOTAL BREAKFAST	2,212	X	\$0.2160	X	100%		\$477.79
TOTAL LUNCHES	2,163	X	\$0.2160	X	100%		\$467.21

<b>TOTAL STATE REIMBURSEMENT</b>	<b>\$945.00</b>
----------------------------------	-----------------

<b>TOTAL OF FEDERAL &amp; STATE REIMBURESMENTS:</b>	<b>\$18,597.64</b>
---	--------------------



# Report to the Board of Directors

Agenda Item Number: D-8

Board of Directors Meeting for: August 14, 2025

Author: Maritza Gomez-Zaragoza

---

DATE: July 30, 2025

TO: Board of Directors

FROM: Maritza Gomez-Zaragoza, Head Start Program Director

SUBJECT: Head Start No Fee Policy

**I. RECOMMENDATIONS:**

Review and approve the Fresno Migrant/Seasonal Head Start No Fee Policy per Head Start Performance Standards.

**II. SUMMARY:**

Per Head Start Performance Standard 1302.18 states; Head Start programs must not prescribe any fee schedule or otherwise provide for the charging of any fees for participation in the program.

**III. DISCUSSION:**

CAPMC Head Start has developed a policy that complies with the Head Start Performance Standards Policy on Fees. The program does not prescribe fees to any families regardless of their income. Although up to 10% of the families participating in the program exceed the established Federal Income Guidelines, the program does not charge any of its services to the children and families.

- The Head Start No Fee Policy will be presented to the Policy Committee for review and approval on August 13, 2025.

**IV. FINANCING:**

None



## COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY FRESNO MIGRANT/SEASONAL HEAD START

<b>Policy Number:</b> EL 1.4	<b>Relates to CFR #:</b> 1302.18 (a)	<b>Page #1 of 1</b>
<b>Notes:</b>		

**SUBJECT:** Policy on Fees

**PERFORMANCE OBJECTIVE:** Fresno Migrant and Seasonal Head Start Program must not prescribe any fee schedule for participation in the program, 1302.1BThe program is free to any family who meets the eligibility criteria outlined in 1302.12(c)(1)(i)(ii)(iii)(iv).

**OPERATIONAL PROCEDURE:**

1. Under no circumstance shall the Fresno Migrant/Seasonal Head Start Program solicit, or in any other way condition a child's enrollment or participation in the program upon the payment of a fee.
2. Parent participation is encouraged but parents are never forced to volunteer.
4. Parents are welcomed at the center and are considered vital partners in their child's care and education.
5. Parents will be encouraged to examine how the enrollment process is working in relationship to the requirements of 1302.18 and in understanding the program philosophy and the needs.



# Report to the Board of Directors

Agenda Item Number: D-9

Board of Directors Meeting for: August 14, 2025

Author: Maria Garcia

---

DATE: July 30, 2025

TO: Board of Directors

FROM: Maria Garcia, Disability/Mental Health Specialist

SUBJECT: Suspension and Expulsion Procedure

## **I. RECOMMENDATIONS**

Approve the Suspension and Expulsion Procedure for the Fresno Migrant/Seasonal Head Start Program.

## **II. SUMMARY**

Review and consider approving the Suspension and Expulsion Procedure. The procedure will provide guidance for staff on the process to follow when a child is having challenging behaviors in the classroom.

## **III. DISCUSSION**

Suspension may be used as the last resort in extraordinary circumstances.

When a child demonstrates challenging behaviors, staff will follow the Child mental health and social emotional well-being procedure (Reference to Procedure 45) in order to address the concern and provide support to the child and family which includes, but not limited to the following:

- Teaching staff will implement in the classroom's positive techniques from Conscious Discipline and the Teaching Pyramid from Center on the Social and Emotional Foundation for Early Learning (C.S.E.F.E.L) that are designed to build social and emotional skills in the children. Classrooms are monitored for this on an ongoing basis by the Disabilities/Mental Health Content Specialist.
- For children with ongoing challenging behaviors, staff will initiate the process of child and family receiving additional support by submitting a Child Concern Form.
- Strategies for the child and resources for the parent will be provided.
- For a child not responding to the strategies, a Child Success Team (CST) Meeting will be held to discuss the possibility of having the Mental Health Consultants provide an Individual Observation for the child. During the Individual Observation, the Mental Health Consultant will be accessible to the parent to give supportive feedback.
- Additional strategies may be recommended by the Mental Health Consultant.

- A Positive Behavior Management Plan will be established.
- Staff will continue to assist the child in gaining acceptable behaviors by modelling and consistently implementing each strategy provided.
- New strategies will be provided as needed.
- A child who continues to display aggressive behaviors that harm others or puts self in danger will result in the management team considering reducing the child’s time in Head Start until the child shows signs of being ready to participate for the full amount of scheduled class time.

Parent/guardian refusal or unwillingness to support the Positive Behavior Management Plan after reviewing Behavior Policy in the Parent Handbook will result in the family being moved to expulsion and parent/guardian will be provided other options for preschool/childcare.

- The Suspension and Expulsion Procedure will be presented to the Policy Committee for review and approval on August 13, 2025.

**IV. FINANCING: None**



## **ELIGIBILITY, RECRUITMENTS, SELECTION ENROLLMENT POLICIES AND PROCEDURES**

<b>Policy Number:</b>	<b>17</b>	<b>HSPPS:</b>	<b>1302.17 (a)-(b)(3)</b>	<b>Page:</b>	<b>1 of 3</b>
<b>Effective Date:</b>	<b>07/2025</b>				

**SUBJECT:** Suspension and Expulsion

**Performance Objective:** Head Start Program must severely limit the use of Suspension and Prohibit expulsion.

**Operational Procedure:**

1. Suspension may only be:
  - a. Temporary in nature used as a last resort in extraordinary circumstances where there is serious threat that cannot be reduced or eliminated by reasonable modifications
    - If at any time a child poses serious harm resulting in medical treatment to another child or adult while at the center or class, the child’s parent/guardian will be asked to pick up the child and a meeting will be set up to discuss the incident. At any time, staff may not call parent/guardian to pick up a child early due to behavior without prior approval from Head Start Director, Maritza Gomez-Zaragoza. If Maritza is not available, prior approval can be obtained from Executive Director, Mattie Mendez or Disability Mental Health Content Specialist, Maria Garcia in consultation with Maru Sanchez Deputy Director—Direct services
    - The child will not be allowed to return to the classroom until the meeting has taken place to determine next steps based on the severity of incident.
    - When there is a serious safety issue involving extreme aggressive behavior, reduce schedule (temporary suspension) may be utilized.
    - The reduced scheduled will be based on the child ability to cope within a special environment and will be assessed through child observation and progress notes to determine periods successes and challenges.
  
2. Prior to determining whether ongoing temporary suspension is necessary, the program will
  - a. Have Disability/Mental Health Specialist observe child’s classroom management strategies for effectiveness (reference Policy 45) and provide supportive recommendations.
  - b. Have teachers complete ASQ3 and ASQ-SE2 from classroom environment perspective.
  - c. If deemed necessary schedule a Team management meeting to develop a support plan.
  - d. Engage the mental health consultant as determined by the team.
  - e. Collaborate with parent/guardian.
  - f. Utilize appropriate community resources- i.e. Behavioral Health, psychologist or other specialist
  - g. Disability/Mental Health Specialist will enter in Child Plus for areas of concern and strategies provided.

3. If temporary suspension is deemed necessary, the program will help the child return to full Participation in all activities as quickly as possible while ensuring child safety by:
  - a. Ongoing engagement with parent/guardian on a regular (weekly) basis and documenting follow-up on Student access log.
  - b. If needed, holding a Case study team meeting to discuss need for a formal observation by mental health consultant and provide strategies for classroom and home.
  - c. Continuing to use appropriate community resources.
  - d. Developing written plan-Positive Behavior Support Plan (PBSP) to document the action and supports needed.
    - o Parent/guardian refusal or unwillingness to support the PBSP at home or class will result in CST meeting to review Behavior Policy in Parent Handbook understanding and development of parenting skills.
  - e. Determining whether a referral to a local agency responsible for implementing IDRA is appropriate.
  
4. Our program will not expel or unenroll a child because of a child's behavior.
  - a. When a child continues to exhibit persistent and serious challenging behavior staff will:  
Explore all possible steps and document all steps taken to address behavior(s) which of the focus was and continues to be to assist the child in learning appropriate behavior.
    - Continuing engagement of mental health consultant
    - Consider the appropriateness of providing services and supports for a child under section 504 of the Rehabilitation Act and not excluding child on the basis of disability.
    - Disability/Mental Health Specialist will consult with the parent/guardian(s).
    - If child has an IFSP/IEP, consulting with agency responsible for the IFSP/IEP to ensure that the child receives the needed support services.
    - Of a child does not have an IFSP/IEP, the program will refer child. With parental consent, to the local agency responsible for implementing IDEA to determine child's eligible for services.
    - Parent/guardian refusal or unwillingness to support the PBSP after reviewing Behavior Policy in Parent Handbook will result in the family being moved to expulsion.
  
5. Children may be expelled from the program only if management (EHS, MSHS) Disability /Mental Health Content Specialist concludes:
  - a. That the safety of the environment cannot be maintained due to a child's persistent serious challenging behavior.
  - b. Due to the child's behavior, the program is in violation of Community Care Licensing Children's Personal Rights.
  - c. The child puts self in unsafe and dangerous situations.
    - Staff will work with family and other involve individuals to assist the family in finding an appropriate placement and directly support the transition of the child into another placement i.e. family childcare home with less children, Special Day class, etc. that provide a better environment for the child's success.

- If child has an IFSP/IEP, the appropriate agency will be notified to update the agency efforts taken and the need for a more appropriate placement.
- Staff will support parent/guardian to request IFSP/IEP meeting to inquire about additional assessment.

6. When a child has been unenrolled or expelled, per AB 752, a Licensed Program Analyst from Community Care Licensing will review the steps taken by the program in addressing the behavior in addition to their methods to limit and/or prevent future incidents to determine if the program acted appropriately or whether there was a violation of California Code of Regulations, Title 22 or the California Health and Safety Code.

Forms Needed: Case Conference, Results of Child Success Team Meeting, Positive Behavior Support Plan



# Report to the Board of Directors

Agenda Item Number: D-10

Board of Directors Meeting for: August 14, 2025

Author: Maritza Gomez-Zaragoza

---

DATE: July 17, 2025

TO: Board of Directors

FROM: Maritza Gomez-Zaragoza, Program Director

SUBJECT: Head Start No Fee Policy

## I. **RECOMMENDATIONS:**

Review and consider approving the Madera Migrant/Seasonal Head Start No Fee Policy per Head Start Performance Standards.

## II. **SUMMARY:**

Per Head Start Performance Standard 1302.18 states; Head Start programs must not prescribe any fee schedule or otherwise provide for the charging of any fees for participation in the program.

## III. **DISCUSSION:**

CAPMC Head Start has developed a policy that complies with the Head Start Performance Standards Policy on Fees. The program does not prescribe fees to any families regardless of their income. Although up to 10% of the families participating in the program exceed the established Federal Income Guidelines, the program does not charge any of its services to the children and families.

Families enrolled into collaborated enrollment vacancies will be assessed a family fee, as applicable, based on the California Department of Education, Early Education and Support Division regulations. Collaborations between Migrant/Seasonal Head Start and California's Migrant Child Care allow for the following program and service enhancements: additional staff, lower ratios, more service days and hours, and comprehensive supports to children and families. Families may choose to wait for non-collaboration vacancies if plausible, or refuse enrollment and remain on the waiting list if no other vacancies or slot-types (i.e. collaborated vs. non-collaborated) exist at the time.

- The Head Start No Fee Policy will be presented to the Policy Committee for review and approval on August 12, 2025.

## IV. **FINANCING:**

None



***ELIGIBILITY, RECRUITMENT, SELECTION,  
ENROLLMENT, AND ATTENDANCE  
POLICIES AND PROCEDURES***

<b>Policy Number: 18</b>	<b>HSPPS: 1302.18</b>	<b>Page: 1 of 1</b>
<b>Effective Date: 11/7/16</b>		
<b>Policy Council Approval Date:</b>	<b>Policy Committee Approval Date:</b>	<b>Board of Directors Approval Date:</b>

**SUBJECT:** Policy on fees

**PERFORMANCE OBJECTIVE:** The Migrant/Seasonal and Regional Head Start Programs must not prescribe any fee schedule for participation in the program, 1302.18. The program is free to any family who meets the eligibility criteria outlined in 1302.12(c)(1)(i)(ii)(iii)(iv).

**OPERATIONAL PROCEDURE:**

1. Under no circumstance shall the Regional or Migrant Head Start Program solicit, or in any other way condition a child’s enrollment or participation in the program upon the payment of a fee.
2. Families enrolled into collaborated enrollment vacancies will be assessed a family fee, as applicable, based on the California Department of Education, Early Education and Support Division regulations. Collaborations between Migrant/Seasonal Head Start and California’s Migrant Child Care allow for the following program and service enhancements: additional staff, lower ratios, more service days and hours, and comprehensive supports to children and families. Families may choose to wait for non-collaboration vacancies if plausible, or refuse enrollment and remain on the waiting list if no other vacancies or slot-types (i.e. collaborated vs. non-collaborated) exist at the time.
3. Parent participation is encouraged but parents are never forced to volunteer.
4. Parents are welcomed at the center and are considered vital partners in their child’s care and education.
5. Parents will be encouraged to examine how the enrollment process is working in relationship to the requirements of 1302.18 and in understanding the program philosophy and the needs

Forms Needed: N/A



# Report to the Board of Directors

Agenda Item Number: D-11

Board of Directors Meeting for: August 14, 2025

Author: Maritza Gomez-Zaragoza

---

DATE: July 17, 2025

TO: Board of Directors

FROM: Maritza Gomez-Zaragoza, Program Director

SUBJECT: 2025-2026 Madera Migrant/Seasonal Self-Assessment procedure, process and planning guide

**I. RECOMMENDATIONS:**

Review and consider approving the 2025-2026 Madera Migrant/Seasonal Head Start program process for conducting the self-assessment.

**II. SUMMARY:**

In accordance with Head Start Performance Standards, a yearly self-assessment must be conducted. The assessment assists staff to determine if the systems are in place help the program comply with the 2007 Head Start Act and Performance Standards. Developed checklist that reflect compliance with OHS Program Performance Standards will be utilized to conduct the self-assessment. Staff have developed a process to ensure all service areas are assessed and ensure compliance.

**III. DISCUSSION:**

The following process will take place to ensure the program is still in compliance with Head Start Performance Standards.

- Recipient's staff in conjunction with sub-recipient's staff will conduct site visits, file review, and staff interviews based on the OHS Protocol.
- In preparation, CAPMC staff will review of all children's files for compliance in all service areas - Education, Health, Nutrition, Family, Disability/Mental Health and ERSEA
- Monitoring/review of COPA data
- Program data, CLASS, curriculum to fidelity results, parent services & goal setting, and other data; will also be reviewed to ensure program compliance.

Once all information is gathered it will be used to identify possible trends, areas for strengths and areas for improvement. A report will be presented to the Policy Committee and Board of Directors by November 2025 detailing the result of the program's self-assessment.

- The 2025-2026 Madera Migrant/Seasonal Self-Assessment procedure, process and

planning guide will be presented to the Policy Committee for review and approval on August 12, 2025.

IV. **FINANCING**: None



# Report to the Board of Directors

Agenda Item Number: D-12

Board of Directors Meeting for: August 14, 2025

Author: Maru Gasca Sanchez

---

DATE: July 17, 2025

TO: Board of Directors

FROM: Maru Gasca Sanchez, Deputy Director Child and Family Services

SUBJECT: CAPMC Migrant/Seasonal Head Start in Collaboration with California Department of Social Services, Migrant Child Care and Development 2025-2026 Program Philosophy, Goals and Objectives and Parent Handbook.

## I. RECOMMENDATIONS

Review and consider approving CAPMC Migrant/Seasonal Head Start in Collaboration with California Department of Social Services, Migrant Child Care and Development 2025-2026 Program Philosophy, Goals and Objectives and Parent Handbook.

## II. SUMMARY

The California Department of Social Services requires that the Program's Philosophy, Goals and Objectives and Parent Handbook be approved by CAPMC Board of Directors annually

## III. DISCUSSION

- a. Included in the parent handbook is CAPMC's philosophy statement and goals and objectives that support the philosophy.
- b. The parent handbook provides parents with information regarding the following topics:
  - Days and hours of service and holiday schedule
  - Registration process and eligibility requirements, and parent responsibilities
  - Open door policy
  - Sexual Harassment
  - Attendance and absences
  - Communication with staff
  - Health and emergency procedures
  - Uniform Complaint Procedure
  - A copy of the handbook is provided to families enrolling their children at the Sierra Vista center.
- c. Information will be reviewed with parents at time of registration and/or at the first orientation and/or parent meeting.

- The 2025-2026 CAPMC Migrant/Seasonal Head Start and California Department of Social Services Parent Handbook will be presented to the Policy Committee for review and approval on August 12, 2025.

**IV. FINANCING**

None



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

# **PARENT HANDBOOK 2025-2026**

---



**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.**



# TABLE OF CONTENTS

## Page 1 - 3 Program Design

- Message from the Program Director
- Our Mission
- Our Vision
- Services
- Center Location
- Equal Access/Non-Discrimination
- Open Door Policy
- Refrain from Religious Instruction
- Sexual Harassment
- Confidentiality
- Program Self-evaluation
- Center Group Sizes

## Page 4 -16 Program Philosophy, Goals and Objectives

- Philosophy Statement
- Parent Education and Engagement
- Health Services
- Nutrition Services
- Education Program
- Disability
- Mental Health

## Pages 17-18 Selection & Enrollment Process

- Waiting List
- Head Start Selection Criteria
- State Admission Priorities
- Three Ways to Apply
- Family Data File
- Sign In/Out

## Page 19-24 Registration Process and Eligibility

- Priorities for Admission
- Family Member Requirements
- Type of Eligibility
- Income Requirement
- Need Requirement
- Employed
- Vocational Training or Education Program
- Actively Seeking Employment
- Incapacitation
- At Risk or Child Protective Services
- Both At-Risk and CPS
- Seeking Permanent Housing
- Homelessness
- Documentation of Child's Exceptional Needs
- Duration of Service Requirement
- Exceptions
- Verifying ongoing eligibility
- Change in Service Level
- Disenrollment Policy

## Page 25 - 26 Participant Qualification and Conditions

- Family Fee Policy
- Fee Assessment
- Exclusion from Fee Assessment
- Credit for Fees Paid to Other Service Provider
- Policy for Collection of Fees
- Countable/Non-Countable Income Reference Sheet

## Page 27-28 ERSEA

- Sign In/Out
- Attendance and Absences

## Page 29-35 Policies

- Standards of Conduct - All Adults
- Child Supervision
- Understanding Active Supervision
- No Siblings
- The Adult Role in the Classroom
- Adult Immunization Requirements
- Holidays/Celebrations
- Refrain from Religious Worship
- Clothing and Items from Home
- Child Abuse
- Infant and Child Car Seat
- Active Supervision
- Classroom Zoning
- Child Count Board
- Doors and Gates
- Safe School Notice
- Children with Specials Health Needs
- Pets
- Emergencies
- Diapers
- Napping
- Safe Environment
- Procedures for Walking Your Child to Head Start
- Parent and Child Rights

## Page 36-42 Complaint Procedure

- Complaint Procedure
- Complaint Form
- Notice of Action
- Uniform Complaint
- Attachment A
- Resources

## Page 43 Resources

- CAPMC Resources
- Other Resources

# PROGRAM DESIGN

Dear Head Start Parents,

Welcome to Head Start Preschool Program!

We hope that you and your family enjoy your experiences and path to continuous learning during your enrollment and participation in the program.

Head Start provides quality services to children and families that are designed to ensure the growth and developmental success of your child/ren. We welcome your input and ideas but most of all your engagement in the program and your child's education.

We are here to answer any questions or provide you with any support you need for your child or family. Please contact the Center Director or Family Advocate at any time.

Thank you for allowing us to serve you.

*Maritza Gomez-Zaragoza*

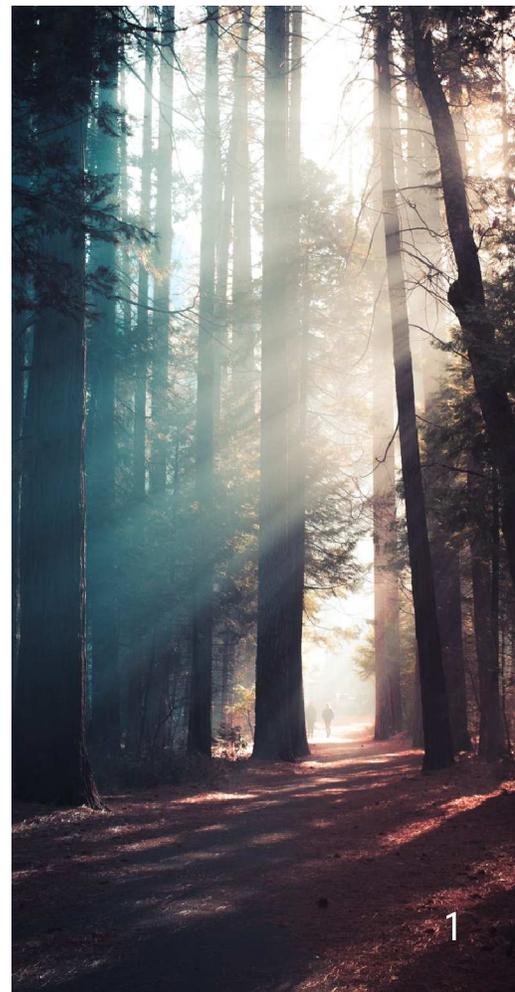
Head Start Program Director

## 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.

## All individuals are valued and respected

Staff and visitors honor the individuality of every child and family, ensuring they are welcome and treated with respect.

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 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.

---

## 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: Desiree Berdejo  
Contact Number: 559-675-8425

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

Deputy Director Child Development Services:  
Norma Blanco  
Contact Number: 559-507-8030

## 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

# PROGRAM DESIGN

## 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

The CAPMC State Based Migrant Program refrains from religious instruction or worship.

## 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.

<b>Infant (Birth to 18 Months)</b>	<b>Toddler (18 Month to 36 Months)</b>	<b>Preschool (36 Months to enrollment in Kinder)</b>
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 Self-Evaluation

The state requires that all state preschool programs complete the self-evaluation process. This is an opportunity where program staff review data collected and make instructional decisions based upon the findings.

Programs are measured according to the following areas:

- Environment Rating Scale (ECERS): Classes are rated and reviewed. Summaries are used to improve the program environment.
- Desired Results: Observational assessment system that is completed twice a year. The results are shared in parent conferences.
- Parent Survey: Parent surveys are completed each school year to provide feedback from our parents.

Information from all three documents is summarized into a program summary for reviewing areas of strength, challenges, and expectations.

# 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 culture, 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.



# PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

## 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 30 calendar 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 the State of California entrance requirements. Parents must submit immunization records to verify immunization data.

### Dental Health

Children ages 0-1 are required to receive a dental screening as part of their series of well-baby exams.

Children ages 1-5 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 your 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:

- Completed 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 or 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.

### All individuals are valued and respected

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

USDA is an equal opportunity provider, employer, and lender.

### 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

. The program utilizes The Desired Results Developmental Profile DRDP 2015. The DRDP© is an assessment instrument developed by the California Department of Education for young children and their families to inform instruction and program development. This assessment is designed for teachers to observe, document, and reflect on children's learning, development, and progress; it is intended to support teachers with planning and scaffolding young children's education.

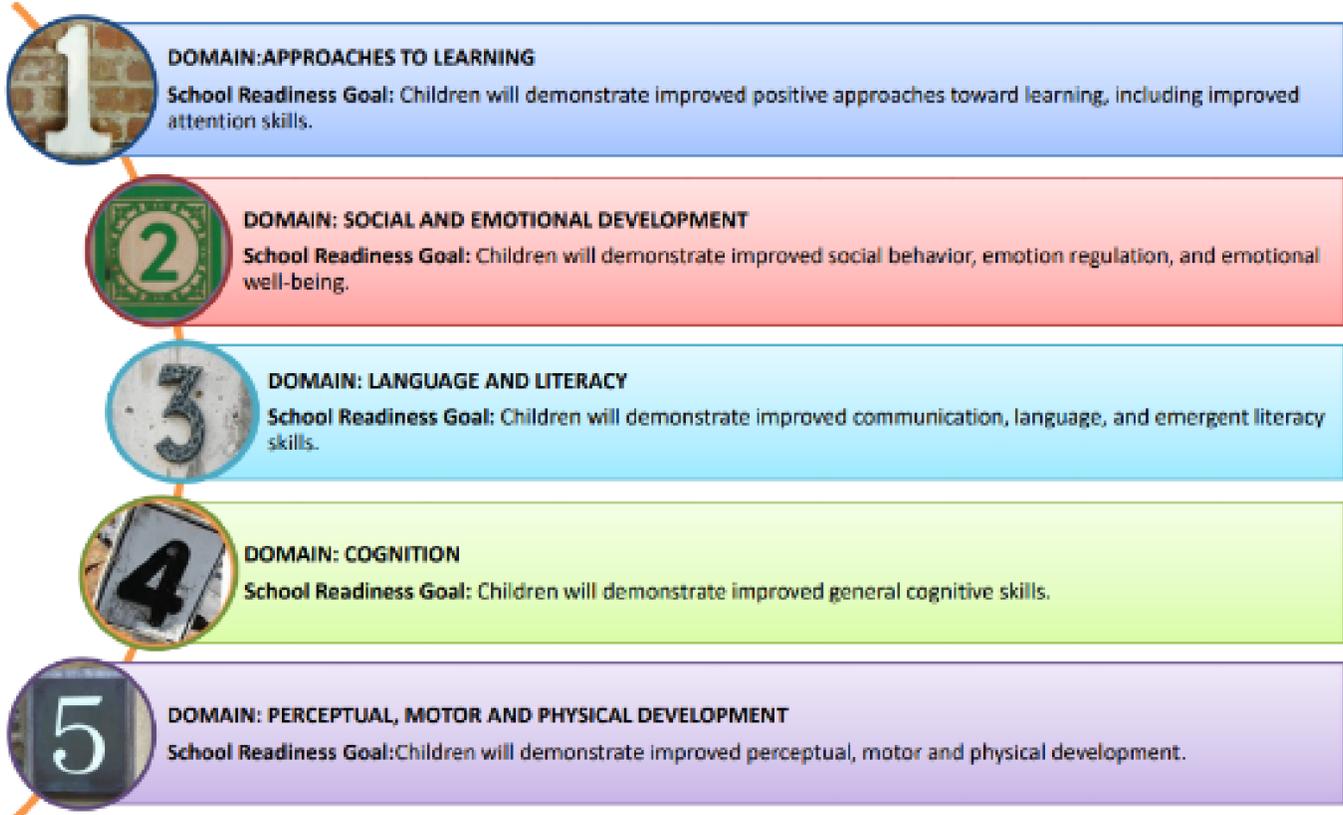
### Parent Conferences/Home Visits

Teachers will meet with parents at least four times a year to share information and plan individual child goals to improve skills.

1. During these conferences, parents can ask questions they might have about the DRDP (2015) results and their child's progress, and an individualized plan is developed.
2. Parents can talk with teachers about what to expect from their child's development.
3. Parents can communicate with the teacher about any classroom adaptations a child might need.

---

## SCHOOL READINESS PLAN GOALS AND OBJECTIVES



# PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

## Education Program

### Curriculum

The Madera Head Start program utilizes the Creative Curriculum, a developmentally and linguistically appropriate curriculum that recognizes children's development rates, individual interests, temperaments, languages, and learning styles. This curriculum provides strategies and practices that support children in ensuring full access to and effective participation in daily learning experiences.

The Creative Curriculum identifies nine areas of development: Social-Emotional, Physical, Language, Cognitive, Literacy, Mathematics, Science and Technology, Social Studies, and the Arts, and provides a structured environment of learning experiences, allowing teachers to scaffold and individualize learning to meet children's needs. It offers resources to implement a high-quality education program for children aged zero to five. This curriculum emphasizes hands-on exploration, nurturing environments, and responsive relationships, fostering social, emotional, physical, and cognitive development. By providing a variety of formats for instruction, teachers offer children multiple ways of acquiring knowledge and skills.

### Preschool Schedule

A daily schedule is designed to provide a plan that outlines the activities and routines young children follow throughout the day. It gives a predictable framework that supports their learning, development, and overall well-being. Below is a general daily schedule for preschool children.

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.**

### Field Trips

The program includes nature walks and visitors do presentation for our children as part of field trips.

### Transition Activities

The program ensures that all families and children receive optimal services during transitions.

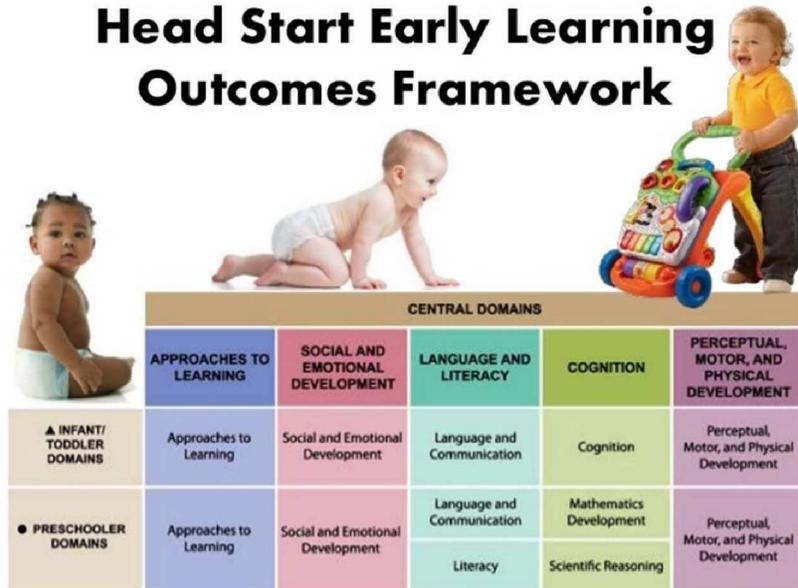
Teachers complete a Child and Family Transition Plan for all children during the first days of attendance. Effective strategies will be utilized with children and families during times of transition. Activities will ensure a smooth transition to meet the child's individual needs. This process will include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



# PROGRAM PHILOSOPHY, GOALS AND OBJECTIVES

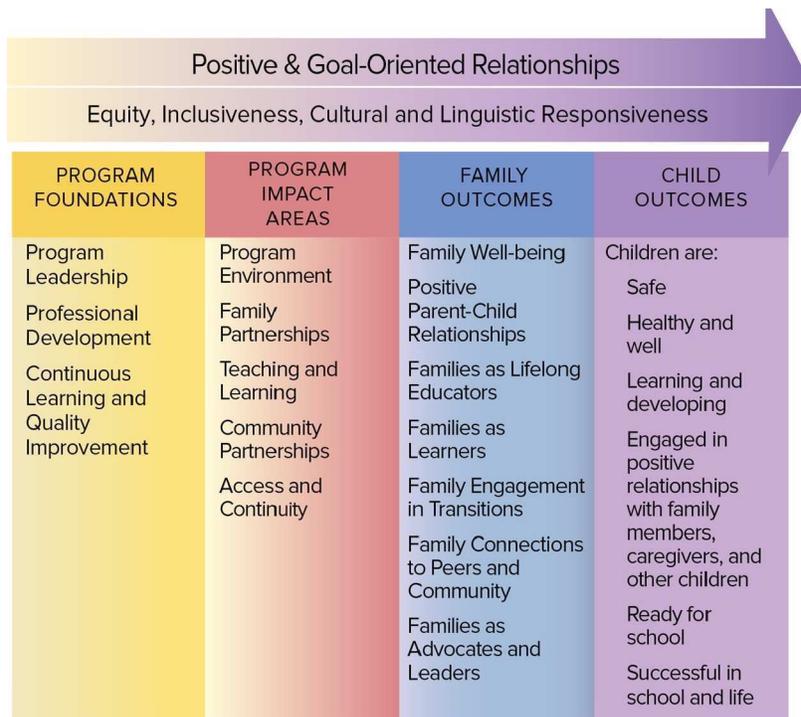
## Education Program

### 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 welcoming 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.
- Means Tested Government Program

# REGISTRATION PROCESS AND ELIGIBILITY

## Income Requirement

Income will be calculated based on the previous 2-12 months – the 2- 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 2- 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 every 24 months. 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 including Fraud

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 childcare 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

<b>Countable Income</b> 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.	<b>Non-Countable Income</b> 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"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings</li> <li>2. Wages for migrant, agricultural, or seasonal work</li> <li>3. CalWORKs cash aid</li> <li>4. Gross income from self-employment less business expenses with the exception of wage draws</li> <li>5. Disability or unemployment compensation</li> <li>6. Worker's compensation</li> <li>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</li> <li>8. Survivor (i.e., SSA) and retirement benefits</li> <li>9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties</li> <li>10. Rent for room within the family's residence</li> <li>11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent</li> <li>12. Veteran's pension</li> <li>13. Pension or annuities</li> <li>14. Inheritance</li> <li>15. Allowances for housing or automobiles provided as part of compensation</li> <li>16. Insurance or court settlements for lost wages or punitive damages</li> <li>17. Net proceeds from the sale of real property, stocks or inherited property</li> <li>18. Other enterprise for gain</li> </ol>	<ol style="list-style-type: none"> <li>1. Earnings of child under eighteen (18) years</li> <li>2. Loans</li> <li>3. Grants or scholarships to students for educational purposes</li> <li>4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance</li> <li>5. Earned Income Tax Credit or tax refund</li> <li>6. Foster care grants, payment or clothing allowances for children placed through child welfare services</li> <li>7. Relative Caregiver Funding Program</li> <li>8. California Guaranteed Income Pilot Program</li> <li>9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay</li> <li>10. Adoption assistance payments</li> <li>11. Non-cash assistance or gifts</li> <li>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</li> <li>13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages</li> <li>14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging</li> <li>15. Business expenses for self-employed family members</li> <li>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</li> <li>17. Disaster relief grants or payments, except any portion for rental assistance or unemployment</li> <li>18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> </ol>

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

## 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 pick up and/or 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.
- To add a new emergency contact person, please see the Advocate or center staff. **All changes to the emergency contact list must be done in person.**

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, Staff will contact law enforcement.



# 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

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.

# POLICIES

## Standards of Conduct - All Adults

Staff, consultants, contractors, volunteers, and visitors are expected to abide by the program's standards of conduct. This code of conduct includes but is not restricted to:

- Staff, consultants, contractors, volunteers, and visitors will implement positive strategies to support children's well-being and prevent and address challenging behavior; '
- Staff, consultants, contractors, volunteers and visitors do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not: use corporal punishment, isolation to discipline a child, bind or tie a child to restrict movement or tape a child's mouth. use of withhold food as a punishment or reward, use toilet learning/training methods that punish, demean, or humiliate a child, use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child, physical abuse a child, use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family, use physical activity or outdoor time as a punishment or reward.
- Staff, consultants, contractors, volunteers and visitors 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, or family composition.
- Staff, consultants, contractors, volunteer, and visitors will comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members.
- **No child will be left alone or unsupervised by staff, consultants, contractors, volunteers, and parents while under their care.**

Behaviors that are inappropriate and will not be tolerated in the Head Start classrooms/centers are:

1. Physical violence
2. Shouting
3. Cursing
4. Talking in a negative or degrading manner
5. Scolding, threatening or hitting children
6. Use of cell phones in the classroom and while interacting with children and staff

## 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

# POLICIES

## UNDERSTANDING ACTIVE SUPERVISION & CHILD SAFETY



### WE WILL ASK YOU:

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



WANDERING/ELOPMENT



HIDING



PULLING AWAY OR FLEEING  
DURING CONFLICT



### 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.

## 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.

## Refrain from Religious Worship

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

## 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. Children in diapers/pull ups must come to the center with a clean diaper on. If child arrives with soiled diaper/pull up, the person dropping off child may be directed to change the child's diaper.

## 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 Regional Head Start

Madera Early 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

C.A.R.E.S. - Crisis, Assessment, Response, and Evaluation Services

24//7//265 Days a Year

Mobile Crisis & Non-Crisis Services for All

Call at 559-395-0451

Crisis Line: 888.275.9799 or 559.673-3508

Central Valley Crisis or Suicide Prevention Hotline: 1.888.506.5991 or text at 988

**BRIGHTLIFE KIDS** - behavioral health program that offers live 1:1 coaching support, personalized digital resources, connections to community resources, and online peer communities at no cost to families with children ages 0-12.



# Report to the Board of Directors

Agenda Item Number: D-13

Board of Directors Meeting for: August 14, 2025

Author: Leticia Murillo

---

DATE: August 7, 2025

TO: Board of Directors

FROM: Leticia Murillo, Program Manager  
Child Care Alternative Payment and Resource & Referral Program

SUBJECT: Child Care Alternative Payment Program – Parent & Child Care Provider Handbook of Written Policies

**I. RECOMMENDATIONS:**

Approve the Child Care Alternative Payment Program - Parent & Provider Handbook of Written Policies for Fiscal Year 2025-2026.

**II. SUMMARY:**

Parents and Providers who participate in the subsidized child care program administered by CAPMC – Child Care Alternative Payment Program are provided with a handbook so they can understand and comply with program policies and procedures.

**III. DISCUSSION:**

1. The CAPMC Child Care Alternative Payment Program - Parent & Provider Handbook of Written Policies meets the following regulations listed in the Funding Terms and Conditions and Program requirements for Child Development Programs:
  - Information on Contractor Policies (EC8261; 5CCR 18221)
  - Information to be Given to Parents (EC8225 and 8261; 5CCR18222 and 18224.2)
  - Procedures for Provider Participation (EC8261; 5CCR18223)
  - Written Materials to be Given to Providers (EC8261; 5CCR18224)
2. The Fiscal Year 2025-2026 Child Care Alternative Payment Program - Parent & Provider Handbook of Written Policies has been revised to include new regulations and requirements that have been issued from California Department of Social Services, Child Care and Development Division, Title 5 Regulations, & any new CAPMC/APP procedures since last CAPMC Board approval of 8/08/2024.
3. The approved handbook is available to parents and providers at their initial enrollment and annually at re-certification; it is available in English and Spanish. It includes the requirement that a receipt is signed by the parent and provider to adhere to program written procedures (handbook) and applicable policies. The 2025-2026 Madera Migrant/Seasonal Self-Assessment procedure, process and

planning guide will be presented to the Policy Committee for review and approval on August 12, 2025.

IV. **FINANCING**: Included in the budget



# CHILD CARE ALTERNATIVE PAYMENT PROGRAM

## PARENT & PROVIDER HANDBOOK OF WRITTEN POLICIES



APPROVED BY THE CAPMC BOARD OF DIRECTORS XX/XX/2025

## TABLE OF CONTENTS

<b>COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC. – Our Mission, Hours of Operation, &amp; Contact Information</b> .....	<b>1</b>
<b>WELCOME</b> .....	<b>2</b>
<b>CHILD CARE ALTERNATIVE PAYMENT PROGRAM: AN OVERVIEW</b> .....	<b>4</b>
<b>SECTION I: PARENT INFORMATION &amp; RESPONSIBILITIES</b> .....	<b>5</b>
Parental Choice Offerings for Parents Eligible for Services/ <i>Your Child Care Options</i> .....	5
General Admission Procedures .....	6
General Eligibility Requirements.....	6-7
Need Requirements.....	8-10
Enrollment/Recertification Requirements.....	10-12
Family Fees .....	12-13
Attendance Sheet/Certified Hours/Causes for Termination .....	13-18
Family Rights & Grievance Process/Appeal Process/Confidentiality.....	18-20
<b>SECTION II: PROVIDER INFORMATION &amp; RESPONSIBILITIES</b> .....	<b>21</b>
Licensed Provider Participation Requirements .....	21-22
License-Exempt Provider Participation Requirements.....	22-23
Provider Exclusions/ <i>Child Care Agreement Certificate for Services</i> .....	23
Attendance Sheet.....	23-27
Payment/Reimbursement Procedures .....	27
Reimbursement Rates Categories .....	28
Submitting <i>Attendance Sheets &amp; Statement of Services</i> for Reimbursement.....	28-30
Family Fees .....	30-31
Provider Rights & Grievance Process .....	31-32
<b>SECTION III: CAPMC/APP FRAUD PREVENTION</b> .....	<b>33</b>
Fraud Defined .....	33
Fraud Policy.....	33
Harassment Policy .....	34
Discrimination Statement.....	34
Confidentiality & Use of Information.....	34
Uniform Complaint & Grievance Procedure .....	34
Acknowledgement of Receipt of Written Policies.....	35
Electronic Communication & Text Messaging Authorization.....	35

## 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

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

## THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.

## OUR VALUES

Trustworthiness, Respect, Responsibility, Fairness, Caring, Citizenship



### Agency Hours of Operation & Contact Information

Monday - Friday  
8:00AM - 5:00PM

**Closed on all Major Holidays**

Community Action Partnership of Madera County, Inc.  
Child Care Alternative Payment and Resource & Referral Program  
1225 Gill Avenue, Madera, CA 93637

Main Phone (559) 661-0779 ◦ Toll Free (800) 505-0404 ◦ Fax (559) 661-0764

**APP/R&R clients will be seen by appointment only.**

We encourage parents and providers to access the CAPMC website at <https://www.maderacap.org>

**During a Pandemic, Epidemic, and/or Government Shutdown, our agency will be taking measures for our safety and those of our clients. Parent and Providers will be contacted if these changes occur via the United States Postal Service and our agency website.**

## WELCOME

Welcome to the Community Action Partnership of Madera County (CAPMC) Child Care Alternative Payment (APP) and Resource & Referral Program (R&R). We are a private non-profit agency organized for the expressed purpose of helping people become self-sufficient by providing high level, quality services to the children and families of Madera County.

This is accomplished through coordination, advocacy, as well as with direct and indirect services. CAPMC provides assistance on a non-discriminatory basis extending equal treatment and access to services for children, parents and providers of child care without regard to race, color, creed, religion, national origin, ethnicity, ancestry, age, sex, sexual preference or disability.

To offer maximum support for parents and providers, CAPMC will provide access to the following services:

- Resources and referrals for parents to help them make quality child care choices
- Financial assistance with child care expenses for eligible families
- Professional training, technical assistance, and information for providers
- Other social service information, health information and referrals
- Information to parents and providers related to child development

The purpose of this handbook is to give families and providers an overview of the APP/R&R program and provide information about policies and procedures. The APP/R&R program is governed by the California Department of Social Services (CDSS), Child Care and Development Division (CCDD), Title 5 – Education Regulations and specific requirements or clarification can be cited from this code of regulations. These programs, administered by the CDSS, are State and Federally funded.



## CHILD CARE ALTERNATIVE PAYMENT PROGRAM: AN OVERVIEW

Child care is an important partnership between parents and providers. Parents and caretakers providers must work together to develop a warm, caring, and responsive relationship as well as a safe environment for children. CAPMC APP/R&R recognizes the importance of their role in helping to provide quality care for children in Madera County.

This CAPMC APP/R&R program is designed to make full or partial child care subsidies available to families who demonstrate a need for assistance based on various eligibility requirements, including family size and income. CAPMC APP/R&R creates an agreement with the child care provider that the eligible family has chosen, as parents are best able to choose and evaluate child care for their own children. CAPMC's goal is to help families find the child care setting best suited to their needs.

CAPMC APP/R&R offers eligible families a choice to work with a license-exempt provider or to enroll in any of the following: Early Head Start/Head Start, California State Preschool Programs, private child care centers, a family child care home network, a licensed family child care home, or sectarian care. R&R can provide individualized referrals to licensed homes or centers and counsel parents on how to choose quality care. We encourage parents to carefully interview providers and check references before placing children in their care, as CAPMC APP/R&R cannot guarantee the quality of any provider.

Quality child care is characterized as a warm, caring, and safe environment that fosters social and emotional experiences, enriched by interactions between children and adults. Licensed family child care homes and center-based programs are licensed by CDSS and must meet standards for health, safety, and nutrition. They also provide a nurturing atmosphere that helps meet the multicultural and multilingual needs of children. An appropriate family child care environment allows for emotionally nurturing interactions and facilitates feelings of trust and security. As children grow in the environment, they explore, question and experiment with concepts, thus encouraging problem solving, self-help skills and language development.

The purpose of this handbook is to ensure parents and providers fully understand the subsidized child care and development service provided by CAPMC APP/R&R. **Please read the entire handbook to fully understand the requirements for both the parent and child care provider.**

The purpose of this handbook is to help parents and providers fully understand the subsidized child care and development services offered by CAPMC APP/R&R. **Please read the entire handbook carefully to ensure you understand the responsibilities and requirements for both parents and providers.**



## SECTION I: PARENT INFORMATION & RESPONSIBILITIES

### Parental Choice Offerings for Parents Eligible for Services/*Your Child Care Options*

#### **Providers whose purpose is to prepare children for success in school.**

These programs operate both full day and part day. They serve preschoolers, infants, and toddlers, and include after-school programs for school-age children directly funded by the State and Federal Government. They operate in a manner that invests in each child's developmental progress, supporting their future success in school.

These programs include state-funded early education programs such as Head Start, Early Head Start, Migrant Head Start, and other locally administered school readiness programs. They meet licensing health and safety standards and employ trained teachers who use effective, developmentally appropriate teaching strategies monitored by their funding agency. Nutrition services for children are also provided.

#### **Providers that comply with health and safety requirements**

These programs are licensed family child care homes and licensed child care centers monitored by the CDSS-Community Care Licensing Division to ensure health and safety requirements. The advantage of meeting these requirements is that children are supervised and hazards in the environment are minimized. Some of these programs may also contain an educational component. It is the parent's responsibility to evaluate and consider the value of the educational services provided to children.

#### **Providers that are not subject to either educational or licensing standards**

License-exempt providers provide flexibility to the parent, a family environment with the same values and culture as the parent, and/or the ability to accommodate non-traditional work schedules. They include but are not limited to some relative caregivers, cooperative child care programs, some afterschool programs, and public recreation programs. While license-exempt providers do not have to adhere to licensing regulations, if they are not a close relative of the child(ren) in their care, they must register with TrustLine and complete a *Health and Safety Self-Verification* form to receive payment from state or federal child care subsidy programs.

*Note: The above descriptions are for informational purposes only and not intended to promote the preference for any particular provider.*

#### **Parent Involvement and Parent Survey – Program Self-Evaluation**

The CDSS – CCDD mandates that CAPMC APP/R&R conducts annual Desired Results for Children and Families – Parent Survey. These surveys serve to gather feedback on past experiences with APP/R&R, the quality of information provided by the program, and the overall benefits to families. Parental input is essential to improving the services offered.

Additionally, CAPMC APP/R&R is required to analyze the findings from *Compliance Reviews* and other self-assessments activities to identify areas for improvement. Upon identification, a list of tasks must be created promptly. Procedures for ongoing program monitoring that meet the standards will be continued, while any areas requiring modifications will be addressed promptly and effectively.

CAPMC APP/R&R is expected to submit a summary of their self-evaluation findings to CDSS by June 1<sup>st</sup> each year. Furthermore, necessary adjustments to the program must be made based on the identified areas for improvement.

## GENERAL ADMISSION PROCEDURES (5 CCR 18105)

- **Priority:** Families whose child(ren) receive Child Protective Services or are At-Risk, upon written referral from a legal, medical, or social services agency.
- **Second Priority:** For those not falling under the priority, admission will be based on family monthly gross income. Families with the lowest monthly gross income in relation to their family size as determined by the CDSS's *Income Ranking Schedule* will be admitted first. Public assistance grants are considered as part of the income.

### Program Eligibility Waitlist

CAPMC APP Eligibility Waitlist is a database of parent awaiting assistance through the General Alternative Payment Program for subsidized child care, funded by CDSS-CCDD. It maintains a current list based on admission priorities. Upon application, families are ranked according to family size and monthly gross income, requiring proof of all total countable income. When vacancies occur families with the lowest rank number are contacted first, families are not selected on a first come, first serve basis. All program spaces or certified services are contingent on funding. **To remain active on the waitlist, families must update their need and income every six (6) months and must have a working contact number with a message capability.**

### CalWORKs Child Care

CAPMC APP receives funding for CalWORKs families, referred by the Madera County Department of Social Services. CalWORKs families entering from Stage One (1), and CalWORKs families who transfer from Stage Two (2) Child Care to Stage Three (3) Child Care.

~~\*For CalWORKs Stage two (2) and three (3), the 24-month eligibility period **does not apply**. They will be certified at no less than 12 months.~~

### Cal-SAFE Child Care

CAPMC APP receives funding for student -parents referred to by their high school or equivalent educational institution.

### Child is under Child Protective Services or At-Risk

CAPMC APP receives a referral for services from qualified or legally certified professionals.

### Emergency Child Care Bridge Program for Foster Children

Eligible foster families may receive a time-limited child care voucher or payment to help pay for child care costs for foster children birth through 21, children with exceptional needs and severely disabled children up to the age of 21. (Up to six (6) months, and for no more than 12 months, *if eligible*).

## GENERAL ELIGIBILITY REQUIREMENTS

To be eligible for subsidized child care, the family must meet all the following:

Be **income eligible** based on "Total Countable Income" guidelines. The parent shall obtain and provide documentation of the family's total countable income for the purpose of determining whether a family is income eligible and/or assessing the appropriate family fee, as applicable. The parents shall provide documentation of total countable income for all the individuals counted in the family size as follows:

- Payroll check stubs, or an independently drafted letter from the employer, or other record of wages issued by the employer from either month of the two (2) month window immediately preceding the initial certification, or the recertification of eligibility for services.

- In cases where the employer refuses or fails to provide requested documentation, or where the parent states that providing such documentation would adversely affect their employment, the parent shall provide alternative verification of income. Acceptable forms of verification may include but are not limited to, the following: a list of clients and amounts paid, the most recently signed and completed tax returns, quarterly estimated tax statements, or other records of income to support the reported income, along with a self-certification of income.
- Self-employed parents must provide a combination of documentation necessary to establish verify current income eligibility, from either month within of the two (2) month period window immediately preceding the initial certification or the recertification of eligibility of services. Acceptable forms of verification may include but are not limited to an independently drafted letter from the source of income; a copy of the most recently signed and completed tax return with a statement of current estimated income for tax purposes; or other business records, such as ledgers, receipts, or business logs; along with a self-certification of income.
- Other sources of income that shall be reported and counted may include but are not limited to:
  - Gross wages or salary, commissions, overtime, tips, bonuses, gambling, or lottery winnings
  - Wages for migrants, agricultural, or seasonal work
  - Public Cash Assistance (CalWORKs or TANF)
  - Gross income from self-employment less business expenses with the exception of wage draws.
  - Disability / Unemployment Compensation / Worker's Compensation
  - Spousal support and/or child support from 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
  - Survivor (i.e., SSA) and retirement benefits
  - Rent for room within the family's residence
  - Dividends, interest in bonds, income from estates or trusts, net rental income or royalties
  - Foster care grants, payments or clothing allowances for children placed through Child Welfare Services
  - Financial assistance is received for the care of a child living with an adult who is not the child's biological or adoptive parent
  - Veterans Pension / Pension / Annuities or Inheritance
  - Allowances for housing or automobiles are provided as part of compensation
  - Insurance or court settlements for lost wages or punitive damages
  - Net proceeds from the sale of property, stocks, or inherited property
  - Portion of student grants or scholarships are not identified for educational purposes such as tuition, books, or supplies.
  - Other income from other enterprises for gain
- Meets need criteria for child care that precludes the provision of care and supervision of the family's child(ren) for some of the day. In other words, a parent/guardian in the family is not available to provide care for the child(ren) during the time requested, and supervision of the child(ren) is not provided by a school, person, or any other entity.
- Need for child care due to employment, self-employment, seeking employment, experiencing homelessness, seeking housing for family stability, vocational training leading directly to a recognized trade/profession, engaged in an educational program, or parental incapacity.
- Work in, or reside in Madera County, California.

- Need for child care for children under the age of thirteen (13) or for children with exceptional needs up to age 21.

## NEED REQUIREMENTS

It is the parent’s responsibility to provide **all** the information and documentation necessary for CAPMC to determine whether the family meets both need and eligibility qualifications. The Family Services Associate (FSA) will indicate what documentation will be needed based on the criteria for services; the family will be certified for child care services only when it is determined that the documentation meets the criteria. Additional documentation may be requested to verify need and eligibility, only if the parent **voluntarily** reports an update in service.

### Child is under Child Protective Services or “At-Risk”

In these cases, a parent provides a written referral from a county child welfare case worker certifying that child care services are a necessary component of the family maintenance/preservation plan for no less than 24 months. An “At-Risk” referral can be from a legally certified professional stating that the child is at risk from abuse or neglect, for no less than 24 months.

### Emergency Child Care Bridge Program for Foster Children

CAPMC APP/R&R will provide eligible families referred by Madera County Department of Social Services with access to emergency child care and child care navigator services, and a time-limited monthly voucher for child care for up to six (6) months initially, with the possibility of extension for compelling reasons, beyond the 12 months limit if eligible. Child care providers serving children in the Bridge Program will have access to the trauma-informed care training and coaching sessions.

### Employment

Documentation shall include the parents’ days and hours of employment. This can include but is not limited to paycheck stubs indicating days and hours worked and an employment verification statement from the employer with an independent telephone and/or fax number to contact the employer to verify hours. *Title 5 – Education Regulations, Section 18081 & 18086, provides additional methods to document non-regular or non-typical employment.*

If a parent’s work takes place within the family home or on the property where the family resides, they must provide a written statement explaining the reason they require child care services. This written statement should include details about the nature of their work, the age of the child needing care, and, if the child is over five (5) years old, any specific child care needs. CAPMC APP shall determine and document whether the parent’s employment and the identified child care needs preclude the supervision of the family’s need.

If the parent is employed as an assistant in a licensed large family day care home under *Health and Safety Code Section 1596.78(b)*, and is requesting services for their own child within the same family day care home, they must provide documentation that substantiates the following:

- A copy of the family day care home license indicating it is licensed as a large family day care home.
- A signed statement from the licensee, stating that the parent/guardian is the assistant, pursuant to the staffing ratio requirement of *California Code of Regulations, Title 22, Section 102416.5*.
- Proof that the parent fingerprints are associated with that licensed family day care home as its assistant, CAPMC APP may verify with the Local Community Care Licensing Office.
- Payroll deductions withheld for the assistant by the licensee, which may be pay stub.

### Self-Employment

Documentation for self-employment must include a declaration of need under penalty of perjury that includes a description of the employment, and an estimate of the days and hours worked per week. The following documents are

required to provide support for the days and hours of self-employment, including but not limited to appointment logs, client receipts, job logs, mileage logs, a list of clients with contact information, or similar records. You must provide copies of your business license, business card, website address, and any promotional materials (e.g., flyers, etc....) to validate your business.

### **Seeking Employment**

The period of eligibility is for no less than ~~12 or~~ 24 months, ~~depending on the program type~~. Services will be based on stated need with no more than five (5) days per week, less than six (6) hours a day and less than 30 hours per week. The period of eligibility starts on the day authorized by CAPMC APP and will extend for consecutive working days.

Documentation shall include a *Declaration under Penalty of Perjury* that the parent is seeking employment and shall include the parent's plan to secure, change or increase employment.

### **Vocational Training**

Vocational training (school) must be leading towards a recognized trade or profession. **Services are limited to six (6) years from the initiation of service based on need for vocational training or 24 units after the attainment of a bachelor's degree.** Documentation shall include: a current class schedule printout, or a *Training Verification Form* bearing the registrar's stamp and/or a signature, statement of vocational goal, proof of grades or GPA (a minimum 2.0 is required), or a copy of the most current transcript. For ongoing eligibility for services based on vocational training is contingent upon making adequate progress.

If at recertification the parent has not made adequate progress, the parent shall be recertified for services for another ~~12 or~~ 24 months, ~~depending on the program type~~. At the conclusion of the ~~this 12 or~~ 24 month certification period, the parents shall have made adequate progress. If the parent has not made adequate progress, and cannot establish another basis of need for services, the family will be:

- Disenrolled from services, and
- The parent shall be ineligible to be certified for services based on enrollment in vocational training for six (6) months from the date of disenrollment.

### **Engaged in an Educational Program**

Documentation for services for an Educational Program must be from a recognized program for English Language Learners / English as a Second Language (ESL) or a program to attain a High School Diploma or General Education Development / High School Equivalency certificate services. Services shall be for no less than ~~12-24~~ months.

Documentation shall include a current class schedule printout, or a *Training Verification Form* bearing the registrar's stamp, and the number of hours needed for the program.

### **Seeking Permanent Housing**

The period of eligibility is no less than ~~12 or~~ 24 months, ~~depending on the program type~~. Services shall occur no more than five (5) days per week, less than six (6) hours a day and for less than 30 hours per week. The period of eligibility starts on the day authorized by CAPMC APP and will extend for consecutive working days. Documentation shall include a declaration under penalty of perjury that the parent is seeking permanent housing and shall include the parent's search plan to secure a fixed, regular, and adequate residence along with when services will be needed.

### **Homelessness**

The period of eligibility is no less than ~~12 or~~ 24 months, ~~depending on the program type~~. Parents must provide a written referral from an emergency shelter or other legal, medical, social service agency, local educational agency liaison for homeless children and youths.

If the need is for the child, identified as homelessness, a written referral from a legal, medical, or social services agency, a local educational agency liaison for homeless children and youth, a Head Start Program or Emergency of transitional shelter must be provided.

### **Parental Incapacity**

Documentation must come from a legally qualified health professional stating why the parent is incapable of providing care and supervision for the child(ren), the days and hours needed for child care, and the date of incapacitation. Services shall not exceed 50 hours per week.

### **Family Size**

The parent must provide the names of the parents and the names, gender, and birthdates of the children under 18 years old in the family that are living in the home. This information shall be documented on the *Confidential Application for Child Development Services and Certification of Eligibility (Form CCD26)* and used to determine family size. The number of children shall be documented by providing the following: birth certificates, court orders regarding child custody, adoption documents or foster care placement records, school or medical records, or any other reliable document that demonstrates the parent/child relationship or legal guardianship. *If there is a child custody agreement between both parents, a copy should be submitted for accurate approval in child care services.*

### **Self-Certification, Absent Parent and Single Parent Status**

If only one parent has **signed** an application for enrollment and the information provided on the application indicates there is a second parent who has not signed the application. The parent who has signed the application shall self-certify the presence or absence of the second parent under penalty of perjury (Sections I and V *Confidential Application for Child Development Services and Certification of Eligibility (Form CCD26)*). The parent who has signed the application shall **not** be required to submit additional information documenting the presence or absence of the second parent.

### **Child's Exceptional Needs**

To apply adjustment factors for exceptional needs, the parent must provide the necessary documentation for their child(ren), including those under age 13 and those aged 13 to 21. This documentation shall include the following:

- A copy of the portion of the active Individual Family Service Plan (IFSP) or the Individualized Education Program (IEP).
- A statement signed by a legally qualified professional that:
  - The child requires the special attention of adults in a child care setting.
  - Includes the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion.

## **ENROLLMENT/RECERTIFICATION REQUIREMENTS**

State regulations require a formal application and certification ~~for~~ to receive child development services. Parents must complete and sign a *Confidential Application for Child Development Services and Certification of Eligibility (Form CCD26)* and will receive. A *Notice of Action*-written notice of eligibility will be issued no later than 30 calendar days from the date the form was signed.

All families shall be recertified for services no later than 50 calendar days following the last day of the certification period (~~12 or 24 months depending on the program type~~), which starts with the day the agency's representative signed the last application for services. -

For any modifications to existing services, CAPMC has up to ten (10) business days to process and complete modification requests.

Therefore, it is not required to report income changes between recertification, UNLESS your adjusted total family income exceeds eighty-five percent (85%) of State Median Income (SMI). It is the parent's responsibility to report to Alternative Payment Program, within 30 days, if income changes and the family is over eighty-five percent (85%) of SMI.

A parent may, at any time, voluntarily request a reduction in their service level. A written request needs to be submitted and must include the days and hours of care needed per day, the effective date of a proposed reduction of service needed, and a written acknowledgment that the parents understand they may retain the current certified child care service need until the certified need has been recertified.

A parent may voluntarily request a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size to assess the family fee. The parents must provide documentation to support the reported change. If eligible for a family fee reduction, the reduction will take effect on the first of the month following the receipt and approval of the required supporting documentation.

### **Missed Appointments/Late Arrivals or Incomplete Documentation**

CAPMC APP must be notified prior to the appointment if a family is unable to keep an appointment. CAPMC APP staff have voicemail available 24 hours per day, seven (7) days per week for messages. **Failure to keep an appointment without proper notification may result in denial of services.** If you are more than 15 minutes late without prior notification, your appointment will be rescheduled. Note: ALL documentation requested by CAPMC APP must be completed prior to your appointment in blue or black ink and present at the time of your appointment. Failure to do so will result in rescheduling your appointment. **After the third (3) missed appointment, your child care services will be denied, and a NOA - Denial of Services will be issued.**

### **Parents Responsibility to Notify the Agency of Changes to Family Circumstances**

It is your responsibility as a parent to report to CAPMC APP if any changes to your family circumstances affect your need and eligibility. These changes can include but are not limited to:

- Report increases to your family's income that exceeds the 85% SMI income thresholds within 30 days.
- Before the last day of the certification period (~~12 or~~ 24 months depending on the program type), please provide a two (2) week notice to both your child care provider and the agency if you intend to change or terminate child care services.
- Report changes to your address and phone number.

You may also **voluntarily** report income or other changes to:

- Reduce your Family Fees.
- Increase your Family's Child Care service hours.
- Decrease your Family's Child Care service hours.

*Reported changes that modify the reimbursement rate and/or family fee will take effect on the first of the month following the receipt and approval of the required supporting documentation.*

### **Notice of Action (NOA)**

A NOA is a legally binding document that communicates decisions or changes regarding a family's enrollment in the program. It is issued by an FSA, Supervisor, Program Manager, or other authorized CAPMC personnel. The NOA formally authorizes child care services and specifies and the approved hours, provider, and funding details.

Until a valid NOA is issued:

- The provider is not authorized to receive payment from the subsidy program.
- Parents are responsible for paying out of pocket for any child care services used.
- If care begins before the NOA is signed and effective, CAPMC cannot reimburse the provider for that period.

**Parent Responsibility for Unapproved Child Care Services**

No subsidized child care services may begin until an official NOA has been issued to the parent and approved by CAPMC. NOA serves as written confirmation of a family's eligibility, authorized hours, and provider information.

**Please note:**

- If a parent chooses to begin child care services before receiving an approved NOA, the parent will be solely responsible for all costs incurred during that time.
- The child care agency is not permitted to reimburse either the provider or the parent for any care used prior to the NOA's effective date—even if eligibility is later approved.
- This policy also applies to the care provided by provisional providers or during periods when documentation or approval is pending.

**Child Care Agreement (CCA)**

The CCA is the certificate for services based on the certified need and authorized days and hours of child care. Reimbursement rates to the provider are based on the applicable monthly ceiling rate established by regulations for subsidized care. The CCA must be signed, dated, and returned to reimburse your provider. Failure to do so will result in non-payment.

**License-Exempt Provider Participation**

Regulations require license-exempt providers to register with TrustLine within 30 days of submitting their application. CAPMC APP cannot issue payment until the provider registers. TrustLine is a registry that checks for criminal convictions and the Child Abuse Index for reports of substantiated child abuse. Your provider has been informed that TrustLine requires submission of an application and fingerprints.

A notice will be sent to your provider with information on how to register with TrustLine and the due date by which it must be done. If you wish to select another license-exempt provider not registered with TrustLine, that provider will have 30 calendar days to submit an application and fingerprints and become registered. The telephone number to reach TrustLine is (800) 822-8490.

**Note:** License-exempt providers who are the grandparent, aunt or uncle of the child(ren) in their care by blood, marriage, or court decree do not have to register with TrustLine to be paid for services. They must complete a *Declaration of Exemption from the Health & Safety Self-Certification*.

**FAMILY FEES**

The CDSS prepares a family fee schedule based on family income and size, and hours of certified care for the month. The family fee applies to the cost of the family's child care, and it is considered the contribution to their child care services.

Family fees are either a flat monthly full-time fee or a flat monthly part-time fee and are based on the hours of care certified for the month, income, and family size. Fees are based on the child who uses the most hours of care each month. Families with a certified need of less than 130 hours per month will be assessed a part-time fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee. The family fee is effective immediately upon the authorization of services based on the initial enrollment. **Family Fees may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding Family Fees.**

The parent may **voluntarily** request a reduction to the family fee by reporting a change such as family income, days and hours of care needed, or family size to assess the family fee. The parents must provide documentation to support the reported change. If eligible for a family fee reduction, the reduction will take effect on the first of the month following the receipt and approval of the required supporting documentation. **No adjustments for excused or unexcused absences.**

### **Fee Collection**

The CDSS requires that the family pay their fees to the provider in advance. Therefore, the family is required to pay the provider directly within the first five (5) days of the month. Family fees are found on the *NOA, Attendance Sheet, and CCA*.

Providers are responsible for collecting family fees from the family. The provider will fill out the pre-printed receipt on the back of the child's *Attendance Sheet (one receipt per family, written on the Attendance Sheet that has the fee amount printed on the front)* when the fee is collected from the parent. This receipt will show the total paid to the provider. Missing receipts will delay payment to the provider. When CAPMC APP processes reimbursement for a family with family fees, the fee amount will be deducted from the provider's reimbursement check for the month (the fee and reimbursement can be found on the voucher printout).

If services are also provided by another child care and development program in which the family is required to pay a family fee, a fee credit equal to the amount paid to the other provider may be granted. A receipt of payment to the other service provider must be submitted monthly and the parent will pay the difference. A credit will be applied to the family's subsequent fee billing period and cannot be carried over beyond the subsequent fee-billing period. **Family Fees may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding Family Fees.**

### **Past due Family Fees**

Termination of services can occur if family fees are **not** paid to the provider. CAPMC APP will contact families who fail to pay their family fees and issue a *NOA* stating a Delinquency of Family Fee. Fees are delinquent seven calendar days after due date. Services shall be terminated within two (2) weeks unless paid for within two (2) weeks. A reasonable repayment plan will be accepted, and the parent must comply with the repayment plan to continue services.

### **Co-Payments**

You may choose a provider regardless of the provider's rate. However, when a provider's rate and other allowable charges exceed the maximum subsidy amount, the parent is responsible for paying the provider the difference between the provider's rate and the maximum subsidy amount. This shall be considered the parents' co-payment. CAPMC APP is not responsible for collecting co-payments.

### **ATTENDANCE SHEET**

*Attendance Sheets* for each child enrolled in subsidized child care are mailed to the provider before the beginning of each month. If the *Attendance Sheets* are not received, a temporary document, such as a blank *Attendance Sheet*, may

be used to record the days and exact times the child(ren) were in and out of child care. The provider's creation of *Attendance Sheet* and the one received from CAPMC APP must be retained by the provider. At the end of the month, both the parent and provider must sign and date the *Attendance Sheet(s)* under penalty of perjury, affirming the accuracy of the information. Once *Attendance Sheet(s)* are received, they cannot be modified by the parent or provider. However, providers can submit modifications or *Statement of Services invoices* based on their own *Attendance Sheet*. Reimbursement will occur within 21 calendar days upon receipt of the complete *Attendance Sheet and Statement of Services Invoice for Services*. Any necessary adjustments to payments will be made during the following months' reimbursements.

*Attendance Sheets* and *Statement of Services Invoice for Services* will be processed for reimbursement without parents' signature when all the following conditions apply:

- The parent has not communicated with the provider for a minimum of seven (7) or more consecutive days.
- The provider has notified CAPMC APP (by phone or noted on the *Attendance Sheet*) of the parent's lack of communication in accordance with 5 CCR section 18066.5.
- CAPMC APP has documented the providers' unsuccessful attempts to collect a signature.

### ***Attendance Sign-In/Sign-Out Sheet***

Parent or the provider are required to sign the child(ren) in and out at the exact clock time in, utilizing blue or black pen ink only, on the *Attendance Sheet every day of care*. The provider shall enter the exact clock time of arrival or departure for school age for split schedule children, such as before and after school. Reimbursement for services is dependent on the submission of evidence that care has been given, and this evidence is based on complete and accurate daily sign-in/sign-out *Attendance Sheets* that include the child's name. It is important to follow the *Attendance Sheet* sign-in/sign-out requirements to keep services and payment reimbursement intact in a contract year (July 1–June 30).

CAPMC APP will issue a "*Non-Compliance Notice - Incorrect Attendance Sheet and/or Non-Utilization of Certified Child Care Schedule*" when the *Attendance Sheet* sign-in/sign-out requirements are not met:

1. The parent will be contacted by phone and issued a *Non-Compliance* as the first incident.
2. Issue a *Non-Compliance* for the second incident.
3. Issue a *Non-Compliance* for the third incident and set-up an appointment for a one-on-one review with the parent and/or provider.
4. ~~Issue a *NOA Termination of Services* for the fourth incident and withheld reimbursement (this will be a case-by-case scenario based on the number of *non-compliances* issued).~~
5. Issue a *Non-Compliance* for the fourth incident. If the *Non-Compliance* involves failure to notify the child care provider or the APP program of the child's absence for seven (7) or more consecutive certified days without a valid excuse, this may be considered *abandonment of care*.
  - Before issuing a *NOA for Termination of Services*, attempts will be made to contact the parent.
    - Absences due to illness or emergencies will be taken into consideration before termination.

### **CERTIFIED HOURS**

Parents must follow the contracted hours of the *CCA* and the *NOA*. Providers will be reimbursed based on the hours of services provided that are broadly consistent with the certified hours of need stated in the *CCA*; any change in the parents' approved level of service will be done through *NOA*. Registration fees and other customary fees charged by the provider are payable up to the monthly maximum *Regional Market Rate Ceiling (RMR)*. ***On any other days, hours, late fees, evenings, weekends, vacations, holidays, or miscellaneous charges not certified by CAPMC APP are the parent's responsibility. Please be Advised - Provider reimbursements may be impacted during a Pandemic, Epidemic, and/or***

**Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding provider reimbursements.**

**Determination of Child Care Hours**

Services are available only when a parent meets a need criterion that prevents them from providing care and supervision for their child during part of the day. In two-parent households, child care services may be approved only when neither parent is available to care for the child.

**Schedule Types**

Schedule types are determined based on verified need documentation:

- Set schedule means the child care schedule is approved when the days and hours of a parent’s need activity are the same each week or have a predictable cycle or pattern.
- Inconsistent and/or unstable hours of employment worked week-to-week (variable schedule). Variable child care schedules are authorized “up to” a maximum number of days and hours per week. The scheduled days and hours are determined by the week, with the highest number of hours in the previous month.

**Travel Time for Employment, Vocational Training, or an Educational Program**

Parents may request child care for travel time to-and-from the location at which child care services are being provided to their place of employment, vocational training, or educational program location. APP will determine the travel time authorized based on the parent’s request and what amount is reasonable, based on the distance and the parents’ method of transportation.

- Travel time for **employment** cannot be more than half of the daily hours authorized, or four (4) hours per day, whichever is less.
- Travel time for **vocational training** or an **educational program** cannot be more than half of the weekly hours authorized for the training or educational program, or four (4) hours per day, whichever is less.

**Sleep Time for Employment**

Parents may request child care for sleep time, if they work anytime between 10:00pm and 6:00am, not to exceed the number of hours authorized for employment and travel time between those hours. Sleep time hours start immediately after the parents work shift. Sleep time will be less than or equal to the number of hours worked between 10:00pm and 6:00am.

Sleep time will **not** be provided when:

- There is a parent in the family available and capable of providing care for the family’s child(ren) during the time care is requested; or
- Supervision of the family’s child(ren) is (are) otherwise being provided by:
  - Scheduled time in a public educational program available to school-age child(ren)
  - A private school in which the child(ren) is (are) enrolled and attending; or
  - A time when a child(ren) is (are) receiving any other early learning and care services.

**Policy on Utilization of Certified Child Care Schedule**

When a parent has a day of non-utilization (i.e. their child is absent from child care on a certified day of child care) s/he shall **write the specific reason for the absence (*illness, best interest day, family emergency, etc....*) on the Attendance Sheet under the appropriate date and column marked absence reason.**

When utilization of the certified child care schedule falls below the eighty percent (80%) threshold for broadly consistent, CAPMC APP will:

1. Issue a *Non-Compliance* for the first incident.
2. Issue a *Non-Compliance* for the second incident.
3. Issue a *NOA - Termination of Services* for the third incident (absences due to illness or emergency will be considered prior to issuing a *NOA - Termination of Services*).

#### **Compliance Verification: Attendance Sheet Review for Certified Child Care Hours**

CAPMC APP will review the *Attendance Sheet* to ensure that the days and hours of services provided are provided with the certified need for care as documented in the *CCA* and *NOA*.

The FSA shall explain the process of submitting a written request that includes the days and hours of care needed per day, the effective date of the proposed reduction of service, and a written acknowledgment that the parents understand that they may retain their current certified child care hours until the end of their approved certification date.

If there is a **notable pattern** in the utilization of care for each week of the month that is consistent with the child(ren)'s certified schedule, the FSA will contact the parent by phone. The parent will then be notified that the hours utilized reflected on the submitted monthly *Attendance Sheets* (minimum two (2) months), demonstrate the child care is being utilized on a Set-Schedule of (Pt-Hourly, Pt-Weekly, Pt-Monthly, Ft-Weekly, Ft-Monthly) and no longer as an Unpredictable/Variable Schedule. A *Child Care Agreement* and *Notice of Action* will be issued following the parents' approval via phone and the FSA will note the conversation in the family file.

#### **Submitting Attendance Sheets and Statement of Services for Reimbursement**

*Attendance Sheets* must be submitted by the third day of the following month. Reimbursement will occur within 21 calendar days upon receipt of the complete *Attendance Sheet* or *Statement of Services*. If CAPMC APP is unable to make payment within 21 calendar days due to extenuating circumstances, the impacted provider will be notified within a reasonable timeframe. Extenuating circumstances include, but are not limited to, an emergency or payment system malfunction.

#### **Resolution for Overpayments and Underpayments**

Overpayments and underpayments will be identified through regular reconciliation of the *Statement of Services* provided ~~provider invoices~~ with payment records. Providers will be promptly notified in writing of any identified overpayments or underpayments. This notification will include details of the discrepancy and the proposed resolution process. This will be resolved within the current fiscal year (July 1 – June 30). Providers must provide written consent for the recovery of overpayments. This consent should specify the amount to be recovered and propose a repayment schedule. Overpayments may be recovered through deduction from future reimbursements or alternative repayment arrangements agreed upon by both parties.

#### **Fraudulently Completed Attendance Sheets/Withheld Reimbursements**

The parent and provider must sign at the end of the month in blue or black ink pen, attesting under the penalty of perjury that the information on the *Attendance Sheet* and *Statement of Services Invoice* is accurate. CAPMC APP will disallow reimbursement for the month of service in which inauthentic *Attendance Sheets* are submitted, and the parent will be responsible for payment to the provider. The parent shall receive a *NOA* informing them of the decision to withhold reimbursement to their provider and possible termination for misrepresentation or fraud. The provider will also be informed of the decision to withhold reimbursement. *If a mistake is made on the Attendance Sheet, line out the mistake, correct, and initial. Please do not scratch out or use whiteout.*

### **Provider Holidays/Facility Non-Operational Days**

CAPMC APP will provide payment for ten (10) non-operational days documented on the licensed facility's contract and policy statement in a contract year (July 1-June 30). Examples of commonly chosen non-operational days are federal holidays and provider vacations. CAPMC APP does not provide reimbursement when the provider is unavailable to provide services (e.g. due to illness or any day elected by the provider to not provide services that exceed the ten (10) non-operational days). Families with a family fee will continue to pay their provider, no exceptions. Families with no fees will need to contact their FSA for additional information. **Please be Advised: Provider reimbursements may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding provider reimbursements.**

### **Provider Policies/Parent and Provider Relationship**

Each provider sets policies for their program, not CAPMC APP. It is the parent's responsibility to obtain these policies and follow them to establish effective communication with the provider.

### **Notice to Self-Terminate/Change Providers**

Parents must notify CAPMC APP if they wish to self-terminate from the program or would like to change providers. The parents are responsible for giving their current provider a minimum of two (2) weeks' notice of the said change. This notice will be the responsibility of the parent and not the agency. Services with the current provider will terminate immediately following the change of service to the parents' request and the **two (2) weeks' notice and/or reimbursement will no longer be the responsibility of CAPMC APP; it will be the parent's responsibility.**

Commencing July 1, 2020, APPs shall provide notice to the provider of a change in reimbursement amounts for child care services, a change in the hours of care, rates, or schedules, an increase or decrease in parent fees, or termination of services. For purposes of this section, the notice shall occur electronically, if requested by the provider, or via the United States Postal Service. APP shall provide notice, as well as the effective date of any changes described above, on the same day a NOA is issued to a family. AB2883, Sec.3 8227.7

*Families shall not change providers more than once in a contract year unless the change is due to serious and compelling reasons. The Program Manager, on a case-by-case basis, will consider requests for more than one (1) change per year.*

### **Multiple Providers**

Parents are limited to one (1) provider except under the following conditions:

1. The primary provider is unable to accommodate all hours of certified care;
2. One (1) provider is a licensed center for the purpose of providing preschool; or
3. The child is ill or the child's primary provider is closed (in this case an eligible alternate provider can be reimbursed by CAPMC APP for services provided and is **limited to 10 days per child per fiscal year**).
  - o Payment may be extended beyond the 10 days if the parent provides a physician verification. (Extension only applies when the child is ill)

*\*An alternate provider is only approved when the regular provider has a paid day of non-operation in their contract and/or the child is ill, and a parent must obtain an alternate provider to meet the certified need for child care services. 5 CCR 18076.2.*

CAPMC APP may reimburse more than one (1) provider per child when the hours of operation of the primary provider cannot accommodate the certified need for child care services. 5 CCR 18076.

### Provisional Child Care Provider

- A family may select a provisional provider as defined in *Implementation Guidance, Section 18078 (o)*, if there is an immediate need for child care.
- A family may use a provisional provider during a single 30 calendar day period. The first day on which child care services are provided marks the beginning of this 30 calendar day period.
- At the conclusion of 30 consecutive calendar days, the provisional provider must become Trustline Registered and, if so, may be reimbursed for child care services performed or the parent shall select an eligible provider who can meet the parents need for care.

### Abandonment of Care Policy

When the family has not communicated with the provider for seven (7) or more consecutive certified days (unexcused absence) without notifying the provider of the reason for the lapse in service usage. The following will take place:

- The provider must notify CAPMC APP when there has been no communication from the family for seven (7) or more consecutive certified days.
- CAPMC APP will then attempt to contact the parents with the current contact information in the family file. Various methods of communication will consist of but are not limited to contacting the family by phone, non-compliance notices, email, or text message (if consented by the parent).
  - At least one (1) communication attempt will be documented either in writing or electronically.
- The parent will be informed in writing that failure to communicate with either CAPMC APP or provider may lead to termination of services.
- If there has been no communication with either party for a total of 30 consecutive certified days, CAPMC APP will issue a *NOA for Termination of Services* due to the abandonment of care.

*Regarding excused absences, they are defined as either a family emergency or time spent with a non-custodial parent or other relative as mandated by a court order. A copy of the court order must be provided to CAPMC APP at initial certification/recertification.*

### CAUSES FOR TERMINATION

Termination from the Program may occur for the following reasons:

- Failure to meet subsidy requirements.
- Knowingly misrepresenting eligibility.
- Providing incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive.
- Violating CAPMC's policies and procedures.
- Federal and/or state contract funding ends; ~~or~~
- ~~Non-utilization of certified child care schedule resulting in three or more non-compliances issued (this will be a case-by-case scenario based on the number of non-compliances issued).~~
- Failure to notify the child care provider or the APP program of the child's absence for seven (7) or more consecutive certified days without a valid excuse, this may be considered *abandonment of care*.
  - Before issuing a *NOA for Termination of Services*, attempts will be made to contact the parent.
    - Absences due to illness or emergencies will be taken into consideration before termination.

## FAMILY RIGHTS & GRIEVANCE PROCESS

### Parental Choice

CAPMC APP is a parental choice subsidy program which supports the parent's rights and responsibility to select the most appropriate provider for their child(ren). State funding prohibits payment to providers who provide non-secular instruction or worship; therefore, parents who choose a facility offering religious instruction or worship may only do so if funding is available from federal sources.

### Parents Rights/Family Child Care Homes and Child Care Centers

Parents/Authorized Representatives have the right to:

1. Enter and inspect the family child care home or child care center without notice whenever child(ren) are in care.
2. File a complaint against the licensee with the Community Care Licensing Office.

**Complaint Hotline: (844) 538-8766**

3. Review the licensee's public file kept by the Community Care Licensing Office.  
**Web Facility Search: <https://www.cclcd.dss.ca.gov/carefacilitysearch/>**
4. Review reports of licensing visits and substantiated complaints against the licensee during the last three (3) years at the family child care home or child care center.
5. Complaint to the Community Care Licensing Office and inspect the family child care home or child care center without discrimination or retaliation against them or their child(ren).
6. Be notified and receive, from the licensee, a written notice that lists the name of any person not allowed in the family child care home or child care center while children are present. (NOTE: This notice is only required when the Department of Social Services has excluded someone, in writing from the family child care home or child care center on or after January 1, 2001).
7. Make a written request that the non-custodial parent is not allowed to visit their child(ren) or take their child(ren) from the family child care home or child care center when a certified copy of a court order has been shown.
8. Receive from the licensee the name, address, and telephone number of the local licensing office.

Licensing Office Name: Community Care Licensing Fresno Regional Office  
Licensing Office Address: 1314 E Shaw Ave., Fresno, CA 93710  
Licensing Office Telephone: (559) 243-8080

9. Upon request, be informed by the licensee of the name of any adult granted a criminal record exemption, and the type of association to the family child care home or child care center (the name of the person may also be obtained by contacting the Community Care Licensing Office).
10. Receive from the licensee the *Caregiver Background Check Process* form.
11. Be informed, by the licensee, whether the facility has liability insurance or bond that covers injury to clients due to the negligence of the licensee or employees of the facility.

Note: California state law states that the licensee may deny access to the family child care home or child care center to a parent/authorized representative if the behavior of the parent/authorized representative poses a risk to child(ren) in care.

For the Department of Justice Registered Sex Offender database go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)

### Uniform Complaint Procedure

Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding the Community Action Partnership of Madera County, Inc. alleged violation of Federal and/or State laws. This includes allegations of unlawful discrimination (*ED Code, sections 200 and 220 and Government Code, Section 11135*) in any program or activity funded directly by the State or receiving Federal or State Financial Assistance.

Complaints must be signed and filed in writing with the California Department of Social Services:

California Department of Social Services  
Child Care and Development Division  
Attn: Appeals Coordinator  
744 P Street, MS 9-8-351  
Sacramento, CA 95814  
Phone: (916) 322-6233 Fax: (916) 654-1048  
Email: [CCDDAppeals@cdss.ca.gov](mailto:CCDDAppeals@cdss.ca.gov)

If the complainant is not satisfied with the final written decision of the CDSS, remedies may be available in the Federal or State court.

### **Complaint or Grievance against a CAPMC Staff Member**

First attempt to resolve the issue within 30 days of the incident by discussing it with the FSA or CAPMC APP/R&R personnel. If the issue is not resolved, request a *CAPMC Parent/Community Complaint Form* and submit it within seven (7) days to the staff member's Supervisor, who will schedule a meeting to discuss the matter and submit a written resolution. If a satisfactory resolution is not reached, request a meeting with the Program Manager. The Program Manager will issue a written response to the complainant within five (5) days after the meeting.

If a satisfactory resolution has not been reached, request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager, stating the problem and desired solution. The complainant will receive a written response within ten (10) days of the meeting. If a satisfactory solution is still not met, the complainant has five (5) days after receiving receipt of the Executive Director's decision to request a hearing with the Executive Committee of the CAPMC Board of Directors. Upon conclusion of the hearing, the Executive Committee will issue a written response. If the complainant is still dissatisfied, s/he may request the issue be brought to the full CAPMC Board of Directors by submitting a written request to the Chairperson of the Board within three (3) days of receiving the Executive Committee's decision. The Board of Directors will hear the complaint and make a final decision within five (5) days of the hearing.

### **Report Concerns**

Any incident that is suspected to be a breach of ethics or in violation of Federal, State, or Local laws should be reported immediately to one of the following sources:

- Executive Director (559) 675-5749
- Ethics Hotline (877) 453-7244 or [reportlineweb.com/capmc](http://reportlineweb.com/capmc)

The Ethics Hotline is available 24 hours a day, seven (7) days a week. Translators are available. The Ethics Hotline is operated by an independent company that specializes in handling calls of this type.

### **Complaints against Licensed Providers**

Parents may contact R&R to register a complaint. The complaint will be documented in writing and the parents will be advised to contact the CDSS - Community Care Licensing Complaint Hotline at (844) 538-8766 or call the office in Fresno, California; R&R will be notified if the complaint is substantiated.

### **Complaints against License-Exempt Providers**

Parents may make complaints of non-compliance of health and safety issues against license-exempt providers by providing a written and signed complaint. CAPMC APP will inform the provider of the complaint and advise the provider of their right to write a rebuttal. CAPMC APP will notify the parent and provider that child care payments will cease in

two (2) weeks unless both the parent and provider submit a written declaration stating that the health and safety deficiency is complete.

## APPEAL PROCESS

Families have the right to appeal decisions made by CAPMC APP that affect their participation in the program. The procedure for the appeal process is detailed on the back of every *NOA* and must be followed to protect appeal rights. Please visit <https://www.cdss.ca.gov/inforesources/child-care-and-development/parent-resources/parent-appeals> to read the *Parent Appeal Information Pamphlet*. In addition, a *Parent Appeal Information Pamphlet* is given to the parents at the time of their initial enrollment process.

Parents have the right to have an authorized representative (AR) act on their behalf at the local appeal hearing. An authorization form to request an AR is available and should be submitted with the appeal request, but any written or oral notice that an AR has been duly authorized by a parent is sufficient. Services can continue throughout the appeal process.

To appeal to *NOA*, file a request for a hearing within 14 days from the date the *NOA* was received. The request can be made in writing, in person, by faxing (559) 661-0764 or by emailing [appchildcare@maderacap.org](mailto:appchildcare@maderacap.org). Notification of the time and place of the appeal hearing will be sent out within ten (10) calendar days; the appellant and/or their AR are required to attend the hearing. Failing to attend results in the abandonment of the right to appeal (**postponement of an appeal hearing with prior notice is allowed one (1) time**). A written decision will be sent to the appellant within ten (10) calendar days following the hearing.

If the appellant disagrees with the written decision, s/he has 14 days to appeal to the CDSS. The CDSS will issue a written decision within 30 calendar days after receiving the appeal. If the appeal is denied, services will terminate immediately on the date of the written notice.

## CONFIDENTIALITY

Authorized CAPMC APP representatives, fiscal auditors, legal/court ordered persons; CDSS and CCDD are allowed access to family and child care provider files. The disclosure or release of any information that pertains to child care services is restricted to purposes directly related to the administration and delivery of our services. FSAs and other CAPMC APP personnel do not provide information to outside sources.



## SECTION II : PROVIDER INFORMATION & RESPONSIBILITIES

CAPMC APP requires that all providers participating with eligible parents in our program submit documentation before payment for child care services can begin. Therefore, if a parent begins using child care services before an authorized start date for subsidized payment or uses services after services have been terminated, the parent is responsible for payment of child care services.

### LICENSED PROVIDER PARTICIPATION REQUIREMENTS

Licensed providers are required to:

- Provide a copy of their child care license(s) from the California Department of Social Services - Community Care Licensing Office and adhere to all regulations.
- Provide a statement of current fees and/or rates that are normal, customary, and charged to all families (private pay and subsidized). Updated rates shall be effective within 60 days of submission of the updated information pursuant to subdivision (c) and (e). *(Assembly Bill 131, Welfare Institution Code (WIC) 10228 (f)).*
- Provide a copy of their contract and policies; contracts can be updated once per contract year (July 1-June 30) during their annual re-certification period. The policies can be modified once per contract year (July 1 – June 30). The policies modification will be effective following the new month when the new contract has been approved. *A 30 day notice is required for any modifications for the FSA to make changes to the family file if requested by the parent/provider.*
- Provider contract must have the days and hours of operation, and the scheduled vacation days, and the list of holidays per contract year (July 1 to June 30). If your vacation days are not specified in your contract, you must submit your request in writing 30 days in advance.
- Provide a copy of their valid California Driver License or state issued ID bearing the current address being used for child care.
- Provide proof of residence. Acceptable documents: *Rental/Lease Agreement, Utility Bill and/or Bank Statement. Documents must be current within the last 30 days. No advertisement or “junk mail” will be accepted.*
- Provider must complete the W-9 form with either their social security number or Federal Employer Identification Number (FEIN).
- Allow CAPMC APP/R&R staff to make site visits to the home or facility during any contract hours.
- Complete and sign a tax identification form (W-9) annually.
- Read the *CAPMC APP - Parent & Provider Handbook of Written Policies* submit a signed and dated *Acknowledgement of Receipt of Written Polices*.
- Operate the child care facility on a non-discriminatory basis, providing equal treatment and services without regard to race, color, creed, religion, sex, national origin, ancestry, physical or mental disability or any other category prohibited by law.
- Provide parents with unlimited access to their child(ren) during normal hours of operation and whenever children are in care.

- If the provider is currently employed and/or attending school. The provider must submit a completed *Employment Verification form and/or Vocational Training (school)* form provided by CAPMC APP/R&R to demonstrate availability for subsidized child care services.

## LICENSED-EXEMPT PROVIDER PARTICIPATION REQUIREMENTS

A license-exempt provider is defined as a family member or friend 18 years of age or older in good health who cares for child(ren) from only one (1) family other than their own. Exempt providers are required to:

- Provide a copy of their valid California Driver License or State issued ID bearing the current address being used for child care.
- Provide proof of residence. Acceptable documents: *Rental/Lease Agreement, Utility Bill and/or Bank Statement. Documents must be current within the last 30 days. No advertisement or “junk mail” will be accepted. \*If residing with someone, a handwritten, signed, and dated Declaration Statement from homeowner stating current family’s address along with proof of residence will need to be submitted. (Ex. Utility Bill, PG&E Bill, etc...*
- Complete and sign a *Health and Safety Self Certification Form (CCP1 or CCP4)*.
- Provider must complete the *W-9* form with their social security number.
- Complete and sign a tax identification form (*W-9*) annually.
- Obtain a current *CPR/First Aid Certificate* within 30 days of enrollment.
- Have a current working phone number for contact and emergencies.
- Allow CAPMC APP/R&R staff to visit the home or facility any time during contract hours.
- Provide parents with unlimited access to their child(ren) during normal hours of operation and whenever child(ren) are in care.
- If the Provider is currently employed and/or attending school. The Provider must submit a completed *Employment Verification form and/or Vocational Training (school)* form provided by CAPMC APP/R&R to demonstrate availability for subsidized child care services.
- Read the *CAPMC APP/R&R - Parent & Provider Handbook of Written Policies* submit a signed and dated *Acknowledgement of Receipt of Written Polices*.
- Complete the TrustLine fingerprint background check and receive clearance **within 30 days** after submitting the application. CAPMC APP cannot issue payment until the provider has registered. TrustLine is a registry that checks criminal convictions and the Child Abuse Index for reports of substantiated child abuse. (For relative exemption, see “Note: License-Exempt...” below).

Note: License-exempt providers who are the grandparent, aunt or uncle of the child(ren) in their care by blood, marriage, or court decree **do not** have to register with TrustLine to be paid for services, must complete a *Declaration of Exemption from the Health & Safety Self-Certification form*.

Information on how to get fingerprinted and the due date by which it must be done will be provided during the provider's enrollment appointment. The telephone number to reach TrustLine is (800) 822-8490.

## PROVIDER EXCLUSIONS

A provider **cannot**:

- Be the guardian of the child who is in the program as a provider.
- Reside in the same household as another provider who is receiving payment from the program for child care services.
- Be under 18 years of age.
- Be a program participant as a provider if they do **not** provide all required forms or documents.
- Be a provider whose child care license has been suspended or revoked cannot continue as a license exempt provider.
- Be denied TrustLine.
- Commit to a parent's full certification of child care needs if they have another job, are in school, or have other commitments that prevent them from being physically present.

*Termination of payment will occur if CAPMC APP receives notification from Community Care Licensing (CCL), that a facility's license has been revoked or received a Temporary Suspension Order (TSO). No payment will be made for care after the effective date of the CCL action. APP will notify the provider and families (utilizing the provider) in writing and no payment will be made beyond the effective date of CCL license suspension or revocation and the reason for termination.*

## CHILD CARE AGREEMENT – CERTIFICATE FOR SERVICES

A CCA is issued after the parent and provider have completed the requirements. The CCA is the Certificate for Services based on the certified need and authorizes the days and hours of child care. Reimbursement rates are based on certified need and do not exceed the provider's full-time monthly rate or applicable monthly ceiling rate established by regulations for subsidized care, whichever is lower. Changes to the CCA may occur periodically due to modifications in the parents' schedule and need. In such cases, providers will be issued an update to the CCA, and the parents will be issued a NOA indicating the change. The CCA must be signed, dated, and returned to reimburse the provider. Failure to do so will result in non-payment.

## PARENT RESPONSIBILITY FOR UNAPPROVED CHILD CARE SERVICES

No subsidized child care services may begin until an official NOA has been issued to the parent and approved by CAPMC. NOA serves as written confirmation of a family's eligibility, authorized hours, and provider information.

### **Please note:**

- If a parent chooses to begin child care services before receiving an approved NOA, the parent will be solely responsible for all costs incurred during that time.
- The child care agency is not permitted to reimburse either the provider or the parent for any care used prior to the NOA's effective date—even if eligibility is later approved.
- This policy also applies to the care provided by provisional providers or during periods when documentation or approval is pending.

## **ATTENDANCE SHEET**

*Attendance Sheets* for each child enrolled in subsidized child care are mailed to the child care provider before the beginning of each month. If the *Attendance Sheets* are not received, a temporary document, such as a blank *Attendance Sheet*, may be used to record the days and exact times the child(ren) were in and out of child care. The provider's creation of *Attendance Sheet* and the one received from CAPMC APP must be retained by the provider. At the end of the month, both the parent and provider must sign and date the *Attendance Sheets(s)* under penalty of perjury, affirming the accuracy of the information. Once *Attendance Sheet(s)* are received, they cannot be modified by the parent or provider. However, providers can submit modifications or *Statement of Services invoices* based on their own *Attendance Sheet*. Reimbursement will occur within 21 calendar days upon receipt of the complete *Attendance Sheet* or *Statement of Services Invoice for Services*. Any necessary adjustments to payments will be made during the following months' reimbursements.

### **Attendance Sign-In/Sign-Out Sheet**

Parents or the provider are required to sign the child(ren) in and out at the exact clock time in, utilizing blue or black ink pen only, on the *Attendance Sheet everyday of care*. The provider shall enter the exact time of arrival or departure for school age for split schedule children, such as before and after school. Reimbursement for services is dependent on the submission of evidence that care has been given, and this evidence is based on complete and accurate daily sign-in/sign-out *Attendance Sheets* that include the child's name. It is important to follow the *Attendance Sheet* sign-in/sign-out requirements to keep services and payment reimbursement intact in a contract year (July 1 – June 30).

CAPMC APP will issue a "*Non-Compliance Notice - Incorrect Attendance Sheet and/or Non-Utilization of Certified Child Care Schedule*" when the attendance sign-in/sign-out requirements are not met:

1. The parent will be contacted by phone and issued a *Non-Compliance* as the first incident.
2. Issue a *Non-Compliance* for the second incident.
3. Issue a *Non-Compliance* for the third incident and set-up an appointment for a one on one review with the parent and/or provider.
4. ~~Issue a NOA — *Termination of Services* for the fourth incident and withheld reimbursement (this will be a case-by-case scenario based on the number of *non-compliances* issued).~~
5. Issue a *Non-Compliance* for the fourth incident. If the *Non-Compliance* involves failure to notify the child care provider or the APP program of the child's absence for seven (7) or more consecutive certified days without a valid excuse, this may be considered *abandonment of care*.
  - Before issuing a *NOA for Termination of Services*, attempts will be made to contact the parent.
    - Absences due to illness or emergencies will be taken into consideration before termination.

### **Certified Hours**

Parents must follow the contracted hours of the *CCA* and the *NOA*. Providers will be reimbursed based on the hours of services provided that are broadly consistent with the certified hours of need stated in the *CCA*; any change in the parents' approved level of service will be made through *NOA*. Registration fees and other customary fees charged by the provider are payable up to the monthly maximum *Regional Market Rate Ceiling* (RMR). ***On any other days, hours, late fees, evenings, weekends, vacations, holidays, or miscellaneous charges not certified by CAPMC APP are the parent's responsibility. Please be Advised - Provider reimbursement may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding provider reimbursement.***

### **Policy on Utilization of Certified Child Care Schedule**

When a parent has a day of non-utilization (i.e. their child is absent from child care on a certified day of child care) s/he shall **write the specific reason for the absence (*illness, sick, best interest day, family emergency, etc....*) on the Attendance Sheet under the appropriate date and column marked *absence reason*.**

When utilization of the certified child care schedule falls below the eighty percent (80%) threshold for broadly consistent, CAPMC APP will:

1. Issue a *Non-Compliance* for the first incident.
2. Issue a *Non-Compliance* for the second incident.
3. Issue a *NOA - Termination of Services* for the third incident (absences due to illness or emergency will be considered prior to issuing a *NOA - Termination of Services*).

### **Compliance Verification: Attendance Sheet Review for Certified Child Care Hours**

CAPMC APP will review the *Attendance Sheet* to ensure that the days and hours of services provided are with the certified need for care as documented in the *CCA* and *NOA*.

The FSA shall explain the process of submitting a written request that includes the days and hours of care needed per day, the effective date of the proposed reduction of service, and a written acknowledgment that the parents understand that they may retain their current certified child care hours until the end of their approved certification date.

If there is a **notable pattern** in the utilization of care for each week of the month that is consistent with the child(ren)'s certified schedule, the FSA will contact the parent by phone. The parent will then be notified that the utilized hours reflected on the submitted monthly *Attendance Sheets* (minimum two (2) months), demonstrate the child care is being utilized on a Set-Schedule of (Pt-Hourly, Pt-Weekly, Pt-Monthly, Ft-Weekly, Ft-Monthly) and no longer as an Unpredictable/Variable Schedule. A *Child Care Agreement* and *Notice of Action* will be issued following the parents' approval via phone and the FSA will note the conversation in the family file.

### **Fraudulently Completed Attendance Sheets Withheld Reimbursements**

The parent and provider must sign at the end of the month in blue or black ink pen, attesting under the penalty of perjury that the information on the *Attendance Sheet* or *Statement of Services-Invoice* is accurate. CAPMC APP will disallow reimbursement for the month of service in which inauthentic *Attendance Sheets* are submitted, and the parent will be responsible for payment to the provider. The parents shall receive a *NOA* informing them of the decision to reduction of reimbursement to their provider and possible termination for misrepresentation or fraud. The provider will also be informed of the decision to withhold reimbursement. *If a mistake is made on the Attendance Sheet, line out the mistake, correct and initial. Please do not scratch out or use whiteout.*

### **Provider Holidays/Facility Non-Operational Days**

CAPMC APP will provide payment for ten (10) non-operational days documented on the licensed facility's contract and policy statement in a contract year (July 1-June 30). Examples of commonly chosen non-operational days are federal holidays and provider vacations. CAPMC APP does not provide reimbursement when the provider is unavailable to provide services (e.g. due to illness or any day elected by the provider to not provide services that exceed ten (10) non-operational days). Families with a family fee will continue to pay their provider, no exceptions. Families with no fees will need to contact their FSA for additional information. **Please be Advised: Provider reimbursement may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding provider reimbursements.**

### **Provider Policies/Parent & Provider Relationship**

Each provider sets policies for their program, not CAPMC APP. It is the parent's responsibility to obtain these policies and follow them to establish effective communication with the provider.

### **Notice of Termination/Change in Providers**

Parents must notify CAPMC APP if they wish to self-terminate from the program or would like to change providers. The parents are responsible for giving their current provider a minimum of two (2) weeks' notices of said change. This notice will be the responsibility of the parent and **not** the agency. Services with the current provider will terminate immediately following the change of service to the parents' request and the **two (2) weeks' notice and/or reimbursement will no longer be the responsibility of CAPMC APP; it will be the parent's responsibility.**

Commencing July 1, 2020, APPs shall provide notice to the provider of a change in reimbursement amounts for child care services, a change in the hours of care, rates, or schedules, an increase or decrease in parent fees, or termination of services. For purposes of this section, the notice shall occur electronically, if requested by the provider, or via the United States Postal Service. APP shall provide notice, as well as the effective date of any changes described above, on the same day a notice of action is issued to a family. *AB2883, Sec.3 8227.7.*

*Families shall not change providers more than once in a contract year unless the change is due to serious and compelling reasons. The Program Manager, on a case-by-case basis, will consider requests for more than one (1) change per year.*

### **Multiple Providers**

Parents are limited to one (1) provider except under the following conditions:

1. The primary provider is unable to accommodate all hours of certified care;
2. One (1) provider is a licensed center for the purpose of providing preschool; or
3. The child is ill or the child's primary provider is closed (in this case an eligible alternate provider can be reimbursed by CAPMC APP for services provided and is **limited to ten (10) days per child per fiscal year**).
  - Payment may be extended beyond the ten (10) days if the parent provides a physician verification. (Extension only applies when the child is ill).

\*An alternate provider is only approved when the regular provider has a paid day of non-operation in their contract and/or the child is ill, and a parent must obtain an alternate provider to meet the certified need for child care services. 5 CCR 18076.2

CAPMC APP may reimburse more than one provider per child when the hours of operation of the primary provider cannot accommodate the certified need for child care services. 5 CCR 18076.

### **Provisional Child Care Provider**

- A family may select a provisional provider as defined in *Implementation Guidance, Section 18078(o)*, if there is an immediate need for child care.
- A family may use a provisional provider during a single 30 calendar day period. The first day on which child care services are provided marks the beginning of this 30 day period.
- At the conclusion of 30 consecutive calendar days, the provisional provider must become TrustLine Registered and, if so, may be reimbursed for child care services performed or the parent shall elect an eligible provider who can meet the parents need for care.

## Abandonment of Care Policy

When the family has not communicated with the provider for seven (7) or more consecutive certified days (unexcused absence) without notifying the provider of the reason for the lapse in service usage. The following will take place:

- The provider must notify CAPMC APP when there has been no communication from the family for seven (7) or more consecutive certified days.
- CAPMC APP will then attempt to contact the parents with the current contact information in the family file. Various methods of contacting will consist of but are not limited to contacting the family by phone, non-compliance notices, email, or text message (if consented by the parent).
  - At least one (1) communication attempt will be documented either in writing or electronically.
- The parent will be informed in writing that failure to communicate with either CAPMC APP or provider may lead to termination of services.
- If there's been no communication with either party for a total of 30 consecutive calendar days, CAPMC APP issues a *NOA for Termination of Services* due to abandonment of care.

*Regarding excused absences, they are defined as either a family emergency or time spent with a non-custodial parent or other relative as mandated by a court order. A copy of the court order must be provided to CAPMC APP at initial certification/recertification.*

## PAYMENT/REIMBURSEMENT PROCEDURES

Providers are chosen by enrolled families to provide child care services. Providers contracted with CAPMC APP are **not employees** of CAPMC and are responsible for their own tax reporting and liabilities (CAPMC will issue a *1099 Miscellaneous Income Statement* for all payments totaling \$600.00 or more in a tax year).

Providers are paid based on the rates they charge parents who pay privately (non-subsidized parents). **It is fraudulent to charge different rates to parents on subsidized child care programs and to parents who pay privately.** A family/child is eligible for reimbursement when they are certified for child care services. Child care reimbursement is based on the need for care, the child's age, the type of care, and the pay rate based on the *Regional Market Rate (RMR)* and the required provider *Statement of Services-Invoice*; in which the lesser of the two will be paid out. The *Statement of Services* will be reviewed with the authorized CCA hours of care and the *Attendance Sheets*. Providers may be reimbursed by the amount requested in their *Statement of Services*, up to the maximum which is allowed by the State. Additional information for the *Regional Market Rate Ceiling (RMR)* and/or the *California Code of Regulations* can be found in the following websites:

<http://government.westlaw.com/linkedslice/default.asp?SP=CCR-1000> Select: Title 5.

Education>Division 1. California Department of Education>Chapter 19. Child Care and Development Programs>Subchapter 2.5. Utilization of the Regional Market Rate Ceiling>Article 1. General Provisions

<https://rcscm.dss.ca.gov> Select the following: "Effective": choose the current year services are being provided/ "County": the county in which you are providing services. [www.maderacap.org](http://www.maderacap.org) Select: Resources>Forms>Regional Market Rate.

A copy of the RMR can be requested from the program or accessed from our website.

*Assembly Bill 131 – Welfare Institution Code (WIC) 10228 (f) - Each licensed child care provider may alter rate levels for subsidized children, as needed, and shall provide the Alternative Payment Program and Resource & Referral agency with the updated information pursuant to subdivisions (c) and (e), to reflect any changes. **Updated rates shall be effective within 60 days of submission of the updated information pursuant to subdivision (c) and (e).***

## REIMBURSEMENT RATE CATEGORIES

### Method to Determine Applicable Reimbursement Ceiling on the *Child Care Agreement* for Licensed Providers

5 CCR § 18075. Reimbursement Rate Categories

- **Hourly**, which shall only be used for the following:
  - A child’s certified need for child care or fewer than **25 hours per week and fewer than five hours on any day**; or
  - An unscheduled but documented need of fewer than **five (5) hours per occurrence**, such as the parents need to work overtime, that exceeds the certified need for child care.
- **Daily**, which shall only be used for the following:
  - A certified need for child care of **six (6) hours or more per day**; or
  - An unscheduled but documented need of **six (6) hours or more per occurrence**, such as the parents need to work on a regularly scheduled day off, that exceeds the certified need for child care.
- **Part-time weekly**, which shall only be used when a certified need for child care **less than 25 hours** per week.
- **Full-time weekly**, which shall only be used when a certified need for child care is **25 hours or more** per week.
- **Part-time monthly**, which shall only be used for the following:
  - A certified need for child care for **fewer than 25 hours per week** and that need occurs in every week of the month; or
  - A certified need for child care averages **fewer than 25 hours per week** when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.
- **Full-time monthly**, which shall be used for the following:
  - A certified need for child care of **25 hours or more per week** and that need occurs in every week of the month; or
  - A certified need for child care averages **25 hours or more per week** when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.

#### Reimbursement for License – Exempt Providers

Hourly Rate up to Full-time Monthly maximum.

#### Evening/Weekend Rate for Licensed Providers

Rate adjustments for after hour care apply to license providers when “after hour” services include 10% or more of the total hours of care used, when services occur between the hours of 6:00 pm and 6:00 am and/or weekends.

## SUBMITTING ATTENDANCE SHEETS & STATEMENT OF SERVICES FOR REIMBURSEMENT

*Attendance Sheets* and *Statement of Services* are the primary source for child care reimbursement and auditing purposes. *Attendance Sheets* must be submitted by the third (3) day of the following month, no more than two (2) months after the due date for the month to be reimbursed, and no more than seven (7) days after the due date for the last month of the fiscal year (June). Late reimbursements will **not** be made for the last month of the fiscal year. *Attendance Sheets* and the *Statement of Services* can be faxed to (559) 661-0764, delivered to CAPMC APP during

business hours Monday – Friday, 8:00am – 5:00pm, delivered to the APP drop box located outside on the east side of the CAPMC building, or mailed to 1225 Gill Avenue, Madera, CA 93637 (must be postmarked before or on the 3<sup>rd</sup> of the following month of service). **If Attendance Sheets and Statement of Services are faxed or emailed, originals MUST be mailed and received for payment to be processed on time.**

**Provider Reimbursement**

Submission of request for reimbursement must include *Attendance Sheets* and *Statement of Services* for each child served. Attendance Sheets must be completed, signed, and dated in ink at the bottom of the form with full signature by the Parent and Provider. The *Statement of Services* must be sent to the CAPMC APP Office with *Attendance Sheets* and include the following:

- A. Provider and/or Business Name
- B. Contact information
- C. Service month and year
- D. First and last name of the family
- E. First and last name of the child
- F. Age of the child
- G. Number of units
- H. Type of Unit/Care Type
- I. Rate per Unit
- J. Grand total you are invoicing the family.

**You are welcome to use the *Statement of Services* located behind our pre-printed *Attendance Sheets*:**

*Statement of Services* - For Provider Use

# of Units	*Type of Unit/**Care Type	***Rate per Unit	Total

\*Type of Unit: hour, day, week, month, annual

\*\*Care Type: holiday, registration fee, drop notice fee, evening, or weekend adjustment, etc.

\*\*\*Rate per Unit: dollar and cents amount      Grand Total \$ \_\_\_\_\_

**Payment Scheduled and Late Attendance Sheets**

Payment is processed monthly on the third (3) Friday via mailed check or direct deposit (pay dates available on the *Attendance Sheet* and *Payment Schedule*, available at the office or on our website at [www.maderacap.org](http://www.maderacap.org).) CAPMC APP recommends providers to choose direct deposit for optimal timeliness and secure reimbursements. Checks cannot be retrieved from the CAPMC office.

Reimbursement will occur within 21 calendar days upon receipt of the complete *Attendance Sheet* and *Statement of Services* ~~invoice for services~~. If CAPMC APP is unable to make payment within 21 calendar days due to extenuating circumstances, the impacted provider will be notified within a reasonable timeframe. Extenuating circumstances include, but are not limited to, an emergency or payment malfunction.

Lastly, *Attendance Sheets* and *Statement of Services* must be submitted timely and accurately. While timely submission is strongly encouraged, any documentation submitted after the close of the fiscal year (July 1 – June 30) will still be reimbursed, provided the care was properly documented and delivered. Late submission cannot be denied reimbursement solely due to timing.

**Please note: Any late Attendance Sheets and Statement of Services submitted after the end of the fiscal year (July 1 – June 30), will not be eligible for reimbursement.**

### **Funding Sources**

CAPMC APP reserves the right to alter the *Attendance Sheet* and *Payment Schedule* in the event of a delayed allocation from its funding source. CAPMC APP will notify parents and providers in case of such an event.

### **Lost Checks**

Payment will be stopped and CAPMC APP will reissue checks, ten (10) working days after the date the checks were originally mailed.

### **Resolution for overpayments and underpayments**

Overpayments and underpayments will be identified through regular reconciliation of the *Statement of Services* provided ~~provider invoices~~ with payment records. Providers will be promptly notified in writing of any identified overpayments or underpayments. This notification will include details of the discrepancy and the proposed resolution process. This will be resolved within the current fiscal year (July 1 – June 30). Providers must provide written consent for the recovery of overpayments. This consent should specify the amount to be recovered and propose a repayment schedule. Overpayments may be recovered through deduction from future reimbursements or alternative repayment arrangements agreed upon by both parties.

### **FAMILY FEES**

The CDSS prepares the family fee schedule based on family income and size, and hours of certified care for the month. The family fee applies to the cost of the family's child care, and it is considered the contribution to their child care services.

Family fees are either a flat monthly full-time fee or a flat monthly part-time fee and are based on the hours of care certified for the month, income, and family size. Fees are based on the child who uses the most hours of care each month. Families with a certified need of less than 130 hours per month will be assessed a part-time fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee. The family fee is effective immediately upon the authorization of services based on initial enrollment or return from a temporary suspension of services.

The parent may **voluntarily** request a reduction to the family fee by reporting a change such as family income, days and hours of care needed, or family size to assess the family fee. The parents must provide documentation to support the reported change. If eligible for a family fee reduction, the reduction will take effect on the first of the month following the receipt and approval of the required supporting documentation. **No adjustments for excused or unexcused absences.**

### **Fee Collection**

The CDSS requires that the family pay its fees to the provider in advance. Therefore, the family is required to pay the provider directly within the first five (5) days of the month. Family fees are found on *NOAs*, *Attendance Sheets* and *CCA's*.

Providers are responsible for collecting family fees from the family. The provider will fill out the pre-printed receipt on the back of the child's *Attendance Sheet* (*one receipt per family, written on the Attendance Sheet that has the fee amount printed on the front*) when the fee is collected from the parent. This receipt will show the total paid to the provider. Missing receipts will delay payment to the provider. When CAPMC APP processes reimbursement for a family

with family fees, the fee amount will be deducted from the provider's reimbursement check for the month (the fee and reimbursement can be found on the voucher printout).

If services are also provided by another child care and development program in which the family is required to pay a family fee, a fee credit equal to the amount paid to the other provider may be granted. A receipt of payment to the other service provider must be submitted monthly and the parent will pay the difference. A credit will be applied to the family's subsequent fee billing period and cannot be carried over beyond the subsequent fee-billing period. **Family Fees may be impacted during a Pandemic, Epidemic, and/or Government Shutdown. Unless the current governor issues an Executive Order stating otherwise regarding Family Fees.**

### **Past Due Family Fees**

Termination of services can occur if family fees are not paid to the provider. CAPMC APP will contact families who fail to pay their family fees and issue a *NOA* stating a Delinquency of Family Fee. Fees are delinquent seven (7) calendar days after the due date. Services shall be terminated within two (2) weeks unless paid for within the two (2) weeks. A reasonable repayment plan will be accepted, and the parent must comply with the repayment plan to continue services.

### **Co-Payments**

When the provider's rate and other allowable charges exceed the maximum subsidy amount, the parent is responsible for paying the difference. The difference is considered the parent's co-payment. CAPMC APP is not responsible for collecting co-payments.

## **PROVIDER RIGHTS & GRIEVANCE PROCESS**

### **Complaint or Grievance against a CAPMC Staff Member**

First attempt to resolve the issue within 30 days of the incident by discussing it with the FSA or CAPMC APP/R&R staff person involved. If the issue is not resolved, request a *CAPMC Parent/Community Complaint Form* and submit it within seven (7) days to the staff member's Supervisor, who will schedule a meeting to discuss the matter and submit a written resolution. If a satisfactory resolution is not reached, request a meeting with the Program Manager. The Program Manager will issue a written response to the complainant within five (5) days after the meeting.

If a satisfactory resolution has not been reached, request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager, stating the problem and desired solution. The complainant will receive a written response within ten (10) days of the meeting. If a satisfactory solution is still not met, the complainant has five (5) days after receiving receipt of the Executive Director's decision to request a hearing with the Executive Committee of the CAPMC Board of Directors. Upon conclusion of the hearing, the Executive Committee will issue a written response. If the complainant is still dissatisfied, s/he may request the issue be brought to the full CAPMC Board of Directors by submitting a written request to the Chairperson of the Board within three (3) days of receiving the Executive Committee's decision. The Board of Directors will hear the complaint and make a final decision within five (5) days of the hearing.

### **Limits of Provider Participation Minimum Wage Law**

Since providers are independent contractors and **not** employees of CAPMC, CAPMC is not responsible for federal and state tax obligations. Please note that in California, parents are ~~may be~~ considered to be the employer of the provider (domestic service worker) and as such, may be responsible for minimum wage, social security taxes, state workers compensation requirements, and unemployment taxes for in-home care. If necessary, CAPMC will require a minimum number of children in care at the same time by an in-home (child's home) license-exempt provider to comply with the Fair Labor Standards Act. The number of children is subject to change based on the current minimum wage plus rates allowed for the payment.

If the parent chooses to be the employer, the parent must submit copies of employer documents filed with the appropriate federal and state agencies, copies of check stubs to the provider, and copies of any required withholding tax payments for an amount that is in conjunction with the reimbursement, inclusive of any parent fees, that equals or exceeds minimum wage.

### **Rejection of Provider Participation**

Providers may be denied an agreement for services if a child care setting is deemed a health and/or safety threat, or consideration, to children or provider has a criminal record that would be detrimental to the provision of child care services.

### **Termination of Provider Participation**

A provider's agreement for services will be terminated for any of the following:

- If the license-exempt provider is denied clearance by TrustLine,
- For non-conformity with licensing regulations,
- If the license is under a temporary suspension order or has been revoked,
- For submission of false information,
- For failure to provide pertinent information,
- For threatening or inflicting of physical/verbal abuse on staff, parents or child(ren),
- In case of refusal to provide access to CAPMC staff or parents, or
- For failure to comply with the laws, rules or regulations established by the State of California or the federal

### **Confidentiality**

Authorized CAPMC APP representatives, fiscal auditors, legal/court ordered persons; CDSS and CCDD are allowed access to family and provider files. The disclosure or release of any information that pertains to child care services is restricted to purposes directly related to the administration and delivery of our services. FSAs and other CAPMC APP personnel do not provide information to outside sources.



## SECTION III: CAPMC APP FRAUD PREVENTION

### FRAUD DEFINED

#### Fraud is defined as:

- Intentionally providing false or misleading information on participant agreements and/or eligibility and need documentation (e.g. employment verification forms, check stubs, training verification forms, provider contract agreements, provider rate sheets, family size, increased income that exceeds the eighty-five percent (85%) SMI not reported, other parent related to child in home, no need for care, care is being done by person other than provider of record, child not dependent of parent).
- Intentionally failing to report an increase to your family's income that exceeds the eighty-five percent (85%) SMI income thresholds within 30 days.
- Alteration or forgery of any eligibility or need documents.
- Claiming to have received child care services that you know your family has not received and/or that your provider of record has not given.
- In any way, intentionally providing misleading information, documentation and/or statements regarding your child care eligibility or need.

### FRAUD POLICY

- If services are received by willful and intentional misrepresentation or withholding of pertinent eligibility or need information, CAPMC will hold the parent accountable and immediately terminate the family from the Program.
- CAPMC collaborates with the Madera County District Attorney's office and other law enforcement agencies to investigate and prosecute fraudulent activity.
- If substantiated, intentional misrepresentation is found against a provider, the provider will be permanently ineligible to receive subsidized child care reimbursements.
- CAPMC will act to recover any misappropriate funds, including those services provided during any appeal process. Parents are responsible for reimbursing CAPMC for the costs of services fraudulently obtained. CAPMC will issue an overpayment letter to collect the money directly from parents who determine have obtained services fraudulently. If parents dispute the amount of the overpayment, CAPMC will provide the opportunity for review of the overpayment, but CAPMC does not re-hear the original termination issues.
- Limit of Future Services:
  - **CAPP & CalWORKs Stage Three (3) Families:** After repayment of funds for services obtained through fraud, parents in either CAPP or CalWORKs Stage Three (3) contracts are prohibited from future services for a period of one (1) year from the date of the receipt from CAPMC indicating repayment was made in full.
  - **CalWORKs Stage Two (2) Families:** In agreement with the Madera County Department of Social Services, after repayment of funds for services obtained through fraud has been made, parents in CalWORKs Stage Two (2) contracts are eligible for future services with no probation period.

## **HARASSMENT POLICY**

Any person who makes threats against harasses, uses profane language, destroys property, verbally or physically abuses, or endangers the safety of any child(ren), parent, provider, CAPMC staff member or representative will be immediately terminated from the Program and will be permanently ineligible to receive subsidized child care reimbursements. *This includes but is not limited to social media, Facebook, Instagram, LinkedIn, YouTube, Snap Chat, and other sources of communications.*

## **DISCRIMINATION STATEMENT (5 CCR 18107(d))**

The determination of eligibility shall be without regard to the immigration status of the child(ren) or the child(ren) parent(s) unless the child(ren) or the child(ren) parent(s) is under a final order of deportation from the United States Department of Homeland Security.

## **CONFIDENTIALITY & USE OF INFORMATION**

Information provided from applicants or participants in programs operated and administered by Community Action Partnership of Madera County, Inc. such as Head Start, Migrant Head Start, Victim Services, Drought Assistance, etc... is confidential and used only in connection with determining eligibility and participation in CAPMC programs. It is not and cannot be used for any other purpose without your permission. Such information is not provided or available to other government agencies or programs including, but not limited to, Department of Homeland Security, Immigration and Customs Enforcement (ICE) or other law enforcement agencies such as the police or sheriff's department. Additionally, all CAPMC employees agree to keep all information regarding CAPMC clients in the most secure manner.

## **UNIFORM COMPLAINT & GRIEVANCE PROCEDURE**

The California 5CCR, Section 4610, authorizes the CDSS responsibility over Uniform Complaint Procedures (UCP) and Child Care and Development Programs are covered under UCP, which includes Alternative Payment, CalWORKs Stage Two (2) and Stage Three (3), Exceptional Needs, Family Child Care Homes, General, Migrant, Protective Services, complaints under the UCP procedures. For additional general information on Uniform Complaint Procedures, contact Categorical Programs:

Complaint Management Office, CDE, Legal and Audits Branch  
1430 "N" Street, Suite #5408  
Sacramento, CA 95814  
Phone: (916) 319-0929  
Website: <http://www.cde.ca.gov/re/cp/uc>

## ACKNOWLEDGEMENT OF RECEIPT OF WRITTEN POLICIES

Parents/Providers who participate in a subsidized child care program administered by Community Action Partnership of Madera County are issued this handbook so they can adhere to program policies and procedures. Signing below indicates receipt of the handbook and applicable policies and agreement to adhere to Program requirements.

I, (Print Name) \_\_\_\_\_ under penalty of perjury of the State of California and the County of Madera, do hereby attest that I have read, understand and agree to abide by the policies and procedures of the CAPMC Alternative Payment Program as outlined in the Parent & Provider Handbook of Written Policies.

\_\_\_\_\_  
Parent or Provider Signature

\_\_\_\_\_  
Date

---

## ELECTRONIC COMMUNICATION & TEXT MESSAGING AUTHORIZATION

I CONSENT for the Community Action Partnership of Madera County, Inc. Child Care Alternative Payment and Resource & Referral Program, to contact me via text using this cell phone number.  
*Message and data rates may apply.*

Cell Phone Number: \_\_\_\_\_

I CONSENT for the Community Action Partnership of Madera County, Inc. Child Care Alternative Payment and Resource & Referral Program, to contact me through electronic communication (email) by using this email address.

Email Address: \_\_\_\_\_

I DO NOT CONSENT for the Community Action Partnership of Madera County, Inc. Child Care Alternative Payment and Resource & Referral Program, to contact me via text message or via email.

\_\_\_\_\_  
Parent or Provider Signature

\_\_\_\_\_  
Date



**ALTERNATIVE PAYMENT AND RESOURCE & REFERRAL PROGRAM  
MONTHLY REPORTING – [AUGUST 2025](#)**

**NUMBER OF CHILDREN ENROLLED IN EACH PROGRAM FOR THE ALTERNATIVE PAYMENT PROGRAM**

General Contract - CAPP	617
CalWORKs Stage 2 – C2AP	130
CalWORKs Stage 3 – C3AP	137
Bridge Program - BP	14
<b>Total Children Enrolled</b>	<b>898</b>

**NUMBER OF IN-HOME LICENSE CHILD CARE PROVIDERS AND LICENSE-EXEMPT CHILD CARE PROVIDERS  
FOR ALTERNATIVE PAYMENT PROGRAM**

IN - HOME LICENSE CHILD CARE PROVIDERS – SMALL	45
IN – HOME LICENSE CHILD CARE PROVIDERS – LARGE	47
LICENSE-EXEMPT CHILD CARE PROVIDERS	90
<b>Total Providers Enrolled</b>	<b>182</b>

**RESOURCE & REFERRAL LICENSED CHILD CARE PROVIDERS**

ACTIVE - LICENSED CHILD CARE PROVIDERS	152
CLOSED - LICENSED CHILD CARE PROVIDERS	0

**CHILD CARE INITIATIVE PROGRAM PROVIDER WORKSHOPS/TRAININGS**

**CHILD CARE INITIATIVE PROJECT (CCIP) Workshops:**

- Workshops will resume in August 2025.

**Family, Friend, and Neighbor Activity:**

- Workshops will resume in August 2025.

**Trauma-Informed Coaching Workshops:**

- Workshops will resume in August 2025



## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

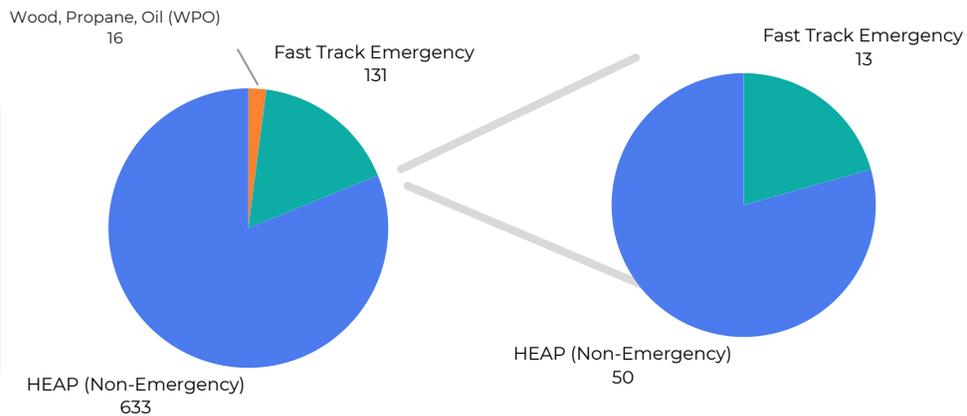
### HOUSEHOLDS SERVED (2025)

The data displayed was collected from January to July 2025. For monitoring purposes, we've discovered several key insights and trends during this period that may inform decision-making and guide future actions. The LIHEAP Program assists customers with utility bills, the program also includes Weatherization for qualified households.

#### 2024 Total

#### 2025 Program Assistance Overview

From January to July 2025, the majority of support provided was through the HEAP (Non-Emergency) category with 633 households, followed by Fast Track Emergency at 131 homes, and a smaller number utilizing the Wood, Propane, Oil (WPO) with 16 households.

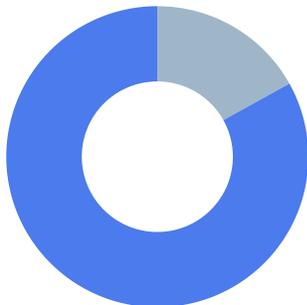


### HOUSEHOLDS SERVED (2025) through the Weatherization Program



**Funding to Assist Households through July 2025**  
\$64,883.46

Homes Weatherized  
53



Customers who applied for Weatherization  
260

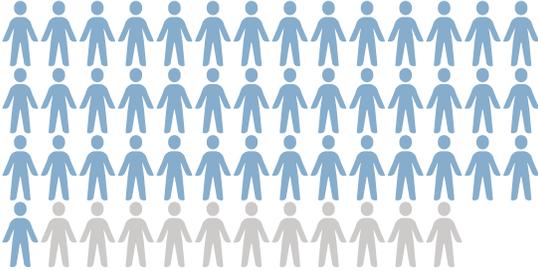
**Homes Weatherized With 2025 Funding = 53**

The weatherization services help low-income households reduce energy costs and improve their home's energy efficiency. The LIHEAP Weatherization Program provides free energy upgrades, education on energy efficiency, and budget counseling. These services aim to lower utility bills, enhance home health and safety, and promote overall household economic security.

# HOMELESS ASSISTANCE SERVICES

## SHUNAMMITE PLACE

### July 2025 Total



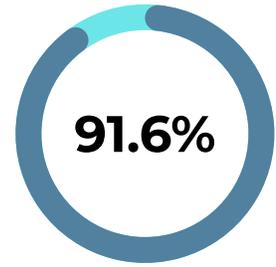
### July 2025 Overview

As of July 2025, the Shunammite Place holds a total of 54 residential occupancy. Out of these 43 units are currently occupied by residents while the remaining 9 units are vacant and available for placement. This indicates an approximate 83% occupancy rate, with opportunities to increase resident placement and utilization. The Shunammite Place Program offers permanent supportive housing to individuals and families prioritizing a barrier-free transition from the streets or shelters. The program recently acquired a 3-bedroom home and is in the process of getting ready to be occupied.

## MADERA MENTAL HEALTH SERVICES ACT (MMHSA)

### How the Community Services Program utilizes MMHSA

MMHSA holds 12 residents and supports recovery-focused mental health care. Currently the program is operating at 91.6% capacity, 11 units were filled as of July 2025, with 91.6% of residents completing the program—demonstrating full engagement and optimal use of program resources.

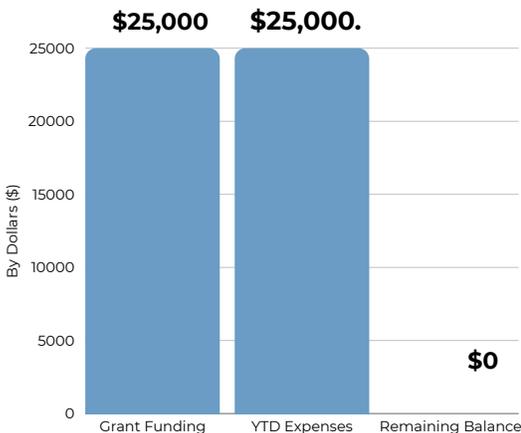


Total Units Filled

## KAISER PERMANENTE HOUSING GRANT FOR HEALTH GRANT OPPORTUNITIES ROUND 2

The Kaiser Permanente Housing for Health Grant Round 2 is a funding initiative aimed at improving health outcomes by addressing housing insecurity and homelessness. This grant develops or expands programs linking stable housing with supportive services such as mental health care, substance use treatment, and primary health care access.

### Budget Breakdown



### Grant Expense Overview

As part of the Kaiser Permanente Housing for Health Grant Round 2 budget a total of \$25,000 was allocated. To date, \$25,000 has been expended representing 100% of the total budget. This leaves a remaining balance of \$0.00; this grant is for the period June 30, 2024 through July 1, 2025. CAPMC has applied for Housing For Health Round Three and has been granted \$25,000.



# Community Action Partnership of Madera County, Inc. - HELP Center



## JULY 2025

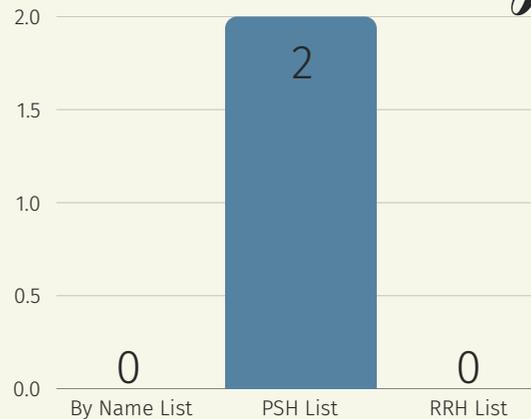
### Housed



Permanent Housing: 6

Permanent Supportive Housing: 1

### Coordinated Entry



### Sheltered



# 5

### Referrals



Outcomes:

9: assigned

2: no contact

10: not homeless

2: client refused svcs

### Clients Served → Subgroups

Chowchilla City

# 4

Madera City

# 57

Eastern Madera

# 1

Families

# 4

Single Individuals

# 58

DV Victims

# 0

TAY

# 0

### Total Clients



# 62



# Homeless Engagement for Living Program (HELP Center) Services Report - July 2025

Below are the number of services provided and contacts made in Madera County for the period of 07/01/2025 - 7/30/2025.

	Individuals	Families	DV	TAY	Veterans
Madera City	49	4	0	0	0
Chowchilla City	4	0	0	0	0
Eastern Madera	1	0	0	0	0
Total:	54	4	0	0	0

Outcomes-Services Offered		
HOUSING SERVICES	CURRENT MONTH	YEAR TO DATE
SHELTER	3	3
REFERRED TO TRIAGE - MRM	14	14
TRIAGE HOUSING	4	4
REUNIFICATION WITH FAMILY	0	0
HOUSING RESOURCE GUIDE	1	1
SUBMITTED RENTAL APPLICATIONS	5	5
PERMANENT HOUSING	6	6
PERMANENT SUPPORTIVE HOUSING	1	1
PROVIDED MOVE-IN COSTS	5	5
RECEIVED EMERGENCY HOUSING VOUCHER	0	0
DOCUMENT COLLECTION	CURRENT MONTH	YEAR TO DATE
DMV VOUCHER FOR ID	4	4
ASSISTED IN OBTAINING DOCUMENTS THROUGH CONSULATE	0	0
SOCIAL SECURITY CARD	3	3
BIRTH CERTIFICATE	1	1
INCOME VERIFICATION	1	1
DISABILITY CERTIFICATION	1	1
PSH SUPPORT LETTERS	4	4
EMOTIONAL SUPPORT ANIMAL LETTER	0	0
REFERRALS	CURRENT MONTH	YEAR TO DATE
WORKFORCE	2	2
VICTIM SERVICES	1	1
VETERAN AFFAIRS	0	0
BEHAVIORAL HEALTH	17	17
REFERRED TO BH BRIDGE HOUSING	0	0
REFERRED TO BHS-HOPE HOUSE	0	0
IMMIGRATION SERVICES	0	0
FOSTER CARE SERVICES	0	0
RH COMMUNITY BUILDERS	2	2
RHCB-CALAIM	0	0
SUBSTANCE ABUSE PROGRAM	0	0
DEPARTMENT OF SOCIAL SERVICES - APS	0	0
DEPARTMENT OF SOCIAL SERVICES - CPS	0	0
DEPARTMENT OF SOCIAL SERVICES - HOUSING	0	0
OTHER NON-CASH BENEFITS	CURRENT MONTH	YEAR TO DATE
ASSISTED IN OBTAINING MEDICAL APPTS	3	3
ASSISTED IN OBTAINING CASH AID / TANF	0	0
ASSISTED IN OBTAINING CALFRESH BENEFITS	1	1
ASSISTED IN OBTAINING HEALTH INSURANCE	1	1
OTHER SERVICES	CURRENT MONTH	YEAR TO DATE
SUICIDE PREVENTION	0	0
PROVIDED HYGIENE KITS	12	12
DELIVERED COMMODITIES	10	10
ASSISTED WITH SSI BENEFITS	2	2
ARRANGED TRANSPORTATION	5	5
ADVOCACY WITH LEGAL MATTER	0	0
ASSISTED IN OBTAINING A GOVT. PHONE	0	0
PROVIDED SHOES OR CLOTHES TO CLIENT	0	0
PROVIDED BICYCLE FOR TRANSPORTATION	0	0
ASSISTED WITH JOB INTERVIEW	0	0
ASSISTED IN OBTAINING INCOME	0	0
OTHER COORDINATED ENTRY	CURRENT MONTH	YEAR TO DATE
PLACED ON PSH PRIORITY LIST	2	2
PLACED ON RRH PRIORITY LIST	0	0
PLACED ON BY-NAME LIST	0	0



## Victim Services

October 2024 - September 2025

### Domestic Violence Program

Services	1 <sup>st</sup> quarter (Oct.-Dec.)	2 <sup>nd</sup> quarter (Jan-March)	3 <sup>rd</sup> quarter (April-June)	4 <sup>th</sup> quarter (July-Sept.)	Total
Crisis Intervention	176	31	39		
Individual or group counseling/support	410	135	139		
Criminal/Civil Legal Advocacy	250	72	70		
Assistance with protective/custody orders	132	23	31		

### Shelter

Bed Nights/Individuals	10/2	123/5	361/22		
Emergency food & clothing	1	1	15		

### Victim Witness

Crisis Intervention	202	36	47		
Individual Counseling	127	84	112		
Criminal Advocacy/accompaniment	174	102	139		
Assistance in obtaining protection or restraining order	22	3	5		
Number of Victims of Crime Compensation claims submitted	6	2	6		

### Sexual Assault

Crisis Intervention	174	59	50		
Individual Counseling	187	96	109		
Individual Advocacy	43	24	16		
Criminal Justice Advocacy/Accompaniment	80	66	67		
On-scene Response	4	0	0		

**Fiscal Year January-December 2024****Unservd/Underserved**

<b>Services</b>	1 <sup>st</sup> Quarter (Jan.- March)	2 <sup>nd</sup> Quarter (April-June)	3 <sup>rd</sup> Quarter (July- Sept.)	4 <sup>th</sup> Quarter (Oct.-Dec.)	Total
Crisis Intervention	24	7			
Presentations to underserved population	2	2			
Outreach Events	1	6			
Immigration Assistance (visas, continued presence application, and other immigration relief)	0	0			
Provide information about the criminal justice process	25	17			
Criminal Justice Advocacy or Accompaniment	32	29			
Individual Advocacy (assist. With public assistance benefits, return of personal property)	13	5			

**Transitional Housing**

<b>Services</b>	1 <sup>st</sup> Quarter (Jan.- March)	2 <sup>nd</sup> Quarter (April- June)	3 <sup>rd</sup> Quarter (July- Sept.)	4 <sup>th</sup> Quarter (Oct.- Dec.)	Total
Individual Counseling	2	4			
Individual Advocacy (assist. with public assistance benefits, return of personal property)	2	11			
Individuals Rec. Rental Assistancess	2	2			



# Report to the Board of Directors

Agenda Item Number: E-1

Board of Directors Meeting for: August 14, 2025

Author: Donna Tooley

---

DATE: July 21, 2025

TO: Board of Directors

FROM: Donna Tooley, Chief Financial Officer

SUBJECT: Award Insurance Brokerage Services Request for Proposal (RFP)

## I. **RECOMMENDATION:**

Staff proposes that the Board of Directors review the Insurance Brokerage Requests for Proposals that were submitted and accept the recommendation from the Evaluation Committee and staff to establish an agreement with one insurance brokerage firm to development, market, and establish a comprehensive risk management and insurance brokerage program to cover CAPMC for all insurance lines, excluding those with the employee benefits health program and workers' compensation insurance. A recommendation will be presented at the Board meeting.

## II. **SUMMARY:**

CAPMC has utilized Seabury, Copland & Anderson Insurance Agency in excess of thirty years. Since CAPMC periodically gets requests from various insurance brokers interested in providing services to CAPMC, the only objective method to consider those services is to issue an RFP to provide a fair and reasonable basis for choosing the next insurance brokerage service provider. An insurance brokerage/risk management services RFP was developed to solicit proposals for the requested services.

## **DISCUSSION:**

A. Requests for proposals (RFPs) were emailed to six firms to request the above-described services for the upcoming commercial liability, property, auto insurance, and excess liability insurance coverage renewal effective October 1, 2025. Various other coverage lines such as Directors and Officers, Employment Practices, Cyber Liability, Crime and Fidelity (403(b), Student Accident, Employee Dishonesty, Volunteer Liability renew annually thereafter or every three years as noted in the RFP.

B. The following firms were provided with the proposal request on July 8, 2025:

CalNonprofits Insurance Service  
Gallagher Insurance  
Heffernan Insurance Brokers

James G. Parker Insurance Agency  
Seabury, Copland & Anderson Insurance Agency  
Woodruff Sawyer, A Gallagher Company

C. The proposals were required to be submitted by 3:00 p.m. on August 4, 2025.

D. Timely proposals were received from the following companies:

CalNonprofits Insurance Services  
Heffernan Insurance Brokers  
Seabury, Coplan & Anderson Insurance Agency  
Woodruff Sawyer, A Gallagher Company

The proposals from the above firms/companies are included as attachments for your review.

E. The Evaluation Committee consisted of the following individuals:

Mattie Mendez, Executive Director  
Kelly Ryan, Executive Director Support/  
Donna Tooley, Chief Financial Officer  
Daniel Seeto, Accountant Program Manager  
Diana Palmer, CAPMC Board Member

F. Proposals will be thoroughly reviewed and evaluated by staff and other members of the Evaluation Committee prior to the Board meeting. The proposals will be evaluated on the following criteria:

- ✓ firm qualifications, experience, and references;
- ✓ project organization, personnel and staffing;
- ✓ project management;
- ✓ conceptual and proposed service approach;
- ✓ value-added services;
- ✓ proposed compensation;
- ✓ and Small Business Enterprise, if applicable.

Additionally, proposals must include a statement that the firm and any of its owners are not currently debarred, suspended, or prohibited from doing business with the federal government or receiving federal funds. Otherwise, that proposal is automatically disqualified.

G. A recommendation will be provided at the Board of Directors meeting on August 14, 2025, based on the Evaluation Committee input. Because of the timing of the due date of the Board agenda items and the due date of the RFP's, the schedule did not permit an earlier recommendation. (Results from the Evaluation Committee will be provided during the meeting)

**III. FINANCING:**

The costs of the insurance brokerage/risk management services and insurance coverage will be budgeted as part of the indirect cost pool and the affected programs.

Seabury, Copland & Anderson Insurance Agency  
P.O. Box 1169  
1501 Howard Rd. Ste.1  
Madera, CA 93637  
559-673-7027 [vince@seaburycopland.com](mailto:vince@seaburycopland.com) [www.seaburycopland.com](http://www.seaburycopland.com)

August 4, 2025

Community Action Partnership of Madera County, Inc.  
ATTN: Mattie Mendez, Executive Director  
1225 Gill Avenue  
Madera, Ca 93637

Subject: Response to Request for Proposal: Insurance Brokerage Services

Dear Mrs. Mendez and Review Committee,

On behalf of Seabury, Copland & Anderson Insurance Agency, I am pleased to submit this response to Community Action Partnership of Madera County, Inc.'s Request for Proposal regarding insurance brokerage services.

I look forward to detailing our agency's strengths and history, as well as addressing all requirements and/or requests provided in the RFP. I will lay out our qualifications, relevant experience, and requested references. You will be given a brief description of all key personnel and agency partners, along with proposed services regarding loss control programs, marketing practices, and communication strategies.

Thank you for the opportunity to take part in this process, and thank you for taking the time to review Seabury, Copland & Anderson's response.

Sincerely,  
Vincent Oberti  
Partner/Principal  
Seabury, Copland & Anderson Insurance Agency

### **Company Overview**

Founded in 1939, Seabury, Copland & Anderson Insurance Agency has served Madera & its surrounding communities for over 85 years. The Founders of the agency, John Copland and Bill Seabury recognized that the success of the agency depends on providing honest, dependable service. Many years later, the agency continues to realize that continued success depends on the ability to offer the same honest, dependable service, just as the founders emphasized.

There have been many changes since our founding in 1939, the most important of which is modern technology. Computers and e-mail have changed our entire world.

However, our staff continues to believe that providing personal service to every client is the secret to our continued success. Our office has an open-door policy, and every client can walk in and talk to their Agent or Customer Service Representative at any time.

Seabury, Copland & Anderson is also a founding member of PacWest Alliance, one of the largest insurance aggregators in the country. This allows us to access most major insurance markets available in California.

### **Relevant Experience**

With over 150 years of combined experience in the Insurance Industry, our staff and owners are adept at handling the challenges that come with exposures, claims, marketing, and providing the proper coverage for our clients' needs. Our agency has worked with CAPMC for over two decades now and has served your organization as it has grown and expanded during this time. This experience has allowed us to understand the needs and challenges that your organization faces in daily operations.

Along with our agency's experience with CAPMC, we also work with other entities that focus on helping those that need to be lifted up and given support to make their lives better and thrive. Below is a reference list of a few that we currently work with, along with contact information as requested.

## **References**

### **Journey Home (Fresno Housing Authority)**

Journey Home Room Key Hotel is a 76 Room facility on North Parkway Drive for low-barrier homeless individuals. Low barrier housing has no requirements concerning income, sobriety, or compliance with mental health treatment. Partners and pets are welcome, and storage space is available for their personal belongings. Services provided: food, shelter, hygiene supplies, case management, diversion services, mental health services, alcohol & drug treatment service, life skills training.

Sandra Boling  
559-443-8400  
sboling@fresnohousing.org

### **Olive Charitable Trust**

O.L.I.V.E Charitable Organizations purpose is to address, educate, coordinate, and provide aid and relief to victims of human sex trafficking, victims of sex trade and

members operating in the illegal or illicit sex trade industry. Our outreach programs include sending out ambassadors to contact sex workers on the street level (prostitutes) and providing them the opportunity to escape from their current situation.

O.L.I.V.E Charitable Organization  
1516 Howard Road #170  
Madera, CA 93637  
United States of America  
(559) 365-6265  
[olivemadera2015@gmail.com](mailto:olivemadera2015@gmail.com)

### **Faith in the Valley (Part of PICO California)**

Represents over 100,000 families in Fresno, Kern, Merced, Stanislaus and San Joaquin Counties. Our work is led by volunteer leaders who are among the people most impacted by equity issues: low-wage workers, young people, immigrants, and the formerly incarcerated. PICO is a place for historically underrepresented communities to develop agency, leadership capacity, and pathways to participate in public life.

Carsynn Costa  
916-802-9413  
[carsynn@faithinthevalley.org](mailto:carsynn@faithinthevalley.org)

Seabury, Copland & Anderson also works with many assisted care facilities, including senior care, physically disabled care and mentally disabled care.

-Sutter Homes

-The Residence at Marin

-Doncaster

-Bennet Valley ICF

-Hillsborough Manor

-Berkshire Manor

Contact information available on request.

## **Key Personnel & Agency Partners**

Vincent Oberti

Partner/Principal

17+ years of experience in the insurance industry as a licensed agent  
Has worked with CAPMC since 2016 while assisting John Anderson as the agent  
Took larger role in 2021 while transitioning to the servicing agent

John Copland

Partner/Principal

34+ years of experience in the insurance industry as a licensed agent  
3<sup>rd</sup> generation owner

Cari Rollins

CSR/Agent

20+ years of experience in the insurance industry as a licensed agent  
Has worked with CAPMC since 2016

Phyllis Mancebo

CSR/Agent

35+ years of experience in the insurance industry as a licensed agent  
Runs our claims department

Sandy Imhoff

Agent/Accounting and billing lead

40+ years of experience in the insurance industry as a licensed agent  
Previous agency owner at Imhoff Sunland  
Operation Manger

Kimberly Copland

CSR/Agent

4 years of experience in the insurance industry as a licensed agent  
Handles all COI's and assists in marketing

Hoai Artale

Agency partner with Philadelphia Insurance Company's Risk Control Division

Risk Management consultant with 8 years of experience

10 years of experience in Claims Management

Responsible for all sight surveys for CAPMC

Courtney Hans

Agency partner. Vice President of AmTrust Cyber Services Department

Former Head of Security and IT for SaaS

Handles all assessment & consultation for Cyber policies

Expert in Security Awareness Training

## **Project Management**

With the experience Seabury, Copland & Anderson Insurance Agency has gained while serving CAPMC for over two decades, we have extensive knowledge of the programs, services, and needs of your organization. This has allowed our agency to understand what is required of us and the insurance carriers that we approach. It also allows us to make sure that we are using the best insurance companies that meet the everyday needs of CAPMC, and to source a variety of carriers as the markets and risks continue to change. As the “appetite” of each carrier in our industry continues to change, and new markets and programs open up, we will continue to search out the best carriers to fit each line of coverage that is needed to ensure CAPMC has the best coverage available.

Our marketing practices generally begin 90 days before the renewal date of each policy. During this time, we approach different carriers to see if they would be a better and more affordable fit for all lines of coverage. Throughout the year, we will continue to make any necessary changes or adjustments to each policy according to any request we received from your organization and will continue to work closely together with all members of your team that are involved in the process.

## **Conceptual and Proposed Service Approach**

As touched on previously, the long-term relationship between Seabury, Copland & Anderson and Community Action Partnership of Madera County has given us an unmatched understanding of your organization and its desired services.

Our agency's philosophy on providing risk management services will include the partnership we have with our insurance carriers and the services we will team up to provide. The loss control services that we will adhere to will be discussed at length later in this proposal.

Our agency will continue to work closely with representatives of CAPMC during the marketing process to ensure that information is accurate and all necessary changes are made in a timely manner. We will continue to be responsive to any and all requests made by CAPMC and will keep your organization informed on the progress of those requests. Our affiliation with PacWest Alliance allows us access to the best carriers for each line of coverage including Philadelphia, AmTrust, Zurich and The Hartford who are currently writing the majority of CAPMC's policies.

The future conditions of the insurance industry are difficult to predict as inflation and heavy losses continue to plague California, but our affiliation with WIAA (Western Insurance Agents Association) helps keep us abreast of current industry news and trends, along with information on upcoming legislation that could impact our industry.

As markets change, Seabury, Copland & Anderson will continue to gauge the appetite of carriers who could potentially be a better fit for the needs of CAPMC. Currently, Philadelphia continues to be the best fit for most of CAPMC's needs. We most recently moved the cyber policy to AmTrust when they came out with a newer and better product, with a less expensive premium than the prior carrier.

As asked in the RFP, our agency has zero financial interest or ownership in any of the carriers we work with. There are also no potential conflicts of interest regarding any of the carriers we work with.

Seabury, Copland & Anderson will remain committed to a high level of service and communication with CAPMC and will continue to thoroughly represent CAPMC in all disputed claims that may arise.

## **Value Added Services**

Seabury, Copland & Anderson, through our carrier partners, have many value-added services that we can and will continue to provide. This past June was the most recent site inspection that was performed by our Risk Management Consultant, Hoai Artale. We have also sought to schedule training and assessments regarding the new and present risks associated with cyber-attacks. As this problem continues to grow, every entity that uses the latest technologies is at risk, and it is essential that we work together to mitigate these risks moving forward. We are very fortunate to have the Vice President of Cyber Security with AmTrust as a trusted partner to help guide the process.

At the end of our proposal, I will provide some detailed information on the different programs and loss control devices and programs that are available to CAPMC from our carrier partners. At your request I will also schedule time to meet with the appropriate representatives of your organization to dive deeper into how these services and offerings can protect CAPMC from any future losses.

## **Proposed Compensation**

Seabury, Copland & Anderson Insurance Agency is paid by the carriers through commissions. We do not charge any extra fees for consultation, claims services, or loss control. There are some programs offered for loss control that have a discounted fee for certain devices used to prevent heavy losses in the case of fire or water damage.

## **Debarment and Suspension**

As requested in the RFP, we declare that our agency and our owners are not currently debarred, suspended or prohibited from doing business with the federal government or receiving federal funds.

## **Risk Management Service Proposal:**

### **Community Action Partnership of Madera County Inc.**

Based on the information provided through Seabury, Copland & Anderson Insurance Agency, the following services have been included in the Risk Management Services proposal:

#### **1. Account Management**

You will be assigned a Risk Management Consultant who will manage the overall service program and deliver the services through our in-house consulting network. The consultative services will include overall support for the development and implementation of the Community Action Partnership of Madera County Inc. Risk Management program as part of a total "Team" effort.

#### **2. Frequent Site Audits**

Ongoing site audits consistent with hazards will be provided on a scheduled basis agreed to by all concerned parties. Our turnaround for written reports is generally five working days. Based on the directives provided, we anticipate completing the following:

##### **Service Frequency**

Initial Service Kickoff Meeting - Support Services Review Within 60 days of policy inception

Service Plan Within 60 days of policy inception

On-Site Surveys Annual

Loss Trend Analysis Semi-Annual

Stewardship Report Ninth (9th) month of policy period

#### **3. Accident/Loss Investigations**

In the event of a serious accident or emergency situation, PHLI is available to promptly assist with accident investigation and corrective actions. The consultant will analyze losses, track trends, and recommend corrective measures.

#### **4. Stewardship Reporting**

We anticipate strong emphasis on account management as a critical element in the overall service program.

The Account Manager, Hoai Artale, and your Agent Vincent Oberti will provide reporting on program effectiveness to approximately 90 days prior to policy expiration. This stewardship report will include:

- Surveys Completed

- Highlight of Survey Results - Recommendations/status
- Surveys in the Pipeline
- Loss Trending
- Status of Risk Management Key Initiatives

## **5. Quarterly Loss Trend Analysis Reporting (upon request)**

- Loss cause trends analyzed by frequency and severity
- PowerPoint Presentations on loss cause trending
- Loss trend graphing and charting to show trend curves
- Loss Trend analysis will be distributed via e-mail to all parties

## **6. Training and Safety Promotion**

- **Web Based Services** – Full access to our Risk Management resources through PHLY.com. Please refer to the PowerPoint Presentation that provides a detailed description of these services and our strategic partnerships.
- **PHLYTrac** – State of the art technology for tracking your fleet is 100% complimentary thru our business partner Azuga.
- **PHLYSense** – Complimentary Water Detection sensors.
- **PHLYGateway** – A powerful risk management tool to our Management and Professional Liability insureds; an online platform that can help organizations mitigate losses and manage business risk.
- **Abuse Prevention Systems Training** – PHLY has partnered with Abuse Prevention Systems to offer free abuse awareness training to our policyholders.
- **SmarterNow** – Learning Management System (LMS), exclusively to PHLY customers. Provided at no additional charge, this distinctive service is designed to complement the insured's existing risk management efforts. Key features include: interactive modules, validated learning through multiple choice quizzes, engaging video and training animation, user-friendly navigation, quick and easy assignment and oversight of training modules, clear and practical management reports.

## **7. Ongoing Consultative Support**

PHLY remains flexible in expanding or modifying the Risk Management Service program, as needed, subject to terms to be agreed upon with Community Action Partnership of Madera County Inc. and Seabury, Copland & Anderson Insurance Agency.

## **Cyber Loss Control Services**

- Security Assessment and External Vulnerability Scan
- Data Privacy Review
- Google Workspace or Office 365 Security Review
- Incident Response Readiness Assessment
- Security Awareness Training
- Virtual Tabletop Exercise

The above just touches on some of the highlights for each loss control program. A more robust explanation of the services and tools that are offered will accompany this proposal for your review. Both of Seabury, Copland & Anderson's loss control agency partners are available to answer any questions you may have about specific services and tools that are offered. Their contact information is available at your request.

Thank you for considering Seabury, Copland & Anderson's proposal for your insurance brokerage needs. The comprehensive understanding of your requirements, along with proven expertise in risk management, insurance consulting, and attention to customers service makes Seabury, Copland & Anderson an ideal partner to continue to support your organization.

The team is enthusiastic about the opportunity to leverage industry knowledge, an expansive network of carriers, and a commitment to client-centric service. This helps deliver tailored insurance solutions that mitigate risk, optimize costs, and align with your strategic objectives.

The goal is to continue to build a long-term, collaborative partnership with Community Action Partnership of Madera County, offering proactive support, clear communication, and transparent dealings throughout the entire engagement.

You are welcome to discuss the proposal further and provide any additional information or clarification you may require. Please contact your agent, Vincent Oberti at 559-673-7027 or vince@seaburycopland.com to schedule a follow-up discussion at your convenience.

Thank you again for your time and consideration. We look forward to working together to achieve your insurance and risk management goals.



# Risk Management Services

## SERVICE PROPOSAL

### Prepared For

Community Action Partnership of Madera County Inc.  
1225 Gill Avenue  
Madera, CA 93637-5234

### Submitted Through

Seabury, Copland & Anderson Insurance Agency  
P.O. Box 1169  
Madera, CA 93639

**For the period of (10/01/2024 – 10/01/2025)**

---

### Contents

Risk Management Service Proposal & Risk Reduction Strategy	Pages 2-4
PHLY Risk Management Services Resource Partners & Brochures	Pages 5-12



## Goal Oriented Service

Welcome to Philadelphia Insurance Companies (PHLY) Risk Management Services. PHLY Risk Management's superior level of service capability is founded on extensive proven experience with a broad spectrum of National Accounts and Specialty Niche Operations, including:

- Religious Organizations
- Human Services
- Museums
- Schools, Colleges & Universities
- Municipalities
- Commercial Shopping Centers & Office Parks
- Sports & Recreation
- Health & Fitness Organizations
- Restaurants
- Golf Courses & Country Clubs
- Transportation Operations

PHLY is familiar with the unique risk management programming needs of your organization and has achieved superior results in this area. We are committed to delivering quality and timely loss prevention services and risk control products to your organization. We know the fulfillment of the risk management commitment is not complete until we deliver upon our promises. Our approach will mirror Seabury, Copland & Anderson Insurance Agency's position of customer excellence and will incorporate the commitment:

- to the customer, first and always
- to performance excellence
- to professional knowledge
- to honesty and integrity
- to solve our client's problems
- to build relationships
- **to work as a team**

PHLY's approach will be to foster risk management and safety service of a consulting nature, aiding management with the achievement of obtainable goals. This approach starts with the partnering necessary between Community Action Partnership of Madera County Inc. and Seabury, Copland & Anderson Insurance Agency, to develop a systematic assessment of the key risk factors and risk management needs. Audit programs which measure program compliance and correct deviations from program criteria will be developed. The goal is to develop a consistently quantifiable measurement of risk management program implementation, to augment the loss statistics that are routinely accumulated to evaluate program effectiveness.

Our specific risk management service proposal follows. This includes a multi-faceted approach to risk management covering safety program support, site audits, and training. We look forward to helping to make your Risk Management program a success.

## Risk Management Service Proposal: Community Action Partnership of Madera County Inc.

Based on the information provided through Seabury, Copland & Anderson Insurance Agency, the following services have been included in our Risk Management Services proposal:

### 1. Account Management

You will be assigned a Risk Management Consultant who will manage the overall service program and deliver the services through our in-house consulting network. The consultative services will include overall support for the development and implementation of the Community Action Partnership of Madera County Inc. Risk Management program as part of a total "Team" effort.

## 2. Frequent Site Audits

Ongoing site audits consistent with hazards will be provided on a scheduled basis agreed to by all concerned parties. Our turnaround for written reports is generally five working days. Based on the directives provided, we anticipate completing the following:

Service	Frequency
Initial Service Kickoff Meeting - Support Services Review	Within 60 days of policy inception
Service Plan	Within 60 days of policy inception
On-Site Surveys	Annual
Loss Trend Analysis	Semi-Annual
Stewardship Report	Ninth (9 <sup>th</sup> ) month of policy period

## 3. Accident/Loss Investigations

In the event of a serious accident or emergency situation, PHLI is available to promptly assist with accident investigation and corrective actions. The consultant will analyze losses, track trends, and recommend corrective measures.

## 4. Stewardship Reporting

We anticipate strong emphasis on account management as a critical element in the overall service program. The Account Manager will provide reporting on program effectiveness to approximately 90 days prior to policy expiration. This stewardship report will include:

- Surveys Completed
- Highlight of Survey Results - Recommendations/status
- Surveys in the Pipeline
- Loss Trending
- Status of Risk Management Key Initiatives

## 5. Quarterly Loss Trend Analysis Reporting (upon request)

- Loss cause trends analyzed by frequency and severity
- PowerPoint Presentations on loss cause trending
- Loss trend graphing and charting to show trend curves
- Loss Trend analysis will be distributed via e-mail to all parties

## 6. Training and Safety Promotion

- **Web Based Services** – Full access to our Risk Management resources through [PHLY.com](http://PHLY.com). Please refer to the PowerPoint Presentation that provides a detailed description of these services and our strategic partnerships.
- **PHLYTrac** – State of the art technology for tracking your fleet is 100% complimentary thru our business partner Azuga.
- **PHLYSense** – Complimentary Water Detection sensors.
- **PHLYGateway** – A powerful risk management tool to our Management and Professional Liability insureds; an online platform that can help organizations mitigate losses and manage business risk.
- **Abuse Prevention Systems Training** – PHLI has partnered with Abuse Prevention Systems to offer free abuse awareness training to our policyholders.
- **SmarterNow** – Learning Management System (LMS), exclusively to PHLI customers. Provided at no additional charge, this distinctive service is designed to complement the insured's existing risk management efforts. Key features include: interactive modules, validated learning through multiple choice quizzes, engaging video and training animation, user-friendly navigation, quick and easy assignment and oversight of training modules, clear and practical management reports.

- **Large Loss Lessons Learned E-flyers:** In an effort to help prevent, eliminate or mitigate similar losses from occurring in the future, PHLY RMS conducts specific loss investigation of a recent claim where specific elements of the loss were reviewed to see how they may have contributed to the accident. This Large Loss Lessons Learned bulletin both illustrates specific details of the loss and reviews factors which contributed to the loss. We believe it is important to inform our customers of past losses so that we both can learn from these accidents. This Large Loss Lessons Learned bulletin evaluates controls that were missing at the time of the loss. More importantly, it addresses key recommendations that if implemented would have prevented, eliminated or mitigated the loss.

## **7. Ongoing Consultative Support**

PHLY remains flexible in expanding or modifying the Risk Management Service program, as needed, subject to terms to be agreed upon with Community Action Partnership of Madera County Inc. and Seabury, Copland & Anderson Insurance Agency.



# Risk Management Services

## SUPERIOR SERVICE, EXCEEDING EXPECTATIONS



Philadelphia Insurance Companies' (PHLY) Risk Management Services (RMS) puts you at the center of everything we do. We're driven to achieve results that matter to you, such as:

- **Peace of mind** from policies/procedures that are well developed and executed
- **Action plans to reduce accidents** and claims, along with a partner to help you achieve them
- **Complete safety and risk management projects** using PHLY's on-demand tools and services
- **Satisfied clients** and other stakeholders, thanks to practical consultation and solutions provided by PHLY's RMS group

### Onsite Consultation

Sometimes, meeting in person is the best way to get things done. Ask us about:

- **Exposure deep dives:** We can analyze and address what's driving up your losses or risks  
Examples: Analysis of slips/trips/falls, sexual abuse controls, property preservation, fleet safety
- **Program assessment:** Let us review and help improve your existing risk management programs  
Examples: self-inspection, new-hire orientation, driver qualification, violent assault response, business continuity
- **Training:** We are at your service for train-the-trainer sessions or other training needs  
Examples: Defensive driver, accident investigation, employment practices liability, hazard identification
- **Content development:** We can help you write newsletters, training curriculums, or policies/procedures  
Examples: Property management, security and crime prevention, distracted driving, third party liability
- **Site reviews:** Allow us to identify, evaluate, and consult on your physical and program risks and controls  
Examples: Fire safety, water intrusion, client and guest injury prevention, waivers, and risk transfer

### Proprietary PHLY Online Services

Other times, your preferred method of assistance may be through web-based services, such as:

- **Risk Management IQ:** Educational materials including risk awareness documents, sample policies, programs, and checklists covering a variety of topics
- **e-Training:** Interactive training available at no additional cost and with unlimited usage
- **E-flyers:** Topical, risk awareness emails with timely safety news and information
- **PHLY Blog:** Relevant articles diving into specific risks, resources, and products
- **Interaction:** Request boiler inspections, take a perils assessment, respond to recommendations, or contact us

### Contact

For questions about your organization's risk management needs and information on PHLY's Risk Management Services please contact PHLY RMS:

- **Phone:** 1.833.PHLYRMS (Mon-Fri 8:30 a.m. - 5:00 p.m. ET)
- **E-mails:** [phlyrms@phly.com](mailto:phlyrms@phly.com)

*continues on next page...*

# SUPERIOR SERVICE, EXCEEDING EXPECTATIONS - *continued*

## Partnered Services

PHLY RMS has partnered with leading organizations to bring you valuable risk reduction services and products. The following are a sampling of these solutions:



**PHLYTrac** PHLY's telematics tool providing an online dashboard that tracks location, speeding, hard braking, and other fleet statistics - PROVIDED AT NO COST TO ELIGIBLE PHLY CUSTOMERS!

[PHLYTRAC](#)



The **PHLYSense** System is a property monitoring tool that uses a sensor to provide immediate alerts to hazardous property conditions, such as low temperature or the presence of moisture. Provided at no cost to our customers with property coverage.

[PHLYSENSE](#)



The **PHLYGateway** is an online portal that provides a suite of management and professional risk resources including an online training platform, model policies, and a Best Practices Help Line.

[PHLYGATEWAY](#)



**Abuse Prevention Training** Access to an online training platform and tailored programming support to improve the safety of organizations that serve vulnerable populations, including children and vulnerable adults.

[Protecting Vulnerable Populations](#)



**IntelliCorp** Provides a discounted background check package as well as discounted pricing for add-on services, such as Motor Vehicle Reports (MVRs).

[IntelliCorp](#).



**SmarterNow** PHLY's no-cost Learning Management System that provides online training, assignment, and reporting capabilities. Trainings include defensive driver, discrimination in the workplace, security awareness, and many more

[SMARTER NOW!](#)



The **Nonprofit Risk Management Center's** Affiliates Program offers practical risk management resources, including webinars, unlimited consultation, and discounted template programs, training, and materials.

[Register here](#)



The **eRisk Hub** web portal brings cyber security tools and resources to you, including an incident roadmap, risk manager tools (including a self-assessment and state breach notification laws), a learning center for best-practices, a news center, and eRisk resources to locate external experts.

[eRisk Hub](#)



The **LifeVac** device is a tool that can save lives during a choking event when all other methods have been unsuccessful. PHLY insureds receive a 25% discount.

[LifeVac](#)



**Auto-Out** is a fire-suppressant device that easily attaches to cooktops with over-the-range microwaves or standard venthoods. PHLY insureds are eligible for special pricing on the Auto-Out website.

[AutoOut](#)

These services are provided at no cost, discounted pricing, or other cost sharing arrangements depending on the service.



833.PHLYRMS | [PHLY.com/RMS](#)

Philadelphia Insurance Companies is the marketing name for the insurance company subsidiaries of the Philadelphia Consolidated Holding Corp., a Member of the Tokio Marine Group. Coverage(s) described may not be available in all states and are subject to underwriting and certain coverage(s) may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. | © 2024 Philadelphia Consolidating Holding Corp., All Rights Reserved.





# Risk Management Services

## PHLYTRAC TELEMATICS PROGRAM



## Safeguard Your Assets, Protect Your Business

Maximize your insurance policy and help safeguard your fleet of vehicles at no extra cost.

### This Program Includes:

- Live maps
- Driver scorecards
- Fleet management dashboard with Vehicle Health and much more!

### Your Fleet In Your Pocket

PHLYTRAC offers the only GPS tracking solution with culture-changing technology and proven programs.

PHLYTRAC is the GPS vehicle solution that drivers love.

### Plug-In Everything

Forget costly and disruptive GPS installations. Plug this patented, compact device into your under-the-dash On-Board Diagnostics Port (OBDII) and you're good to go in minutes! Don't worry about your device becoming outdated anytime soon. Online software updates - help future-proof your GPS fleet tracking.

### For More Information

Contact [phlytrac@phly.com](mailto:phlytrac@phly.com) or 800.873.4552 ext 4.

800.873.4552 | **PHLY.com**

Philadelphia Insurance Companies is the marketing name for the insurance company subsidiaries of the Philadelphia Consolidated Holding Corp., a Member of the Tokio Marine Group. Coverage(s) described may not be available in all states and are subject to Underwriting and certain coverage(s) may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. | © 2020 Philadelphia Consolidating Holding Corp., All Rights Reserved.



# PHLYSENSE HELPS PROTECT YOUR BUSINESS IN THREE EASY STEPS

Philadelphia Insurance Companies (PHLY) provides peace of mind when you have a loss - now we can help you avoid it.

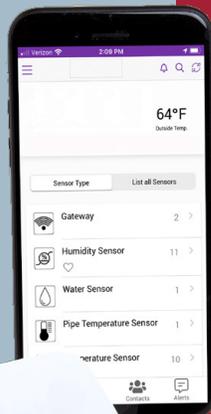
Imagine walking into your business to find a pipe burst and caused water damage. It's not just the inconvenience of having to clean up the mess. There could be damage to vital parts of your business such as computer equipment, furniture, and records.

Now imagine you had received a text or email alert telling you there was an issue before significant damage occurred. PHLYSense makes that a reality.

YOU'RE ELIGIBLE TO RECEIVE A **PHLYSENSE** SENSOR SYSTEM AT NO COST.

For policyholders with property coverage, PHLY is offering you a no-cost, early warning sensor system that detects water and monitors room temperature. Your complimentary system features:

- Sensors, monitoring, and support, all at no cost to you
- Sensors designed to monitor room temperature and detect water through a cellular network, no Wi-Fi needed
- Account management and access to sensor readings via mobile app and/or an online portal
- Alerts sent through SMS text, email, and/or phone call
- Ability to add multiple contacts to receive alerts
- 24/7 monitoring by a staffed support center



THREE EASY STEPS TO PUT **PHLYSENSE** TO WORK FOR YOUR BUSINESS

**1**

### Sign Up Today

Contact PHLY Risk Management at 800.873.4552 ext. 4 or [phlysense@phly.com](mailto:phlysense@phly.com).

a. You will need the following information when calling/emailing to register for program:

- PHLY Account/Policy Number
- Building address for the equipment
- Shipping address
- Administrator contact name, email, phone

**2**

### Receive Your Sensors By Mail

You'll receive emails with delivery status.

**3**

### Activate

Using the app or the instructions provided, activate your account and sensors in about 15 minutes.

CONTACT: [PHLYSense@phly.com](mailto:PHLYSense@phly.com) | 800.873.4552 EXT. 4

Philadelphia Insurance Companies is the marketing name for the insurance company subsidiaries of the Philadelphia Consolidated Holding Corp., a Member of the Tokio Marine Group. Coverage(s) described may not be available in all states and are subject to Underwriting and certain coverage(s) may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. | © 2020 Philadelphia Consolidating Holding Corp., All Rights Reserved.

# **PHLY**GATEWAY

## MANAGEMENT & PROFESSIONAL LIABILITY RISK MANAGEMENT GATEWAY

### Introducing the **PHLY**Gateway!

Philadelphia Insurance Companies (PHLY) is excited to provide a powerful risk management tool to our Management and Professional Liability (M&PL) insureds. The **PHLY**Gateway is an online, risk management platform that can help organizations mitigate losses and manage business risk.

THIS RESOURCE IS PROVIDED AT NO-COST TO OUR M&PL INSURED  
AND INCLUDES:



#### AN ONLINE TRAINING LIBRARY

Virtual trainings for employees and managers covering many topics, including:

- Preventing Sexual Harassment - New York/New York City
- Preventing Gender and Gender - Related Discrimination
- Preventing Wrongful Termination
- Workplace Civility and Respect
- And many more!



#### BEST PRACTICES HELP LINE

Schedule a consultation with a licensed attorney\* who will provide best practices guidance on workplace risks. There is no limit to number of calls or time allotted per consultation.

\*Consultation provided is best practices guidance only and is not legal advice or representation.



#### SAMPLE FORMS AND DOCUMENTS

These samples provide guidance in crafting employee manuals, formal policies, written procedures, checklists, and more.



#### ARTICLE ARCHIVE

Access to weekly articles covering various subject areas such as Employee Relations and Human Resources, Leadership and Ethics, Loss and Litigation, and much more.

**TO REGISTER:** PHLY Management and Professional Liability insureds can visit [www.PHLYGateway.com](http://www.PHLYGateway.com) and register using a current account and policy number.

**QUESTIONS:** 833.PHLYRMS | [PHLYRMS@phly.com](mailto:PHLYRMS@phly.com) | **PHLYGateway.com**

Philadelphia Insurance Companies is the marketing name for the insurance company subsidiaries of the Philadelphia Consolidated Holding Corp., a Member of the Tokio Marine Group. Coverage(s) described may not be available in all states and are subject to Underwriting and certain coverage(s) may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. | © 2024 Philadelphia Consolidating Holding Corp., All Rights Reserved.

# PHLY SAFETY SYSTEM PACKAGE

For organizations that serve vulnerable adults, the risk of sexual abuse is real and the costs can be high. The best solution is PREVENTION, and we want to help you get there.

## PARTNERSHIP

PHLY has partnered with Abuse Prevention Systems (APS) and MinistrySafe to give your organization an effective process to prevent child sexual abuse. PHLY has pre-purchased the following resources from APS and MinistrySafe for insureds with PHLY Abuse Coverage.

## PURCHASED BY PHLY

- 1 ANNUAL MEMBERSHIP FEE**  
\$400 Annual Membership fee – *covered*
  - 2 ACCESS TO ONLINE CONTROL PANEL**  
Dynamic management software – *included*
  - 3 AWARENESS TRAINING**  
\$8/Person fee – *covered*
  - 4 SKILLFUL SCREENING TRAINING**  
\$50/Person fee – *covered*
  - 5 SAMPLE SCREENING FORMS**  
Library of screening forms – *included*
  - 6 SAMPLE POLICY FORMS**  
Library of policy forms – *included*
  - 7 ADDITIONAL ONLINE TRAINING**  
Extensive Training library – *included*
-  **REDUCED BACKGROUND CHECK PRICING**
-  **ADDITIONAL SERVICES MAY BE PURCHASED AT A PREFERRED PRICE**

## How To Sign Up

1. Visit [MinistrySafe.com/PHLY](https://MinistrySafe.com/PHLY) or [AbusePreventionSystems.com/PHLY](https://AbusePreventionSystems.com/PHLY)
2. Click on “Become a MinistrySafe/ Abuse Prevention Systems Member” button
3. Fill in “My Information”
4. Fill in “Organization Information”
5. Fill in “Billing Information” and use Discount Code 'PHLY2025'\*

**To access cost savings, you will need:**

1. Policy Number
2. Policy Expiration Date

\* **No credit card information required.**

\* **PHLY Abuse Coverage required**

**1 POLICY HOLDER  
=  
1 MEMBERSHIP ACCOUNT**

**EASY STEP-BY-STEP TUTORIAL  
IN CONTROL PANEL**

[PHLYRMS@PHLY.com](mailto:PHLYRMS@PHLY.com)



[Support@MinistrySafe.com](mailto:Support@MinistrySafe.com)

[Support@AbusePreventionSystems.com](mailto:Support@AbusePreventionSystems.com)

*Prices effective 6.1.24*

Philadelphia Insurance Companies is the marketing name for the insurance company subsidiaries of the Philadelphia Consolidated Holding Corp., a Member of the Tokio Marine Group. Your insurance policy, and not the information contained in this document, forms the contract between you and your insurance company. If there is a discrepancy or conflict between the information contained herein and your policy, your policy takes precedence. All coverages are not available in all states due to state insurance regulations. Certain coverage(s) may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. | © 2007-2023 Philadelphia Consolidated Holding Corp., All Rights Reserved.



[AbusePreventionSystems.com/PHLY](https://AbusePreventionSystems.com/PHLY)

[MinistrySafe.com/PHLY](https://MinistrySafe.com/PHLY)



# Risk Management Services

## SMARTER **NOW!** TRAINING OVERVIEW

### SMARTER **NOW!** RMS WEB-BASED TRAINING

The SMARTER **NOW!** Learning Management System assigns, tracks, deploys, and reports all training per organization.



#### TRAINING MODULES

Self-paced modules contain a competency requirement to ensure successful completion. Insured Administrators can preview courses without assigning them to themselves.



#### USER-FRIENDLY PLATFORM

The SMARTER **NOW!** platform is compatible with desktops, tablets, mobile phones, and many other mobile devices.



#### OUTSTANDING CUSTOMER CARE

Work with exceptional customer service professionals who have been trained to quickly and effectively address any user issues.



## COURSE CATALOG

The SMARTER**NOW!** program offers many other training and support materials.

[ACCESS COURSE CATALOG](#)



## NEED HELP GETTING STARTED?

For more information and to register for SMARTER**NOW!**, click on the button below. Note: You will need your PHL Y account number to register.

[REGISTER HERE!](#)

# AmTrustCyber Services

## Did you know that strengthening your security posture can boost your business by increasing customer trust?

Increase the resilience and growth potential of your business by taking advantage of the following complimentary offerings available to AmTrustCyber policyholders.

### Assessment & Consultation

#### **Security Assessment and External Vulnerability Scan**

Take advantage of a consultation session with a technical cybersecurity analyst from one of AmTrustCyber's trusted service partners. This session is designed to assess your organization's environment, IT infrastructure, and security practices. Actionable recommendations will be delivered to help your organization address security challenges and goals.

#### **Incident Response Readiness Assessment**

Is your team prepared to handle a suspected security incident? A complimentary session with a DFIR (digital forensic and incident response) expert will highlight opportunities and action steps to improve your organizational preparedness.

#### **Virtual Tabletop Exercise**

Preparation is the key to performance. This 2-hour session includes professional guidance and facilitation to prepare and assess your team's ability to respond to a potential security event. Help your team understand their roles in a critical situation and uncover opportunities for improvement in a team-building environment.

#### **Google Workspace or Office 365 Security Review**

Leverage our expert partners to assess the administrative security controls in your Google Workspace or Microsoft Office 365 environment. Find balance between security and operational efficiency while protecting your organization from identity or business email compromise.

#### **Data Privacy Review**

Data is among the most valuable assets in the world. Take advantage of a complimentary consultation to assess your organization's data privacy practices and regulatory requirement gaps.

#### **SaaS Security Posture Management**

Do you have full visibility into the SaaS (software-as-a-service, i.e., applications, browser extensions, programs, etc.) that your employees are using and connecting to your environment? Are you up to date on the use of artificial intelligence (AI) in your supply chain? A complimentary assessment and review with Wing Security will provide a risk assessment for your environment, pulling back the curtain on "shadow IT" and equipping your organization with the tools and expertise to reduce software-related risk.

Click [here](#) for your free risk assessment from Wing Security or go to the following URL <https://wing.security/amtrust-wingsecurity/>

### Education/Training

#### **Security Awareness Training**

Your first defense against a breach is a well-educated team! Equip your organization with the necessary knowledge with complimentary security awareness training designed to help your employees identify and avoid social engineering and phishing attacks.

### Tools

#### **Managed Detection and Response (10 free licenses)**

An easy-to-install security solution with no additional expense, headcount, or administration on your part; all managed by a team of security experts. MDR combines automated technology with human expertise to rapidly identify and limit risk. This security tool, professionally managed by a team of dedicated security experts, can help insureds protect their computers, their network, and their business. And it is easily accessible at no cost for your first 10 licenses - because better protection for business doesn't have to be complicated or expensive.

### Questions?

For questions about services included with your Cyber policy, please email [amtrustcyberservices@amtrustgroup.com](mailto:amtrustcyberservices@amtrustgroup.com)

# Exclusive Offers for AmTrustCyber Policyholders

## Every business is a target. We'll help you make yours smaller.

At AmTrustCyber, we're committed to helping protect our customers against cyber risk through right-sized solutions and industry expertise. For questions about services (both fee-based and included with Cyber policies), or to schedule an assessment, please contact [amtrustcyberservices@amtrustgroup.com](mailto:amtrustcyberservices@amtrustgroup.com).

## Complimentary Services

### Security Assessment and External Vulnerability Scan

An expert review with actionable recommendations will be delivered to help organizations address security challenges and goals. *(One 45-60 minute meeting and one 15-30 minute follow-up meeting with written report.)*

### Data Privacy Review

An assessment of data privacy practices and regulatory requirement gaps with suggestions for a go-forward data strategy. *(One 60-90 minute meeting and one 30-minute follow-up meeting with written report.)*

### Google Workspace or Office 365 Security Review

Balance security and operational efficiency while safeguarding against identity or business email compromise. *(One 90-120 minute working session with an organizational administrator, and one 15-30 minute follow-up meeting with written report.)*

### Incident Response Readiness Assessment

A DFIR (digital forensic and incident response) expert will highlight opportunities and action steps to improve incident preparedness. *(One 45-60 minute meeting and one 15-30 minute follow-up meeting with written report.)*

### Security Awareness Training

A well-educated team is the first defense against a breach. Take advantage of a complimentary security awareness webinar. *(A 75-90 minute live, interactive webinar that insureds may record for future viewing.)*

### Virtual Tabletop Exercise

Professional guidance and facilitation to prepare and assess your team's ability to respond to a potential security event. *(One 30-minute prep meeting and one 120-minute live, virtual scenario and exercise.)*

### 10 FREE MDR Licenses

10 free MDR (managed detection and response) software licenses; competitive annual pricing for additional licenses. *(License request web page - <https://networkats.com/license-purchase-inquiry/>)*

## AmTrustCyber. Be Prepared. Stay Protected.

Disclaimer - These offers are exclusive to AmTrustCyber insureds (the "Insureds") and may not be transferred or resold. The MDR solution will be provided by American Technology Services, a third-party provider of information security solutions. Usage of the complimentary MDR licenses (the "Licenses") is subject to the terms and conditions provided by American Technology Services and Insureds will be required to agree to, and abide by, such terms and conditions. Insureds are not required to make any purchase nor agree to any future payment for the Licenses to receive this offer. Insureds' use of the Licenses is valid until the earlier of (i) 12 months from the time that an AmTrustCyber insured signs up for the license(s), or (ii) the termination of the AmTrustCyber insured's cyber insurance policy with AmTrustCyber, whichever comes first. The terms of this offer are subject to change, and the offer may be revoked, at any time and for any reason including, without limitation, the commercial availability of the Licenses and/or the MDR Solution.

These offers may be facilitated by hyperlinks or other methods to aid Insureds' access to the Licenses. Although AmTrustCyber endeavors to direct Insureds to helpful, trustworthy resources such as the MDR solution that will improve their cyber security posture and readiness, AmTrustCyber cannot guarantee software, information, products, or services provided by or at any third-party resource or resource or track changes in the resource. Thus, neither AmTrustCyber nor any of its affiliates is responsible for the content or accuracy of any third-party resource or for any loss or damage of any sort resulting from the use of, or for any failure of, products or services provided at or from a third-party resource.

We recommend these resources on an "as is" basis and the use of such resources will be subject to their terms and licenses and no longer be protected by AmTrust's privacy policy or security practices, which may differ from the policy or practices or other terms. Insureds should familiarize themselves with any license or use terms of, and the privacy policy and security practices of, the third-party resource, which will govern Insureds' use of that resource.



# REQUEST FOR PROPOSAL

PREPARED FOR COMMUNITY ACTION PARTNERSHIP OF  
MADERA COUNTY



*Because You're Different*

**PRESENTED BY**

Brian O'Callaghan  
Senior Vice President  
925.942.4606  
brianoc@heffins.com

**ADDRESS**

Heffernan Insurance Brokers  
1350 Carlback Avenue  
Walnut Creek, CA 94596

**INFORMATION**

Heffins.com  
License # 0564249  
Phone: 925.934.8500  
Fax: 925.934.8278

**DATE PREPARED**

August 4, 2025

# TABLE OF CONTENTS

QUALIFICATION AND REFERENCES .....	3
ORGANIZATION AND STAFFING .....	7
PROJECT MANAGEMENT.....	8
SERVICE APPROACH .....	9
VALUE ADDED SERVICES .....	13
PROPOSED COMPENSATION .....	14

## APPENDICES:

APPENDIX A:	125 POINT CHECKLIST
APPENDIX B:	TEAM BIOS
APPENDIX C:	ORGANIZATIONAL CHART
APPENDIX D:	SAMPLE SERVICE TIMELINE
APPENDIX E:	PREFERRED MARKETS
APPENDIX F:	HIB EXCLUSIVE NEW PROGRAM

# Qualification and References

## Qualification and References

Provide a narrative describing the firm's qualifications to perform the project work, including past (relevant) experience and at least three (3) client references, with contact names and information. Include information regarding your firm's experience involving the size and level of complexity of the proposed project, including a listing of current clients with a similar non-profit structure. For any project referenced to demonstrate your firm's qualifications, provide the year or years in which the work was performed, and if applicable note which members or members of the proposed team were involved.

**01 Describe your firm's insurance brokerage. Describe your resources and procedures for providing quotations from the markets/carriers, and your ability to provide timely, quality quotations. Describe your firm's resources for identifying hazards and risks and for evaluating their potential impact. Also, describe your firm's abilities to provide coverage and policy wording advice and recommendations. Include the percentage of business by product line in your narrative. Indicate your corporate office location and the location of the office that will primarily service the CAPMC account.**

## EXPERTISE

With thousands of nonprofit practice clients, we have developed the knowledge and expertise that allows us to forge strong relationships with the top carriers providing coverage to nonprofit entities. These relationships give us the ability to represent our clients most effectively in the insurance marketplace, in turn securing the broadest coverage at the best possible price. The services we provide our nonprofit clients are always customized to the specific needs and desires of each client.

Specifically to Community Action Partnership entities, we currently manage the insurance needs of numerous members. We attend the annual CalCAPA Conference every year. Due to our involvement and visibility within the community, we believe we are seen as subject matter experts who understand the needs of Community Action Partnerships.

## REFERENCES

CONTACT	ORGANIZATION	LENTH OF SERVICE	PHONE	EMAIL
Patricia Nickols-Butler, President and CEO	Community Action Partnership of San Bernadino County	2005-Current	909.723.1561	<a href="mailto:Plnickols-butler@capsbc.org">Plnickols-butler@capsbc.org</a>
Chirs Erwin, Procurement Director	Fresno EOC	2010-Current	559.579.4144	<a href="mailto:Chris.erwin@fresnoeoc.org">Chris.erwin@fresnoeoc.org</a>
Jo Galauski, Director HR	Community Action Partnership of Sonoma County	2022-Current	707.544.6911 x 1075	<a href="mailto:jgalauski@capsonoma.org">jgalauski@capsonoma.org</a>
Alex Tolkach, Director of Operations	Community Action Marin	2008-Current	415.526.7584	<a href="mailto:atolkach@camarin.org">atolkach@camarin.org</a>

## PROGRAM DESIGN

Heffernan's approach to program design and competitive marketing varies depending on a variety of criteria, which can be broken down into two primary areas: 1) clients' needs and desires, and 2) condition of the marketplace.

In the case of a new client, we conduct comprehensive marketing to all insurance carriers who may be interested in underwriting your particular account. After preliminary discussions with various underwriters, we will concentrate our efforts with the top three or four insurance carriers.

# Qualification and References

In the case of an existing client, approximately 120 days prior to renewal of current policies, we meet with our client to go over any changes to the company's exposures that may change the risk profile. We will also review current market conditions for various coverage lines and review a list of insurance carriers who may be interested in underwriting a specific account. Then we target the top three or four carriers who will ultimately provide the best coverage with the best pricing.

Unless major changes are being implemented, we typically start the renewal process with the incumbent insurance carrier(s), to inquire about their renewal strategy and see if it aligns with ours. If so, we have the renewal terms and conditions finalized as early as possible. If we are not in agreement, we arrange to meet with other insurance carriers and negotiate renewal options.

When we approach the market, we prepare a detailed submission for the insurance companies. Our focus is to accurately communicate the nature of your risk. Unlike most large brokerage firms, whose producers have no direct contact with the underwriters, your account team will meet with you, prepare the specifications, and establish criteria for selecting those insurers who we believe can provide the best solutions. We will personally present to the selected insurers our written specifications and negotiate with them for the best coverage and pricing possible.

Our goal is to have quotations in hand at least 30 days prior to the actual renewal date, at which time we will present renewal proposals to our client. This leaves time to negotiate final details of coverage and pricing. At that time, we provide our clients a complete summary of all viable coverage and pricing options. We will also compare and contrast the proposed coverage, pricing, and program structure to ensure you can make an informed decision.

Ongoing or daily services provided to our clients include but are not limited to:

- ✓ Certificate of Insurance Issuance
- ✓ Policy check-in
- ✓ Summary of insurance
- ✓ Contract and lease review that may have implications toward their insurance coverage
- ✓ Claims reporting and follow-up
- ✓ Endorsement (change requests) processing
- ✓ Billing and Premium Allocation
- ✓ Problem-Solving
- ✓ Risk Management Consultation
- ✓ Loss Control Coordination

Our commercial book of business can be broken down to: Package (38%); Workers Compensation (25%); Property (13%) Professional (10%); the remaining 14% of our commercial books is comprised of cyber, bonds, trade credit and other miscellaneous coverages.

Our corporate headquarters is located at 1350 Carlback Avenue, Walnut Creek, CA 94596. This is the office that would service the CAPMC account.

## **02 Describe your firm's Loss Prevention and Safety capabilities. Briefly describe how your services will complement or coordinate with the services provided by insurance companies to reduce the chance of a loss occurring or the magnitude of those losses which occur.**

HIB Loss Control has in-depth experience with safety management and loss control for a multitude of businesses. HIB Loss Control specializes in helping our clients identify potential problems that could result in employee injury, higher insurance premiums, increased loss ratio, and poor employee morale and productivity. We work effectively with all levels of your organization – from senior management to line employees – to reduce risks and to keep cost down. Heffernan routinely works hand-in-hand with the services provided by any insurance company working with a common partner client.

# Qualification and References

## Loss Control Services to Select:

- ✓ Workplace Evaluations and Surveys
- ✓ Benchmarking
- ✓ Progressional Program Monitoring
- ✓ Customized Training
- ✓ Bilingual Services
- ✓ Hazardous Manager Identification, Control, Handling and Analysis
- ✓ Industrial Hygiene Sampling
- ✓ Wide Geographical Availability

The cost to manage loss is directly reflected in understanding your exposures to the company. Insurance premiums are not set in stone. You can reduce the cost of risk financing by implementing an effective loss control program protecting people, property, and environment. Coordination of services with the insurance carrier is paramount to a successful loss control program which is why Heffernan advocates for integrated loss control.

## 03 Describe your firm's Risk Management Information Systems (RMIS). Describe your firm's capability to provide a system, including any necessary hardware and software, to track information regarding losses, application of deductibles, recoveries, etc. If there is a separate cost, please identify if an insurer will provide the RMIS, provide basic information regarding the information system used by each insurer you will consider using.

Heffernan utilizes two unique processes that help our clients effectively and efficiently handle insurance programs and assess risk:

- ✓ Risk Assessment: An in-depth analysis for the executives of the company, including a review of all insurance policies, internal policies and procedures, benchmarking of premiums and insurance limits, review of contracts and results of one-on-one interviews with key employees of the company.
- ✓ 125 Point Checklist: Over the years we have developed a unique 125-point checklist that is utilized when reviewing insurance policies, in addition to uncovering potential exposure areas that were not previously identified. Furthermore, the tool assists us in evaluating risk, offering recommendations, and keeping current with any organizational changes. Please refer to Appendix A for a copy of the checklist.

## FEATURES AND BENEFITS OF A RISK MANAGEMENT ASSESSMENT

Comprehensive review of coverages	Quality valuation of policies
Knowledge value of operations	Claims analysis
Benchmarking of premiums and limits with your peers (See graphics on next page).	Mitigates risk of an uncovered loss or possibly over-paying for duplicate coverage
Provides a quick comparison of insurance for other companies your size to ensure your limits and pricing are appropriate	Identify aspects of your exposure to loss that can be transferred away from you.

## EDUCATION AND RISK MITIGATION PROCESS

Heffernan's safety and risk mitigation approach will initially be a three-prong approach: to address the hazards / controls of the physical plant, evaluate written procedures and effectiveness of implementation and interview managers and supervisors to gauge their safety leadership skills.

# Qualification and References

By using a combination of objective and subjective tools; leading and lagging loss indicators can be used to create an effective and strategic safety consulting plan.

Based on our findings gaps or weaknesses may be addressed by a combination of:

- ✓ Infrastructure safety improvement recommendations based on regulatory and best practices of Community Action Partnership of Madera County's industry
- ✓ Program development / revisions as needed to match exposures and regulatory requirements
- ✓ Safety Leadership coaching / training / development for all levels of management.
- ✓ Employee training on the hazards of their jobs, coaching on safe behaviors and observational feedback

## COMPLIANCE MANAGEMENT

Compliance Management enables efficient collaboration, easy vendor compliance, streamlined workflow, potential reduction in operating cost and business partner risk visibility.

Compliance Management uses a web-based platform called TrustLayer to help automate and track efficiencies of the insurance compliance needs of our clients. Utilizing TrustLayer we can track Vendors, Service Providers, and other 3rd parties for our clients to ensure they have the necessary insurance coverage in place to protect and transfer risk whenever possible.

### Streamline and Automate Compliance

- ✓ Easy Vendor Compliance
  - Collect, verify, and manage new/expired Certificates of Insurance, W9, and other required licenses and documentation
- ✓ Streamlined Workflow
  - Automate compliance workflows to minimize repetitive, manual administrative tasks, and concentrate on revenue generating activities
- ✓ Efficient Collaboration
  - Collaborate with all stakeholders in real-time on vendor compliance tasks to efficiently reduce vendor risk
- ✓ Business Partner Risk Visibility
  - Have complete visibility into vendor compliance with access to our compliance dashboard summarizing each party's status
- ✓ Reduced Operating Costs
  - Accelerate business transactions, while also decreasing loss ratios due to fraud and manual errors

# Organization and Staffing

## Organization and Staffing

Provide a brief description of all key personnel and technical staff (including vendors, partners, or subcontractors) to be involved and their relationship with the services to be provided. Include names, titles, licenses, certificates, fields of expertise, and relevant experience for all proposed personnel and staff.

**01 Identify the Project Manager for the proposed services. Discuss the account manager's experience in marketing, underwriting, designing coverage plans, and performing other insurance-related services for similar entities. Please provide an estimate of the number of hours the account manager will spend annually working on the CAPMC account and the responsibilities identified in this RFP.**

Overall our teams are structured as described – as a team. The team works together in unison, so while the Team Lead is responsible for marketing, coverage design, etc., any member of the account team can step in as necessary to assist on any level. We believe this bring more stability and comfort on the client level as they become familiar with all the team members working on their insurance programs.

CAPMCs insurance would be handled by the Team Lead, Brian O’Callaghan, and Account Manager Gabriella Garrick, with assistance from Geraldine Misa. From the claims perspective, Brian remains the Team Lead, and your consultant is Blake Gonsalves, with assistance from Nicole Hernandez.

**02 Complete resumes should be provided as part of an appendix to the proposal.**

Please refer to Appendix B for team bios.

**03 Provide a project organization chart which depicts the organization of the project teams, including reporting relationships to CAPMC and supervision of the project team staff.**

Please refer to Appendix C for organizational chart.

# Project Management

## Project Management

**01** CAPMC renews its commercial general liability, automobile, inland marine, property coverage, professional liability, and sexual/physical abuse, and excess umbrella policies, currently with Philadelphia Insurance, annually on October 1. Various other policies as listed in Appendix A renew annually or every three years as noted. It is expected that an insurance brokerage firm will be awarded at the CAPMC Board of Directors meeting on Thursday, August 14, 2025 with notifications to Proposers on Friday, August 15, 2025. Provide information that identifies how the project will be managed, with a detailed schedule or timeline for completion of the Project. Identify any known or potential reasons for modifications or delays in implementing and completing the Project. Identify any assumptions made in the proposed schedule and timeline.

Please refer to Appendix D to review a sample service timeline.

# Service Approach

## Service Approach

Identify your conceptual approach to providing insurance brokerage services and the scope of services to CAPMC. The conceptual approach should include at a minimum:

### **01 Describe your understanding of CAPMC's desired services**

We understand Community Action Partnership of Madera County is looking for a brokerage firm to provide insurance and risk mitigation services. While these services include the marketing and renewal of various policies, they also include a desire for a firm that continually strives to create the best overall insurance program year after year. We understand this to mean continuous analysis of the marketplace, carriers, alternative risk options, service offerings, Community Action Partnership of Madera County's exposures, and recommendations for coverages to address these exposures.

Lastly, we like to think Community Action Partnership of Madera County is looking for not only a risk mitigation service provider, but a partner who embraces the organization's mission and who strives to help Community Action Partnership of Madera County efficiently deliver its mission to the community.

### **02 Discuss your firm's philosophy on the process of providing risk management brokerage services, including proposed techniques and methodology to be used for each task.**

#### **RISK MANAGEMENT SERVICES**

We will help in tackling your risk mitigation challenges. With strategic planning and thorough understanding of your objectives, we provide custom policies and procedures that will help your employees understand the need for and the benefits of working in a safe environment. We can assist you with a loss control needs analysis, as well as the implementation and monitoring of each program considered necessary. We can help in all phases of the process, from employee meetings to payroll stuffers and informative brochures about loss control and employee participation.

Our staff can develop programs that make sense for your company and your employees. We have experienced professionals in all lines of property and casualty coverage, with the experience and knowledge to keep your programs running smoothly and your employees safe.

### **03 The strategy and major considerations that the firm would use to market coverage for CAPMC. Please discuss your willingness to include CAPMC representatives in the marketing process and your proposed procedures for doing so. List carriers with which you have affiliations (advisory boards, etc.).**

Heffernan does not have a centralized marketing department as we believe the account team is the best fit to coordinate and execute the presentation and negotiation with the insurance markets. Additionally we welcome our clients' involvement in carrier meetings. Who better to tell their story to the insurance company than the client themselves? We have found this can have a dramatic impact on both the underwriters' willingness to offer a quote and on pricing.

With virtually all of our standard markets, we enjoy a "Preferred Broker" status. Each insurance carrier has their own name for this preferred status, but only their top agencies are recognized as such. The status is a result of leadership, reputation, and success. We have more access to top-level management at individual insurance companies, preferred consideration for difficult risks, limited capacity products, and special favors when necessary. While individuals within our firm build relationships at the local level, for our key carriers we have also implemented an internal liaison approach. Simply put, key individuals within our firm target relationship building, at the highest executive level, to enhance our overall affiliation.

# Service Approach

In addition to these relationships, we are proud of our involvement with many insurance companies through our participation on their agency councils. Select brokers are invited to participate in round table discussions regarding insurance coverage, legislation, judicial issues, and so on. The following represents some, but not all, of these relationships:

SEAT	INSURANCE CARRIER
Advisory Council	Markel Insurance
Top Producer, West Coast Region	Philadelphia Insurance
Advisory Board	Riverport Insurance Company
Jonathan Trumbull Council	Hartford Insurance
Elite Agency Council	Travelers
Harry Dent Society	Safeco Insurance
PACER	CNA Insurance (past member)
DBG Producer Council	AIG Insurance

As specialists in many industries, we have structured exclusive programs that allow us to provide more competitively priced products with more competitive rates. This gives us an obvious marketing advantage but also provides our clients access to products that are not available elsewhere in the marketplace.

## 04 Identify market conditions you expect to encounter over the next 6 to 9 months and your strategies to provide CAPMC with the best coverage at least financial risk given CAPMC budget constraints. Describe available resources utilized to stay current with, and to forecast, industry trends. Discuss risk financing options you expect to be available during that time period and your strategies for obtaining enhancements such as rate guarantees and broad terms and conditions.

Hard market insurance conditions continue in 2025. Many lines of coverage continue to experience pricing increases along with coverage limitations.

- ✓ Property premiums continue to increase due to large-scale climate-driven disasters, like the LA fires, and steep reinsurance rates. In addition, carriers are evaluating building limits as the cost to rebuild in 2025 continues to be affected by rising construction costs, economic inflation, and the threat of tariffs.
- ✓ General Liability and Umbrella rates continue to rise due to increased litigation costs and higher jury awards. There are several liability carriers limiting their exposures by adding sub limits and/or implementing higher deductibles on policies. Umbrella carriers are limiting their exposure by reducing policy limits. In this case, towers of limits may be required, which can drive overall premiums up.
- ✓ Automobile liability continues its decade-long steady increase, spurred by distracted drivers and increased repair costs due to costly technology.
- ✓ The Directors & Officers/Employment Practices (D&O/EPL) marketplace remains challenging as increased claims activity for harassment and discrimination hits companies of all sizes.
- ✓ The Cyber marketplace has softened with carriers being able to keep pricing stable. However, rising threats lead many to believe these favorable terms won't last long.

# Service Approach

On average, moderate-to-significant premium increases are hitting all lines of coverage. In addition to rate increases, carriers are continuing to increase deductibles on some policies, shifting more of the financial responsibility to policy holders. All factors considered; we do expect the hard market to continue into 2026.

## **05** Provide a list of markets that you would prefer to use, including excess carriers.

Please refer to Appendix E for list of preferred markets.

## **06** Please describe your criteria for selecting prospective markets. Identify any markets in which you have a financial interest or direct business relationship, including any ownership of investment interest. Provide a statement of conflicts your firm and/or key staff may have regarding these services. The statement should not only include actual conflicts, but also any working relationship that may be perceived by disinterested parties as a conflict. If no potential conflicts of interest are identified, state so within your proposal. **NOTE THAT YOU ARE NOT AUTHORIZED TO CONTACT ANY MARKETS AT THIS TIME REGARDING COVERAGES.**

We have worked hard to forge “Preferred Broker” status with the great majority of our standard markets, many of which we see as potential carriers for CAPMC. This gives us access to top-level management, which can make the difference in coverage, pricing and claims sticking points that sometimes develop with insurance companies

Heffernan Insurance Brokers has no conflict of interest with any insurance carrier or intermediary. We sit on numerous insurance boards and actively foster relationships with counterparts on both the carrier and intermediary level and we will continue this practice as it does benefit our partner clients. We have no financial stake in any insurance company or intermediary.

Heffernan Insurance Brokers does accept overrides and/or contingencies from those carriers that offer such programs. To ensure that contingent commissions do not affect marketing recommendations or placement decisions, accounts are not centrally marketed. Rather each account is marketed by the Account Service Team with the primary goal of obtaining the best coverage at the lowest net cost. The service team is not aware of how placement decisions affect any contingent commission arrangements, nor are they compensated on any related revenue that the agency receives.

Heffernan’s philosophy is, and has always been, to put our clients first, and to give back through our significant charitable giving efforts. Our process of marketing our clients’ insurance incorporates obtaining broad coverage and competitive pricing. We seek to work with insurers with both financial strength and superior services which will assist our clients in reducing claims. We believe our process puts our clients first and avoids conflict of interest.

- ✓ Heffernan does not mandate that a certain carrier should be used in any placement.
- ✓ Heffernan has never mandated that our staff using our affiliated companies. Our producers place business with the best option for their clients.
- ✓ Heffernan does not believe in a centralized marketing department so there is no centralized placement of business.

## **07** A statement of your firm's goals for service to the client, especially regarding your procedures for maintaining lines of communication with CAPMC and in representing the insureds regarding disputed claims.

# Service Approach

## STANDARD SERVICES

### Accessibility

- ✓ Phone calls returned within 3 hours
- ✓ Emails replied to within 3 hours. Senior service team members have iPhone, iPad, and other electronic devices to stay connected and available to clients
- ✓ Formal backup systems in place
- ✓ Our information technology system provides its staff access to all information worldwide via secure remote Internet connections

### Policy/Program Administration

- ✓ Renewal strategy meeting with client 90–120 days prior to renewal
- ✓ Request for renewal information 100 days prior to renewal
- ✓ Run all motor vehicle reports
- ✓ Renewal specifications to underwriters 90 days prior to effective date
- ✓ Schedule all required loss control inspections 45 days prior to renewal
- ✓ Receipt of quotes from underwriters 30 days prior to renewal
- ✓ Renewal proposal to client 15 to 30 days prior to renewal
- ✓ Binding instruction from client and to underwriters 2–3 days prior to renewal
- ✓ Binders and Auto ID cards to client 1 day prior to renewal
- ✓ Certificates of Insurance to certificate holders 1 day prior to renewal
- ✓ Invoices to client within 5 days after renewal
- ✓ Policy delivery to client 60 days after renewal
- ✓ Policy corrections, if necessary, within 90 days after renewal
- ✓ Certificate of Insurance issuance within 24 hours if underwriter approval is required, usually within 48 hours
- ✓ Ongoing project(s) deliverables, as per agreement with client
- ✓ Semi-annual or Quarterly updates to clients, if necessary, to project return premium/additional premium due at policy expiration

### Claims Administration

- ✓ First reporting of all liability claims to carriers within 4 hours of receiving claim information
- ✓ Forward all claims acknowledgments from carriers as soon as received. Usually takes carrier 24–72 hours

### Ongoing Service / Administration

- ✓ Contract and lease review that may have implications regarding insurance coverage
- ✓ Loss control – coordination of loss control visits and services as necessary
- ✓ Assistance with additional projects as assigned

### Claims Handling

Heffernan prides itself on being a leader when it comes to servicing our client's insurance needs and advocating on their behalf. We know that you are busy running your organization so responsiveness and proactiveness separate us from our competitors. In the event of a claim we will take the lead in communicating with the carrier and limiting the amount of time your people must spend on the claim.

If you inform us of a potential fraudulent claim we will handle informing the carrier, delaying the claim, and doing the proper investigation in coordination with the carrier. We provide contract and lease agreement review and can help negotiate more favorable terms when it comes to limit requirements for certain contracts.

We want you to lean on us and let us take the day-to-day burden of the insurance program. We are the biggest advocate for CAPMC, we separate ourselves from other brokers by always being there and available no matter what situation arises.

# Value Added Services

## Value Added Services

**01** Describe the value-added services you would provide if your firm were selected as the CAPMC insurance brokerage firm. This might include online access, training, reference library, valuation assessments, etc.

### ADDITIONAL ASSISTANCE AVAILABLE

Heffernan has the ability to work with clients on a wide variety of services. At times, these services can be accessed via various tools offered to our clients. In some cases, Heffernan may partner with an insurance carrier or other professional vendor to assist in meeting the needs of our clients. In the event there is a cost associated with any service, this would first be disclosed to our clients before moving forward.

- ✓ Americans with Disabilities Act
- ✓ Strategic Planning
- ✓ Actuarial Services
- ✓ Data Analysis
- ✓ Safety Committee Support
- ✓ Appraisals, Assessments, and Surveys
- ✓ Accountability and Safety Incentives
- ✓ Disaster Planning and Emergency Recovery Programs
- ✓ Safety Training Programs
- ✓ Injury and Illness Prevention Programs
- ✓ Security Assessments

# Proposed Compensation

## Proposed Compensation

Clearly identify the cost of the work to be performed and the maximum total compensation for performing insurance and risk management brokerage services for the term of the agreement. Compensation may be on a not-to-exceed basis for standard services and should include proposed pricing for any additional services or special requests. If such services would be provided on a time-and-expense basis, you should clearly identify hourly rates (by individual) and expense charges for such services.

**01** CAPMC has primarily compensated its insurance broker on a commission basis but is open to a fee basis. There may be situations in which it is to the advantage of both the broker and client to allow the receipt of commissions by the broker, please discuss your willingness to net such commissions against a not-to-exceed fee arrangement. Fee proposals may be submitted on either a flat fee only basis, a commission only basis, or a fee plus commission basis. CAPMC retains the right to select the basis for compensation. Identify your proposed procedures for full disclosure of all commissions and contingent commissions received, including those paid to affiliates, subsidiaries, and parent organizations. Indicate your willingness to accept fee payments on a quarterly basis. Describe any performance guarantees, if any, your firm would be willing to include and the metrics that would be used to evaluate your performance. CAPMC is not obliged to select the firm with the lowest fee proposal to perform these professional services.

## BROKER COMPENSATION

Compensation can be arranged in one of two ways and or a combination of methodologies may be applied. Heffernan works with each client on an individual basis to determine which compensation structure or combination of structures will work best for both parties.

For CAP of Madera County, we believe the best compensation method is utilizing pure commission. This method allows us the most flexibility in negotiations as we can work with the carriers to reduce their pricing if we also reduce our costs. A specific percentage of premium is paid by the insurance company to the insurance broker. This percentage varies depending on the type of coverage and is included in the gross premium. Commissions are integrated so while they may net-out the commission in the first year, the insurance company can re-integrate them into the premiums in subsequent years. Consequently, the clients can end up paying the broker a fee in addition to the increased premium. Commissions help regulate the carriers' pricing models, ensuring that the client does not pay inflated premiums, along with an agreed upon broker fee.

Fees charged by wholesale intermediary brokers, in connection with the placement of a Clients' insurance, are not retained by Heffernan Insurance Brokers. Such fees are disclosed to the client prior to binding any insurance.

# Appendix A: 125 Point Checklist

Set Stage  
 Company  
 Future 2-3 yrs  
 ML D A/I, Ideal  
 Benefit/Impact  
 DMP - Expectations  
 Earn Biz  
 How Feel @ Meeting

Named Insured: \_\_\_\_\_  
 Account Name: \_\_\_\_\_

**PROACTIVE RISK SOLUTION**

Banker  
 Payroll  
 CPA  
 HR  
 Attorney  
 Real Estate  
 Group  
 Pension

No Exposure	Recommended	Covered	Declined	Coverage	Comments	No Exposure	Recommended	Covered	Declined	Coverage	Comments
				GENERAL LIABILITY						WORKERS COMP	
				Carrier/Premium						Carrier/Premium	
				CGL						Other States	
				Occurrence						Stop-Gap-Monopolistic	OH,WA,ND,WY
				Products/Comp Ops						Voluntary Comp	
				Emp. Benefit Liab.						Include Officers @ Max	
				All Risk Legal Liab.						Exclude Officers/Owners	
				Project/Loc Agg.						Limit Overtime	
				Vendors Broad Form						First Aid Claims	
				Watercraft/Aircraft nonowned						Unit Stat Report Review	
				Product Recall						Injury/Illness Prev-SB198	
				Liquor Liability						Medcor/Onsite	
										Accident Policy	
				MISC LIABILITY							
				Electronics E&O	Carrier/Premium					UMBRELLA	
				Professional Liab.						Carrier/Premium	
				D&O						Umbrella Form	
				Fiduciary						Excess Following Form	
				Cyber/Multimedia						Employee Benefits Liab.	
				In House Counsel E&O						Sched. All Underlying	
				Patent							
				Environmental/Pollution						MISCELLANEOUS	
				EPL - 3rd Party/Immigration						Credit Insurance	
				Wage & Hour						Group Medical	
				Workplace Violence						Pension 401k	
				Employee Benefits						Key Man	
				Sexual Conduct						Buy/Sell	
										Estate Planning	
				AUTOMOBILE						Disaster Planning	
				NOA/Hired						Business Travel	
				Hired Phys. Damage						Voluntary Payroll Ded.	
				BFDOC Liab Broad Form Doc						Kidnap & Ransom	
				Comprehensive						Personal Lines	
				Collision						Cash Management	
				Rental Reimbursement						Surety Bonds	
				UM Matching Limit						HeffConnect	
				Med Payments						Call Center	
				Garagekeepers						HR Consulting	
				WOCD/UMPD						Payroll Systems	
				Towing						Heffernan Risk Mgmt	
										Wellness	
				CYBER LIABILITY						Travel Accident - Domestic	
				Carrier/Premium						Travel Accident - Global	
				Human Error, Hacker Attack						Pollution - due to hostile fire	
				Fraud, Employee Sabotage						Active Shooter/WP Violence	
				Power Failure/System Malfunction						Tenant Discrimination	
				Privacy Security Covg(ID theft)/Biz Income							
				1st Party/3rd Party							

REV. 2023

Completed by \_\_\_\_\_

Reviewed With: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Set Stage  
 Company  
 Future 2-3 yrs  
 ML D A/I, Ideal  
 Benefit/Impact  
 DMP - Expectations  
 Earn Biz  
 How Feel @ Meeting

Named Insured: \_\_\_\_\_  
 Account Name: \_\_\_\_\_

PROACTIVE RISK SOLUTION

Banker  
Payroll  
CPA  
IT  
Attorney  
Real Estate  
Group  
HR

No Exposure	Recommended	Covered	Declined	Coverage	Comments	No Exposure	Recommended	Covered	Declined	Coverage	Comments
				REAL PROPERTY						MISC. COVERAGES	
				Carrier/Premium						Boiler & Machinery	
				Special Causes of Loss						Valuable Papers	
				Blanket Limit						Accts Receivable	
				Agreed Amount						Fine Arts	
				Replacement Cost						Loss of Proj. Doc.	
				Functional RC						Equipment Floater	
				Bldg. Ordinance						Installation Fltr	
				Incr Cost of Constr.						DIC-EQ-Flood	
				Demolition						Empl. Tools	
				EQSL						Bailee	
				Glass						Spoilage	
				Solar Panels							
				Electric Car Chargers							
				Green Endorsement							
				PERSONAL PROPERTY						CARGO/TRANSIT	
				Special Cause of Loss						Ocean Marine	
				Blanket Limit						Transit	
				Agreed Amount						War Risk	
				Replacement						Exhibition Coverage	
				Selling Price End.						Stock Throughput	
				Inventory						BI Prototypes	
				TIBs						Salesman's Samples	
				EDP Equip & Media						Finished Goods Selling	
				Laptops						Replacement Cost	
				Prop off Premises/AOL						Worldwide	
				Prop of Others							
				EQSL						CRIME	
				EDP EQ & Flood						Employee Dish	
				EDP Mech. Breakdown						Money & Sec. In/Out	
				Signs						Depositors Forgery	
										ERISA Bond Plan Name	
				TIME ELEMENT						Fiduciary Liability	
				Special Causes of Loss						Computer Fraud	
				Agreed Amount						Disaster Planning	
				Extended Period of Ind.						Forgery & Alteration	
				Ordinary Payroll Incl/Excl.						Voluntary Parting of Funds	
				Loss of Rents						Third Party Crime	
				Off Prem. Power						Counterfeit	
				Contingent BI & EE							
				Leasehold Interest						FOREIGN PACKAGE	
				Dependent Properties						BPP	
										EDP-Laptops	
				REVIEW LEASE/CONTRACTS						Business Income	
				DISASTER RECOVERY						WC/Empl Liability	
				HISTORICAL CARRIER HISTORY						Crime	
				CERTS FROM VENDORS - TrustLayer						Auto Liab.	
										Hired Phys Damage	
										Umbrella	
										General Liability	

REV. 2025

Reviewed With: \_\_\_\_\_

Completed by \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix B: Team Bios



### **BRIAN O'CALLAGHAN**

Senior Vice President | Walnut Creek, CA | Direct 925.942.4606 | [brianoc@heffins.com](mailto:brianoc@heffins.com)

Brian O'Callaghan is a Senior Vice President and Director of Heffernan's Non-Profit Division. Brian is an expert in Workers' Compensation, EPLI, and creating specific insurance programs for Heffernan's non-profit and health-related clients.

Brian began his insurance career at Heffernan, as part of a pilot program to recruit enthusiastic and motivated individuals into the insurance field. Brian immersed himself in learning the nuances of the insurance industry and has participated in training programs and classes across the country.

Born in San Francisco and raised in the Bay Area, Brian graduated from St. Mary's College with B.A. in Communications. Brian currently lives in Walnut Creek, close to corporate headquarters, with his wife and daughter.

---



### **GARBRIELLA GARRICK, CIC, CRM**

Account Manager | Walnut Creek, CA | Direct 925.280.2217 | [gabbyg@heffins.com](mailto:gabbyg@heffins.com)

With a decade of experience in the insurance industry, Gabby Garrick serves as a Large Commercial Account Manager at Heffernan Insurance Brokers. Gabby is both CIC (Certified Insurance Counselor) and CRM (Certified Risk Manager) certified, highlighting a commitment to excellence and professional development in the field.

Known for an upbeat and outgoing personality, Gabby brings energy and enthusiasm to every client interaction. This positive approach, combined with a deep understanding of commercial insurance, allows Gabby to effectively manage and support large commercial accounts, ensuring clients receive tailored solutions that meet their unique needs.

Outside of work, Gabby enjoys spending time outdoors and cherishing moments with family. This love for nature and family time fuels a balanced and fulfilling life, contributing to the vibrant energy brought to the professional realm.

---



### **GERALDINE MISA**

Associate Account Manager | Walnut Creek, CA | Direct 925.942.4696 | [geraldinem@heffins.com](mailto:geraldinem@heffins.com)

Geraldine is a dedicated Assistant Account Manager with a strong background in insurance and administrative support. In this role, she plays a vital part in assisting the account management team, ensuring smooth operations and exceptional service to clients. With meticulous diligence and excellent organizational skills, Geraldine handles policy inquiries, claims processing, policy renewals, certificates of insurance, and prepares reports for account managers. She excels in managing multiple tasks efficiently and thrives in a demanding environment.

Geraldine joined Heffernan in 2024 and her commitment to accuracy and proactive approach to problem-solving make her an invaluable member of the team.

---



## JORDANN COLEMAN

Senior Vice President, Commercial Lines Manager Walnut Creek, CA |  
D: 925.942.4635 | [jordannc@heffins.com](mailto:jordannc@heffins.com)

Jordann Coleman is a Senior Vice President & Commercial Lines Manager with Heffernan Insurance Brokers. Jordann joined Heffernan in 2004 as part of a pilot program to recruit enthusiastic and motivated individuals into insurance production. Since then, Jordann has grown her client base to include companies representing a variety of industries: Non-Profits, Hospitality, Gaming, Indian Tribes & Manufacturing.

In 2022, Jordann was promoted to Commercial Lines Manager for the Large Accounts department in our Walnut Creek Branch. She oversees and manages the staff that is responsible for providing high quality service to existing clients. She is the conduit between the sales and service staff. In addition, she works closely with our sales team to help develop and implement new programs and is instrumental in working with producers and insurance carriers in placing new accounts. She is responsible for cultivating and maintaining relationships with many of our insurance carriers, keeping our entire branch office informed of marketplace appetites and ensuring that our business goals are being met.

---



## BLAKE GONSALVES

Consultant | Walnut Creek, CA | Direct 925.322.4153 | [blakego@heffins.com](mailto:blakego@heffins.com)

Blake has been in the insurance industry for over 10 years. He started his career at Heffernan in 2015, working out of the Menlo park's commercial lines department. He then spent 7 years as a claims adjuster with an international claim's administrator. Blake managed a diverse range of workers' compensation claims over the years. His background includes close collaboration with litigation specialists, investigators, and injuries across various industries. He also maintains a California Self-insurance Administration designation.

As a previously designated claim adjuster for a large client, Blake is committed to maintaining a great relationship with his clients. He aims to provide valuable insight to Heffernan's clients to help them better understand the workers' compensation system and walk them through the claims process. Having been an adjuster for several years, he enjoys working closely with our carrier partners to collaborate on challenging claim scenarios. He believes a strong partnership between our clients and the carriers will lead to fantastic results for all parties involved..

---



## NICOLE HERNANDEZ

Consulting Associate, Team Lead | Walnut Creek, CA | Direct 925.942.4617 |  
nicoleh@heffins.com

Nicole joined Heffernan Insurance Brokers in July of 2018 as a Claims Assistant in the Walnut Creek office. Starting as a novice in the insurance industry, Nicole has diligently worked her way up to the position of Team Lead.

Throughout her tenure at Heffernan, Nicole has leveraged her administrative skills to significantly contribute to the team's success. She has been instrumental in contract building, invoice management, and liaising with vendors to secure services for clients. Additionally, Nicole has developed personal workflows to streamline processes and has effectively run team meetings to ensure continuous progress.

Looking ahead, Nicole is excited about continuing her career with Heffernan Insurance Brokers and is committed to contributing to the company's growth and success for many years to come.

---



## LISA SCOTT

Vice President and Claims Manager | Walnut Creek, CA | Direct 925.295.2560 |  
lisab@heffins.com

Lisa has over 25 years of experience in the Workers' Compensation industry. She began her career as a Workers' Compensation Claims Examiner with the travelers and then moved on to Kemper Nation as a Senior Adjuster/Team Lead. Previous to her current position with Heffernan, she was the claims Supervisor and Director of Business Development for Heffernan's Third Party Claims Administrator. In her current role as Claims Consulting Manager, she oversees the operations of HIBS Claims Consulting Division as well as continues to assist clients with the management of their Workers' Compensation claims costs.

Lisa holds a B.S. Degree in Business Administration with a concentration on Marketing/Management, has her WCCP designation as well as her California Self-Insurance Administration Certification.

---

# Appendix C: Organizational Chart

## ACCOUNT TEAM RESPONSIBILITIES

### TEAM LEAD

Brian O'Callaghan  
Strategic Planning, Cost  
Management, Negotiations, Risk  
Management

### ACCOUNT MANAGER

Gabriella Garrick  
Service and Planning Admin,  
Quoting and Analysis,  
Products and Services

### ASSISTANT ACCOUNT MANAGER

Geraldine Misa  
Processing of Client Docs,  
Administrative Functions

### CLAIMS CONSULTING

Blake Gonsalves  
Management of Claims  
Claims Advocacy

### RISK MANAGEMENT

Lisa Scott

### BRANCH/COMMERCIAL LINES MANAGER

Jordann Coleman

# Appendix D: Sample Service Timeline

## SAMPLE SERVICE TIMELINE

GOAL	ACTION STEP	DUE DATE	WHO	DONE
	Select Heffernan as Broker. Decision process by Community Action Partnership of Madera County	8/15/2025	CEO	
Broker Assignment	Sign BOR letters for each policy. Transfer of files to Heffernan.	8/15-19/2025	HIB Team Leader & CEO	
Introductory Meetings	Arrange introductory meetings with all appropriate colleagues.	8/18-22/2025	CEO& Team Leader	
Request Exposure Information	Provide complete requests for exposure information.	8/18-22/2025	Team Leader	
Audit Insurance Program	Complete audit of existing program. Address immediate issues.	8/18-30/2025	HIB Team	
Collect Exposure Information	Collect all exposure information for upcoming renewals.	8/18-30/2025	HIB Team & Client	
Renewal Process	Submissions to markets, underwriter meetings, loss control inspections, negotiations, and final proposal.	8/25-29/2025	HIB Team	
Proposal/Program Decisions	Client to decide on program structure/decisions.	9/15-26/2025	Client	
Bind & Implement	Bind coverage, issue invoices, and follow up with any subjectivities	9/15-26/2025	HIB Team	
Program Renewal	Issue all certificates of insurance, WC posting notices and auto ID cards.	9/15-26/2025	HIB Team	
Complete Subjectivities	Complete all subjectivities for all policies.	10/1/2025	HIB/Client	
Program Evaluation Changes	Ongoing.		Everyone	

# Appendix E: Preferred Markets

## PACKAGE/UMBERELLA MARKETS:

- ✓ Affinity
- ✓ AmTrust
- ✓ AmWins
- ✓ Applied
- ✓ AWAC
- ✓ Beazley
- ✓ Berkley Riverport
- ✓ Canopy
- ✓ CapSpecialty
- ✓ Chubb
- ✓ Church Mutual
- ✓ Guide One
- ✓ Hamilton
- ✓ Hanover
- ✓ Hartford
- ✓ Hiscox
- ✓ Irving Siegel
- ✓ James River
- ✓ Kinsale
- ✓ Minico
- ✓ Munich Re
- ✓ Nationwide
- ✓ Negley & Associates
- ✓ NIAC
- ✓ NSM
- ✓ Philadelphia
- ✓ ProRise
- ✓ QBBE
- ✓ RPS/Old Republic
- ✓ TMHCC

## MANAGEMENT LIABILITY MARKETS:

- ✓ Aegis
- ✓ AmTrust
- ✓ ANV
- ✓ AON/Affinity
- ✓ Ascot
- ✓ Ategrity
- ✓ AXIS
- ✓ Beazley
- ✓ Berkely Select
- ✓ Berkshire
- ✓ Bowhead
- ✓ C N A
- ✓ Core
- ✓ Crum
- ✓ Falcon
- ✓ Federal Insurance/Chubb
- ✓ Great American
- ✓ Hartford
- ✓ Hudson
- ✓ IAT
- ✓ Intact
- ✓ Lexington
- ✓ Markel
- ✓ MSI/Scale
- ✓ Nationwide
- ✓ NIAC
- ✓ Palomar
- ✓ RLI
- ✓ RSUI
- ✓ Sompco
- ✓ Starr
- ✓ Swiss RE
- ✓ Victor
- ✓ Westfield
- ✓ Zurich

## CYBER LIABILITY MARKETS:

- ✓ Ambridge
- ✓ AmTrust
- ✓ At-Bay
- ✓ Beazley
- ✓ CFC
- ✓ Coalition
- ✓ Converge
- ✓ Corvus
- ✓ Hiscox
- ✓ TMHHC
- ✓ Westchester

## Appendix F: HIB Exclusive New Program



**HEFFERNAN**  
INSURANCE BROKERS  
*Because You're Different*

**PHILADELPHIA**  
INSURANCE COMPANIES  
A Member of the Tokio Marine Group

**HEFFERNAN INSURANCE BROKERS AND PHILADELPHIA INSURANCE COMPANIES  
NOW OFFER AN EXCLUSIVE HUMAN SERVICE PROGRAM**

### THE EXCLUSIVE PROGRAM INCLUDES THE FOLLOWING:

#### Enhanced Coverages

- Blanket Medical Malpractice form – no longer need to schedule your psychiatrist (coverage included)
- Social Engineering form – includes Phishing attempts and more
- Expansive Property Enhancement form – on combined property limits of \$5 million and up
- New special events form – enhanced coverage for events up to 2,500 attendees
- Cyber Coverage

#### Special Services

- GPS Fleet Monitoring – FREE!

#### Free Trainings

- Sexual Harassment Manager/Supervisor and Employee Training
- ALICE (active shooter) Training
- Zero Suicide Training
- Abuse Training

#### Companion Policy for Directors, Officers, and Employment Practices Liability Insurance

- Defense Outside
- Wage and Hour (for eligible risks)
- Immigration Coverage
- Optional Duty to Defend

#### Eligible Organizations:

- Non-Profit Organizations
- Mental Health Organizations
- Home Health & Hospice Care
- Child Care Centers
- Home Medical Equipment Dealers
- Religious Organizations/Churches
- For-Profit Social Service Organizations
- Private, Academic, Charter, Trade, and Vocational Schools
- Museums

**CONTACT US TO FIND OUT MORE ABOUT THIS PROGRAM OFFERED EXCLUSIVELY  
THROUGH HEFFERNAN INSURANCE BROKERS.**

#### OFFICE LOCATIONS

Walnut Creek, San Francisco, Petaluma, Menlo Park, Los Angeles, Irvine, CA;  
Portland, OR; Seattle, WA; Phoenix, AZ; St. Louis, MO; and London, UK

[heffins.com](http://heffins.com)  
855.700.1988  
License #0564249



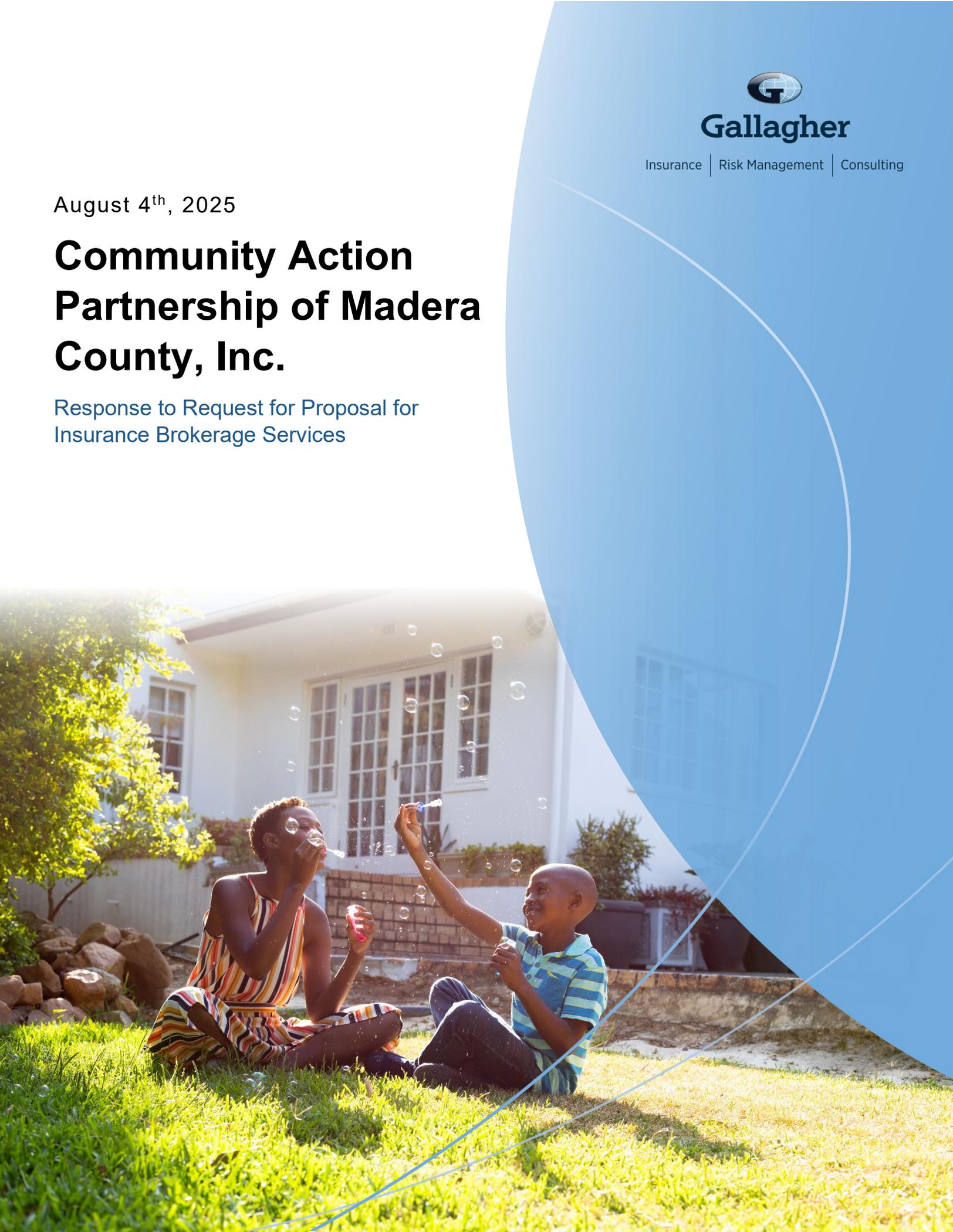
**Gallagher**

Insurance | Risk Management | Consulting

August 4<sup>th</sup>, 2025

# Community Action Partnership of Madera County, Inc.

Response to Request for Proposal for  
Insurance Brokerage Services



# Table of Contents

- 1. Transmittal Cover Letter ..... 1
- 2. Firm Qualifications, Experience & References ..... 2
- 3. Project Organization, Personnel & Staffing ..... 5
- 4. Project Management ..... 6
- 5. Conceptual and Proposed Service Approach..... 8
- 6. Value Added Services ..... 13
- 7. Proposed Compensation ..... 15
- 9. Debarment and Suspension (E.O. 12549 & 12689) ..... 15
- Appendix A – Team Biographies..... 16
- Appendix B – Additional References ..... 22
- Appendix C – The Gallagher Way ..... 23

# 1. Transmittal Cover Letter

We are pleased to submit our proposal in response to the Community Action Partnership of Madera County, Inc. (CAPMC) Request for Proposal for insurance brokerage services. Both Gallagher and Woodruff Sawyer were honored to be invited to participate in this RFP through client referrals. As we transition through our merger (announced March 4, 2025), we have combined our expertise and resources to deliver enhanced value to CAPMC. Together, as a global leader in insurance brokerage and risk management, we are uniquely positioned to deliver tailored solutions that meet the specific needs of CAPMC. Our focus on simplifying the insurance experience, combined with our specialized expertise in the nonprofit sector ensures that we can effectively support CAPMC's mission of "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 team will support CAPMC with:

- **Dedicated and Responsive Team:** Linda Loflin and Rick Moen, your CAPMC team leaders, have extensive experience in developing and managing insurance programs, and has assembled a nonprofit-focused team to provide day-to-day assistance to our clients in risk management, claims handling and advocacy, data analysis and a focus on continuously improving the client experience.
- **Monthly Loss Analysis Dashboard:** Access to a newly released dashboard that provides monthly updates on loss analysis across all lines, enabling your risk management team to identify trends, and address training needs at any time throughout the year.
- **Suite of Complimentary Services:**
  - Dedicated Workers' Compensation (WC) claims advocate liaison and risk management consultant to assist with OSHA and safety-related training.
  - Access to Gallagher's specialized claims advocates for employment practices, and other complex property, auto and liability claims, when needed.
- **Exclusive Nonprofit Programs:** Gallagher's exclusive Workers' Compensation program has historically saved members an average of 20% in premiums annually.
- **Annual Marketing and Benchmarking:** Our aggressive annual marketing approach includes coverage reviews and benchmarking analyses, leveraging our CORE360 methodology, Gallagher Drive, and extensive analytics library to help your team make informed decisions.
- **Streamlined Renewal Process:** Our Digital Application Portal pre-fills applications annually, reducing your team's administrative burden and ensuring a smoother renewal process.
- **Intuitive Policy Management Platform:** Gallagher Go provides easy access to insurance information and facilitates policy management, enabling informed decision-making.
- **Safety Program Support:** Gallagher STEP offers real-time access to loss control plans and safety training modules for all employees, regardless of size or location, ensuring compliance with the latest safety standards.
- **Cyber Risk Management:** Access to eRiskHub, an online Cyber risk management tool for nonprofit practice.
- **Community Commitment:** Finally, a commitment to give back to the community through volunteer efforts and philanthropic shared goals on an annual basis.

Gallagher is committed to delivering exceptional service and support to CAPMC. Our proposal outlines a comprehensive approach to evaluating and managing your insurance needs, backed by a team of experienced professionals dedicated to your success. We are confident that our tools and expertise will provide streamlined experience and specialized support necessary to enhance the CAPMC's operations. We look forward to the opportunity to partner with you and support your continued impact in the community.

Respectfully submitted,

Your Gallagher Team

## 2. Firm Qualifications, Experience & References

### GALLAGHER'S NONPROFIT EXPERIENCE AND EXPERTISE

Gallagher's Nonprofit Practice began in 1927 and today serves more than 30,000 clients worldwide (over 5,000 in California) including some of the most influential nonprofit organizations such as the Bill & Melinda Gates Foundation, World Vision, Arthritis Foundation, AIDS Healthcare Foundation. Today, we are one of the largest brokerage and risk managements, with over 50,000 employees in 52 countries, delivering our client-service capabilities to over 150 countries. Gallagher has over 1,000 dedicated nonprofit professionals, and places over \$721 Million in nonprofit premium annually. In addition to our retail brokerage services, Gallagher also operates Risk Placement Services (wholesale brokerage) and Gallagher Bassett Services (the nation's largest claims administrator).

Nonprofit

**30,000+**

Charities around the world

**1,000+**

Global professional experts

**\$663M+**

In annual premium

### Representative List Nonprofits handled by your service team:

- Building Industry Association of Tulare-Kings Counties, Inc.
- California Fresh Fruit Association
- Central California Nikkei Foundation
- CSU Fresno Alumni Association
- Deaf and Hard of Hearing Service Center
- Los Angeles County Developmental Services Foundation dba: Frank D. Lanterman Regional Center
- Los Angeles County Firefighters IAFF Local 1014 Pentecostal Park Association of Visalia
- Pro-Youth
- Second Home, Inc.
- Tulare County Association of Realtors
- United Cerebral Palsy Association of Central California (Surety)
- Valley Life Charter School
- Visalia Chamber of Commerce
- Visalia Emergency Aid Council
- Visalia Feral Cat Coalition, Inc.
- Vocation Plus, Connections, Inc.

### Woodruff Sawyer Clients

- Center for Human Services
- Central Valley Opportunity Center
- UCP of Stanislaus County
- Howard Prep
- Goodwill Industries of San Joaquin Valley
- Camp Sylvester

### REFERENCES

Gallagher		Woodruff Sawyer	
Community Services and Employment Training, Inc. (CSET)	Family Services of Tulare County	Center for Human Services	Central Valley Opportunity Center
Alexander de Markoff Chief Financial Officer 559-741-4683 <a href="mailto:alexander.demarkoff@cset.org">alexander.demarkoff@cset.org</a>	Sandee Trobaugh Chief Financial Officer 559-732-1970 <a href="mailto:Sandee.Trobaugh@fstc.net">Sandee.Trobaugh@fstc.net</a>	Gina Machado Executive Director 209-526-1476 <a href="mailto:gmachado@centerforhumanservices.org">gmachado@centerforhumanservices.org</a>	Jorge De Nava, Jr. Executive Director 209-380-2868 <a href="mailto:denava@cvoc.org">denava@cvoc.org</a>
<ul style="list-style-type: none"> <li>• Linda Loflin</li> <li>• Joanie McLeod</li> <li>• Leslie DeTreville,</li> <li>• JoEllen Huckabay</li> <li>• Andrea Lemm</li> </ul>	<ul style="list-style-type: none"> <li>• Linda Loflin</li> <li>• Joanie McLeod</li> <li>• Rebekah Holguin</li> <li>• JoEllen Huckabay</li> </ul>	<ul style="list-style-type: none"> <li>• Rick Moen</li> </ul>	Rick Moen

Additional references can be found in Appendix B.

## Gallagher Overview

Gallagher started as a single office in Chicago and has grown to a publicly traded global organization with more than \$11.3 billion in adjusted revenues, 970-plus offices globally, more than 56,000 team members with service capabilities in 130-plus countries. Our business units and subsidiaries provide the full spectrum of specifically tailored risk management products and solutions for complex operations. Gallagher became a publicly traded company in 1984 (NYSE: AJG). Gallagher’s history is a compelling story of the insurance business; to learn more visit [ajg.com/us/about-us/](http://www.ajg.com/us/about-us/). Our most recent financial report can be found on our website <http://www.ajg.com> under the “Investor Relations” tab.



## Office Location Information

Servicing Office	Local Office(s)	Corporate Headquarters
Arthur J. Gallagher Risk Management Services, LLC 501 West Main Street Visalia, CA 93291 559-733-1181 <a href="mailto:ggb.Visalia-2.Lindas_Team@ajg.com">ggb.Visalia-2.Lindas_Team@ajg.com</a>	Arthur J. Gallagher Risk Management Services, LLC 45 East River Park Place West #605 Fresno, CA 93720	Gallagher 2850 Golf Road Rolling Meadows, IL 60008

## Loss Control & Safety

Gallagher’s National Risk Control team has more than 100 safety and risk control professionals to help CAPMC successfully manage and improve their risk program. Our consultants have extensive industry experience with Nonprofit clients and understand the current and emerging risks, regulations, safety and health management systems, and specific operational exposures. We can help you implement risk improvement strategies that focus on human and organizational performance, leading to improving injury reduction outcomes. We do this by first gaining a specific understanding of your business goals and objectives, and we then create a program to complement your operations.

## RISK CONTROL SERVICE OFFERINGS

<b>SITE RISK ASSESSMENT</b>	Site risk assessment comprises reviewing operations, identifying potential risks/hazards, and recommending corrective actions. Some services Gallagher can provide include: <ul style="list-style-type: none"><li>○ Help develop a gap analysis that allows your risk management department to compare existing programs to your internal standards/best practices.</li><li>○ Provide technical support for the risk management team in areas of safety and risk concerns.</li></ul>
<b>RISK/SAFETY EDUCATIONAL TRAINING</b>	Develop/conduct safety educational training for managers, supervisors, and employees. Some services Gallagher can provide include: <ul style="list-style-type: none"><li>○ Work with the CAPMC's risk management team to determine where specific training may be required.</li><li>○ Help develop a safety training matrix or review the existing training matrix.</li><li>○ Conduct risk/safety training through a virtual platform.</li></ul>
<b>PROGRAM CONSULTATION</b>	Program evaluation, assessment, and recommendations for various operational risks. Some services Gallagher can provide include: <ul style="list-style-type: none"><li>○ Assist the CAPMC safety team in enhancing the mission and scope of activities.</li><li>○ Review existing safety and health procedures and provide recommendations to enhance these procedures.</li><li>○ Review CAPMC's fleet safety program and compare the program to the best standards of practice.</li></ul>
<b>SPECIAL PROJECTS</b>	Client requested services for emerging risks or concerns. Examples include: <ul style="list-style-type: none"><li>○ Collaborate with insurance carrier risk control consultants.</li><li>○ Participate with CAPMC's risk management team on serious accident events.</li></ul>

### Safety Consultation and Loss Control

Our NRC consultants are trained to focus on developing core business strategies that create the foundational elements needed to maintain sustainable performance. Safety standards are continually evolving to meet industry demand and best practices. Our national risk control team will enhance your safety program and production operations. Gallagher offers a full range of training services to ensure your staff is legally compliant and knows how to work safely and employ best practices in their daily activities.

### Risk Management Information System (RMIS) Services

Gallagher is experienced with several RMIS vendors in the marketplace and has helped clients maximize their investments in RMIS. The Gallagher Drive team has experience working for and with many of the RMIS providers. Our team includes the former CEO of an industry leading provider and includes professionals that have worked in sales/business development to implementation and configuration development. The Gallagher Drive team can provide value in all phases of the RMIS lifecycle by leveraging this breadth of experience for our clients' benefit. We are platform agnostic and can help select the vendor that best meets your unique risk management needs.

#### We have experience working with:

- Origami Risk ([www.origamirisk.com](http://www.origamirisk.com))
- Riskpartner ([www.riskpartner.com](http://www.riskpartner.com))
- Riskconnect ([www.riskconnect.com](http://www.riskconnect.com))
- Aclaimant ([www.aclaimant.com](http://www.aclaimant.com))

### 3. Project Organization, Personnel & Staffing

Gallagher always puts the best team together for our clients. Our team, as outlined on the following pages, is focused, committed, professional, and quality driven. Linda Loflin and Rick Moen will lead your account team. They will have ultimate responsibility for team performance and coordinate industry and coverage experts across Gallagher's network of global resources as necessary to reduce your total cost of risk. Linda & Rick will have direct day-to-day support from Joanie McLeod, one of Gallagher's most experienced and reliable client service professionals. Joanie McLeod, Client Service Executive and Leslie DeTreville, Client Service Manager Senior, will assist Linda & Rick with submission creation, program structure, technical support, global network coordination, and market placement activities. It's important to note that we do not limit the hours our service teams can spend on your account while working with Gallagher. Providing superior customer service to CAPMC is our primary objective, and we are confident our service delivery model will prove successful in this regard.

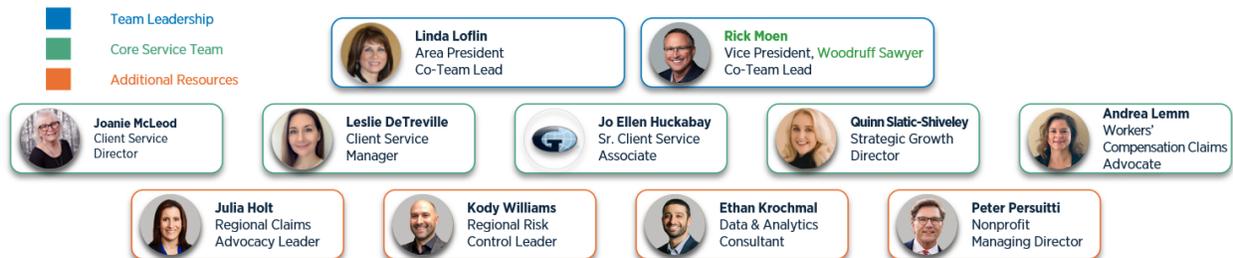
Gallagher developed its team approach to serving its clients' risk management needs not only to ensure creative solutions and top-quality service from a variety of smart, engaged professionals but also to guarantee a deep pool of talent. Your proposed team brings decades of experience in risk management, client service, and industry and coverage expertise. The proposed account team structure is outlined on the following page. Full biographies are located in the Appendix.

#### Team Leadership

**Linda Loflin** will be CAPMC's Co-Team Lead and is a seasoned insurance executive with more than 35 years of industry experience, and a deep-rooted commitment to client success. As both a Commercial Insurance Broker and Area President of Gallagher's US Retail Northwest Division in Visalia, she expertly manages a substantial portfolio of complex commercial accounts, delivering tailored risk management solutions across various specialized industries. Known for her deep market expertise and a client-centric philosophy, Linda brings both technical knowledge and a collaborative approach to her work. She is a Certified Insurance Counselor (CIC), specializing in crafting customized risk management programs across sectors such as social service & non-profit organizations, food & agriculture, manufacturing & distribution, and real estate & development, among others.

**Rick Moen** will be CAPMC's Co-Team Lead and has over two decades of experience. Rick is an expert in delivering customized risk management solutions that help his clients successfully navigate changing insurance market conditions. Known for his process- and detail-oriented approach, Rick works closely with his clients, underwriters, and team members to deliver competitive insurance options and expertly executed solutions.

#### Organizational Chart



## 4. Project Management

We have developed a number of transition plans to manage the process when a new client is added. When selected as CAPMC's broker Gallagher is prepared to transition brokerage services quickly and efficiently. Transitioning an account is a multi-faceted process that involves marketing, file transfer, service plan development, and first year service plan.

After the initial transition period, we plan to spend the next 60 days understanding CAPMC's personnel, culture, operations, communication expectations, internal risk management practices, and goals and objectives, so that Gallagher and CAPMC can better define our short- and long-term goals.

### During this period we will:

- Complete a thorough coverage review
- Arrange meetings with key underwriters
- Benchmark coverage, limits, and premiums against peer organizations
- Undertake a focused marketing effort for renewals that explores opportunities to strengthen CAPMC's risk financing portfolio by enhancing existing coverage, maximizing carrier services, consolidating miscellaneous policies, and evaluating options to reduce premiums

The following is a proposed timeline of the transition to Gallagher. Once appointed as your broker, we will work together to finalize a schedule that best meets your needs.

### First 30-Day Transition Plan

Gallagher understands that a collaborative transition plan is imperative. We have taken the time to thoroughly examine the fundamental action steps to assure an effective and efficient transition. The fundamental components of our recommended transition plan include the following:

- The core risk management group, comprised of key CAPMC and Gallagher team leaders, will meet for a one-day transition meeting to discuss key operational functions and communications.
- The core group will plan calendar year activities beginning on the date we are selected as your broker, to become our working draft timeline to achieve best-in-class risk management team functionality and to identify and nurture zero preventable harm goals and objectives.

Our agenda will focus on, but will not be limited to, the following:

- Identify any specific CAPMC concerns and items requiring immediate action.
- Begin developing an awareness and understanding of CAPMC's risk management and insurance operations and what is required for Gallagher resources and capabilities to align and support.

Our draft transition plan has a 90-day timeframe:

Proposed Date	Action Item	Responsibility
	Verbal notification by CAPMC to hire Gallagher.	CAPMC
	Request meeting with CAPMC to discuss processing of Broker of Record (BOR) letters, obtaining copies of insurance policies and loss runs, introduce CAPMC contacts and service team members, and review proposed service agreement.	Gallagher

Proposed Date	Action Item	Responsibility
	Schedule Pre-Renewal Meeting to develop marketing strategy for 1st renewal; conduct risk assessment.	Gallagher/CAPMC
	Review loss runs and open claims that may require advocacy.	Gallagher/CAPMC
	Meeting with insurance company underwriters.	Gallagher/CAPMC

**DAYS 1-30:**

- Core Group meeting held – transition meeting and planning
- Agent of Record letters executed
- Immediate service activities prioritized
- Gallagher begins collecting CAPMC data and information
- Collective review of current risk financing structure and identification of goals and objectives requiring potential structural changes/utilization of captive
- Identify important 12-month calendar dates
- Gallagher begins review of all CAPMC risk transfer product lines scope of coverage and terms and conditions
- Initial discussion of all product line renewal strategies
- Discuss service mandates and communication protocols
- Identify certificates of insurance coordination and issuance
- Identify where project management assistance is required
- Understand CAPMC’s strategic growth plan and implement Gallagher merger and acquisition support, if needed
- Develop open items listing and establish frequency of reviews

**DAYS 31-60:**

- Meet to discuss and strategize potential risk financing innovations.
- Discuss the collection of data/information assembling excess liability submission
- Discuss marketing strategy and timing of marketing plan
- Check in with CAPMC risk management leaders to be sure work plans are progressing or in revisions are needed
- Begin discussion on Enterprise Risk Management (ERM)
- Review open items listing

**DAYS 61-90:**

- Decide the direction of ERM initiative and plan accordingly
- Review open items listing
- Review calendar and evaluate any new dates/events to be included
- Prepare for captive board of directors meeting
- Coordinate captive working group to discuss and prepare agenda

This draft transition plan will be reviewed and discussed with your risk management and insurance operations team.

## 5. Conceptual and Proposed Service Approach

Gallagher has fully reviewed the scope of services set forth in the RFP. We are confident in our ability to exceed CAPMC's expectations with our experience in nonprofits, specifically of the proposed service team.

### Our Service Philosophy

We are dedicated to providing industry-leading customer service, with your satisfaction as our top priority; this is fundamental in how we do business. We deliver exceptional value to our clients by:

- Investing in the knowledge of our client's businesses and industries
- Listening closely to our clients about their expressed and unexpressed needs
- Providing a dedicated client service team
- Offering proactive ideas that advance and protect our clients' businesses
- Being flexible to respond to changes in our client's business needs
- Communicating candidly, directly, and often with our clients
- Leveraging the best tools to realize efficiency and cost savings for our clients
- Paying attention to logistics: when we deliver is as important as what we deliver
- Doing what we promise
- Being accountable for our performance

We require these commitments for ourselves. You get intelligent, aggressive, cost-effective consulting when you need it, as you need it, and consistent with our client's commitment to high quality. We use in-house training, outside continuing education training, and in-house specialists to educate us and keep our consultants' knowledge "state of the art." We innovate on behalf of our clients, making our consulting services the most creative and effective as possible and finding new ways to communicate with our clients cost-effectively and timely. Early analysis and definition of the issues – with a pragmatic determination of the right strategy to meet your goals – allow us to help you avoid the more significant expense, lost time, and spent resources that a less disciplined approach would incur. Our philosophy is to bring you superior consulting services at exceptional value.

### Ongoing Service

Gallagher's ongoing support throughout the year will start by developing an annual service plan, primarily composed of day-to-day program administration, renewal preparations, and marketing. The timing of the check-in calls varies depending on the time of year (e.g. weekly to bi-weekly calls during renewals or monthly calls during non-renewal times). As a true extension of CAPMC's risk management resources, we believe the regular check-in calls are critical to our relationship building and success in communicating the CAPMC message into the marketplace.

We understand the importance of following through and delivering on our promises. We commit ourselves to high professional standards from pre-renewal strategy meetings to mid-year stewardship meetings. Gallagher has a comprehensive Professional Standards Manual that outlines policies and procedures to facilitate client service excellence in all our risk management consultations and ensure we deliver consistent, high-quality service. Although we have specific standards, we realize CAPMC may have particular needs, and our team is prepared to meet any rush timelines you throw its way.

### Service & Administration

Gallagher differentiates itself through its delivery of service, reliable response times, and agility in rapidly pivoting to meet changing needs. You should expect the same commitment and dedication to exceptional service from your broker. Doing the little things right makes a big

difference. For example, the intensive, detail-oriented work of policy checking and insurance certificate issuance is one of the core service mandates that Gallagher delivers. Several systems guarantee that we execute daily service correctly.

Gallagher’s comprehensive professional standards form the basis for our clients’ service expectations, ensuring consistency and stability in client service. These standards include policies and procedures related to risk analysis, marketing, policy review and delivery, policy servicing and claims. Gallagher executes customer service with a “no-surprises” philosophy; responsiveness is the key to maintaining client confidence. We adhere to a documented, disciplined process to measure and confirm that we consistently exceed client expectations. We can also provide access to upload the underwriting documentation to our secure client portal, Gallagher Go, detailed further in this response. With our process, we can standardize and organize underwriting information across CAPMC’s program to ensure consistency and maintain records that reduce your administrative burden.

### Service Standards

To ensure consistency in client service, Gallagher’s comprehensive professional standards serve as the basis for our clients’ service expectations. The following standards include policies and procedures related to risk analysis, marketing, policy review and delivery, policy servicing and claims advocacy.

Technical Service Standards	Within:
Return phone calls	Same day or within 24 hours
Issue invoices and related documents	8 workdays of binding coverage or final terms are confirmed
Incorporate policy changes	Date of receipt or date coverage needed
Issue certificates	24 hours of receipt or as needed
Process endorsements	10 workdays of receipt from carrier
Process agency bill audits	7 workdays of receipt from carrier
Issue auto ID cards	24 hours or as needed
Check policies	Check 90 workdays of the effective date; deliver them within 10 workdays of checking

### ***Our marketing strategy and insurance placement process is summarized below:***

The marketing and insurance placement process for CAPMC begins with a pre-renewal meeting held 150–180 days before renewal, where market conditions, carrier options, claims history, exposures, and organizational changes are discussed. This stage involves a detailed review of buildings, policies, and prior underwriting applications. Updated underwriting information is assembled, and alternative strategies or enhancements are suggested to fit CAPMC’s risk profile. A comprehensive and compelling submission, including relevant data and documentation, is then prepared to attract underwriters’ attention. Meetings with key underwriters and loss control representatives are organized to build relationships and clarify coverage objectives. Once carrier quotations are received, terms and pricing are negotiated, and a renewal proposal is delivered 30 days ahead of renewal for thorough consideration. Coverage is bound at least three weeks before renewal to ensure timely issuance of certificates and policies. Lastly, throughout the policy term, ongoing support is provided: claims review sessions are coordinated, carrier performance is monitored, and assistance is available for new insurance or risk management needs. This process is designed to secure the best terms, foster strong carrier relationships, and support CAPMC’s evolving requirements.

## Key Market Observations

- Overall, rate increases for most buyers have moderated.
- The 2025 market offers a more competitive environment, particularly for previously stressed segments. This is most evident in large Property and Directors & Officers (D&O), where ample capacity and heightened competition are driving rate reductions.
- Insurers are generally pursuing growth with disciplined underwriting, but there is an increasing granularity to the market, where many different micro-markets exist based on a client's size, product, industry and geography. Many of these micro-markets have their own opportunities and challenges.

## Opportunities for Buyers in Today's Market

- Increasing coverage limits.
- Implementing deductible buy-downs.
- Securing more favorable policy language.
- Adding relevant endorsements, such as entity coverage for public company D&O or business interruption enhancements for property.

Recommended Markets
Charity First
First Nonprofit Insurance Group
Great American
Nonprofits Insurance Alliance Group
NonProfits United
Philadelphia
Travelers
Church Mutual

**Gallagher does not have any potential conflicts of interest.**

## Identifying Markets

Gallagher's global reach is enabled through wholly owned subsidiaries in the US, UK, Bermuda, and Europe, granting seamless access to the international insurance market without third-party intermediaries. Outside agencies are used only for specialized programs or by client request. With over 65 profit centers, Gallagher's wholesale brokers assist in placing complex insurance across regions, including Bermuda and Lloyd's of London. Established in 1974, Gallagher's London office facilitates both retail and program operations. In Bermuda, the firm acts as a wholesaler and captive manager, also holding interests in captive facilities, ensuring comprehensive and efficient market access for clients.

## MARKETING OF THE INSURANCE PROGRAM

Our team will present CAPMC's submission to the marketplace. Gallagher has a hands-on approach to marketing our accounts. Your insurance specifications will never be handed over to a marketing center for "processing". Your Gallagher service team, outlined in this proposal, will handle your account from start to finish. This means that the people with the most knowledge of your account are also the ones with the market relationships to get the job done. We have access to the right people, we know the marketplace, and know your account. We are in the best position to negotiate the best possible terms for your program.

## LIAISON WITH INSURANCE CARRIERS

Your Gallagher service team will serve as a liaison between you and your insurance carriers regarding all aspects of the program. We will act as an intermediary in all phases of account management, from underwriting to inspections to loss control to claims issues. Your Gallagher service team is always available to talk or to meet in person with CAPMC and/or the insurance carriers regarding any issues or concerns.

## IDENTIFYING CARRIER PARTNERS

We conduct a thorough analysis of risk identification and loss analysis to gain a comprehensive understanding of your risk profile. Once that is performed, we will design the appropriate structure for your program. We own our wholesale network, which provides access to virtually every insurance market through our locations in the U.S., London, and Bermuda.

## GALLAGHER'S FULLY INTEGRATED PLACEMENT MODEL

Many large organizations differentiate themselves by actively accessing various forms of risk transfer capacity. Some clients strictly transfer risk to excess insurers, while others find benefits in the treaty or capital markets. Many choose to combine the advantages of multiple forms of capacity.

**A key differentiator of your Gallagher placement team is that we are the only broker to fully integrate all forms of capacity – direct retail, wholesale E&S, facultative reinsurance, treaty reinsurance, and capital markets – into a seamless access point for our clients.** CAPMC can find comfort in knowing all forms of capacity were methodically accessed to determine the most appropriate mix of capital to accomplish your objectives. Additionally, this provides enhanced compensation disclosure and certainty regarding compensation practices of all firms involved in CAPMC's insurance placements.

## Measuring Success

Gallagher's CORE360 experience provides multiple opportunities throughout the renewal cycle to review coverage, discuss goals and engage CAPMC in open and honest discussions on how you think your broker is doing. Below are a few examples of how Gallagher measures success.

### CORE360 SCORECARD

To effectively and efficiently manage our overall commitment to CAPMC's Risk Management Program, our CORE360 scorecard was developed to provide our clients with a snapshot of how we have affected the total cost of risk over time by monetizing the cost of risk changes by the cost driver. The CAPMC scorecard will serve as the basis for which CAPMC will evaluate the Gallagher service team. We will establish agreed-upon Key Performance Indicators (KPIs) and will demonstrate our accomplishments with actionable and reportable items across the entire CAPMC scorecard with simple yet effective processes.

The Gallagher team will review the scorecard metrics in detail with CAPMC with an open and honest discussion that builds a framework of mutual success. There should never be any surprise to CAPMC or Gallagher when evaluating performance against the CAPMC scorecard. This is a continuous measurement that drives an environment of accountability and success.

- We proactively manage your renewal cycle, delivering a predictable timeline that creates time for thorough decision-making.
- You play a role in this, too – we are asking for more information in an earlier timeframe so that you receive the best outcome every time.

## STEWARDSHIP REPORTS AND ACCOUNTABILITY

For professional relationships to flourish, developing a business plan with our clients and measuring our results through a stewardship report is valuable. Typically, our stewardship report and meeting are scheduled one to two months after the effective date and include items such as insurance renewal results, claims summaries, claims advocacy review, insurance program structure evaluation, a timeline of deliverables (policy, binders, invoices, certificates, questions), and risk management consulting services. We will submit annual stewardship reports and hold stewardship meetings where you can evaluate our performance and offer feedback. Stewardship meetings are designed for one purpose – open, clear communications between the risk manager and the broker. In the case of CAPMC, we will bring your carriers to the table as part of the stewardship process to evaluate coverage and goals. Gallagher's stewardship report uses CORE360 to analyze how we've managed your total cost of risk and focus on the core areas of account management, marketing and risk control & claims support. Reports are also customized around your annual objectives and may include:

- Trend analysis
- Mod analysis, projections & validation
- Collateral analysis & required reserve study
- Targeted benchmarking
- Broker engagement & communication evaluation
- Loss projections/stratifications
- Umbrella limit analysis
- Deductible threshold analysis
- Emerging risk analysis

# 6. Value Added Services

At Gallagher, we integrate all necessary services on an ongoing basis into our core service and compensation agreements. This avoids negotiation and payment by our clients of additional fees for supplemental services. Such services are not free-standing profit centers at Gallagher — they are integrated into our core brokerage and risk services offering as outlined below.

Summary of Compensation	
Core Brokerage & Risk Services	Gallagher Compensation:
<b>Advice, marketing, placement and servicing of all lines of coverage set forth in the RFP.</b>	Included
<b>Day-to-Day Servicing</b> <ul style="list-style-type: none"> <li>• Advise and support on risk issues</li> <li>• Review and understand risk management strategy</li> <li>• Review of uninsured risks</li> <li>• Advice on business developments/changes</li> <li>• Auto ID cards</li> <li>• Certificates of Insurance</li> <li>• Invoicing</li> <li>• Endorsements</li> <li>• Quarterly check-in calls/meetings</li> <li>• Pre-Renewal Strategic Review Meeting (150 days prior to renewal) that includes a detailed comparison of all program options</li> <li>• Negotiation, placement and renewal management</li> <li>• Gallagher Submit – Our secure portal that can safely house all the documents required of an upcoming renewal, streamlining the renewal process</li> <li>• Ongoing carrier meetings with underwriters and loss control</li> </ul>	Included
<b>Tools &amp; Analytics</b> <ul style="list-style-type: none"> <li>• Gallagher STEP – Risk control training portal</li> <li>• eRiskHub – Cyber Risk Management Platform</li> <li>• Gallagher Go – Client Service Portal</li> <li>• Subscription Center – Electronic client communications that include information on new products, available webinars, conferences, etc.</li> <li>• Risk Solutions &amp; Analytics – Loss Forecast Analyses, Allocations, Benchmarking and trending, Collateral reviews, Coverage limits, Deductible thresholds, Reserve reviews, Retention analyses, Loss stratifications, Loss projections</li> <li>• Gallagher Drive Client</li> <li>• Gallagher Forecast - (powered by Eigen) Property Risk Modeling</li> <li>• Property Catastrophe Modeling Services</li> <li>• Benchmarking &amp; Placement Analytics</li> <li>• Gallagher RiskMap – Enterprise Risk Management Heat Mapping</li> <li>• M&amp;A Due Diligence</li> <li>• Archipelago – Secure, centralized platform that digitizes your property data that can be viewed and managed by you and your broker</li> </ul>	Included
<b>Contract Review as it relates to indemnities, insurance requirements and risk of loss sections</b>	Included

<b>Summary of Compensation</b>	
<b>Core Brokerage &amp; Risk Services</b>	<b>Gallagher Compensation:</b>
Financial Analysis & Management	Included
Actuarial Consulting Services	Included – Biannual
Foreign Network Oversight	Included
Foreign Local Insurance Placements & Service	Local Commissions
Required Travel Expenses	Included
National Risk Control – Claims Advocacy, Risk Control Consulting, Property Risk Engineering, and Fleet Safety Consulting	Included
Utilization of London & Bermuda Wholesale Brokers	Wholesale Commissions Retained by Wholesaler
<b>Other Services Priced Separately Based on Scope of Work</b>	
Gallagher Verify – Inbound Certificate Tracking	Separately priced based on volume
Full Enterprise Risk Management	Separate scope of services & fee
Business Continuity and Resilience Services	Separate scope of services & fee
RMIS Data Management Support	Separate fee
TPA Selection & Advocacy	Separate fee if applicable
Property Appraisals	Per appraisal – separately priced
Surety	Commission
Certified Actuarial Analysis and Reporting	Separate Fee
Wholesaler Commissions	Separate Fee
Captive Consultation	Separate Fee
RPS Probabilistic CAT Modeling	Separate scope of services & fee

## 7. Proposed Compensation

### Our Approach to Compensation

We see a wide range of compensation arrangements from our competitors with the overwhelming lesson being that there is a tremendous lack of consistency. Similar risk profiles with similar service needs can see a wide swing in pricing, even with the same broker. We strive for a consistent and disciplined approach to ensure a competitive and user-friendly approach for our clients and adequate compensation to allow us to deliver exceptional service and solutions.

Our service model and compensation approach are differentiated from our competitors in that we integrate all necessary services on an ongoing basis into our core service and compensation agreements. This avoids negotiation and payment by our clients of additional ad-hoc fees for such services, which are often housed in separate silo profit centers by our competitors to allow them to sell lower fees for their “core” service offering and then sell fully loaded retail fees for additional services. Such services are not free-standing profit centers at Gallagher — they are integrated into our core brokerage and risk services offering as outlined below.

Gallagher is committed to complete transparency concerning the income it receives from our brokerage services. Gallagher receives usual and customary brokerage commissions or fees, and occasionally fees in addition to commissions, for its services. In addition to such fees and commissions, Gallagher also may receive investment income on fiduciary funds temporarily held by it, such as premiums or return premiums.

Gallagher is comfortable with a compensation model that meets the expectations and needs of CAPMC. Whether it be a commission only model, fee-for-service structure, or some combination of the two, Gallagher is committed to working under a compensation model that is fair and equitable to all parties involved. Any revenue over the agreed fee or commission structure will be returned to CAPMC within 60 days of receipt.

### Compensation Philosophy

Gallagher is 100% transparent when it comes to compensation arrangements. All revenue earned by Gallagher and its affiliates is disclosed to you. All insurance carrier quotations received by Gallagher are provided to you including terms, conditions, premium, and commission, if any.

Our transparency philosophy holds whether we work on a fee instead of commission basis, pure commission, or a combination of both compensation methods. We aim to work with you to develop a compensation plan that both parties readily understand, captures the service standards you expect, and reflects the service team's experience assigned to your account.

Since 2009, Gallagher and its subsidiaries have been participating in contingent and supplemental compensation arrangements. Clients are given the opportunity to opt out of participation in these arrangements.

## 9. Debarment and Suspension (E.O. 12549 & 12689)

Gallagher confirms that the firm and any of our owners are not currently debarred, suspended or prohibited from doing business with the federal government or receiving federal funds.

# Appendix A – Team Biographies



**Linda N. Loflin, <sup>CIC</sup>**  
*Area President | US Retail Northwest Division*  
*Visalia, CA*  
*Joined Gallagher in 2018 | Started in Insurance in 1986*

Linda Loflin is a seasoned insurance executive with more than 35 years of industry experience, and a deep-rooted commitment to client success. As both a Commercial Insurance Broker and Area President of Gallagher’s US Retail Northwest Division in Visalia, she expertly manages a substantial portfolio of complex commercial accounts, delivering tailored risk management solutions across various specialized industries. Known for her deep market expertise and a client-centric philosophy, Linda brings both technical knowledge and a collaborative approach to her work. She is a Certified Insurance Counselor (CIC), specializing in crafting customized risk management programs across sectors such as social service & non-profit organizations, food & agriculture, manufacturing & distribution, and real estate & development, among others.

Prior to assuming her role at Gallagher, Linda was an agency Principal at Buckman-Mitchell, Inc. (BMI). During her 25 years at BMI, Linda worked closely with clients to develop a deep understanding of their needs, allowing her to establish and continually develop customized insurance solutions tailored to their specific requirements. Since joining Gallagher in 2018 through the acquisition of Buckman-Mitchell, Inc., Linda has played a pivotal role in the branch’s growth and strategic direction. She is known for building long-term client relationships, mentoring emerging talent, and leading with a balance of business acumen and personal integrity. Whether guiding clients through complex risk challenges or helping her team thrive, Linda is driven by a passion for service, results, and community impact.



**Rick Moen, <sup>CIC</sup>**  
*Vice President, Woodruff Sawyer*  
*Modesto, CA*  
*Joined Woodruff Sawyer in 2024 | Started in Insurance in 2005*

With over two decades of experience, Rick is an expert in delivering customized risk management solutions that help his clients successfully navigate changing insurance market conditions. Known for his process- and detail-oriented approach, Rick works closely with his clients, underwriters, and team members to deliver competitive insurance options and expertly executed solutions.

Prior to Woodruff Sawyer, Rick served as a vice president at an insurance brokerage providing creative, cost-containment strategies to help clients finance their risk.

Rick received a bachelor’s degree in psychology from the University of California, Davis. He holds the Certified Insurance Counselor (CIC) designation and is a Health Rosetta Certified Advisor.



**Joanie McLeod,** CIS, AIS, AINS

*Client Service Director | GGB-US Northwest Region*

*Visalia, CA*

*Joined Gallagher in 2018 | Started in Insurance in 1981*

Joanie McLeod joined Gallagher in 2018, bringing with her a wealth of experience in the insurance industry, which she embarked upon in 1981. As a Client Service Director for the US Northwest Region, Joanie ensures delivery of high-quality and efficient service to Gallagher clients. She leads client service teams in the Visalia branch and collaborates with the Branch Manager, Producers, and Client Service Managers to optimize the deployment of Client Service Operations CSO resources across accounts. While her primary focus is on leading and managing teams, Joanie also takes on the responsibility of managing accounts. Joanie enjoys working with our valued clients and maintaining and nurturing relationships, both long-standing and new.

Joanie's responsibilities include proactively managing the renewal pipeline and process for clients to ensure a seamless renewal experience and retain business, understanding clients' needs and provide appropriate coverage solutions. Joanie seeks out opportunities to strengthen client relationships by identifying areas of risk that warrant additional coverage and helps influence client decisions regarding the products and programs that best suit their needs.

Joanie achieves success in her role by leveraging her extensive experience and expertise in the insurance industry. She has been a Certified Insurance Counselor since 2007, which underscores her commitment to professional development and excellence in client service.



**Leslie DeTreville,** ARM, AINS

*Client Service Manager II | GGB-US Northwest Region*

*Visalia, CA*

*Joined Gallagher in 2023 | Started in Insurance in 2019*

Leslie DeTreville joined the Gallagher Team in 2023, bringing a rich and invaluable background in the insurance industry. Over the course of her career, Leslie has developed a deep understanding of the complexities and nuances of insurance products and services, positioning herself as a knowledgeable and trusted professional in the field.

Following a twelve year career in finance, Leslie began her journey in the insurance industry in 2019. She quickly demonstrated her ability to manage client relationships effectively, ensuring that their needs were met with precision and care. Her expertise in client service management allowed her to build strong, lasting relationships with a diverse range of clients, enhancing their satisfaction and loyalty.

Throughout her career, Leslie has been instrumental in delivering high-quality insurance solutions tailored to the unique requirements of each client. Her ability to coordinate with internal teams ensures timely and accurate service delivery, contributing to the success of both her clients and her organization. Her experience in account management encompasses renewals, policy changes, and client service, where she consistently identifies opportunities for improvement and implements strategies to optimize service delivery. Leslie's proactive approach to risk management provides clients with valuable guidance on risk mitigation strategies and insurance coverage options, helping them navigate complex risk landscapes.

Leslie obtained her bachelors degree in 2018, majoring in Human Resource Management, providing her with a strong foundation in business principles and human resource development. She is proficient in risk assessment and management strategies and has a comprehensive understanding of the insurance industry, holding both the Associate of Risk Management (ARM) and Associate of Insurance (AINS) designations.



**Jo Ellen Huckabay**

*Client Service Associate Senior | GGB-US Northwest Region*

*Visalia, CA*

*Joined Gallagher in 2018 | Started in Insurance in 1995*

Jo Ellen Huckabay has been a dedicated Client Service Associate since joining Gallagher in 2018. Jo Ellen excels in her role by leveraging her organizational skills and dedication to client service. Her focus on responsiveness to client needs underscores her commitment to excellence in service delivery.

Jo Ellen manages a wide array of responsibilities, including responding to customer service inquiries and requests, accounting activities, claims reporting, transmitting policies as well as endorsement requests and transmittals. Her proactive approach ensures seamless operations and exceptional service delivery to Gallagher clients.

Jo Ellen began her career in insurance in the Accounting Department at Buckman-Mitchell, Inc. in 1995 working her way to Assistant Controller before being acquired by Gallagher in 2018. JoEllen obtained her Property and Casualty license in 2019 and has been an appointed California Notary Public since 2022.



**Andrea Lemm**

*Claims Advocate, Senior | National Risk Control*

*Clovis, CA*

*Joined Gallagher in 2017 | Started in Insurance in 1995*

Andrea specializes in providing workers' compensation insurance brokerage services for Insured and Captive Clients. She is responsible for providing in-depth reserve analysis for complex workers compensation claims. Claim mitigation practices to include complex claims consultation, claim settlement evaluation, formalized light duty programs, and other mitigation practices. Conduct and Coordinate claim reviews with clients and/or carriers on Workers' Compensation losses. General oversight of reserve mitigation and working closely with carriers to resolve specific client issues for providing risk management support while assisting his/her clients with controlling and minimizing the total cost of risk.

Andrea Lemm began her career in Workers' Compensation nearly 20 years ago and joined Gallagher in 2017. Prior to joining Gallagher, she worked for Zenith Insurance Company as a claims assistant, was promoted to a Claims Adjuster, and was later promoted to a Claims Supervisor.



**Julia Holt, Esq**

*Regional Claims Advocacy Leader | National Risk Control*

*Glendale, CA*

*Joined Gallagher in 2021 | Started in Insurance in 2004*

Julia Holt is responsible for the oversight of and assignment to a team of regional claims advocates who collaborate with their clients and handle and monitor their complex and high-exposure claims. She consults with her clients regarding their claims and any coverage issues that arise to maximize their insurance recovery. Julia's experience spans numerous first- and third-party insurance lines, including property and casualty, management liability, cyber, crime, and media and entertainment-related policies. She also has experience with reinsurance.

Julia began her career in 2004 and joined Gallagher in 2021. Prior to Gallagher, she accrued nearly 20 years of experience as a trial attorney representing insureds in negotiations, litigation, arbitrations, and mediations against insurance companies for million-dollar claims. Julia successfully recovered millions of dollars in insurance proceeds for her individually and corporately insured clients, including numerous Fortune 500 companies. The clients she represented spanned multiple industries, including advertising and marketing, agriculture, automotive manufacturing, chemical manufacturing, commercial construction, consumer products, energy, entertainment and media, financial services, food manufacturing, healthcare, hospitality, pharmaceuticals, private equity, professional services, public higher education, real estate, retail, sports, technology, and telecommunications. Julia's extensive experience as a coverage litigator assists Gallagher's clients in efficiently maximizing their insurance recovery.

Julia received a bachelor's degree from the University of California, Los Angeles and a juris doctor from Georgetown University Law Center. She is a member of the State Bar of California.



**Kody Williams**

*Regional Risk Control Leader | National Risk Control*

*San Francisco, CA*

*Joined Gallagher in 2018 | Started in Insurance in 2004*

Kody Williams is responsible for the delivery of solutions supporting client's insurance placement and the development of risk improvement strategies. His areas of strengths include conducting comprehensive risk management process assessments, developing and implementing multi-disciplinary risk management strategies to control risk, managing and monitoring client services directed at controlling cost of risk, and understanding internal and external resources and matching to appropriately control client exposures.

Kody began his career in 2004 and joined Gallagher in 2018. He has extensive experience working in the insurance, industrial hygiene, and construction industries delivering risk management services. Kody has a proven track record in developing effective pre and post loss solutions for industry segment niche growth with efficient delivery of services impacting cost of risk. He was a lead trainer in the risk management group for past carriers delivering training on topics such as fleet safety, supervisor leadership, crisis management and many other topics directly related to the clients' needs. Kody has spent most of his career working directly with construction clients from Texas to California. Construction clients included general contractors, HVAC, electrical, street & road, utility, drilling and drywall. Kody also has experience working with clients in the manufacturing, auto dealerships, education, and healthcare industries.

Kody received a bachelor's degree from Oklahoma State University.



**Ethan Krochmal, CLCS**

*Senior Analytics Consultant*

*Rolling Meadows, IL*

*Joined Gallagher in 2019 | Started in Insurance in 2013*

Ethan Krochmal delivers analytics capabilities, services, and technologies to Gallagher clients, carriers, and colleagues. His focus is on client-facing consulting services and solutions.

Ethan began his career in 2013 and joined Gallagher in 2019. He has extensive InsureTech and consulting experience. Prior to Gallagher, Ethan worked for a RMIS provider holding multiple roles ranging from solution implementation to business development and sales. While in the RMIS industry, he became the subject matter expert for numerous solutions and specific industry segments.

Ethan received a bachelor's degree from Ohio University. He has earned a Commercial Lines Coverage Specialist designation.



**Peter Persuitti**

*Global Managing Director | Nonprofit Practice*

*Rolling Meadows, IL*

*Joined Gallagher in 2001 | Started in Insurance in 1996*

Peter Persuitti is Gallagher's global leader of its cross-functional Nonprofit and Religious — both faith-based and secular — Practices. Gallagher's consultative support of the third sector is among the largest in the world, working with more than 30,000 social service, community-based, third-sector charities, houses of worship, schools and agencies in a variety of risk, financial and human capital areas and the only large broker and consultant marshaling specialized resources across all internal divisions and throughout its network in the world.

As an academically trained Classicist — ABD Latin and Greek – Jesuit Scranton and Loyola Rome and The Ohio State University, American Academy for Classical Studies Fellow in Rome — who ventured from academia and administration — and youth coaching, schools abroad — in his early career to various corporate leadership roles. Peter thrives in teamwork and developing strong relationships with internal service consultant teams and external clients, institutions and professionals looking to collaborate in solving challenges and finding practical solutions for society. Collaboration and innovation are key outcomes of his efforts, manifest in a global meeting, "Convocation," for Roman Catholic dioceses and archdioceses that are running for more than 15 years (bi-annual). The 2024 event was held at the University of Notre Dame. Along with other Gallagher vertical leaders for higher education and public sector/schools, he orchestrated "Transforming the Trend", a meeting of leaders to confront the need for youth protection.

Peter's foray into corporate leadership began as the Public & Nonprofit Practice leader at Munich Re, among the world's largest reinsurers. Peter was one of the first independent school leaders to open up the Far East for candidates in the early 80s (at Choate as Dean of Admissions and Financial Aid). He has developed extensive fundraising skills from his nonprofit work, especially while leading the St. Bernardine Medical Center Foundation (Sisters of Charity of the Incarnate Word) in California. He leveraged his technology experience at EDS (Electronic Data Systems Marketing Development Program, Dallas TX) in deploying the earliest online college admissions system (Stevens Institute of Technology, Dean of Enrollment Management, Hoboken, NJ). Peter's work at Munich Re (Princeton, NJ) in the late 90s put him in the middle of the abuse crisis of Catholic dioceses. An early pioneer in proactively promoting safe environments during the depths of the horrific child abuse crisis in the late 90s, Peter was on the ground floor of the development of Virtus®, which today, as a robust learning management system, trains millions of staff, volunteers and families around the world.

Peter joined Gallagher in 2001 and has been recognized numerous times by Risk & Insurance magazine as a "Power Broker" for the nonprofit sector. He is the recipient of numerous internal leadership awards, including the "Niche Managing Director of the Year" and recently "The Gallagher Way" Award in 2023 for the colleague among Gallagher's employees, best exemplifying the 25 tenets of our culture.

# Appendix B – Additional References

**Boys & Girls Clubs of Tulare County, Inc.**

Galen Quenzer

559-972-7406

[Galen.quenzer@bgcsequoias.org](mailto:Galen.quenzer@bgcsequoias.org)

**California Citrus Growers Association**

Brent Mosley

559-622-9758

[Brent.Mosley@calcitrusgrowers.com](mailto:Brent.Mosley@calcitrusgrowers.com)

**Family Healthcare Network**

Whitney Neely

559-741-4307

[wneely@fhcn.org](mailto:wneely@fhcn.org)

**Los Angeles County Firefighters IAFF Local 1014**

Michelle Staal

310-639-1014

[michelle@local1014.org](mailto:michelle@local1014.org)

**Visalia Rescue Mission**

Michael Simmon

559-740-4178

[msimmon@vrhope.org](mailto:msimmon@vrhope.org)

# Appendix C – The Gallagher Way

# THE GALLAGHER WAY

Shared Values at Gallagher are the rock foundation of the Company and our Culture. **What is a Shared Value?** These are concepts that the vast majority of the movers and shakers in the Company passionately adhere to. **What are some of Gallagher's Shared Values?**

1. We are a sales and marketing company dedicated to providing excellence in risk management services to our clients.
2. We support one another. We believe in one another. We acknowledge and respect the ability of one another.
3. We push for professional excellence.
4. We can all improve and learn from one another.
5. There are no second-class citizens — everyone is important and everyone's job is important.
6. We're an open society.
7. Empathy for the other person is not a weakness.
8. Suspicion breeds more suspicion. To trust and be trusted is vital.
9. Leaders need followers. How leaders treat followers has a direct impact on the effectiveness of the leader.
10. Interpersonal business relationships should be built.
11. We all need one another. We are all cogs in a wheel.
12. No department or person is an island.
13. Professional courtesy is expected.
14. Never ask someone to do something you wouldn't do yourself.
15. I consider myself support for our sales and marketing. We can't make things happen without each other. We are a team.
16. Loyalty and respect are earned — not dictated.
17. Fear is a turnoff.
18. People skills are very important at Arthur J. Gallagher & Co.
19. We're a very competitive and aggressive company.
20. We run to problems — not away from them.
21. We adhere to the highest standards of moral and ethical behavior.
22. People work harder and are more effective when they're turned on — not turned off.
23. We are a warm, close company. This is a strength — not a weakness.
24. We must continue building a professional company — together — as a team.
25. Shared values can be altered with circumstances — but carefully and with tact and consideration for one another's needs.

When accepted Shared Values are changed or challenged, the emotional impact and negative feelings can damage the Company.

ROBERT E. GALLAGHER  
MAY 1984





**Gallagher**

Insurance | Risk Management | Consulting

---

The information contained herein is offered as insurance Industry guidance and provided as an overview of current market risks and available coverages and is intended for discussion purposes only. This publication is not intended to offer legal advice or client-specific risk management advice. Any description of insurance coverages is not meant to interpret specific coverages that your company may already have in place or that may be generally available. General insurance descriptions contained herein do not include complete Insurance policy definitions, terms, and/or conditions, and should not be relied on for coverage interpretation. Actual insurance policies must always be consulted for coverage details and analysis.

Gallagher publications may contain links to non-Gallagher websites that are created and controlled by other organizations. We claim no responsibility for the content of any link, website, or any link contained therein. The inclusion of any link does not imply endorsement by Gallagher, as we have no responsibility for information referenced in material owned and controlled by other parties. Gallagher strongly encourages you to review any separate terms of use and privacy policies governing use of these third-party websites and resources.

Insurance brokerage and related services to be provided by Arthur J. Gallagher Risk Management Services, LLC (License No. 100292093 and 0D69293).



# CalNonprofits Insurance Services

NONPROFIT OWNED. NONPROFIT SERVING.

**Specially prepared for**



**CalNonprofits is proud to be a  
Big “I” Best Practices Insurance Agency**



August 4, 2025

Community Action Partnership of Madera County (CAPMC)  
1225 Gill Avenue  
Madera, CA 93637

Dear Mattie,

We appreciate the opportunity to respond to your Request for Proposal. We are excited about the potential to partner with CAPMC as a trusted business advisor and risk management broker.

We are proud to be the *preferred insurance broker for California Head Start*, offering tailored coverage and expert guidance to meet the unique needs of early childhood education providers. Our deep understanding of Head Start Operations allows us to deliver exceptional service, risk management solutions, and peace of mind. As part of our commitment, we also offer a profit-sharing program that reinvests back into head start, supporting the mission and sustainability to these vital programs.

CalNonprofits Insurance Services (CNIS) fills a unique position within the insurance industry. We are the social enterprise of the California Association of Nonprofits (CalNonprofits). CNIS exists to bring together the best insurance expertise, technology, and personalized services available to provide our clients and friends with the most comprehensive, cost competitive insurance protection available in the marketplace.

We insure approximately 2,000 nonprofits in California. We do not just have a niche specialty in serving nonprofits – it is WHAT we do. We fully understand and support the unique needs of nonprofits like yours.

We welcome the opportunity to meet with you to discuss our response to your RFP and ways we can enhance and augment the services we provide to you and your employees. You do amazing work, let us help you!

Sincerely,

Sam Thurmon and Team  
Producer - Property & Casualty

## Contents

<b>Firm Qualifications, Experience, and References</b> -----	<b>4</b>
Summary of Our Firm & Culture-----	4
<b>References</b> -----	<b>5</b>
Core Values -----	5
<b>Loss Control Services</b> -----	<b>8</b>
<b>Project Organization, Personnel, and Staffing</b> -----	<b>6</b>
<b>Support Team &amp; Org Chart</b> -----	<b>6</b>
Primary Support Team: -----	6
<b>Conceptual and Proposed Service Approach</b> -----	<b>7</b>
<b>Exposure Analysis</b> -----	<b>10</b>
<b>Critical Exposure Areas</b> -----	<b>11</b>
<b>Proposed Transition Plan</b> -----	<b>12</b>
Value Added Services-----	13
<b>Appendix:</b> -----	<b>15</b>

## Firm Qualifications, Experience, and References

### Summary of Our Firm & Culture

CalNonprofits Insurance Services (CNIS) was founded in 1984 as a subsidiary of the California Association of Nonprofits (CalNonprofits). CNIS operates and offers services throughout the State of California, with two offices in northern California and one office in southern California. Most of our employees work remotely from all over California

CNIS is a financially secure brokerage that has operated for 40 years in compliance with all registration, permit, and licensing requirements in California. We are also licensed in 27 other states to serve out-of-state locations for our California nonprofits Unlike other insurance brokerages, our profits go directly to our parent organization, CalNonprofits, to further their advocacy work on behalf of the nonprofit sector. We currently serve approximately 2,000 nonprofit clients in California.

CalNonprofits Insurance Services was established during a time of diminishing insurance options for nonprofits. One driving reason for establishing the organization was to use the sector's collective influence to secure more stable and quality insurance for nonprofit employees. The first product developed was a trust to provide Dental and Vision coverages to nonprofits of all sizes. This trust (Nonprofit Benefits Trust) still exists and has provided market-leading dental and vision benefits and rates exclusively to association members.

CalNonprofits Insurance Services is an independent insurance broker, we work for you. We are a Big”I” Best Practices Insurance Agency – which means we help set the bar for best practices in our industry. We work with all major nonprofit carriers and through wholesalers when needed to obtain the best coverage for your unique exposures.

Our mission is to provide innovative, solution-oriented insurance products, personalized customer service and education tailored to the specialized needs of nonprofits. Our code of ethics supports our core values and mission:

CalNonprofits Insurance Services will conduct its business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

CalNonprofits Insurance Services is **NONPROFIT** owned. Colleen Lazanich, the CEO of CNIS, has over 30 years of experience in the insurance industry and has over 25 years insuring and supporting nonprofits. She holds Certified Insurance Counselor and Certified Risk Manager

designations. Our staff are all encouraged to grow their professional knowledge in insurance by working on insurance designations.

## References

- These are clients with a similar budget to CAPMC. These references can speak of our continued support to their organizations and our commitment to the nonprofit community.
  - Encompass Community Services – Jane Jennings, [jane.jennings@encompasscs.org](mailto:jane.jennings@encompasscs.org), 831-469-1700 x1025
  - Foundation for Early Childhood Development – Marcie Houchen, [mhouchen@foundationheadstart.org](mailto:mhouchen@foundationheadstart.org), 626-572-5107
  - Kai Ming Head Start – Jerry Yang, [jerry.yang@kaiming.org](mailto:jerry.yang@kaiming.org), 415-982-4777 x300

## Core Values

As the social enterprise for the California Association of Nonprofits, CalNonprofits Insurance Services exists to help and protect nonprofits while keeping their dollars in the nonprofit community. Our core values:

**Excellence** - We strive for excellence in all we do. Our customer service is tailored to each client and our service teams are vested in your mission. We will be responsive to your needs, not just because we value your business, but because we truly want your nonprofit to thrive.

**Collaboration** - We endeavor to develop great relationships with our co-workers, clients, carriers, and community. We can learn something every day if we keep our minds open and are receptive to new and different ideas.

**Trust** - We keep your best interests in mind in all that we do. You will have our commitment to help make the best decisions possible for the unique needs of your organization. We do not take your trust lightly; we seek to earn your trust every day.

**Diversity/Inclusion** - Our values reflect those of the nonprofits we serve - diverse and inclusive. We serve all nonprofits, and we do our best to reflect that diversity in our staff and our programs. We are committed to equity and inclusion in the workplace as well as in the community.

**Respect** - We respect the courage, vision, and dedication it takes to run a nonprofit. We respect the decisions and sacrifice you make daily, and we will always seek ways to help you succeed. We respect that each group is unique and has their own needs and values. We treat all our co-workers, clients, carriers, and community members with respect and care.

## Project Organization, Personnel, and Staffing

### Support Team & Organization

At our agency, we take a collaborative, team-based approach to insurance services to ensure our clients receive timely, thorough, and personalized support. Each member of our team plays a dedicated role – from account management and claims assistance to policy review and renewal coordination – allowing us to respond quickly and efficiently to your needs. Our collective expertise and shared commitment to your organization’s protection mean you can count on us for proactive communication, fast problem-solving, and long-term partnership. Our team has extensive risk management experience and many of our team members have earned industry-recognized designations.

### Primary Support Team:

Sam Thurmon is the Producer and your team lead. **(Bio provided)**

Samantha Ibarra, Account Executive, is your dedicated account manager. Samantha will be the day-to-day contact including assisting with claims reporting.

Beyond your primary team members – here is a directory of the Property Casualty Team with reporting structure (bios provided for those in bold within appendix):

### Colleen Lazanich, CEO

Property & Casualty Department:

**Amy Neuman, Senior VP Property Casualty (Bio Provided)**

**Sam Thurmon, Producer (Bio Provided)**

Jerry Gonzalez, Producer

Dolann Knox, Producer

Marycruz Castro, Producer

Cole Kinney, SVP of Development

**Cyndi Skelton, Customer Service Manager (Bio Provided)**

**Samantha Ibarra, Account Executive (Bio Provided)**

Wanda Porcella, Account Executive

Kimberly Rose, Account Executive

Julia Gurgel, Account Executive

Rebecca Parshall, Account Manager

Ken Chong, Account Manager

Brandon Fujii, Account Manager

**Support Team:** Runs motor vehicle records, certificates and other supportive tasks: 5 Members

**Small Business Unit:** 5 Members

CNIS is an organization of 65 teammates, and we plan to expand to 70+ by the end of 2025.

## Conceptual and Proposed Service Approach

As mentioned above, we have a dedicated team to support you, however our organization is not top down. We are strategic with our clients, bringing in the necessary resources within the organization during various stages throughout the year. During the renewal process we begin within 150 days of expiration, though we will need to hasten that process given the RFP award date and renewal date. We have provided a specific timeline for CAPMC provided on page 14 under **the proposed transition plan**.

Under a normal timeline, we meet internally with the team, claims, and loss control to determine any potential challenges including but not limited to market changes, property (fire) zone changes, incumbent appetite, outstanding loss control recommendations, and/or claims.

Between 150 and 120 days we gather the appropriate applications and details necessary for renewal. At 120-90 days we schedule a pre-renewal meeting with you to discuss market trends, challenges, areas of opportunity, determine marketing approach and finalize the renewal timeline. It is at this time we also request the necessary information using an electronic application that our clients really love, as it cuts down on manual completion, printing, signing, scanning, etc. **Our application process includes prior history information eliminating the need for hunting down and providing duplicate/repetitive information year over year.**

**Note:** During the first year we will need to develop and build the insurance file and specifications which will be the most involved. Renewals thereafter will have a streamlined approach using our technology to avoid redundancy.

**What You Can Expect from Us:** We pride ourselves on delivering a timely, responsive service with a commitment to same-business-day turnaround on client inquiries. We believe in complete transparency throughout the insurance process, keeping you informed every step of the way so there are no surprises. Our goal is to provide clarity, consistency, and peace of mind – making sure you always know where things stand and that your needs are our top priority.

**Market Approach:** Due to our strong focus on nonprofits and our volume, CNIS has established relationships with all the major insurance companies that exclusively underwrite risks of the nonprofit community. Insurers understand that CNIS is a major player in the nonprofit space, and they recognize our expertise. This translates into broader terms and conditions, better pricing, and more reasonable deductibles. Our internal benchmarking capability helps us when we negotiate with carriers, providing a competitive advantage for our nonprofit clients.

When considering markets to underwrite CAPMC risks, the team will review with potential underwriters the operational exposures of the organization, claims history and risk mitigation strategies. We will often use the findings of our risk management assessment as part of the marketing submission. Our market selection strategy is predicated on predetermined goals which

could include enhanced protection, lower cost or ease of program administration. CNIS will prepare all the market submissions from the information provided by Foundation ECE.

## Claim Services

The focus of CNIS’s claims services is to ensure that CAPMC gets the coverage that you pay for and the service that you deserve. Our high-touch claims approach allows you to do what you do best – get on with the task of running CAPMC. CNIS provides a high-touch approach to service in all stages of a claim:

Existing Claims	New Claims	Throughout the Claims Process
<ul style="list-style-type: none"> <li>*Access claims history</li> <li>*Access reasonableness of reserves</li> <li>*Intervene to produce preferential outcomes</li> <li>*Provide ongoing remediation strategies</li> </ul>	<ul style="list-style-type: none"> <li>Collect information and assess               <ul style="list-style-type: none"> <li>•Review policies to determine applicability</li> <li>•Manage adjusting process</li> <li>•Maintain communication throughout the process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>*Closely monitor claims</li> <li>Managing insurer conduct and progress               <ul style="list-style-type: none"> <li>•Monitor reserves and negotiate reductions when possible</li> <li>•Identify subrogation opportunities</li> <li>•Advocate in cases of declination</li> </ul> </li> </ul>

## Loss Control Services

We have a lot of risk management resources available for access through our various carriers and the Nonprofit Risk Management Center. We will notify you if there are any additional costs associated with any additional services – although most items are included in our services.

## Accountability

In addition to creating a Service Plan, we will work with CAPMC to create client-centric metrics and key performance indicators as benchmarks. The following chart provides example benchmarks that could be used to acknowledge that we are meeting our service objectives:

Financial	Program Administration	Consulting Support
<ul style="list-style-type: none"> <li>•Meeting budgetary expectations for insurance and insurance-related services</li> <li>•Creating a program structure that allows Foundation ECE to accurately anticipate future costs</li> </ul>	<ul style="list-style-type: none"> <li>•Prompt and accurate delivery of documentation and pragmatic use of CAPMC /CNIS technology to create administrative efficiency</li> <li>•Availability and stability of team members</li> </ul>	<ul style="list-style-type: none"> <li>•Contract review to ensure that insurance requirements and indemnifications are in sync</li> <li>•Usefulness of information provided to Foundation ECE on the topics of market security, risk management, and nonprofit risk exposures</li> </ul>

## Service Standards

In addition to timely communication regarding industry specific insurance issues and regular and meaningful communication regarding the status of your claims, our team adheres to the following service standards:

Deliverable	Service Standard
Delivery of renewal proposals	4 weeks prior to renewal (pending timely receipt of insurance applications)
Issuance of policy and endorsements	Within 60 days after each inception, renewal or amendment
Issuance of policy summaries	Within 60 days of policy receipt
Issuance of invoices for premiums	Within 5 days of renewal; 2 days for endorsements
Certificate issuance	Within 5 days of renewal; within 2 days for new issuance
Automobile ID Card issuance	Within 2 days of requesting, unless urgent
Response to telephone calls and e-mails	Within the same business day, if received before 4 p.m.; immediately for emergencies
Contract review	Same day if urgent, otherwise next day
Digital access to policies, materials, and certificates	On demand access to policies, certificates, including ability to issue evidence of liability
Motor Vehicle Reports	24 Hours unless a rush

## Key Property & Casualty Insurance Markets

Below we have identified key market partners that understand and support clients like CAPMC. The strategy, which is an integral part of our annual service plan, will define the way forward including renewal goals, pricing parameters, and alternative program structures and potential alternative carriers. We will execute the mutually agreed upon plan and review all options with you to allow for transparent and informed decisions.



## Carrier Selection based on Financial Rating

Contractual relationships with vendors or lessors often mandate specific financial solvency requirements for key policies and additional insured or loss payee status. CNIS relies on AM

Best Ratings and subscribes to their monitoring services to track insurer solvency on behalf of our clients. We maintain a minimum AM Best rating of A- for any CNIS authorized placement. Exceptions require special approval and acknowledgement of the insured

We recognize the importance of using financially stable insurance companies to ensure they meet your objectives as well as satisfy claim and service obligations. We will work with Foundation ECE to establish and rank the characteristics that are most important to you. The following list includes some basic criteria for evaluation:

- Creditworthiness
- Price Stability
- Accuracy of Policy and Claim Documents
- Historical Claim Management Practices
- Local Claim and Risk Control Representation
- Responsiveness
- Creativity
- Commitment to Foundation ECE (interest in a long-term partnership)

## Exposure Analysis

The insurance marketplace, particularly in California, is currently experiencing significant challenges.

Property: The property market has proven to be especially difficult, necessitating innovative solutions to provide full policy limits for our clients. We utilize numerous markets and can sometimes layer standard property coverages to ensure adequate protection. Our carriers recognize us as staunch advocates for our clients and, due to our excellent track record with them, they are willing to collaborate creatively. Some carriers are open to considering fire-

hardening measures undertaken to mitigate losses; we will thoroughly document these precautions when approaching all markets. Despite implementing such measures, the recent fires in Los Angeles resulted in a client with a zero-fire score losing their property entirely, which may prolong the current market difficulties for the near future. We have full access to standard and non-standard markets to address insurance carriers redrafting/reassigning fires classifications. In cases where it is necessary, we place coverage through non-admitted carriers or the California Fair Plan as a last resort.

Liability: General, auto and excess liability markets are becoming more restricted in limits and coverage due to unchecked litigation and nuclear verdicts. Statistically, nonprofits are more likely to have a directors & officers claim made against them, so we have been seeing a lot of changes to retention amounts, restrictions of coverage and reduced limits. As with property, our standard carriers know we understand our clients and their risk management techniques.

Transportation of clients in owned (or non-owned) vehicles can pose a significant risk to the organization. A good driver policy with frequent review will help identify if a driver still qualifies to drive on behalf of the organization. Some carriers offer fleet services to assist with mitigating risks. If you are not already participating in the Pull Program with CA DMV, and your fleet qualifies, we would recommend it.

Umbrella/Excess Liability capacity has been restricted or limited among many carriers' requiring a full marketing of the entire program to ensure our clients comply with their contractual obligations. Phly is currently comfortable providing \$5M in limits, however that could change and would need to budget time for marketing. This would also mean securing options in excess and surplus (E&S) market, incurring significantly higher costs in premium per mil of coverage.

## Critical Exposure Areas

The following table contains the specific risk coverage areas we would want to help address. Items in **BOLD** are potential gaps noted but not a complete list. The CNIS team is prepared to take a deep dive and provide a legal, financial and compliance review of emerging risks.

Coverage	Risk Factor	Key Risk Factors
Directors Officers, Employment Practices, Fiduciary	Moderate	Wrongful Termination, Harassment, Wage and Hour, Fundraising, Management of Funds (including 3 <sup>rd</sup> party exposure)
Property	Moderate to High	<b>Wildfire Score</b> , Fire, Vandalism/Water Damage Issues, Code Compliance
General Liability	High	Public Exposure, Lease and Contractual Agreements, Third-Party Contractors
Abuse Liability	High	Working with vulnerable populations
Professional Liability	High	Educators, counselors
Auto	High	Fleet Safety and Management

Cyber and Media Liability	High	Data Breach, Employee and Volunteer Records, Donor Information, Impact on Fundraising, Copyright Infringement, Social Media, Reputation, <b>Social Engineering - higher limits</b>
Crime	Moderate	Employee Theft, Computer Crime, Forgery, <b>Social Engineering-higher limits</b>
Earthquake/Flood	Varies	<b>Gap where in flood/eq zones</b>
Excess Liability	Moderate-High	Budget Size, Employee count
Volunteer Accident	Moderate	Volunteers and Participants

## Proposed Transition Plan

- Upon receiving award, we will request copies of all current insurance contracts, certificates, insurance schedules and will conduct a thorough review to identify potential gaps or areas of improvement.
- Obtain Broker of Record letters on all policies – not all carriers will recognize a new broker mid-term but for those that do, it allows us to make any agreed upon changes and market the renewals to carriers. If you need mid-term changes to existing policies and the carrier will not change mid-term, we will help you communicate with your prior broker.
- Issue updated Certificates and other proofs as needed to ensure your contracts and holders have up to date information (we can only do this for the policies where we are recognized as the broker by the carrier).
- All other policy effective dates will be aligned with the 10/1 renewal to maintain consistency and streamline coverage administration.

Renewal Timeline: Our renewal process is designed to ensure a thorough and proactive approach as mentioned in our service standards. The timeline below is based on the RFP date and renewal date which is very compressed. To be effective, all parties will need to work closely together to keep on schedule.

Date	Action Item	Responsible Party
8/14/2025	RFP Awarded	CAPMC => CNIS
8/14-8/18	Send policies, applications, schedules of insurance (property, driver and inland marine), currently valued 5 years loss runs for Sept/Oct renewals, COI's	CAPMC => CNIS
8/21-8/25	Receive signatures, file BOR's with carriers Set up insurance file -prep / send applications for completion	CNIS => CAPMC
9/1/2025	Insurance applications/schedules due back	CNIS => CAPMC
9/5/2025	Submit to Incumbent/Markets	CAPMC => CNIS
9/15-9/20	Proposal -pending carrier quotes	CNIS => CAPMC
10/1/2025	Bind/Renew Coverage	EVERYONE Celebrates!

We can provide broad estimates of renewal costs based on what we are seeing in the industry – it is rare for carriers to provide quotes more than 30 days prior to renewal. CNIS will prepare specifications to educate the insurance market about CAPMC exposures, then continually provide information to you about changes in law and peer group loss events that may affect availability of future coverage, pricing or coverage terms and conditions.

## Value Added Services

Our commitment to you, from the highest levels of the company to the people on the front lines, is that we care, and we deliver. We are here to help protect your mission and your employees so you can do the great work you do in the community. We will be involved with providing you with the tools and information you need to reduce risk in your organization. We seek to be your partner, advisor and ally in the insurance marketplace.

- CalNonprofits Insurance Services affirms that we have the expertise and capacity to provide the following services (all provided in-house unless otherwise noted):
- **In-Depth Policy Assessment and Review** – We will review your policies and provide you a written assessment of your coverages and where there might be improvements to limits, coverages, terms and conditions.
- **Partner with clients to develop long-range goals and strategies** – Our consultants will work with you in developing, implementing, and maintaining an insurance strategy specific to your organization. We also work with you to continually evaluate any strategy to assure its relevance based on organization and/or market changes.
- **Risk Management** – We are an affiliate partner of the Nonprofit Risk Management Center – and as such we have access to discounted services through them and well as a library of documents. Our staff is very knowledgeable about risk management for nonprofits of all types including schools. We coordinate with your insurance carriers to maximize their risk management services
- **Workers Compensation Claims Management** – We contract with a claims management professional to review claims and work with carriers to ensure they are working through the claims process as quickly as possible. We will do an experience modification estimate to help with budgeting and clearly explain how claims are impacting your premiums.
- **Newsletters** – We are active in posting relevant information on our blog, in our newsletters, and in social media. We aim to keep you in the know. We have a bimonthly risk management newsletter.
- **Subscription to Mineral** - Mineral is our Human Risk Management solution and is provided free of charge to all clients. Mineral has a toll-free advice line to help you resolve your human resource issues and you receive **unlimited calls** to this line. Mineral includes a Handbook Builder, a Job Description Builder, safety checklists, comptrainingbrary, compliance calendar, safety information/templates, and a huge

training library, including courses geared to nonprofits that you can use to standardize and track staff trainings and required onboarding training.

- **Connect 24/7** - Connect 24/7 is our client portal and is tied to our agency management system. You can access via a web browser or a mobile device to look up details on your policies, forms, and attachments. Our library of compliance related newsletters and a secure upload portal is also included. If we write your property/casualty coverage lines, you can update, add, or delete drivers, autos, or locations. We can even provide you with templates to issue your own Certificates of Insurance – immediately 24/7
- **TruHu** - TruHu is a communication platform designed to enhance employee engagement and communication within organizations. It leverages text messaging to facilitate various HR and benefits-related interactions, such as emergency communications, enrollment in programs, access to plan information, wellness program engagement, employee surveys, and technology adoption. TruHu aims to simplify the way employees connect with HR resources and information, making everything accessible through a single tap on their phone.
- **Employee Benefits Related Services** –we can provide these additional services:
  - **Assist with the administration of all group insurance plans, settling carrier issues/disputes, analyzing effectiveness of programs, offering creative solutions** – Our service team prides itself in our ability to interact with carriers to resolve member issues. As a well-established brokerage in the state of California, we have connections with many carriers for expedited resolution of disputes. We track programs to routinely evaluate their effectiveness and are continually researching and developing new, creative solutions to address the market needs of clients.
  - **Monitor ongoing contracts, including plan administration, provider compliance with contracts and booklets** – We verify language in all client contracts to assure accuracy.
  - **Assist in complying with applicable laws and regulations, advising staff of changes in the laws, and recommending solutions** – We provide guidance to help you comply with federal, state, and local laws and regulations, including the Affordable Care Act and, ERISA
  - **Consult on related issues such as discrimination testing, 5500 filing, Section 125, COBRA, HIPAA Medicare, FMLA (Family and Medical Leave Act), etc.** – We will facilitate and pay for COBRA administration and 5500 filing services if you contract with our partner vendors. We assist with Section 125 compliance and Medicare CMS filings.
  - **Provide web-based platform for open enrollment** - CNIS provides clients complimentary use of a powerful online enrollment and benefit administration portal known as Ease. The portal is compatible with virtually all benefits carriers. It offers employees real-time rate calculations of costs per pay period as they choose between different combinations of benefits. Plan documents can be attached and distributed through the portal, including documents requiring signatures. As the employer, you will

have real-time visibility to employees' enrollment progress. Additional HR and compliance modules (including the

- completion of 1094 and 1095-C forms) with Ease can be added at your expense and managed by your benefits administrator.
- **Solicit bids from insurance markets which specialize in group insurance plans. Evaluate bids and bidders, including claims procedures, abilities, experience and history, service, financial policies and stability and identifying the most beneficial package for our needs** – We perform a comprehensive market search and solicit multiple bids from carriers for group insurance plans as outlined, evaluate bids and bidders, including claims procedures, abilities, experience and history, service, financial policies and stability, and identify the most beneficial package for your needs. In our recommendation we will clearly outline our reasoning for the recommended package. We pride ourselves and our expertise in conducting thorough market and carrier analyses when soliciting bids on your behalf. This will be done initially by your Sales team then subsequently by your Account Executive and customer service team.
- **EB Newsletters** - We provide a monthly wellness newsletter “Better Living” to account contacts, and we encourage you to forward it to your employees. We also provide a quarterly compliance newsletter to help you stay on top of your compliance related duties. We have a bi-monthly newsletter for benefits administrators and a quarterly compliance newsletter.

## Proposed Compensation

CalNonprofits Insurance Services is compensated solely through commission arrangements with the various insurance carriers, and we are completely transparent regarding these arrangements. **There are no additional fees for any of the services outlined in this RFP.** If carrier does not pay commission to the broker, we may charge a fee for service, and this would be disclosed at the time the quote is presented. This rarely happens, but some clients request a fee instead of commission from the carrier.

Any recommended outside service that would incur a fee would be disclosed prior to the time of recommendation. Clients are not subject to a minimum contract period and may terminate our services at any time.

**We thank you for the opportunity to present you with a detailed and thoughtful response and look forward to hearing how we can support you!**

**Appendix:**

Sam Thurmon | Producer



Sam has worked in the insurance industry for over 11 years, 7 of those have been focused on nonprofits. When he's not working, he enjoys being in nature, snowboarding, and checking out new restaurants with his wife. "My favorite part of my job is connecting with people, helping protect their nonprofit, and supporting their mission."

Samantha Ibarra | Account Executive



With over 19 years of commercial lines experience, Samantha specializes in delivering exceptional customer service. Her background equips her to provide tailored solutions and dedicated support, ensuring that each client receives the highest level of care. She is excited to work alongside nonprofits as she believes in the impact and importance of their missions and is committed to offering support to help them continue to thrive. Samantha enjoys spending time with her friends and family and can almost always be found baking.

Cyndi Skelton | Property & Casualty Service Team Manager



With over 40 years of commercial lines experience, Cyndi's technical knowledge and insurance marketplace experience have added benefits to our nonprofit clients. Cyndi has a soft spot for animals, food and fun with friends and family. "Working with non-profits gives a deeper meaning to my professional life and a renewed sense of purpose."

Amy Neuman, ARM | SVP Property & Casualty Department



With 27 years of experience in the insurance industry, I am a dedicated professional and servant leader passionate about supporting health and human services. Outside of work, I volunteer with

my local Rotary Club and Rocket Dog Rescue. I enjoy pickleball, camping adventures with my husband and our three dogs, tending to my garden, and vacationing, often to Maui, during whale season.

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
FISCAL EXPENDITURE REPORT  
FOR THE PERIOD ENDED JULY 31, 2025**

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
CSBG 01/01/2025 - 12/31/2025 218	318,202.00	107,386.28	58.33%	33.75%	Provide social service programs and administrative expenses
CSBG DISCRETIONARY NO CONTRACT YET 217	0.00	0.00	#DIV/0!	#DIV/0!	Provide social service programs and administrative expenses
<b>HEAD START &amp; CHILD DEVELOPMENT</b>					
HEAD START REGIONAL 06/1/25 - 05/31/26 311/380	4,496,470.00	320,932.99	16.67%	7.14%	Provide HS services to low income preschool children and families
HEAD START T/TA 06/1/25 - 05/31/26 310	46,025.00	3,285.05	16.67%	7.14%	Provide training for staff and parents
EARLY HEAD START REGIONAL 06/1/25 - 05/31/26 312	826,615.00	139,605.10	16.67%	16.89%	Provide early HS services to 50 low income infant, toddlers and pregnant women
EARLY HEAD START T/TA 06/1/25 - 05/31/26 309	13,373.00	1,950.00	16.67%	14.58%	Provide training for staff and parents
MADERA STATE CSPP/RHS LAYERED 07/01/25 - 06/30/26 319	1,192,760.00	0.00	8.33%	0.00%	Provide child care services to HS preschool children and families
CHILD & ADULT CARE FOOD PROGRAM 10/01/24 - 09/30/25 390	602,510.00	398,326.94	83.33%	66.11%	Provide funds to serve hot meals to HS & state childcare children
MADERA MIGRANT HEAD START 03/01/25 - 02/28/26 321/362	6,303,222.00	2,307,269.70	41.67%	36.60%	Provide HS services to 479 migrant and seasonal children and families
MADERA MIGRANT HS TRAINING 03/01/25 - 02/28/26 320	30,177.00	27,972.43	141.67%	92.69%	Provide training for staff and parents
MADERA MIGRANT CHILD CARE - PART YEAR 07/01/25 - 06/30/26 322/324	992,716.00	0.00	8.33%	0.00%	Provide child care services to migrant eligible infant and toddlers
MADERA MIGRANT CHILD CARE SPECIALIZED SERVICES 07/01/25 - 06/30/26 325	169,936.00	8,692.17	8.33%	5.11%	Provide start up funding for supplies and staff to provide services to migrant eligible infant and toddlers
REGIONAL MADERA COE QUALITY COUNTS 06/01/2025 - 05/31/2026 356	130,004.64	0.00	16.67%	0.00%	Provide low-income children high quality preschool programs with focus on child development, teaching, and program/environment quality

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
FISCAL EXPENDITURE REPORT  
FOR THE PERIOD ENDED JULY 31, 2025**

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
FRESNO MIGRANT HEAD START 09/01/24 - 08/31/25 331	5,789,431.00	5,666,525.54	91.67%	97.88%	Provide HS services to to 469 migrant children and families
FRESNO MIGRANT HS -TRAINING 09/01/24 - 08/31/25 330	82,690.00	65,266.71	91.67%	78.93%	Provide training for staff and parents
FRESNO MIGRANT HEAD START ONE-TIME PROJECT IMPROVEMENTS 09/01/24 - 08/31/25 332	853,658.00	468,834.67	91.67%	54.92%	Provide funding for one-time project improvements to Fresno Migrant Head Start centers
FRESNO MIGRANT FRESNO COE QUALITY COUNTS 09/01/2024 - 08/31/2025 351	425,745.25	0.00	91.67%	0.00%	Provide low-income children high quality preschool programs with focus on child development, teaching, and program/environment quality
DSS STRENGTHENING FAMILIES 07/01/2025 - 06/30/2026 371	277,136.00	13,144.07	8.33%	4.74%	Provides training and education to parentx to strengthen family relationships

COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
 FISCAL EXPENDITURE REPORT  
 FOR THE PERIOD ENDED JULY 31, 2025

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
<b>RESOURCE &amp; REFERRAL:</b>					
CCDF-HEALTH & SAFETY 07/01/25 - 06/30/26 411	7,997.00	0.00	8.33%	0.00%	Training and supplies for child care providers
R & R GENERAL 07/01/25 - 06/30/26 401	297,087.00	22,963.83	8.33%	7.73%	Provide resources and referrals regarding child care and related issues
EMERGENCY CHILD CARE BRIDGE PROGRAM 07/01/25 - 06/30/26 407	307,121.00	6,187.23	8.33%	2.01%	Provide subsidized child care for eligible foster children
CHILD CARE INITIATIVE PROJECT 07/01/25 - 06/30/26 424	55,064.00	3,097.91	8.33%	5.63%	Recruiting and training child care providers for infants and toddlers
ALTERNATIVE PAYMENT 07/01/25 - 06/30/26 414	8,294,765.00	14,885.11	8.33%	0.18%	Provide subsidized child care for eligible families
ALTERNATIVE PAYMENT STAGE 2 07/01/25 - 06/30/26 427	1,848,171.00	10,513.18	8.33%	0.57%	Provide subsidized child care for eligible families
ALTERNATIVE PAYMENT STAGE 3 07/01/25 - 06/30/26 428	1,166,253.00	8,209.86	8.33%	0.70%	Provide subsidized child care for eligible families

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
FISCAL EXPENDITURE REPORT  
FOR THE PERIOD ENDED JULY 31, 2025**

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
<b>VICTIM SERVICES:</b>					
RSVP/CALOES 10/01/24 - 09/30/25 500	340,538.00	270,716.93	83.33%	79.50%	Assist victims of sexual assault
VICTIM WITNESS/CALOES 10/01/24 - 09/30/25 501	442,782.00	289,992.34	83.33%	65.49%	Assist victims of crime
SHELTER-BASED DOMESTIC VIOLENCE 10/01/24 - 09/30/25 533	537,587.00	397,654.71	83.33%	73.97%	Provide shelter services for domestic violence victims
DOM. VIO. MARRIAGE LICENSE 07/01/25 - 06/30/26 502	22,000.00	0.00	8.33%	0.00%	Provides shelter and services to domestic violence victims
DOMESTIC VIOLENCE RESTITUTION 07/01/25 - 06/30/26 504	4,000.00	0.00	8.33%	0.00%	Provides shelter and services to domestic violence victims
VSC DOMESTIC VIOLENCE GENERAL FUND 07/01/25 - 06/30/26 DONATIONS ONLY 507/525	2,000.00	0.00	8.33%	0.00%	Assist victims of domestic violence
VICTIM SERVICES CENTER FUND 07/01/25 - 06/30/26 DONATIONS ONLY 510	2,500.00	0.00	8.33%	0.00%	Assist with program operations for all Victim Services clients
UNSERVED/UNDERSERVED VICTIM ADVOCACY & OUTREACH 01/01/25 - 12/31/25 508	196,906.00	124,302.04	58.33%	63.13%	Assist unserved/underserved, primarily Hispanic, victims of crime
TRANSITIONAL HOUSING 01/01/25 - 12/31/25 531	135,000.00	68,118.97	58.33%	50.46%	Provide long-term shelter services for domestic violence and human trafficking victims
<b>YOUTH AND SPECIALIZED SERVICES:</b>					
CHILD ADVOCACY CENTER 07/01/25 - 06/30/26 516	1,000.00	0.00	8.33%	0.00%	Provide child sexual assault interviews
CHILD ADVOCACY CENTER (KC) PROGRAM CALOES 04/01/2025 -03/31/2026 535	200,000.00	60,512.80	33.33%	30.26%	Provide funding to operate child advocacy center and provide child sexual assault interviews

COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
 FISCAL EXPENDITURE REPORT  
 FOR THE PERIOD ENDED JULY 31, 2025

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
=====					
COMMUNITY SERVICES - EMERGENCY & OTHER SERVICES:					
-----					
FEMA NO CONTRACT YET 205 OR 235	0.00	0.00	#DIV/0!	#DIV/0!	Administration of the FEMA program
-----					
E.C.I.P./LIHEAP (11/01/24 - 06/30/26) 208	729,173.00	706,317.36	45.00%	96.87%	Assistance for low income clients for energy bills and weatherization services
-----					
MADERA MENTAL HEALTH PROPERTY MGMT 07/01/25 - 06/30/26 216	50,000.00	1,873.53	8.33%	3.75%	Provides property management services for the County of Madera Behavioral Health
-----					

**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.  
FISCAL EXPENDITURE REPORT  
FOR THE PERIOD ENDED JULY 31, 2025**

DEPARTMENT/ PROGRAM TITLE	AMOUNT FUNDED	FUNDS SPENT YTD	BUDGET % YTD	ACTUAL% YTD	PROGRAM DESCRIPTION
<b>COMMUNITY SERVICES - HOMELESS PROGRAMS:</b>					
VALLARTA/THE GONZALEZ FAMILY DONATION 07/01/25 - 06/30/26 221	465.34	0.00	8.33%	0.00%	Provides funding for homeless support and emergency services
SHUNAMMITE PLACE 11/01/24 - 10/31/25 224	848,597.00	562,392.35	75.00%	66.27%	Provides permanent supportive housing for homeless people with disabilities
CITY OF MADERA - CDBG 07/01/25 - 06/30/26 231	20,000.00	0.00	8.33%	0.00%	Provides funding for Fresno-Madera Continuum of Care and homeless support
HOMELESS HOUSING, ASSISTANCE & PREVENTION (HHAP IV) BEHAVIORAL HEALTH 01/01/24 - 6/30/27 246	346,709.12	90,029.66	45.24%	25.97%	Provides rental assistance and rapid rehousing, outreach and coordination, prevention and shelter diversion to permanent housing
HOMELESS HOUSING, ASSISTANCE & PREVENTION (HHAP-III) BEHAVIORAL HEALTH 07/01/23 - 06/30/26 278	526,635.86	490,804.60	69.44%	93.20%	Provides rental assistance and rapid rehousing, outreach and coordination, prevention and shelter diversion to permanent housing
HUD COORDINATED ENTRY SUPPORTIVE SERVICES HELP CENTER 11/01/24 - 10/31/25 284	539,797.00	288,319.80	75.00%	53.41%	Provides coordinated entry supportive housing for homeless people within the FMCoC area
MADERA CO. PROP 47 COMMUNITY & HOUSING OUTREACH SERVICE 6/17/25 - 3/31/28 285	1,000,000.00	0.00	3.03%	0.00%	Provides shelter, case management, essential resources, and street outreach services to unsheltered with Madera Co. Task Force members

**Community Action Partnership of Madera County, Inc.  
Consolidated Statement of Financial Position by Object  
June 30, 2025**

F-4A

	<u><b>This Year</b></u>
<b>Assets</b>	
1113- CASH IN WESTAMERICA PAYROLL CK	3,452.20
1116- CASH IN WESTAMERICA HEAD START MONEY MARKET	2,516.76
1117- CASH IN WESTAMERICA ACCTS PAYABLE CHECKING	(198,123.31)
1122- SAVINGS - WESTAMERICA	5,553,008.49
1124- CERTIFICATE OF DEPOSIT VICTIM SERVICES - COMMUNITY WEST BANK	400,000.00
1130- PETTY CASH	710.00
1310- GRANTS RECEIVABLE	5,398,867.48
1320- ACCOUNTS RECEIVABLE	26,241.35
1323- A/R IGNITE MY CITY CHURCH	706.89
1328- EMPLOYEE & TRAVEL ADVANCES	422.98
1329- ADVANCE CLEARING	6,366.54
1410- PREPAID EXPENSES	99,119.25
1420- SECURITY DEPOSITS	46,661.04
1421- WORKERS' COMP DEPOSIT	7,702.01
1450- INVENTORY	36,766.50
1512- EQUIPMENT	1,742,135.69
1513- VEHICLES	1,435,177.80
1514- BUILDINGS	4,021,500.45
1515- LAND IMPROVEMENTS	190,835.13
1516- BUILDING IMPROVEMENTS	427,857.12
1519- LAND	59,005.00
1522- ACC DEPR - EQUIPMENT	(1,082,226.79)
1523- ACC DEPR - VEHICLES	(934,489.01)
1524- ACC DEPR - BUILDINGS	(3,570,319.36)
1525- ACC DEPR - LAND IMPROVE.	(182,114.05)
1526- ACC DEPR - BUILDING IMPROVE.	(226,995.63)
1590- ROU ASSETS - OPERATING LEASES	15,880,941.00
	29,145,725.53
<b>Total Assets</b>	<b>29,145,725.53</b>
<b>Liabilities and Net Assets</b>	
2101- ACCOUNTS PAYABLE	1,146,919.07
2111- ACCOUNTS PAYABLE - MANUAL	31,633.73
2112- ACCOUNTS PAY-FUNDING SOURCE	103,304.84
2115- A/P OTHERS	(264,882.85)
2121- ACCRUED PAYROLL	463,340.96
2122- ACCRUED VACATION	1,206,072.67
2123- ACCRUED PAYROLL - MANUAL	849.40
2211- FICA PAYABLE	207,038.62
2212- FICA-MED PAYABLE	48,420.12

2213- FIT PAYABLE	107,943.00
2215- SIT PAYABLE	67,951.49
2216- SDI PAYABLE	24,678.69
2217- SUI PAYABLE	11,465.66
2218- GARNISHMENTS PAYABLE	2.36
2220- WORKER'S COMP PAYABLE	699.82
2231- RETIREMENT PAYABLE-ER CONTRIB	979,581.99
2232- W/H RETIREMENT	(35.00)
2244- KAISER MID20	(4,787.77)
2245- KAISER HIGH15	(17,655.25)
2248- KAISER LOW30	(1,475.76)
2249- KAISER DHMO40	312.78
2252- SELF INSURANCE - LIFE & ADD	(196.96)
2253- VISION INSURANCE PAYABLE	(495.01)
2254- SELF INSURANCE - DENTAL	68,796.09
2255- UNION DUES & FEE PAYMENTS	60.96
2258- TELEMEDICINE	153.75
2259- TELEMEDICINE BUNDLE PLAN	(62.00)
2260- MADERA RHS PARENT GROUPS	552.34
2262- FRESNO MHS PARENT GROUPS	2,130.16
2264- MCAC EMP FUND-UNIFICATION	64.15
2265- FRESNO - EDS - FUNDS	1,854.17
2266- R & R PROGRAM	3,326.92
2410- DEFERRED GRANT REVENUE	5,545,635.49
2415- RESERVE ACCOUNT	81,568.00
2420- OTHER DEFERRED REVENUE	430,007.38
2690- OPERATING LEASE LIABILITY	15,880,941.00
	<hr/>
Total Liabilities	26,125,715.01
3000- NET ASSETS W/O DONOR RESTRICTIONS	658,101.76
3050- NET ASSETS - BOARD DESIGNATED	560,000.00
3100- NET ASSETS - RESTRICTED FIXED ASSETS	1,780,656.82
Change in Net Assets	21,251.94
	<hr/>
Total Net Assets	3,020,010.52
	<hr/>
Total Liabilities and Net Assets	29,145,725.53
	<hr/> <hr/>

**Community Action Partnership of Madera County, Inc.  
Consolidated Revenue and Expense  
June 30, 2025**

F-4B

	<u>Year-To-Date</u> <u>Actual</u>
<u>Revenues</u>	
4110- GRANT INCOME-FEDERAL	28,079,609.59
4120- GRANT INCOME-STATE	9,235,149.58
4130- GRANT INCOME-AREA	649,804.57
4210- DONATIONS	23,081.72
4220- IN KIND CONTRIBUTIONS	3,504,059.29
4315- CHILD CRE REVENUE-STATE	7,198.65
4320- INTEREST INCOME	1,358.66
4330- SALE OF ASSETS	7,200.00
4350- RENTAL INCOME	63,442.68
4370- MERCHANDISE SALES	712.25
4390- MISCELLANEOUS INCOME	1,951.62
4900- INDIRECT COST REIMBURSEMENT	3,026,398.84
	44,599,967.45
<u>Expenses</u>	
5010- SALARIES & WAGES	15,848,086.06
5012- DIRECTOR'S SALARY	200,858.77
5020- ACCRUED VACATION PAY	942,228.73
5110- BENEFITS	2,889.94
5112- HEALTH INSURANCE	1,548,819.77
5114- WORKER'S COMPENSATION	417,372.86
5116- PENSION	850,466.55
5122- FICA	1,272,739.61
5124- SUI	151,908.02
5125- DIRECTOR'S FRINGE	93,613.48
5130- ACCRUED VACATION FICA	59,021.19
6110- OFFICE SUPPLIES	91,114.43
6112- DATA PROCESSING SUPPLIES	713,988.48
6121- FOOD	480,327.35
6122- KITCHEN SUPPLIES	62,736.32
6130- PROGRAM SUPPLIES	625,365.21
6132- MEDICAL & DENTAL SUPPLIES	59,670.26
6134- INSTRUCTIONAL SUPPLIES	40,880.30
6140- CUSTODIAL SUPPLIES & MAINTENANCE TOOLS	125,685.07
6142- LINEN/LAUNDRY	137.00
6143- FURNISHINGS	96,827.61

6150- UNIFORM RENTAL/PURCHASE	729.89
6160- RESALE ITEMS	215.46
6170- POSTAGE & SHIPPING	29,757.69
6180- EQUIPMENT RENTAL	214,107.32
6181- EQUIPMENT MAINTENANCE	60,592.76
6221- EQUIPMENT OVER > \$5000	412,396.43
6310- PRINTING & PUBLICATIONS	38,280.48
6312- ADVERTISING & PROMOTION	18,510.48
6320- TELEPHONE	287,159.75
6410- RENT	1,668,814.96
6420- UTILITIES/ DISPOSAL	584,405.24
6432- BUILDING & GROUNDS REPAIRS/ MAINTENANCE	660,090.74
6433- GROUNDS MAINTENANCE	194,424.62
6436- PEST CONTROL	30,063.72
6437- BURGLAR & FIRE ALARM	67,741.07
6440- PROPERTY INSURANCE	144,772.84
6510- AUDIT	66,317.50
6520- CONSULTANTS	109,572.75
6522- CONSULTANT EXPENSES	7,616.75
6524- CONTRACTS	613,096.49
6530- LEGAL	123,106.90
6540- CUSTODIAL SERVICES	139,936.76
6555- MEDICAL SCREENING/DEAT/STAFF	12,133.50
6610- GAS & OIL	52,290.09
6620- VEHICLE INSURANCE	158,575.17
6640- VEHICLE REPAIR & MAINTENANCE	67,974.10
6712- STAFF TRAVEL-LOCAL	25,929.73
6714- STAFF TRAVEL-OUT OF AREA	115,456.53
6722- PER DIEM - STAFF	3,918.25
6724- PER DIEM - PARENT	225.00
6730- VOLUNTEER TRAVEL	2,519.36
6742- TRAINING - STAFF	106,774.68
6744- TRAINING - VOLUNTEER	3,180.00
6745- TRAINING - PARTICIPANT/CLIENTS	2,145.00
6748- EDUCATION REIMBURSEMENT	414.00
6750- FIELD TRIPS	749.58
6810- BANK CHARGES	2,969.86
6832- LIABILITY INSURANCE	60,578.44
6834- STUDENT ACTIVITY INSURANCE	6,572.60
6840- PROPERTY TAXES	13,608.01
6850- FEES & LICENSES	115,828.59
6851- CPR FEES	6,588.00
6852- FINGERPRINT	4,763.50
6860- DEPRECIATION	10,100.47
6875- EMPLOYEE HEALTH & WELFARE	54,199.00
6880- VOLUNTEER RECOGNITION	993.37
7110- PARENT ACTIVITIES	4,221.10

7111- PARENT MILEAGE	1,790.13
7112- PARENT INVOLVEMENT	5,313.20
7114- PC ALLOWANCE	5,488.04
7116- POLICY COUNCIL FOOD ALLOWANCE	2,562.69
7210- TRANSPORTATION VOUCHERS	2,235.84
7224- CLIENT RENT	118,414.24
7226- CLIENT LODGING/SHELTER	96,269.04
7230- CLIENT FOOD	6,001.19
7240- DIRECT BENEFITS	7,790,924.77
7245- DIRECT BENEFITS - STATE	7,198.65
7250- FURNACE REPAIRS/REPLACEMENT	22,904.05
8110- IN KIND SALARIES	2,951,952.73
8120- IN KIND RENT	514,631.56
8130- IN KIND - OTHER	37,475.00
9010- INDIRECT COST ALLOCATION	<u>3,026,398.84</u>
Total Expenses	<u>44,578,715.51</u>
Excess Revenue Over (Under) Expenditures	<u><u>21,251.94</u></u>

Madera Migrant Head Start  
Budget to Actual

For the Period Ending **6/30/2025**

Start Date 3/1/2025  
Current Mnth 4.00  
18%

Account	Description	Budget	Current PTD	Current Actual YTD	Previous Actual YTD	YTD Budget	% Spent	Encumbered	Actual + Encumb	Budget Balance
<b>REVENUES</b>										
4110	GRANT INCOME-FEDERAL	6,303,222	775,823.65	1,780,826.14	1,005,002.49	4,538,319	28%	40,566.55	1,821,392.69	4,481,829.31
4220	IN KIND CONTRIBUTIONS	567,876	69,920.67	125,955.91	56,035.24	408,871	22%	-	125,955.91	441,920.09
4390	MISCELLANEOUS INCOME	-	-	-	-	-	-	-	-	-
	<b>TOTAL REVENUES</b>	<b>6,871,098</b>	<b>845,744.32</b>	<b>1,906,782.05</b>	<b>1,061,037.73</b>	<b>4,947,190</b>	<b>28%</b>	<b>40,566.55</b>	<b>1,947,348.60</b>	<b>4,923,749.40</b>
<b>EXPENDITURES</b>										
5010	Salaries & Wages	3,557,039	458,381.89	998,477.69	540,095.80	2,561,068	28%	-	998,477.69	2,558,561.31
5020	Accrued Vacation Pay	193,000	27,104.08	54,867.53	27,763.45	138,960	28%	-	54,867.53	138,132.47
5112	Health Insurance	407,733	44,395.92	105,760.34	61,364.42	293,568	26%	-	105,760.34	301,972.66
5114	Worker's Compensation	114,183	14,293.12	27,467.21	13,174.09	82,212	24%	-	27,467.21	86,715.79
5116	Pension	175,685	21,055.77	45,016.20	23,960.43	126,493	26%	-	45,016.20	130,668.80
5122	FICA	270,378	35,209.95	76,855.64	41,645.69	194,672	28%	-	76,855.64	193,522.36
5124	SUI	38,839	1,680.98	2,353.47	672.49	27,964	6%	-	2,353.47	36,485.53
5130	Accrued Vacation Fringe	16,500	2,073.41	4,191.71	2,118.30	11,880	25%	-	4,191.71	12,308.29
6110	Office supplies	18,267	76.23	838.57	762.34	13,152	5%	279.51	1,118.08	17,148.92
6112	Data Processing Supplies	72,000	7,317.36	47,086.33	39,768.97	51,840	65%	-	47,086.33	24,913.67
6121	Food	3,000	-	28.20	28.20	2,160	1%	-	28.20	2,971.80
6122	Kitchen Supplies	1,500	-	-	-	1,080	0%	-	-	1,500.00
6130	Program Supplies	69,450	1,865.22	12,471.73	10,606.51	50,004	18%	3,442.39	15,914.12	53,535.88
6132	Medical & Dental Supplies	20,000	7,191.23	8,752.87	1,561.64	14,400	44%	3,073.89	11,826.76	8,173.24
6134	Instructional Supplies	20,738	-	1,630.23	1,630.23	14,931	8%	-	1,630.23	19,107.77
6140	Custodial Supplies	31,544	1,044.56	4,611.96	3,567.40	22,712	15%	-	4,611.96	26,932.04
6142	Linen / Laundry	-	-	-	-	-	-	-	-	-
6143	Furnishing	-	1,113.89	1,113.89	-	-	#DIV/0!	4,429.60	5,543.49	(5,543.49)
6150	Uniform Rental / Purchases	258	-	-	-	186	0%	-	-	258.00
6170	Postage & Shipping	550	-	146.33	146.33	396	27%	-	146.33	403.67
6221	Equipment Over > \$5,000	-	-	-	-	-	-	-	-	-
6233	Land Improvements	-	-	-	-	-	-	-	-	-
6180	Equipment Rental	23,400	2,647.99	8,707.66	6,059.67	16,848	37%	-	8,707.66	14,692.34
6181	Equipment Maintenance	16,800	2,688.85	6,404.51	3,715.66	12,096	38%	4,756.54	11,161.05	5,638.95
6310	Printing & Publications	3,000	1,112.85	3,161.28	2,048.43	2,160	105%	-	3,161.28	(161.28)
6312	Advertising & Promotion	-	333.33	333.33	-	-	-	333.33	666.66	(666.66)
6320	Telephone	48,600	3,509.85	10,326.92	6,817.07	34,992	21%	-	10,326.92	38,273.08
6410	Rent	218,040	18,226.83	72,449.46	54,222.63	156,989	33%	-	72,449.46	145,590.54
6420	Utilities / Disposal	143,580	15,475.10	40,301.80	24,826.70	103,378	28%	-	40,301.80	103,278.20
6432	Building Repairs / Maintenance	49,500	3,994.42	16,046.10	12,051.68	35,640	32%	3,867.65	19,913.75	29,586.25
6433	Grounds Maintenance	-	-	-	-	-	#DIV/0!	-	-	-
6436	Pest Control	6,660	476.00	1,849.82	1,373.82	4,795	28%	-	1,849.82	4,810.18
6437	Burglar & Fire Alarm	4,500	172.36	1,075.22	902.86	3,240	24%	-	1,075.22	3,424.78
6440	Property Insurance	42,696	8,207.76	20,848.05	12,640.29	30,741	49%	-	20,848.05	21,847.95
6520	Consultants	15,000	204.07	376.97	172.90	10,800	3%	17,000.00	17,376.97	(2,376.97)
6522	Consultants Expense	235	-	-	-	169	0%	-	-	235.00
6524	Contracts	-	-	-	-	-	-	-	-	-
6530	Legal	5,000	1,222.00	5,155.34	3,933.34	3,600	103%	-	5,155.34	(155.34)
6540	Custodial Services	96,800	16,730.00	19,312.23	2,582.23	69,696	20%	-	19,312.23	77,487.77
6555	Medical Screening / DEAT / Staff	6,000	-	1,942.50	1,942.50	4,320	32%	-	1,942.50	4,057.50
6562	Medical Exam	-	-	-	-	-	-	-	-	-
6564	Medical Follow-up	-	-	-	-	-	-	-	-	-
6566	Dental Exam	-	-	-	-	-	-	-	-	-

Account	Description	Budget	Current PTD	Current Actual YTD	Previous Actual YTD	YTD Budget	% Spent	Encumbered	Actual + Encumb	Budget Balance
6568	Dental Follow-up	-	-	-	-	-	-	-	-	-
6610	Gas & Oil	12,000	958.71	3,793.43	2,834.72	8,640	32%	-	3,793.43	8,206.57
6620	Vehicle Insurance	37,800	7,809.13	17,953.24	10,144.11	27,216	48%	-	17,953.24	19,846.76
6630	Vehicle License & Fees	-	-	-	-	-	-	-	-	-
6640	Vehicle Repair & Maintenan	7,200	890.34	2,376.97	1,486.63	5,184	33%	-	2,376.97	4,823.03
6712	Staff Travel-Local	1,005	399.70	943.81	544.11	724	94%	-	943.81	61.19
6714	Staff Travel-Out of Area	-	-	104.30	104.30	-	-	-	104.30	(104.30)
6722	Per Diem-Staff	-	-	-	-	-	-	-	-	-
6724	Per Diem-Parent	-	-	-	-	-	-	-	-	-
6730	Volunteer Travel	-	-	-	-	-	-	-	-	-
6742	Training - Staff	-	(262.48)	1,925.00	2,187.48	-	#DIV/0!	-	1,925.00	(1,925.00)
6746	Training - Parent	-	-	-	-	-	-	-	-	-
6748	Education Reimbursement	-	414.00	414.00	-	-	-	-	414.00	(414.00)
6750	Field Trips	-	-	-	-	-	-	-	-	-
6810	Bank Charges	-	-	-	-	-	-	-	-	-
6820	Interest Expense	-	-	-	-	-	-	-	-	-
6832	Liability Insurance	636	43.85	175.31	131.46	458	28%	-	175.31	460.69
6834	Student Activity Insurance	3,120	268.33	536.66	268.33	2,246	17%	-	536.66	2,583.34
6840	Property Taxes	-	-	-	-	-	-	-	-	-
6850	Fees & Licenses	6,600	-	-	-	4,752	0%	-	-	6,600.00
6852	Finger Printing	2,000	297.50	674.25	376.75	1,440	34%	-	674.25	1,325.75
6860	Depreciation Expense	-	-	-	-	-	-	-	-	-
6875	Employee Health & Welfare	10,534	1,666.71	2,196.95	530.24	7,584	21%	-	2,196.95	8,337.05
7110	Parent Activities	-	-	-	-	-	#DIV/0!	-	-	-
7111	Parent Mileage	302	85.26	130.20	44.94	217	43%	-	130.20	171.80
7112	Parent Involvement	3,300	-	(0.01)	(0.01)	2,376	0%	-	(0.01)	3,300.01
7114	PPC Allowance	1,475	568.04	808.04	240.00	1,062	55%	-	808.04	666.96
7116	PPC Food Allowance	1,025	168.31	294.70	126.39	738	29%	-	294.70	730.30
8110	In-Kind Salaries	455,866	60,669.67	88,951.91	28,282.24	328,224	20%	-	88,951.91	366,914.09
8120	In-Kind Rent	111,010	9,251.00	37,004.00	27,753.00	79,927	33%	-	37,004.00	74,006.00
8130	In-Kind Other	1,000	-	-	-	720	-	-	-	1,000.00
9010	In-Direct Cost Allocation	525,750	64,711.23	148,538.20	83,826.97	378,540	28%	3,383.64	151,921.84	373,828.16
<b>Total Expenses</b>		<b>6,871,098</b>	<b>845,744.32</b>	<b>1,906,782.05</b>	<b>1,061,037.73</b>	<b>4,947,190</b>	<b>28%</b>	<b>40,566.55</b>	<b>1,947,348.60</b>	<b>4,923,749.40</b>
<b>Excess Revenue Over</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Total Expenses		6,871,098	845,744.32	1,906,782.05						
In-Kind		(567,876)	(69,920.67)	(125,955.91)						
<b>Total Expenses w/o In Kind</b>		<b>6,303,222</b>	<b>775,823.65</b>	<b>1,780,826.14</b>	<b>1,005,002.49</b>				<b>1,821,392.69</b>	<b>4,481,829.31</b>
									28.90%	

<b>ADMINISTRATION BUDGET LIMIT</b>	<b>\$752,091</b>
<b>YEAR-TO DATE ADMIN EXP.</b>	<b>\$233,375</b>
<b>PERCENT OF TOTAL EXPENSES</b>	<b>2.95%</b>
<b>ADMINIISTRATION LIMIT IS 9.5%</b>	

ID Cost Calc. @ 9.1%	
148,538.20	
<b>148,538.20</b>	

State Migrant Full-Day Program - 322 CMIG Program  
Budget to Actual

		For the Period Ending			6/30/2025			Start Date	7/1/2024	
		Current			Previous			Current Mnth	12	100.00%
Account	Description	Budget	MTD	Actual YTD	Actual YTD	YTD Budget	% Spent	Encumbered	Actual + Encumb	Budget Balance
<b>REVENUES</b>										
4120	GRANT INCOME-STATE	860,164	91,177.37	860,164.00	768,986.63	860,164	100.00%	-	860,164.00	-
4220	IN KIND CONTRIBUTIONS	-	-	-	-	-	-	-	-	-
4315	CHILD CRE REVENUE-STATE	-	-	-	-	-	-	-	-	-
4350	RENTAL INCOME	-	-	-	-	-	-	-	-	-
	<b>TOTAL REVENUES</b>	<b>860,164</b>	<b>91,177.37</b>	<b>860,164.00</b>	<b>768,986.63</b>	<b>860,164</b>	<b>100.00%</b>	<b>-</b>	<b>860,164.00</b>	<b>-</b>
<b>EXPENDITURES</b>										
5010	SALARIES & WAGES	558,387	64,120.53	573,998.64	509,878.11	558,387	102.80%	-	573,998.64	(15,611.64)
5020	ACCRUED VACATION PAY	34,000	3,637.55	33,189.61	29,552.06	34,000	97.62%	-	33,189.61	810.39
5112	HEALTH INSURANCE	69,200	4,947.36	59,448.93	54,501.57	69,200	85.91%	-	59,448.93	9,751.07
5114	WORKER'S COMPENSATION	22,870	2,370.16	21,113.49	18,743.33	22,870	92.32%	-	21,113.49	1,756.51
5116	PENSION	27,364	3,088.24	24,834.70	21,746.46	27,364	90.76%	-	24,834.70	2,529.30
5122	FICA	45,197	4,929.15	45,241.61	40,312.46	45,197	100.10%	-	45,241.61	(44.61)
5124	SUI	5,590	201.08	4,742.73	4,541.65	5,590	84.84%	-	4,742.73	847.27
5130	ACCRUED VACATION FRINGE	2,500	278.22	2,538.88	2,260.66	2,500	101.56%	-	2,538.88	(38.88)
6110	OFFICE SUPPLIES	862	-	861.22	861.22	862	99.91%	-	861.22	0.78
6112	DATA PROCESSING SUPPLIES	-	-	-	-	-	-	-	-	-
6121	FOOD	-	-	-	-	-	-	-	-	-
6122	KITCHEN SUPPLIES	-	-	-	-	-	-	-	-	-
6130	PROGRAM SUPPLIES	-	-	-	-	-	-	-	-	-
6132	MEDICAL & DENTAL SUPPLIES	116	-	116.02	116.02	116	-	-	116.02	(0.02)
6134	INSTRUCTIONAL SUPPLIES	3,042	-	3,042.34	3,042.34	3,042	-	-	3,042.34	(0.34)
6140	CUSTODIAL SUPPLIES	6,122	-	6,121.84	6,121.84	6,122	100.00%	-	6,121.84	0.16
6170	POSTAGE & SHIPPING	-	-	-	-	-	-	-	-	-
6180	EQUIPMENT RENTAL	1,850	-	1,850.64	1,850.64	1,850	-	-	1,850.64	(0.64)
6181	EQUIPMENT MAINTENANCE	-	-	-	-	-	-	-	-	-
6320	TELEPHONE	698	-	697.07	697.07	698	-	-	697.07	0.93
6410	RENT	-	-	-	-	-	-	-	-	-
6420	UTILITIES/ DISPOSAL	5,620	-	5,620.87	5,620.87	5,620	-	-	5,620.87	(0.87)
6432	BUILDING REPAIRS/ MAINTENANCE	1,050	-	1,050.62	1,050.62	1,050	-	-	1,050.62	(0.62)
6436	PEST CONTROL	-	-	-	-	-	-	-	-	-
6437	BURGLAR & FIRE ALARM	-	-	-	-	-	-	-	-	-
6520	CONSULTANTS	-	-	-	-	-	-	-	-	-
6522	CONSULTANT EXPENSES	-	-	-	-	-	-	-	-	-
6524	CONTRACTS	-	-	-	-	-	-	-	-	-
6540	CUSTODIAL SERVICES	3,950	-	3,948.75	3,948.75	3,950	-	-	3,948.75	1.25
9010	INDIRECT COST ALLOCATION	71,746	7,605.08	71,746.04	64,140.96	71,746	100.00%	-	71,746.04	(0.04)
	Total Expenses	860,164	91,177.37	860,164.00	768,986.63	860,164	100.00%	-	860,164.00	-
									100.00%	

In Direct Calc. @ 9.1%	
71,746.04	
71,746.04	Total

Fresno Migrant Head Start  
Budget to Actual (331 Basic)  
Period Ending June 30, 2025

Account Description	Grant Budget	Current	Current Mth	Prior Mth	Current vs Budget	YTD	% Spent	Encumbered	YTD Actual +	Budget Balance
		Period	YTD	YTD	YTD	Budget			Encumbered	
<b>REVENUES</b>										
4110 GRANT INCOME-FEDERAL	6,566,001.00	834,081.89	5,125,586.25	4,291,504.36	136,620.18	4,988,966.07	78.06%	61,171.28	5,186,757.53	1,379,243.47
4130 GRANT INCOME-AREA	0.00	0.00			-		0.00%	0.00	0.00	0.00
4210 DONATIONS	0.00	0.00			-		0.00%	0.00	0.00	0.00
4220 IN KIND CONTRIBUTIONS	1,662,173.00	54,426.49	577,564.42	523,137.93	(685,384.58)	1,262,949.00	34.75%	0.00	577,564.42	1,084,608.58
4330- SALE OF ASSETS	0.00	4,100.00	4,100.00		4,100.00	0.00	0.00%	0.00	4,100.00	(4,100.00)
4390 MISC INCOME	0.00	0.00			-		0.00%	0.00	0.00	0.00
<b>TOTAL REVENUES</b>	<b>8,228,174.00</b>	<b>892,608.38</b>	<b>5,707,250.67</b>	<b>4,814,642.29</b>	<b>(544,664.40)</b>	<b>6,251,915.07</b>	<b>69.36%</b>	<b>61,171.28</b>	<b>5,768,421.95</b>	<b>2,459,752.05</b>
5010 SALARIES & WAGES	6A 3,733,795.00	513,858.02	2,900,303.03	2,386,445.01	109,054.79	2,791,248.24	77.68%	0.00	2,900,303.03	833,491.97
5012- DIRECTOR'S SALARY	6A 0.00	0.00			-		0.00%	0.00	0.00	0.00
5019- SALARIES & WAGES C19	6A 0.00	0.00			-		0.00%	0.00	0.00	0.00
5020 ACCRUED VACATION PAY	6A 233,685.00	32,717.79	187,608.19	154,890.40	13,073.71	174,534.48	80.28%	0.00	187,608.19	46,076.81
5112 HEALTH INSURANCE	6B 241,076.00	28,630.62	210,458.95	181,828.33	29,302.95	181,156.00	87.30%	0.00	210,458.95	30,617.05
5114 WORKER'S COMPENSATION	6B 112,264.00	16,310.22	94,898.86	78,588.64	10,973.86	83,925.00	84.53%	0.00	94,898.86	17,365.14
5115- Worker's Compensation C19	6B 0.00	0.00			-		0.00%	0.00	0.00	0.00
5116 PENSION	6B 281,464.00	35,059.38	204,441.85	169,382.47	(5,585.15)	210,027.00	72.64%	0.00	204,441.85	77,022.15
5117- Pension C19	6B 0.00	0.00			-		0.00%	0.00	0.00	0.00
5121- FICA C19	6B 0.00	0.00			-		0.00%	0.00	0.00	0.00
5122 FICA	6B 305,126.00	39,764.80	240,654.83	200,890.03	12,553.83	228,101.00	78.87%	0.00	240,654.83	64,471.17
5124 SUI	6B 45,376.00	2,710.51	34,156.66	31,446.15	728.66	33,428.00	75.27%	0.00	34,156.66	11,219.34
5125- DIRECTOR'S FRINGE	6B 0.00	0.00			-		0.00%	0.00	0.00	0.00
5130 ACCRUED VACATION FRINGE	6B 19,098.00	2,502.74	14,253.13	11,750.39	(13.87)	14,267.00	74.63%	0.00	14,253.13	4,844.87
6714 STAFF TRAVEL-OUT OF AREA	6C 0.00	0.00	233.29	233.29	233.29	0.00	0.00%	0.00	233.29	(233.29)
6722 PER DIEM - STAFF	6C 0.00	0.00			-		0.00%	0.00	0.00	0.00
6221 EQUIPMENT OVER > \$5000	6D 0.00	0.00			-		0.00%	0.00	0.00	0.00
6110 OFFICE SUPPLIES	6E 20,000.00	2,168.88	7,935.18	5,766.30	(7,972.82)	15,908.00	39.68%	424.41	8,359.59	11,640.41
6112 DATA PROCESSING SUPPLIES	6E 95,000.00	4,109.05	99,090.82	94,981.77	20,694.82	78,396.00	104.31%	160.00	99,250.82	(4,250.82)
6121 FOOD	6E 10,000.00	0.00	372.34	372.34	(7,227.66)	7,600.00	3.72%	0.00	372.34	9,627.66
6122 KITCHEN SUPPLIES	6E 7,500.00	1,656.40	2,077.35	420.95	(3,464.65)	5,542.00	27.70%	0.00	2,077.35	5,422.65
6130 PROGRAM SUPPLIES	6E 73,000.00	7,433.16	107,857.59	100,424.43	51,317.59	56,540.00	147.75%	42,484.48	150,342.07	(77,342.07)
6134 INSTRUCTIONAL SUPPLIES	6E 5,000.00	1,783.80	1,783.80	0.00	(1,719.20)	3,503.00	35.68%	2,733.57	4,517.37	482.63
6140 CUSTODIAL SUPPLIES	6E 12,000.00	218.06	21,354.40	21,136.34	12,805.40	8,549.00	177.95%	0.00	21,354.40	(9,354.40)
6142 LINEN/LAUNDRY	6E 0.00	0.00			-		0.00%	0.00	0.00	0.00
6143 FURNISHINGS	6E 0.00	0.00	8,319.93	8,319.93	8,319.93	0.00	0.00%	0.00	8,319.93	(8,319.93)
6170 POSTAGE & SHIPPING	6E 710.00	120.00	798.52	678.52	208.52	590.00	112.47%	0.00	798.52	(88.52)
6132 MEDICAL & DENTAL SUPPLIES	6H 1,000.00	2,274.99	15,193.79	12,918.80	14,363.79	830.00	1519.38%	1,290.95	16,484.74	(15,484.74)
6150 UNIFORM RENTAL/PURCHASE	6H 0.00	0.00	150.00	150.00	150.00	0.00	0.00%	0.00	150.00	(150.00)
6180 EQUIPMENT RENTAL	6H 40,000.00	3,328.54	33,959.68	30,631.14	649.68	33,310.00	84.90%	0.00	33,959.68	6,040.32
6181 EQUIPMENT MAINTENANCE	6H 30,000.00	936.87	6,805.08	5,868.21	(18,174.92)	24,980.00	22.68%	0.00	6,805.08	23,194.92
6212 EQUIPMENT PURCHASES < \$500	6H 0.00	0.00			-		0.00%	0.00	0.00	0.00
6214 EQUIPMENT OVER > 500	6H 0.00	0.00			-		0.00%	0.00	0.00	0.00
6216 EQUIPMENT OVER > \$1000	6H 0.00	0.00			-		0.00%	0.00	0.00	0.00
6231 BUILDING RENOVATION	6H 0.00	0.00			-		0.00%	0.00	0.00	0.00
6232 BUILDING IMPROVEMENTS	6H 0.00	0.00			-		0.00%	0.00	0.00	0.00
6310 PRINTING & PUBLICATIONS	6H 15,000.00	0.00	4,219.47	4,219.47	(8,280.53)	12,500.00	28.13%	0.00	4,219.47	10,780.53
6312 ADVERTISING & PROMOTION	6H 0.00	333.33	633.33	300.00	633.33	0.00	0.00%	333.33	966.66	(966.66)
6320 TELEPHONE	6H 150,000.00	4,322.12	37,324.23	33,002.11	(87,635.77)	124,960.00	24.88%	0.00	37,324.23	112,675.77
6410 RENT	6H 150,907.00	13,504.11	133,320.52	119,816.41	7,565.52	125,755.00	88.35%	0.00	133,320.52	17,586.48
6420 UTILITIES/ DISPOSAL	6H 90,000.00	19,591.37	70,445.23	50,853.86	(4,534.77)	74,980.00	78.27%	0.00	70,445.23	19,554.77
6432 BUILDING REPAIRS/ MAINT	6H 100,000.00	4,655.86	79,679.44	75,023.58	(3,610.56)	83,290.00	79.68%	242.26	79,921.70	20,078.30
6433 GROUNDS MAINTENANCE	6H 35,000.00	699.99	21,642.11	20,942.12	(7,517.89)	29,160.00	61.83%	2,400.00	24,042.11	10,957.89
6436 PEST CONTROL	6H 8,000.00	730.97	7,124.49	6,393.52	464.49	6,660.00	89.06%	0.00	7,124.49	875.51
6437 BURGLAR & FIRE ALARM	6H 5,500.00	2,062.63	5,814.92	3,752.29	1,564.92	4,250.00	105.73%	0.00	5,814.92	(314.92)
6440 PROPERTY INSURANCE	6H 25,000.00	3,722.89	21,192.39	17,469.50	449.39	20,743.00	84.77%	0.00	21,192.39	3,807.61
6520 CONSULTANTS	6H 25,000.00	4,371.54	7,673.64	3,302.10	(8,982.36)	16,656.00	30.69%	6,000.00	13,673.64	11,326.36
6522 CONSULTANT EXPENSES	6H 1,500.00	553.70	706.82	153.12	(277.18)	984.00	47.12%	0.00	706.82	793.18
6524 CONTRACTS	6H 15,000.00	0.00	0.00	0.00	(12,500.00)	12,500.00	0.00%	0.00	0.00	15,000.00
6530 LEGAL	6H 5,000.00	828.00	1,328.00	500.00	(2,422.00)	3,750.00	26.56%	0.00	1,328.00	3,672.00
6540 CUSTODIAL SERVICES	6H 0.00	2,130.00	9,852.03	7,722.03	9,852.03	0.00	0.00%	0.00	9,852.03	(9,852.03)

Fresno Migrant Head Start  
 Budget to Actual (331 Basic)  
 Period Ending June 30, 2025

Account Description	Grant Budget	Current	Current Mth	Prior Mth	Current vs Budget	YTD	% Spent	Encumbered	YTD Actual +		
		Period	YTD	YTD	YTD	Budget			Encumbered	Budget Balance	
6555 MEDICAL SCREENING/DEAT/S	6H	1,000.00	0.00	390.00	390.00	(410.00)	800.00	39.00%	0.00	390.00	610.00
6562 MEDICAL EXAM	6H	0.00	0.00			-		0.00%		0.00	0.00
6564 MEDICAL FOLLOW-UP	6H	0.00	0.00			-		0.00%		0.00	0.00
6566 DENTAL EXAM	6H	0.00	0.00			-		0.00%		0.00	0.00
6568 DENTAL FOLLOW-UP	6H	0.00	0.00			-		0.00%		0.00	0.00
6610 GAS & OIL	6H	12,000.00	1,384.06	12,338.37	10,954.31	2,338.37	10,000.00	102.82%	0.00	12,338.37	(338.37)
6620 VEHICLE INSURANCE	6H	30,000.00	6,773.01	32,422.28	25,649.27	7,422.28	25,000.00	108.07%	0.00	32,422.28	(2,422.28)
6630 VEHICLE LICENSE AND FEES	6H	0.00	0.00			-		0.00%		0.00	0.00
6640 VEHICLE REPAIR & MAINTENANCE	6H	20,000.00	1,159.41	12,321.17	11,161.76	(4,338.83)	16,660.00	61.61%	0.00	12,321.17	7,678.83
6712 STAFF TRAVEL-LOCAL	6H	12,000.00	2,109.51	9,406.99	7,297.48	1,402.99	8,004.00	78.39%	0.00	9,406.99	2,593.01
6724 PER DIEM - PARENT	6H	0.00	0.00			-		0.00%		0.00	0.00
6730 VOLUNTEER TRAVEL	6H	0.00	0.00			-		0.00%		0.00	0.00
6742 TRAINING - STAFF	6H	1,000.00	1,263.84	1,659.34	395.50	829.34	830.00	165.93%	0.00	1,659.34	(659.34)
6744 TRAINING - VOLUNTEER	6H	0.00	0.00			-		0.00%		0.00	0.00
6745 TRAINING - PARTICIPANTS/CLIENTS	6H	0.00	0.00			-		0.00%		0.00	0.00
6746 TRAINING - PARENT	6H	0.00	0.00			-		0.00%		0.00	0.00
6748 EDUCATION REIMBURSEMENT	6H	10,000.00	0.00	0.00	0.00	(7,500.00)	7,500.00	0.00%	0.00	0.00	10,000.00
6750 FIELD TRIPS	6H	0.00	0.00			-		0.00%		0.00	0.00
6820 INTEREST EXPENSE	6H	0.00	0.00			-		0.00%		0.00	0.00
6832 LIABILITY INSURANCE	6H	600.00	41.12	411.65	370.53	(88.35)	500.00	68.61%	0.00	411.65	188.35
6834 STUDENT ACTIVITY INSURAN	6H	1,086.00	215.12	1,237.52	1,022.40	513.52	724.00	113.95%	0.00	1,237.52	(151.52)
6840 PROPERTY TAXES	6H	5,200.00	0.00	5,026.94	5,026.94	(173.06)	5,200.00	96.67%	0.00	5,026.94	173.06
6850 FEES & LICENSES	6H	25,000.00	1,079.00	25,940.01	24,861.01	4,956.66	20,983.35	103.76%	0.00	25,940.01	(940.01)
6851 CPR FEES	6H	0.00	0.00			-		0.00%		0.00	0.00
6852 FINGER PRINTING	6H	700.00	0.00	175.12	175.12	(524.88)	700.00	25.02%	0.00	175.12	524.88
6860 DEPRECIATION EXPENSE	6H	0.00	0.00			-		0.00%		0.00	0.00
6870 EMPLOYEE RECOGNITION	6H	0.00	0.00			-		0.00%		0.00	0.00
6875- EMPLOYEE HEALTH & WELFARE	6H	6,545.00	0.00	5,059.31	5,059.31	(1,485.69)	6,545.00	77.30%	0.00	5,059.31	1,485.69
6892 CASH SHORT/OVER	6H	0.00	0.00			-		0.00%		0.00	0.00
7110 PARENT ACTIVITIES	6H	600.00	0.00	238.15	238.15	(145.85)	384.00	39.69%	0.00	238.15	361.85
7111- PARENT MILEAGE	6H	0.00	58.24	334.27	276.03	334.27	0.00	0.00%	0.00	334.27	(334.27)
7112 PARENT INVOLVEMENT	6H	600.00	68.44	139.83	71.39	(244.17)	384.00	23.31%	0.00	139.83	460.17
7114 PC ALLOWANCE	6H	0.00	270.00	870.00	600.00	870.00	0.00	0.00%	0.00	870.00	(870.00)
7116 PC FOOD	6H	0.00	97.34	185.74	88.40	185.74	0.00	0.00%	0.00	185.74	(185.74)
8110 INKIND SALARIES		1,437,024.00	26,708.08	451,102.20	424,394.12	(640,774.80)	1,091,877.00	31.39%	0.00	451,102.20	985,921.80
8120 INKIND RENT		217,266.00	27,917.16	125,327.22	97,410.06	(39,754.78)	165,082.00	57.68%	0.00	125,327.22	91,938.78
8130 INKIND OTHER		7,883.00	(198.75)	1,135.00	1,333.75	(4,855.00)	5,990.00	14.40%	0.00	1,135.00	6,748.00
9010 INDIRECT EXPENSE	6J	547,669.00	69,912.51	427,865.67	357,953.16	11,736.67	416,129.00	78.12%	5,102.28	432,967.95	114,701.05
<b>TOTAL EXPENSES</b>		<b>8,228,174.00</b>	891,948.43	<b>5,707,250.67</b>	<b>4,815,302.24</b>	<b>(544,664.40)</b>	<b>6,251,915.07</b>	69.36%	61,171.28	5,768,421.95	2,459,752.05
<b>CHANGE IN NET ASSETS</b>		0.00	659.95	0.00	(659.95)	0.00	0.00	0.00	0.00	0.00	0.00

	TOTAL YTD	9.1%
	INDIRECT EXP	INDIRECT EXP
Prior Mth	3,934,211.15	358,013.21 (60.05)
Curr Mth	4,701,820.58	427,865.67 0.00

Administrative	
YTD Expense	5,771,822.80
YTD Inkind	577,564.42
	<u>6,349,387.22</u>
YTD Admin	507,192.00
YTD %	7.99%

Madera Migrant Head Start  
Budget to Actual

For the Period Ending **6/30/2025**

Start Date 3/1/2025  
Current Mnth 4.00  
18%

Account	Description	Budget	Current PTD	Current Actual YTD	Previous Actual YTD	YTD Budget	% Spent	Encumbered	Actual + Encumb	Budget Balance
<b>REVENUES</b>										
4110	GRANT INCOME-FEDERAL	6,303,222	775,823.65	1,780,826.14	1,005,002.49	4,538,319	28%	40,566.55	1,821,392.69	4,481,829.31
4220	IN KIND CONTRIBUTIONS	567,876	69,920.67	125,955.91	56,035.24	408,871	22%	-	125,955.91	441,920.09
4390	MISCELLANEOUS INCOME	-	-	-	-	-	-	-	-	-
<b>TOTAL REVENUES</b>		<b>6,871,098</b>	<b>845,744.32</b>	<b>1,906,782.05</b>	<b>1,061,037.73</b>	<b>4,947,190</b>	<b>28%</b>	<b>40,566.55</b>	<b>1,947,348.60</b>	<b>4,923,749.40</b>
<b>EXPENDITURES</b>										
5010	Salaries & Wages	3,557,039	458,381.89	998,477.69	540,095.80	2,561,068	28%	-	998,477.69	2,558,561.31
5020	Accrued Vacation Pay	193,000	27,104.08	54,867.53	27,763.45	138,960	28%	-	54,867.53	138,132.47
5112	Health Insurance	407,733	44,395.92	105,760.34	61,364.42	293,568	26%	-	105,760.34	301,972.66
5114	Worker's Compensation	114,183	14,293.12	27,467.21	13,174.09	82,212	24%	-	27,467.21	86,715.79
5116	Pension	175,685	21,055.77	45,016.20	23,960.43	126,493	26%	-	45,016.20	130,668.80
5122	FICA	270,378	35,209.95	76,855.64	41,645.69	194,672	28%	-	76,855.64	193,522.36
5124	SUI	38,839	1,680.98	2,353.47	672.49	27,964	6%	-	2,353.47	36,485.53
5130	Accrued Vacation Fringe	16,500	2,073.41	4,191.71	2,118.30	11,880	25%	-	4,191.71	12,308.29
6110	Office supplies	18,267	76.23	838.57	762.34	13,152	5%	279.51	1,118.08	17,148.92
6112	Data Processing Supplies	72,000	7,317.36	47,086.33	39,768.97	51,840	65%	-	47,086.33	24,913.67
6121	Food	3,000	-	28.20	28.20	2,160	1%	-	28.20	2,971.80
6122	Kitchen Supplies	1,500	-	-	-	1,080	0%	-	-	1,500.00
6130	Program Supplies	69,450	1,865.22	12,471.73	10,606.51	50,004	18%	3,442.39	15,914.12	53,535.88
6132	Medical & Dental Supplies	20,000	7,191.23	8,752.87	1,561.64	14,400	44%	3,073.89	11,826.76	8,173.24
6134	Instructional Supplies	20,738	-	1,630.23	1,630.23	14,931	8%	-	1,630.23	19,107.77
6140	Custodial Supplies	31,544	1,044.56	4,611.96	3,567.40	22,712	15%	-	4,611.96	26,932.04
6142	Linen / Laundry	-	-	-	-	-	-	-	-	-
6143	Furnishing	-	1,113.89	1,113.89	-	-	#DIV/0!	4,429.60	5,543.49	(5,543.49)
6150	Uniform Rental / Purchases	258	-	-	-	186	0%	-	-	258.00
6170	Postage & Shipping	550	-	146.33	146.33	396	27%	-	146.33	403.67
6221	Equipment Over > \$5,000	-	-	-	-	-	-	-	-	-
6233	Land Improvements	-	-	-	-	-	-	-	-	-
6180	Equipment Rental	23,400	2,647.99	8,707.66	6,059.67	16,848	37%	-	8,707.66	14,692.34
6181	Equipment Maintenance	16,800	2,688.85	6,404.51	3,715.66	12,096	38%	4,756.54	11,161.05	5,638.95
6310	Printing & Publications	3,000	1,112.85	3,161.28	2,048.43	2,160	105%	-	3,161.28	(161.28)
6312	Advertising & Promotion	-	333.33	333.33	-	-	-	333.33	666.66	(666.66)
6320	Telephone	48,600	3,509.85	10,326.92	6,817.07	34,992	21%	-	10,326.92	38,273.08
6410	Rent	218,040	18,226.83	72,449.46	54,222.63	156,989	33%	-	72,449.46	145,590.54
6420	Utilities / Disposal	143,580	15,475.10	40,301.80	24,826.70	103,378	28%	-	40,301.80	103,278.20
6432	Building Repairs / Maintenance	49,500	3,994.42	16,046.10	12,051.68	35,640	32%	3,867.65	19,913.75	29,586.25
6433	Grounds Maintenance	-	-	-	-	-	#DIV/0!	-	-	-
6436	Pest Control	6,660	476.00	1,849.82	1,373.82	4,795	28%	-	1,849.82	4,810.18
6437	Burglar & Fire Alarm	4,500	172.36	1,075.22	902.86	3,240	24%	-	1,075.22	3,424.78
6440	Property Insurance	42,696	8,207.76	20,848.05	12,640.29	30,741	49%	-	20,848.05	21,847.95
6520	Consultants	15,000	204.07	376.97	172.90	10,800	3%	17,000.00	17,376.97	(2,376.97)
6522	Consultants Expense	235	-	-	-	169	0%	-	-	235.00
6524	Contracts	-	-	-	-	-	-	-	-	-
6530	Legal	5,000	1,222.00	5,155.34	3,933.34	3,600	103%	-	5,155.34	(155.34)
6540	Custodial Services	96,800	16,730.00	19,312.23	2,582.23	69,696	20%	-	19,312.23	77,487.77
6555	Medical Screening / DEAT / Staff	6,000	-	1,942.50	1,942.50	4,320	32%	-	1,942.50	4,057.50
6562	Medical Exam	-	-	-	-	-	-	-	-	-
6564	Medical Follow-up	-	-	-	-	-	-	-	-	-
6566	Dental Exam	-	-	-	-	-	-	-	-	-

Account	Description	Budget	Current PTD	Current Actual YTD	Previous Actual YTD	YTD Budget	% Spent	Encumbered	Actual + Encumb	Budget Balance
6568	Dental Follow-up	-	-	-	-	-	-	-	-	-
6610	Gas & Oil	12,000	958.71	3,793.43	2,834.72	8,640	32%	-	3,793.43	8,206.57
6620	Vehicle Insurance	37,800	7,809.13	17,953.24	10,144.11	27,216	48%	-	17,953.24	19,846.76
6630	Vehicle License & Fees	-	-	-	-	-	-	-	-	-
6640	Vehicle Repair & Maintenan	7,200	890.34	2,376.97	1,486.63	5,184	33%	-	2,376.97	4,823.03
6712	Staff Travel-Local	1,005	399.70	943.81	544.11	724	94%	-	943.81	61.19
6714	Staff Travel-Out of Area	-	-	104.30	104.30	-	-	-	104.30	(104.30)
6722	Per Diem-Staff	-	-	-	-	-	-	-	-	-
6724	Per Diem-Parent	-	-	-	-	-	-	-	-	-
6730	Volunteer Travel	-	-	-	-	-	-	-	-	-
6742	Training - Staff	-	(262.48)	1,925.00	2,187.48	-	#DIV/0!	-	1,925.00	(1,925.00)
6746	Training - Parent	-	-	-	-	-	-	-	-	-
6748	Education Reimbursement	-	414.00	414.00	-	-	-	-	414.00	(414.00)
6750	Field Trips	-	-	-	-	-	-	-	-	-
6810	Bank Charges	-	-	-	-	-	-	-	-	-
6820	Interest Expense	-	-	-	-	-	-	-	-	-
6832	Liability Insurance	636	43.85	175.31	131.46	458	28%	-	175.31	460.69
6834	Student Activity Insurance	3,120	268.33	536.66	268.33	2,246	17%	-	536.66	2,583.34
6840	Property Taxes	-	-	-	-	-	-	-	-	-
6850	Fees & Licenses	6,600	-	-	-	4,752	0%	-	-	6,600.00
6852	Finger Printing	2,000	297.50	674.25	376.75	1,440	34%	-	674.25	1,325.75
6860	Depreciation Expense	-	-	-	-	-	-	-	-	-
6875	Employee Health & Welfare	10,534	1,666.71	2,196.95	530.24	7,584	21%	-	2,196.95	8,337.05
7110	Parent Activities	-	-	-	-	-	#DIV/0!	-	-	-
7111	Parent Mileage	302	85.26	130.20	44.94	217	43%	-	130.20	171.80
7112	Parent Involvement	3,300	-	(0.01)	(0.01)	2,376	0%	-	(0.01)	3,300.01
7114	PPC Allowance	1,475	568.04	808.04	240.00	1,062	55%	-	808.04	666.96
7116	PPC Food Allowance	1,025	168.31	294.70	126.39	738	29%	-	294.70	730.30
8110	In-Kind Salaries	455,866	60,669.67	88,951.91	28,282.24	328,224	20%	-	88,951.91	366,914.09
8120	In-Kind Rent	111,010	9,251.00	37,004.00	27,753.00	79,927	33%	-	37,004.00	74,006.00
8130	In-Kind Other	1,000	-	-	-	720	-	-	-	1,000.00
9010	In-Direct Cost Allocation	525,750	64,711.23	148,538.20	83,826.97	378,540	28%	3,383.64	151,921.84	373,828.16
<b>Total Expenses</b>		<b>6,871,098</b>	<b>845,744.32</b>	<b>1,906,782.05</b>	<b>1,061,037.73</b>	<b>4,947,190</b>	<b>28%</b>	<b>40,566.55</b>	<b>1,947,348.60</b>	<b>4,923,749.40</b>
<b>Excess Revenue Over</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Total Expenses		6,871,098	845,744.32	1,906,782.05						
In-Kind		(567,876)	(69,920.67)	(125,955.91)						
<b>Total Expenses w/o In Kind</b>		<b>6,303,222</b>	<b>775,823.65</b>	<b>1,780,826.14</b>	<b>1,005,002.49</b>				<b>1,821,392.69</b>	<b>4,481,829.31</b>
									28.90%	

<b>ADMINISTRATION BUDGET LIMIT</b>	<b>\$752,091</b>
<b>YEAR-TO DATE ADMIN EXP.</b>	<b>\$233,375</b>
<b>PERCENT OF TOTAL EXPENSES</b>	<b>2.95%</b>
<b>ADMINIISTRATION LIMIT IS 9.5%</b>	

ID Cost Calc. @ 9.1%	
148,538.20	
<b>148,538.20</b>	

**Cross-Year Rev/ Exp by Fund/ Obj w Encumbrances/w Net Assets  
May 31, 2025**

<u>224 0 HUD SHUNAMMITE PLACE</u>	<u>Grant Budget</u>	<u>Current Month Actual</u>	<u>YTD Actual May 31, 2025</u>	<u>YTD Budget May 31, 2025</u>	<u>% Spent</u>	<u>YTD Encumbrance</u>	<u>Actual Plus Encumbrance</u>	<u>Budget Balance</u>
<u>Revenues</u>								
4110- GRANT INCOME-FEDERAL	848,597.00	65,900.39	419,947.95	0.00	(0.49)	0.00	419,947.95	428,649.05
4220- IN KIND CONTRIBUTIONS	0.00	2,321.86	16,399.78	0.00	0.00	0.00	16,399.78	(16,399.78)
4350- RENTAL INCOME	0.00	5,500.04	36,622.08	0.00	0.00	0.00	36,622.08	(36,622.08)
Total Revenues	<u>848,597.00</u>	<u>73,722.29</u>	<u>472,969.81</u>	<u>0.00</u>	<u>(0.56)</u>	<u>0.00</u>	<u>472,969.81</u>	<u>375,627.19</u>
<u>Expenses</u>								
5010- SALARIES & WAGES	236,683.00	20,408.65	134,942.57	0.00	0.57	0.00	134,942.57	101,740.43
5020- ACCRUED VACATION PAY	0.00	1,061.05	7,032.77	0.00	0.00	0.00	7,032.77	(7,032.77)
5112- HEALTH INSURANCE	38,934.00	4,022.45	22,587.18	0.00	0.58	0.00	22,587.18	16,346.82
5114- WORKER'S COMPENSATION	1,039.00	817.68	5,476.88	0.00	5.27	0.00	5,476.88	(4,437.88)
5116- PENSION	11,834.00	663.64	6,269.24	0.00	0.53	0.00	6,269.24	5,564.76
5122- FICA	18,106.00	1,601.99	10,862.47	0.00	0.60	0.00	10,862.47	7,243.53
5124- SUI	1,863.00	0.00	2,217.02	0.00	1.19	0.00	2,217.02	(354.02)
5130- ACCRUED VACATION FICA	0.00	(65.83)	(110.48)	0.00	0.00	0.00	(110.48)	110.48
6110- OFFICE SUPPLIES	2,345.00	0.00	1,855.65	0.00	0.79	0.00	1,855.65	489.35
6112- DATA PROCESSING SUPPLIES	11,291.00	94.54	4,809.55	0.00	0.43	0.00	4,809.55	6,481.45
6130- PROGRAM SUPPLIES	10,721.00	175.97	2,859.94	0.00	0.27	1,825.02	4,684.96	6,036.04
6140- CUSTODIAL SUPPLIES & MAINTENANCE TOOLS	0.00	0.00	26.11	0.00	0.00	0.00	26.11	(26.11)
6143- FURNISHINGS	21,860.00	0.00	11,535.51	0.00	0.53	1,133.36	12,668.87	9,191.13
6170- POSTAGE & SHIPPING	134.00	0.00	0.00	0.00	0.00	0.00	0.00	134.00
6180- EQUIPMENT RENTAL	1,285.00	165.93	1,038.64	0.00	0.81	0.00	1,038.64	246.36
6181- EQUIPMENT MAINTENANCE	1,855.00	11.18	109.45	0.00	0.06	0.00	109.45	1,745.55
6310- PRINTING & PUBLICATIONS	350.00	0.00	53.71	0.00	0.15	0.00	53.71	296.29
6320- TELEPHONE	10,405.00	943.27	5,277.01	0.00	0.51	0.00	5,277.01	5,127.99
6410- RENT	333,120.00	24,132.70	161,006.93	0.00	0.48	0.00	161,006.93	172,113.07
6420- UTILITIES/ DISPOSAL	19,465.00	3,409.51	18,489.25	0.00	0.95	0.00	18,489.25	975.75
6432- BUILDING & GROUNDS REPAIRS/ MAINTENANCE	14,210.00	775.00	5,823.95	0.00	0.41	0.00	5,823.95	8,386.05
6433- GROUNDS MAINTENANCE	7,200.00	40.00	280.00	0.00	0.04	0.00	280.00	6,920.00
6440- PROPERTY INSURANCE	24,862.00	422.88	2,950.91	0.00	0.12	0.00	2,950.91	21,911.09
6530- LEGAL	11,186.00	5,019.45	16,305.15	0.00	1.46	0.00	16,305.15	(5,119.15)
6540- CUSTODIAL SERVICES	8,800.00	1,517.00	3,497.00	0.00	0.40	0.00	3,497.00	5,303.00
6562- MEDICAL EXAM	600.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00
6564- MEDICAL FOLLOW-UP	400.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00
6566- DENTAL EXAM	600.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00
6568- DENTAL FOLLOW-UP	400.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00
6610- GAS & OIL	2,300.00	173.31	1,120.48	0.00	0.49	0.00	1,120.48	1,179.52
6620- VEHICLE INSURANCE	4,375.00	610.28	4,271.96	0.00	0.98	0.00	4,271.96	103.04

6630- VEHICLE LICENSE & FEES	155.00	0.00	0.00	0.00	0.00	0.00	0.00	155.00
6640- VEHICLE REPAIR & MAINTENANCE	1,405.00	151.85	890.70	0.00	0.63	0.00	890.70	514.30
6712- STAFF TRAVEL-LOCAL	2,120.00	57.40	366.31	0.00	0.17	0.00	366.31	1,753.69
6742- TRAINING - STAFF	1,500.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00
6832- LIABILITY INSURANCE	30.00	1.33	9.31	0.00	0.31	0.00	9.31	20.69
6850- FEES & LICENSES	3,004.00	60.00	1,338.06	0.00	0.45	0.00	1,338.06	1,665.94
6875- EMPLOYEE HEALTH & WELFARE	95.00	0.00	0.00	0.00	0.00	0.00	0.00	95.00
7210- TRANSPORTATION VOUCHERS	600.00	0.00	200.00	0.00	0.33	0.00	200.00	400.00
7224- CLIENT RENT	900.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00
7226- CLIENT LODGING/SHELTER	435.00	0.00	0.00	0.00	0.00	0.00	0.00	435.00
7230- CLIENT FOOD	700.00	74.40	123.64	0.00	0.18	0.00	123.64	576.36
8110- IN KIND SALARIES	0.00	309.36	7,759.78	0.00	0.00	0.00	7,759.78	(7,759.78)
8130- IN KIND - OTHER	0.00	2,012.50	8,640.00	0.00	0.00	0.00	8,640.00	(8,640.00)
9010- INDIRECT COST ALLOCATION	41,430.00	3,666.76	23,053.16	0.00	0.56	0.00	23,053.16	18,376.84
Total Expenses	<u>848,597.00</u>	<u>72,334.25</u>	<u>472,969.81</u>	<u>0.00</u>	<u>0.56</u>	<u>2,958.38</u>	<u>475,928.19</u>	<u>372,668.81</u>
<b>Excess Revenue Over (Under) Expenditures</b>	<b>0.00</b>	<b>1,388.04</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>(2,958.38)</b>	<b>(2,958.38)</b>	<b>2,958.38</b>
<b>Beginning Net Assets - Unrestricted</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Beginning Net Assets - Board Designated	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Ending Net Assets</b>	<b><u>0.00</u></b>	<b><u>1,388.04</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>(2,958.38)</u></b>	<b><u>(2,958.38)</u></b>	<b><u>2,958.38</u></b>

**Cross-Year Rev/ Exp by Fund/ Obj w Encumbrances/w Net Assets  
June 30, 2025**

<u>224 0 HUD SHUNAMMITE PLACE</u>	<u>Grant Budget</u>	<u>Current Month Actual</u>	<u>YTD Actual June 30, 2025</u>	<u>YTD Budget June 30, 2025</u>	<u>% Spent</u>	<u>YTD Encumbrance</u>	<u>Actual Plus Encumbrance</u>	<u>Budget Balance</u>
<u>Revenues</u>								
4110- GRANT INCOME-FEDERAL	848,597.00	78,173.92	498,121.87	0.00	(0.59)	0.00	498,121.87	350,475.13
4220- IN KIND CONTRIBUTIONS	0.00	1,435.00	17,834.78	0.00	0.00	0.00	17,834.78	(17,834.78)
4350- RENTAL INCOME	0.00	5,232.32	41,854.40	0.00	0.00	0.00	41,854.40	(41,854.40)
Total Revenues	<u>848,597.00</u>	<u>84,841.24</u>	<u>557,811.05</u>	<u>0.00</u>	<u>(0.66)</u>	<u>0.00</u>	<u>557,811.05</u>	<u>290,785.95</u>
<u>Expenses</u>								
5010- SALARIES & WAGES	236,683.00	26,353.70	161,296.27	0.00	0.68	0.00	161,296.27	75,386.73
5020- ACCRUED VACATION PAY	0.00	1,402.56	8,435.33	0.00	0.00	0.00	8,435.33	(8,435.33)
5112- HEALTH INSURANCE	38,934.00	4,047.88	26,635.06	0.00	0.68	0.00	26,635.06	12,298.94
5114- WORKER'S COMPENSATION	1,039.00	1,105.59	6,582.47	0.00	6.34	0.00	6,582.47	(5,543.47)
5116- PENSION	11,834.00	1,036.92	7,306.16	0.00	0.62	0.00	7,306.16	4,527.84
5122- FICA	18,106.00	2,117.01	12,979.48	0.00	0.72	0.00	12,979.48	5,126.52
5124- SUI	1,863.00	0.00	2,217.02	0.00	1.19	0.00	2,217.02	(354.02)
5130- ACCRUED VACATION FICA	0.00	39.64	(70.84)	0.00	0.00	0.00	(70.84)	70.84
6110- OFFICE SUPPLIES	2,345.00	131.14	1,986.79	0.00	0.85	0.00	1,986.79	358.21
6112- DATA PROCESSING SUPPLIES	11,291.00	11.04	4,820.59	0.00	0.43	0.00	4,820.59	6,470.41
6130- PROGRAM SUPPLIES	10,721.00	1,988.82	4,848.76	0.00	0.45	0.00	4,848.76	5,872.24
6140- CUSTODIAL SUPPLIES & MAINTENANCE TOOLS	0.00	0.00	26.11	0.00	0.00	0.00	26.11	(26.11)
6143- FURNISHINGS	21,860.00	827.91	12,363.42	0.00	0.57	0.00	12,363.42	9,496.58
6170- POSTAGE & SHIPPING	134.00	0.00	0.00	0.00	0.00	0.00	0.00	134.00
6180- EQUIPMENT RENTAL	1,285.00	157.28	1,195.92	0.00	0.93	0.00	1,195.92	89.08
6181- EQUIPMENT MAINTENANCE	1,855.00	1.82	111.27	0.00	0.06	0.00	111.27	1,743.73
6310- PRINTING & PUBLICATIONS	350.00	0.00	53.71	0.00	0.15	0.00	53.71	296.29
6320- TELEPHONE	10,405.00	673.02	5,950.03	0.00	0.57	0.00	5,950.03	4,454.97
6410- RENT	333,120.00	26,378.10	187,385.03	0.00	0.56	0.00	187,385.03	145,734.97
6420- UTILITIES/ DISPOSAL	19,465.00	3,873.28	22,362.52	0.00	1.15	0.00	22,362.52	(2,897.52)
6432- BUILDING & GROUNDS REPAIRS/ MAINTENANCE	14,210.00	1,413.60	7,237.55	0.00	0.51	0.00	7,237.55	6,972.45
6433- GROUNDS MAINTENANCE	7,200.00	40.00	320.00	0.00	0.04	0.00	320.00	6,880.00
6440- PROPERTY INSURANCE	24,862.00	791.95	3,742.86	0.00	0.15	0.00	3,742.86	21,119.14
6530- LEGAL	11,186.00	3,052.45	19,357.60	0.00	1.73	0.00	19,357.60	(8,171.60)
6540- CUSTODIAL SERVICES	8,800.00	1,530.00	5,027.00	0.00	0.57	0.00	5,027.00	3,773.00
6562- MEDICAL EXAM	600.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00
6564- MEDICAL FOLLOW-UP	400.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00
6566- DENTAL EXAM	600.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00
6568- DENTAL FOLLOW-UP	400.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00

6610- GAS & OIL	2,300.00	124.32	1,244.80	0.00	0.54	0.00	1,244.80	1,055.20
6620- VEHICLE INSURANCE	4,375.00	1,342.82	5,614.78	0.00	1.28	0.00	5,614.78	(1,239.78)
6630- VEHICLE LICENSE & FEES	155.00	0.00	0.00	0.00	0.00	0.00	0.00	155.00
6640- VEHICLE REPAIR & MAINTENANCE	1,405.00	0.00	890.70	0.00	0.63	0.00	890.70	514.30
6712- STAFF TRAVEL-LOCAL	2,120.00	48.30	414.61	0.00	0.20	0.00	414.61	1,705.39
6742- TRAINING - STAFF	1,500.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00
6832- LIABILITY INSURANCE	30.00	1.31	10.62	0.00	0.35	0.00	10.62	19.38
6850- FEES & LICENSES	3,004.00	0.00	1,338.06	0.00	0.45	0.00	1,338.06	1,665.94
6875- EMPLOYEE HEALTH & WELFARE	95.00	0.00	0.00	0.00	0.00	0.00	0.00	95.00
7210- TRANSPORTATION VOUCHERS	600.00	400.00	600.00	0.00	1.00	0.00	600.00	0.00
7224- CLIENT RENT	900.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00
7226- CLIENT LODGING/SHELTER	435.00	0.00	0.00	0.00	0.00	0.00	0.00	435.00
7230- CLIENT FOOD	700.00	74.04	197.68	0.00	0.28	0.00	197.68	502.32
8110- IN KIND SALARIES	0.00	0.00	7,759.78	0.00	0.00	0.00	7,759.78	(7,759.78)
8130- IN KIND - OTHER	0.00	1,435.00	10,075.00	0.00	0.00	0.00	10,075.00	(10,075.00)
9010- INDIRECT COST ALLOCATION	41,430.00	4,441.75	27,494.91	0.00	0.66	0.00	27,494.91	13,935.09
Total Expenses	<u>848,597.00</u>	<u>84,841.25</u>	<u>557,811.05</u>	<u>0.00</u>	<u>0.66</u>	<u>0.00</u>	<u>557,811.05</u>	<u>290,785.95</u>
<b>Excess Revenue Over (Under) Expenditures</b>	<b>0.00</b>	<b>(0.01)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Beginning Net Assets - Unrestricted</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Beginning Net Assets - Board Designated	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Ending Net Assets</b>	<b><u>0.00</u></b>	<b><u>(0.01)</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>	<b><u>0.00</u></b>

**Fiscal Year July 24- June 25  
June 30, 2025**

<b>427 0 ALT. PYMT. PROG. C2AP</b>	<b>Budget</b>	<b>Month</b>	<b>June 30, 2025</b>	<b>June 30, 2025</b>	<b>% Spent</b>	<b>Encumbrance</b>	<b>Encumbrance</b>	<b>Balance</b>
<b>Revenues</b>								
4110- GRANT INCOME-FEDERAL	289,485.00	17,806.29	149,411.00	0.00	(0.52)	0.00	149,411.00	140,074.00
4120- GRANT INCOME-STATE	1,496,391.00	81,117.57	1,161,937.33	0.00	(0.78)	0.00	1,161,937.33	334,453.67
4315- CHILD CRE REVENUE-STATE	0.00	58.10	58.10	0.00	0.00	0.00	58.10	(58.10)
4320- INTEREST INCOME	0.00	121.00	121.00	0.00	0.00	0.00	121.00	(121.00)
Total Revenues	1,785,876.00	99,102.96	1,311,527.43	0.00	(0.73)	0.00	1,311,527.43	474,348.57
<b>Expenses</b>								
<b>5010- SALARIES &amp; WAGES</b>	87,431.77	3,909.74	74,078.20	0.00	0.85	0.00	74,078.20	13,353.57
5020- ACCRUED VACATION PAY	4,500.00	207.75	3,809.92	0.00	0.85	0.00	3,809.92	690.08
Total Salaries	91,931.77	4,117.49	77,888.12	0.00	0.85	0.00	77,888.12	14,043.65
5112- HEALTH INSURANCE	6,812.00	265.49	5,673.66	0.00	0.83	0.00	5,673.66	1,138.34
5114- WORKER'S COMPENSATION	400.00	16.90	313.58	0.00	0.78	0.00	313.58	86.42
5116- PENSION	4,627.00	190.50	3,787.72	0.00	0.82	0.00	3,787.72	839.28
5122- FICA	7,392.00	319.66	5,976.67	0.00	0.81	0.00	5,976.67	1,415.33
5124- SUI	1,424.00	(0.41)	848.94	0.00	0.60	0.00	848.94	575.06
5130- ACCRUED VACATION FICA	200.00	9.49	133.52	0.00	0.67	0.00	133.52	66.48
Total Fringe Benefits	20,855.00	801.63	16,734.09	0.00	0.80	0.00	16,734.09	4,120.91
6110- OFFICE SUPPLIES	2,073.00	97.34	1,469.83	0.00	0.71	0.00	1,469.83	603.17
6112- DATA PROCESSING SUPPLIES	7,726.00	161.03	7,935.60	0.00	1.03	0.00	7,935.60	(209.60)
6130- PROGRAM SUPPLIES	73.00	0.00	72.26	0.00	0.99	0.00	72.26	0.74
6143- FURNISHINGS	714.00	0.00	713.57	0.00	1.00	0.00	713.57	0.43
6170- POSTAGE & SHIPPING	4,791.00	0.00	4,340.25	0.00	0.91	0.00	4,340.25	450.75
Total Supplies	15,377.00	258.37	14,531.51	0.00	0.95	0.00	14,531.51	845.49
6180- EQUIPMENT RENTAL	1,320.00	93.14	1,097.20	0.00	0.83	0.00	1,097.20	222.80
6181- EQUIPMENT MAINTENANCE	994.00	154.95	1,076.13	0.00	1.08	0.00	1,076.13	(82.13)
6312- ADVERTISING & PROMOTION	263.00	0.00	262.10	0.00	1.00	0.00	262.10	0.90
6320- TELEPHONE	755.00	50.56	677.86	0.00	0.90	0.00	677.86	77.14
6410- RENT	21,637.23	1,915.91	21,637.14	0.00	1.00	0.00	21,637.14	0.09
6420- UTILITIES/ DISPOSAL	4,617.00	502.69	4,318.64	0.00	0.94	0.00	4,318.64	298.36
6432- BUILDING & GROUNDS	619.00	0.00	382.54	0.00	0.62	0.00	382.54	236.46
6437- BURGLAR & FIRE ALARM	15.00	0.00	13.78	0.00	0.92	0.00	13.78	1.22
6440- PROPERTY INSURANCE	927.00	177.52	1,009.01	0.00	1.09	0.00	1,009.01	(82.01)
6530- LEGAL	660.00	0.00	0.00	0.00	0.00	0.00	0.00	660.00
6555- MEDICAL	42.00	0.00	0.00	0.00	0.00	0.00	0.00	42.00
6610- GAS & OIL	21.00	0.00	9.82	0.00	0.47	0.00	9.82	11.18
6620- VEHICLE INSURANCE	319.00	64.30	354.90	0.00	1.11	0.00	354.90	(35.90)
6640- VEHICLE REPAIR &	379.00	4.60	342.50	0.00	0.90	0.00	342.50	36.50







**Fiscal Year July24- June 25  
June 30, 2025**

<u>429 0 ALT. PYMT. PROG. - GENERAL</u>	<u>Grant Budget</u>	<u>Current Month Actual</u>	<u>YTD Actual June 30, 2025</u>	<u>YTD Budget June 30, 2025</u>	<u>% Spent</u>	<u>YTD Encumbrance</u>	<u>Actual Plus Encumbrance</u>	<u>Budget Balance</u>
<b>Revenues</b>								
4110- GRANT INCOME-FEDERAL	4,652,208.00	265,869.83	3,216,289.19	0.00	(0.69)	0.00	3,216,289.19	1,435,918.81
4120- GRANT INCOME-STATE	3,492,616.00	200,568.46	1,909,331.16	0.00	(0.55)	0.00	1,909,331.16	1,583,284.84
4315- CHILD CRE REVENUE-STATE	0.00	912.60	6,096.15	0.00	0.00	0.00	6,096.15	(6,096.15)
4320- INTEREST INCOME	0.00	575.00	575.00	0.00	0.00	0.00	575.00	(575.00)
<b>Total Revenues</b>	<b>8,144,824.00</b>	<b>467,925.89</b>	<b>5,132,291.50</b>	<b>0.00</b>	<b>(0.63)</b>	<b>0.00</b>	<b>5,132,291.50</b>	<b>3,012,532.50</b>
<b>Expenses</b>								
5010- SALARIES & WAGES	275,383.00	21,496.22	259,498.07	0.00	0.94	0.00	259,498.07	15,884.93
5020- ACCRUED VACATION PAY	282,003.00	1,135.46	13,416.93	0.00	0.05	0.00	13,416.93	268,586.07
Total Salaries	557,386.00	22,631.68	272,915.00	0.00	0.49	0.00	272,915.00	284,471.00
5112- HEALTH INSURANCE	26,846.00	1,322.89	24,784.22	0.00	0.92	0.00	24,784.22	2,061.78
5114- WORKER'S COMPENSATION	1,265.00	88.27	1,085.97	0.00	0.86	0.00	1,085.97	179.03
5116- PENSION	15,112.00	1,100.80	11,457.28	0.00	0.76	0.00	11,457.28	3,654.72
5122- FICA	23,094.00	1,681.55	20,697.95	0.00	0.90	0.00	20,697.95	2,396.05
5124- SUI	2,638.00	(28.57)	2,535.95	0.00	0.96	0.00	2,535.95	102.05
5130- ACCRUED VACATION FRINGE	700.00	52.42	353.70	0.00	0.51	0.00	353.70	346.30
Total Fringe Benefits	69,655.00	4,217.36	60,915.07	0.00	0.87	0.00	60,915.07	8,739.93
6110- OFFICE SUPPLIES	2,959.00	199.53	3,051.48	0.00	1.03	0.00	3,051.48	(92.48)
6112- DATA PROCESSING SUPPLIES	16,495.00	384.09	16,728.64	0.00	1.01	0.00	16,728.64	(233.64)
6130- PROGRAM SUPPLIES	151.00	0.00	150.38	0.00	1.00	0.00	150.38	0.62
6143- FURNISHINGS	2,131.00	0.00	2,130.37	0.00	1.00	0.00	2,130.37	0.63
6170- POSTAGE & SHIPPING	5,760.00	0.00	4,709.35	0.00	0.82	0.00	4,709.35	1,050.65
Total Supplies	27,496.00	583.62	26,770.22	0.00	0.97	0.00	26,770.22	725.78
6180- EQUIPMENT RENTAL	5,120.00	283.87	3,803.83	0.00	0.74	0.00	3,803.83	1,316.17
6181- EQUIPMENT MAINTENANCE	3,104.00	472.23	2,957.26	0.00	0.95	0.00	2,957.26	146.74
6310- PRINTING & PUBLICATIONS	384.00	0.00	0.00	0.00	0.00	0.00	0.00	384.00
6312- ADVERTISING & PROMOTION	640.00	0.00	598.14	0.00	0.93	0.00	598.14	41.86
6320- TELEPHONE	2,051.00	136.49	1,832.55	0.00	0.89	0.00	1,832.55	218.45
6410- RENT	51,736.00	3,981.28	47,797.78	0.00	0.92	0.00	47,797.78	3,938.22
6420- UTILITIES/ DISPOSAL	11,328.00	948.63	9,390.81	0.00	0.83	0.00	9,390.81	1,937.19
6432- BUILDING & GROUNDS	1,368.00	0.00	818.81	0.00	0.60	0.00	818.81	549.19
6436- PEST CONTROL	8.00	0.00	7.70	0.00	0.96	0.00	7.70	0.30
6437- BURGLAR & FIRE ALARM	31.00	0.22	31.04	0.00	1.00	0.00	31.04	(0.04)
6440- PROPERTY INSURANCE	2,523.00	364.10	2,361.76	0.00	0.94	0.00	2,361.76	161.24
6530- LEGAL	3,840.00	0.00	0.00	0.00	0.00	0.00	0.00	3,840.00
6555- MEDICAL	146.00	0.00	145.00	0.00	0.99	0.00	145.00	1.00
6610- GAS & OIL	64.00	0.00	20.12	0.00	0.31	0.00	20.12	43.88
6620- VEHICLE INSURANCE	352.00	36.46	104.29	0.00	0.30	0.00	104.29	247.71



**MADERA COUNTY**  
**246- HHAP R4**

**Year to Date Expenses**

**1/01/2024-6/30/2025**

	<u>-000-74</u> Rapid Rehousing	<u>-077-74</u> Rapid Rehousing YSA	<u>-000-75</u> Operating Subsidies	<u>-077-75</u> Operating Subsidies YSA	<u>-000-18</u> Street Outreach	<u>-077-18</u> Street Outreach YSA	<u>-000-90</u> Administration	Total
4350/4 Rental/Misc. Income								0.00
5010 Salaries & Wages	28.39			833.28			1,304.97	2,166.64
5020 Accrued Vacation Pay	1.36			41.97			64.83	108.16
5112 Health Insurance				33.04			175.49	208.53
5114 Workers' Compensation	30.49			33.25			66.99	130.73
5116 Pension	1.71			53.01			70.98	125.70
5122 FICA	2.27			70.14			108.58	180.99
5124 SUI								0.00
5130 Accrued Vacation FICA	-0.09			-2.71			-3.88	-6.68
6110 Office Supplies								0.00
6112 Data Processing Supplies								0.00
6130 Program Supplies								0.00
6132 Medical & Dental Supplies								0.00
6140 Custodial Supplies								0.00
6143 Furnishings								0.00
6170 Postage & Shipping								0.00
6180 Equipment Rental								0.00
6181 Equipment Maintenance								0.00
6310 Printing & Publications								0.00
6320 Telephone	652.09			23.48	255.35		22.77	953.69
6410 Rent	2,120.94			76.72	970.25		106.94	3,274.85
6420 Utilities	537.19			16.95	282.67		22.97	859.78
6432 Building R & M								0.00
6433 Grounds Maintenance								0.00
6440 Property Insurance	73.34			2.56	109.32		7.99	193.21
6510 Audit								0.00
6520 Consultants								0.00
6530 Legal								0.00
6562 Medical Exam								0.00
6564 Medical Follow-Up								0.00
6566 Dental Exam								0.00
6568 Dental Follow-Up								0.00
6610 Gas & Oil				4.45				4.45
6640 Vehicle Repair & Maintenance								0.00
6712 Staff Travel Local				6.03				6.03
6742 Training - Staff								0.00
6820 Interest Expense								0.00
6832 Liability Insurance								0.00
6850 Fees & Licenses	822.49	0.61						823.10
6860 Depreciation Expense								0.00
6875 Employee Health & Welfare								0.00
7210 Transportation Vouchers								0.00
7222 Motel Vouchers								0.00
7224 Client Rent	47,781.52	4,796.02						52,577.54
7226 Client Lodging/ Shelter				9,273.72				9,273.72
7224 Client Food								0.00
7240 Direct Benefits								0.00
9010 Indirect	4,736.70	436.49	-	952.40	147.20	-	177.33	6,450.12
Subtotal - HUD Funding	56,788.40	5,233.12	0.00	11,418.29	1,764.79	0.00	2,125.96	77,330.56
<b>Budget:</b>	74,704.26	8,505.93	82,193.17	11,418.29	130,871.14	14,746.69	24,269.64	346,709.12
<b>Direct Budget:</b>	68,473.20	7,796.45	75,337.46	10,465.89	119,955.22	13,516.67	22,245.32	317,790.21
<b>Remaining balance for total funding:</b>	17,915.86	3,272.81	82,193.17	-	129,106.35	14,746.69	22,143.68	269,378.56
<b>Remaining direct cost:</b>	16,421.50	2,999.82	75,337.46	-	118,337.63	13,516.67	20,296.69	246,909.77

**Cross-Year Rev/ Exp by Fund/ Obj w Encumbrances/w Net Assets  
June 30, 2025**

<u>284 0 HUD COORDINATED ENTRY SUPP SVCS HELP CNTR</u>	<u>Grant Budget</u>	<u>Current Month Actual</u>	<u>YTD Actual June 30, 2025</u>	<u>YTD Budget June 30, 2025</u>	<u>% Spent</u>	<u>YTD Encumbrance</u>	<u>Actual Plus Encumbrance</u>	<u>Budget Balance</u>
<u>Revenues</u>								
4110- GRANT INCOME-FEDERAL	\$539,797.00	\$36,793.02	\$257,621.87	\$0.00	(0.48)	\$0.00	\$257,621.87	\$282,175.13
Total Revenues	<u>\$539,797.00</u>	<u>\$36,793.02</u>	<u>\$257,621.87</u>	<u>\$0.00</u>	<u>(0.48)</u>	<u>\$0.00</u>	<u>\$257,621.87</u>	<u>\$282,175.13</u>
<u>Expenses</u>								
5010- SALARIES & WAGES	\$354,359.00	\$25,459.47	\$163,183.07	\$0.00	0.46	\$0.00	\$163,183.07	\$191,175.93
5020- ACCRUED VACATION PAY	0.00	1,196.70	7,714.83	0.00	0.00	0.00	7,714.83	(7,714.83)
5112- HEALTH INSURANCE	40,231.00	2,243.19	14,057.46	0.00	0.35	0.00	14,057.46	26,173.54
5114- WORKER'S COMPENSATION	15,495.00	1,150.78	7,859.41	0.00	0.51	0.00	7,859.41	7,635.59
5116- PENSION	17,718.00	882.48	8,338.63	0.00	0.47	0.00	8,338.63	9,379.37
5122- FICA	27,109.00	2,029.31	13,299.83	0.00	0.49	0.00	13,299.83	13,809.17
5124- SUI	2,735.00	72.91	2,715.35	0.00	0.99	0.00	2,715.35	19.65
5130- ACCRUED VACATION FICA	0.00	15.45	84.27	0.00	0.00	0.00	84.27	(84.27)
6110- OFFICE SUPPLIES	1,500.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00
6112- DATA PROCESSING SUPPLIES	2,111.00	0.00	875.06	0.00	0.41	0.00	875.06	1,235.94
6170- POSTAGE & SHIPPING	200.00	0.00	0.00	0.00	0.00	0.00	0.00	200.00
6180- EQUIPMENT RENTAL	1,500.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00
6181- EQUIPMENT MAINTENANCE	500.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00
6310- PRINTING & PUBLICATIONS	200.00	0.00	0.00	0.00	0.00	0.00	0.00	200.00
6320- TELEPHONE	4,950.00	455.63	3,540.05	0.00	0.72	0.00	3,540.05	1,409.95
6410- RENT	16,180.00	2,397.84	13,754.89	0.00	0.85	0.00	13,754.89	2,425.11
6420- UTILITIES/ DISPOSAL	3,075.00	629.03	2,647.67	0.00	0.86	0.00	2,647.67	427.33
6432- BUILDING & GROUNDS REPAIRS/ MAINTENANCE	150.00	0.00	222.55	0.00	1.48	0.00	222.55	(72.55)
6440- PROPERTY INSURANCE	300.00	243.23	637.14	0.00	2.12	0.00	637.14	(337.14)
6530- LEGAL	187.00	0.00	0.00	0.00	0.00	0.00	0.00	187.00
6610- GAS & OIL	2,600.00	17.00	108.19	0.00	0.04	0.00	108.19	2,491.81
6620- VEHICLE INSURANCE	360.00	0.00	0.00	0.00	0.00	0.00	0.00	360.00
6630- VEHICLE LICENSE & FEES	50.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00
6640- VEHICLE REPAIR & MAINTENANCE	350.00	0.00	0.00	0.00	0.00	0.00	0.00	350.00
6712- STAFF TRAVEL-LOCAL	800.00	0.00	142.80	0.00	0.18	0.00	142.80	657.20
6742- TRAINING - STAFF	500.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00
6850- FEES & LICENSES	160.00	0.00	21.40	0.00	0.13	0.00	21.40	138.60
6875- EMPLOYEE HEALTH & WELFARE	120.00	0.00	0.00	0.00	0.00	0.00	0.00	120.00
7226- CLIENT LODGING/SHELTER	1,500.00	0.00	0.00	0.00	0.00	0.00	0.00	1,500.00
9010- INDIRECT COST ALLOCATION	44,857.00	0.00	18,419.27	0.00	0.41	0.00	18,419.27	26,437.73
Total Expenses	<u>\$539,797.00</u>	<u>\$36,793.02</u>	<u>\$257,621.87</u>	<u>\$0.00</u>	<u>0.48</u>	<u>\$0.00</u>	<u>\$257,621.87</u>	<u>\$282,175.13</u>
Excess Revenue Over (Under) Expenditures	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
Beginning Net Assets - Unrestricted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Beginning Net Assets - Board Designated	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ending Net Assets	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>

**CAPMC**  
**Work Related Injuries Report - July 2025**  
**BOARD OF DIRECTORS**

<b>Recordable Injuries</b>							
Position/Program	Injury Location	Type of Injury	DOI	TOI	Description	Loss Days	Outcomes
<b>Medical Triage:</b>							
Position/Program	Injury Location	Type of Injury	DOI	TOI	Description	Loss Days	Outcomes
Associate Teacher / MMHS	Sierra Vista	Scratches	7/8/2025	9:20am	A child refused to use the restroom and reacted with his hands on the EE's face. The EE noticed scratches five hours later.	0	7/8/25: called medical triage and elected self-care/first aid.
Teacher / FMHS	Mendota	Insect bite	7/24/2025	8:15am	EE noticed insect bites on her left hand palm area after setting breakfast for children at the indoor classroom	0	7/24/25: called medical triage and elected self care/first aid.
<b>Claims</b>							
Position/Program	Injury Location	Type of Injury	DOI	TOI	Description	Loss Days	Outcomes
Food Service Worker - Instructional Aide / MMHS	Pomona	Back strain	7/29/2025	7:00am	EE transported meals from Pomona kitchen to Sierra Vista site. EE carried ice chests from one trolley to another. She later experienced generalized back pain while sitting down to drive.	1+	7/29/2025: called medical triage and elected self care/first aid and then sought treatment at Concentra. EE's modified work are unable to be accommodated; therefore, the EE is out on leave.
<b>Up To Date Injuries: January 2023 to December 2023</b>							
(6) Hand Injuries	(1) Feet Injuries	( ) Chest Injuries					
(1) Back Injuries	( ) Eye Injuries	(1) Neck Injuries	( ) Bottom				
(5) Knee Injuries	(2) Leg Injuries	(1) Head Injuries	( ) Hip				
(4) Arm Injuries	(1) Wrist Injuries	(2) Ankle Injuries					
( ) Elbow Injuries	( ) Burn Injuries	( ) Respiratory Injuries					
(2) Shoulder Injuries	( ) Abdomen Injuries	(1) Face Injuries					
		DOI: DATE OF INJURY					
		TOI: TIME OF INJURY					



# BOARD OF DIRECTORS 2025 ATTENDANCE

Director	Area Represented	January	February	March	April	May	June	July	August	September	October	November	December
<b>Public Officials</b>													
Deborah Martinez A: Vivian Garcia	Department of Social Services	P	P	-	A	X	X	P					
David Hernandez <i>Vice-Chairperson</i>	Madera Unified School District	X	P	-	P	P	X	P					
Leticia Gonzalez A: Robert Poythress	Madera County Board of Supervisors	P	X	-	P	P	X	X					
Steve Montes A: Mayor Cece Gallegos	Madera City Council	P	P	-	P	P	P	P					
Jeff Troost	Chowchilla City Council	P	P	-	P	X	X	X					
<b>Private Sector Officials</b>													
Debi Bray	Madera Chamber of Commerce	P	P	-	P	P	P	P					
Otilia Vasquez	Head Start Policy Council	X	P	-	X	X	X	P					
Donald Holley	Community Affairs	P	P	-	P	P	P	P					
Eric LiCalsi <i>Chairperson</i>	Attorney at Law	P	X	-	X	P	P	X					
Molly Hernandez	Early Childhood Education & Development	P	X	-	X	P	P	P					
<b>Low-Income Target Area Officials</b>													
Martha Garcia	Central Madera/Alpha	X	X	-	P	P	P	X					
Tyson Pogue <i>Secretary/Treasurer</i>	Eastern Madera County	P	P	-	P	P	X	X					
Richard Gutierrez	Eastside/Parksdale	P	P	-	P	P	P	P					
Diana Plamer <i>(Seated on 1/11/2024)</i>	Fairmead/Chowchilla	P	P	-	P	X	P	X					
Aurora Flores	Monroe/Washington	P	P	-	P	X	P	X					
<i>Total Directors</i>		12/15	11/15	-	13/15	10/15	9/15	8/15					

**STAFFING CHANGES**  
**July 1, 2025 - August 6, 2025**  
**BOARD OF DIRECTORS**

<b>NON-HEAD START DEPARTMENTS</b>					
<b>NEW HIRES</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
61505	Program Assistant / Clerk Typist II	Gill - Resource and Referral & Alternative Payment Program	7/8/2025	80	Open position
61316	Housing Case Worker	Gill - Community Services	7/28/2025	80	Open position
61509	Transitional Housing Case Worker	Yosemite - Victim Services	7/31/2025	80	Open position
61470	Family Services Associate I	Gill - Resource and Referral & Alternative Payment Program	8/4/2025	80	Open position
<b>SUBSTITUTES</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
<b>VOLUNTARY RESIGNATIONS</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
05701	Human Resources Generalist	Gill - Human Resources	7/3/2025	80	Resignation
61277	Shelter / Resident Support Aide	Martha Diaz - Victim Services	7/5/2025	80	Resignation
61486	Program Assistant / Clerk Typist II	Oakhurst - Victim Services	7/16/2025	80	Resignation
<b>TERMINATION</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
<b>HEAD START DEPARTMENTS</b>					
<b>NEW HIRES</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
61506	Instructional Aide III	Sierra Vista - Madera Migrant Head Start	7/28/2025	80	Open position
61507	Food Service Worker/Instructional Aide	Mis Tesoros-Madera Regional Head Start	7/28/2025	80	Open position
61508	Instructional Aide I / Janitor	Cottonwood - Madera Migrant Head Start	7/28/2025	80	Open position
61510	Instructional Aide II / Janitor	Chowchilla - Madera Regional Head Start	8/5/2025	80	Open position
61512	Food Service Worker/Instructional Aide	Pomona - Madera Migrant Head Start	8/5/2025	80	Open position
<b>SUBSTITUTES</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
<b>VOLUNTARY RESIGNATIONS</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification
61406	Instructional Aide I / Janitor	Chowchilla - Madera Regional Head Start	7/9/2025	80	Resignation
61488	Teacher III	Chowchilla - Madera Regional Head Start	7/18/2025	80	Resignation
61466	Associate Teacher	Sierra Vista - Madera Migrant Head Start	7/29/2025	80	Resignation
<b>TERMINATIONS</b>					
Identification Number	Position	Location	Effective Date	Hours	Justification



# One-time Supplemental Funds for Nutrition and Healthy Eating for Head Start Children and Families

---

 [headstart.gov/policy/pi/acf-ohs-pi-25-02](https://headstart.gov/policy/pi/acf-ohs-pi-25-02)

# One-time Supplemental Funds for Nutrition and Healthy Eating for Head Start Children and Families

## ACF-OHS-PI-25-02

U.S. Department  
of Health and Human Services

ACF  
Administration for Children and Families

1. **Log Number:** ACF-OHS-PI-25-02
2. **Issuance Date:** 07/29/2025
3. **Originating Office:** Office of Head Start
4. **Key Words:** Nutrition; Healthy Eating

## Program Instruction

**To:** All Head Start Recipients

**Subject:** One-time Supplemental Funds for Nutrition and Healthy Eating for Head Start Children and Families

### Instruction:

This Program Instruction (PI) outlines the process for Head Start grant recipients to request supplemental funds to promote nutrition services and healthy eating for enrolled children and families. The PI is also intended to assist programs in determining allowable uses of funds to meet program needs.

As affirmed in [ACF-OHS-IM-25-03](#), Head Start programs play a critical role in ensuring children and families have access to comprehensive nutrition services and a variety of nutrient-dense food, including whole grains, fresh fruits, and vegetables, while reducing intake of ultra-processed foods and added sugars. Access to healthy foods and other nutrition services help children grow, develop, and learn. Healthy

nutrition is essential for brain development and provides children with the energy needed to stay active and focused throughout the program day. A balanced diet and physical activity help strengthen a child's immune system, reducing the risk of infections and illnesses. They also prevent childhood obesity, which can lead to chronic diseases such as heart disease and diabetes.

Some Head Start programs have shared that a lack of funding can be a barrier to improving or expanding their nutrition services and support for healthy eating. In response to this feedback, the Office of Head Start (OHS) is making available this opportunity for one-time supplemental funding. The scope and size of the improvements that programs may want to make to their nutrition services will vary and OHS recognizes it cannot anticipate all circumstances in which these supplemental funds may be needed. Based on recipient feedback on both promising practices for and common barriers to implementing robust nutrition and health services for children and families, this PI provides a non-exhaustive list of allowable uses of funds for programs' consideration.

## **Examples of Allowable Uses of Supplemental Funds**

Head Start programs have many options for integrating creative approaches to nutrition services. The activities outlined below meet the programmatic purposes and goals of the Head Start mission and are allowable under the relevant statutory and regulatory requirements. The following is not a list of required activities, but rather a list of allowable activities that program administrators may consider in addressing the unique circumstances in their communities related to promoting nutrition services and healthy eating. Head Start funds must be used in ways that comply with the Head Start Program Performance Standards (Performance Standards). These Performance Standards emphasize the importance of providing materials, activities, and environments that meet the safety guidelines for young children and consider the age and developmental stage of children. Please note, a multi-disciplinary approach to nutrition and healthy eating may include multiple activities, and the examples of allowable activities listed below are intended to be reflective of non-recurring expenses that would be appropriate uses of one-time supplemental funds. OHS expects that programs leverage multiple sources of funding to support the ongoing provision of comprehensive nutrition services. Under [45 CFR §1302.44\(b\)](#), a program must use funds from U.S. Department of Agriculture (USDA) Food, Nutrition, and Consumer Services Child Nutrition programs as the primary source of payment for meal services. Head Start funds may be used to cover those allowable costs not covered by the USDA. Applicants for proposed funding must demonstrate that they have not received duplicative funding for proposed expenses from another federal funding source, including USDA grant programs such as the School Equipment Grant ([National School Lunch Program Equipment Assistance Grants](#)) or the [Patrick Leahy Farm to School program](#). Additionally, applicants must demonstrate that proposed expenses are not duplicative of funds received through the USDA's Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Applications should be specifically tied to nutrition and health outcomes for children and families, including enhancing healthy nutrition practices for participating families and children.

- **Food Service Upgrades**

- Modernization of kitchen facilities and related upgrades to ensure safe food preparation and storage, and opportunities to prepare fresh, whole foods on-site.
- Procurement of fresh, locally sourced, and nutritious food items, which may include transportation costs for delivering fresh ingredients to centers.
- Designated breastfeeding spaces, such as lactation rooms and breast milk storage at center-based programs to provide private and sanitary spaces for breastfeeding mothers.
- Programs receiving funding for facility renovations must follow all requirements for recording notices of federal interest as outlined in [45 CFR §1303.46](#).

- **Materials, Supplies, and Equipment**

- Materials and equipment for center-based, home-based, or family child care activities focused on healthy eating, such as cooking demonstration kits or supplies to create community or

- family gardens, greenhouses, and Indigenous seed hubs.
- Commercial-grade appliances (refrigerators and freezers for safe food storage; ovens, stoves, and microwaves for on-site meal preparation; dishwashers for sanitizing utensils and dishes).
- Food preparation tools, cookware and bakeware, and storage containers.
- Sanitation equipment and protective kitchen gear to ensure the safety of staff, children, and families during food preparation and cooking activities.
- Breastfeeding supplies for use in Head Start facilities, such as breast pumps, nursing pads, storage containers, or comfortable nursing chairs for designated breastfeeding spaces specifically designed to encourage breast feeding.
- Gardens or gardening supplies designed to foster farm-to-table strategies and ensure children are exposed to range of healthy food options through educational experiences.
- **Nutrition Education Resources**
  - Development of nutrition and breastfeeding education programming and curricula for children, families, and staff.
  - Training for staff on nutrition and breastfeeding best practices and dietary guidelines, aligned with USDA requirements and targeting improved outcomes for children and families.
  - Workshops, seminars, and community events for families on nutrition, breastfeeding, health, and wellness topics.
  - Healthy food during programming, including meals and snacks for children and families during parent and family engagement activities.
  - Building or enhancing partnerships around health and nutrition with local child care providers or other local resources families use for parenting supports.
- **Non-recurring Personnel Costs**
  - Consultations with specialized staff (such as registered dietitians or nutritionists) to develop and oversee meal plans that meet USDA guidelines and address the specific needs of children, such as special dietary needs, or provide nutrition counseling to families and staff.
  - Staff training and professional development, which may include nutrition education workshops to train staff on the importance of balanced diets and portion control, physical activity, and food safety, and how to prepare healthy meals and snacks efficiently. Staff training could also include sessions with mental health professionals to address emotional and behavioral challenges related to food insecurity or unhealthy eating habits, and provide counseling to children and families on stress management and its impact on nutrition.
  - Consultations with individuals who can promote physical activity and healthy lifestyle choices among children and staff, such as with [I Am Moving, I Am Learning](#), or develop programming that integrate nutrition and wellness into daily routines.
  - Community outreach coordinators to help programs set up partnerships with local farms, food banks, and health organizations to enhance nutrition services and organize events such as cooking classes and nutrition fairs for families.

## Funding Requests

Grant recipients should engage in an assessment of programmatic and community nutrition and health needs that considers the immediate, interim, and long-term impacts and associated costs, understanding that one-time funds should be used for non-recurring expenses. If grant recipients pursue one-time supplemental funds to support personnel, for purposes such as those outlined above, we encourage consideration for whether these positions are short-term or if ongoing expenses can be built into program budgets moving forward. Application narratives must clearly delineate which of the following categories of funding are included in the request:

1. Food Service Upgrades
2. Materials, Supplies, and Equipment
3. Nutrition Education Resources

#### 4. Non-recurring Personnel Fees

Each proposed grant activity should have clear timelines for execution and completion. Project completion timelines, including major activities within each phase, need to be clearly stated in the application. For categories 2–4 above, applicants must limit proposed expenses to evidence-based interventions or training. As part of their applications, grant recipients should provide the research and evaluations for the interventions they intend to use and describe how they will maintain fidelity to the model described in the research. Additionally, as mentioned in the section above, applicants for proposed funding must demonstrate that they have not received duplicative funding for proposed expenses from another federal funding source, including USDA grant programs such as the School Equipment Grant ([National School Lunch Program Equipment Assistance Grants](#)) or the [Patrick Leahy Farm to School program](#). Additionally, applicants must demonstrate that proposed expenses are not duplicative of funds received through the USDA's Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

### Application Instructions

OHS is making funds available for nutrition and health supplements. **We encourage applications to be submitted as soon as possible, but no later than Friday, August 22 for the priority deadline. Applications will be reviewed on a rolling basis.** Applications may continue to be considered on a rolling basis after the priority deadline of Friday, August 22, if funds are available.

To be considered, grant recipients must apply for supplemental funds through an application in the Head Start Enterprise System (HSES). Applications should be submitted using the "Supplement – Nutrition" application amendment. Applications submitted for nutrition purposes using a different application type will not be considered for this opportunity. Supplemental applications should include the following:

- SF-424
- SF-424A
- Program Narrative
- Budget Narrative
- Governing Body and Policy Council Approvals (if not possible to include with the application submission, these may be submitted prior to awards being made)

None of the nutrition and health supplemental funds awarded to grant recipients will be included in the calculation of the grant recipient's base grant in subsequent fiscal years. Nutrition and health supplemental funds are not subject to the allocation requirement of [Sec. 640\(a\)](#) of the Head Start Act.

In addition to all the information included in this P.I., grant recipients must also comply with all award terms and conditions.

### Funding Considerations

OHS's priority is to promote high-quality nutrition services and healthy eating for enrolled children and families in Head Start programs. Awards will be based on how effectively the proposed model design fits the needs of the community to be served. ACF reserves the right to deny funding to any applicant that is presently designated as "high risk," probationary, or not in good standing, or has been debarred or defunded by any state or federal agency.

Through this funding opportunity, OHS is interested in reaching areas of greatest nutritional needs to facilitate the enhancement of services for families who would most benefit from services. ACF reserves the right to prioritize organizations based on their ability to demonstrate their community's need and provide sustainable approaches toward the ongoing provision of comprehensive nutrition services.

For questions regarding nutrition and healthy eating needs, please contact [ohs\\_policy@acf.hhs.gov](mailto:ohs_policy@acf.hhs.gov). For assistance submitting the application in HSES, contact [help@hsesinfo.org](mailto:help@hsesinfo.org) or 1-866-771-4737.

We are committed to supporting your program as we work together to promote nutrition and healthy eating for Head Start children and families.

Thank you for your work on behalf of children and families.

/ Captain Tala Hooban /

Captain Tala Hooban  
Acting Director  
Office of Head Start