

TEHAMA COUNTY DEPARTMENT OF EDUCATION
EARLY LEARNING PROGRAMS AND SERVICES

Family Child Care Home Education Network



2025/2026 FAMILY HANDBOOK

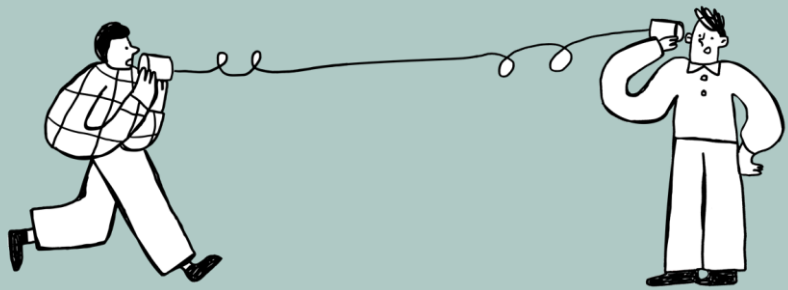
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Tehama County Board of Education

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Revised July, 2025



Dear Families,

We are pleased to welcome you to the Tehama County Department of Education (TCDE), Family Child Care Home Education Network (FCCHEN). It is our goal to support families and childcare providers with the highest quality resources available.

This handbook provides an outline of our FCCHEN program. We look forward to a positive and productive relationship where we are able to provide the best early childhood experiences for your family.

The policies contained in this handbook are developed within the rules and regulations of the California Code of Regulations (Title 5: Education), Community Care Licensing Division (Title 22), WIC Sections 10200-10490, Family Child Care Home Education Network, and Tehama County Department of Education.

The Tehama County Department of Education welcomes any questions or comments regarding the policies in this handbook. Please feel free to contact any of the FCCHEN program staff.

We hope you enjoy your experience with us!

Alyssa McCombs, MA

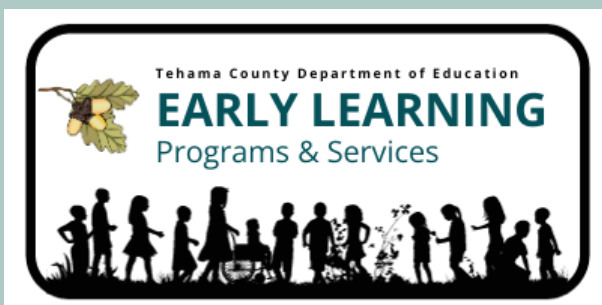
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Tehama County Department of Education

Early Learning Programs and Services

Our mission is to provide high quality, safe, and nurturing learning environments for children and their families. Our programs focus on the whole child, supporting children's progression throughout Early Childhood.

Family Child Care Home Education Network (FCCHEN):

The Tehama County Department of Education (TCDE) Family Child Care Home Education Network (FCCHEN) is funded for children from birth until thirteen years of age, who are qualified for care by eligibility and need.

FCCHEN staff will provide program placement options with families, through providing a list of FCCHEN approved providers to call and visit, allowing families to make an informed choice.

Payment is made by TCDE directly to providers.



Refrain from Religious Instruction: Our programs refrain from religious instruction & worship. Diversity is valued, and families are encouraged to share any special traditions.

Confidentiality: The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of the program.

No other use of the information will be made without prior written consent or through a subpoena. Participants shall have access to information in their basic data file within 5 business days after the program receives a written request.

Equal Access/Non-Discrimination Statement: No person will be subjected to discrimination, or any other form of illegal bias, including harassment.

We give equal access to services without regard to sex, sexual orientation, gender identification, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

Education Team:

Tehama County Department of Education Early Childhood Programs department is very proud of the professionals that make up our education team.

All members of the team are committed to quality early childhood education.

Provider Information:

You have the right to review licensing reports and complaints pertaining to a child care facility. Licensing information from Community Care Licensing is available online at www.cclcd.ca.gov. Information prior to 2014 is only available by contacting CCL.

To locate a Small Family Child Care Home Licensee on the website:

1. First, select “Family Child Care Home (Small)” from the drop down list.
2. Then, type the following: Last Name, First Name Family Child Care Home.

To locate a Large Family Child Care Home on the website:

1. First, select “Large Family Child Care home” from the drop down list.
2. Then, type in the county that you are searching within.

You may also sign up for email alerts regarding any child care provider’s license.

North State Quality Counts:

All members of the Early Childhood Program Team have the opportunity to participate in our local North State Quality Counts Initiative, which is part of the California’s State Wide Quality Initiative.

This initiative evaluates and assesses the effectiveness of instruction, and the learning environment. Results of these evaluations can be made available to families.

For more information, please see:
<https://sites.google.com/view/qcc-region-2-hub/home?authuser=0>



Philosophy:

The staff and administrative team at Tehama County Department of Education know that young children thrive in safe, friendly, and respectful environments.

Our program philosophy fosters a child-centered approach to learning, and is based on the guiding principles of the California Preschool Curriculum Framework:

- Relationships are central.
- Play is the primary context for learning.
- Intentional teaching enhances children's learning experiences.
- Family and community partnerships create meaningful connections.
- Individualization of learning includes all children.
- Responsiveness to culture and language supports children's learning.
- Time for reflection and planning enhances teaching.

(From CA Preschool Curriculum Framework, Vol. 1 Pg. 5).

We work to empower children, promote individuality and develop strong partnerships with families.

We strive to create an environment that helps young children attain physical, cognitive, social, language and emotional achievements to be prepared for school.

Program Goals:

- Create a warm, nurturing, safe, and cultural responsive environment that is inviting to children and families.
- Provide curriculum which is child centered, and emergent, based on the children's interests.
- Respond to the changing needs of children and families.
- Establish partnerships with families, offering collaboration opportunities in all aspects of the program.
- Provide professional development opportunities which are relevant to individual and program goals.



Parent Education & Involvement:

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

Opportunities to participate include, but are not limited to:

- Parent/Teacher conferences are held twice per year. Conferences provide an opportunity for parents to collaborate with the teacher to develop goals for their child.
- Reading to children during drop-off/pick-up.
- Bi-Annual Parent Advisory Committee meetings provide an opportunity for parents to provide input on the nature and operation of the program.
- Participating or helping at family festivals/events.



Family Rights:

Families who are enrolled with Tehama County Department of Education's Family Child Care Home Education Network have the following rights:

1. An appeal process if you are in disagreement with a Notice of Action.
2. To be an active participant in decisions regarding your child and their education.
3. Unlimited access to your child during normal hours of provider operation and when the child is in the provider's care.

Parents interested in volunteering in the FCCHEN program must have a recent tuberculosis clearance, immunization & background clearance on file.

Please contact Kayla Diehl, Early Childhood Education Program Coordinator for more information.



Parent Advisory Committee:

Our goal is to provide a space for parents and guardians to be involved in the planning and development of the Early Childhood Programs their children attend.

Twice a year the Parent Advisory Committee will meet, in an effort to discuss the continued growth of the educational programming at Tehama County Department of Education.

Families who would like to participate are invited to contact your FCCHEN provider, or the Early Childhood office at (530) 528-7324.

All families are welcome to participate.

Complete information regarding the times and dates of the Parent Advisory Committee will be sent out closer to meeting dates.

We hope you take advantage of this opportunity and enjoy your participation in the fullest!

Health & Social Services:

Our goal is for families to know where to access community health and social services to meet their unique family needs.

A Family Resource Checklist form is completed upon enrollment, and at every family conference thereafter.

This form helps to identify the needs of both the child & family, so that the child may be successful in school and beyond.

Continuous Improvement:

Our goal is to implement an effective annual program self-evaluation process to support continuous improvement.

The process includes:

- Assessment of the program by parents using the Desired Results Parent Survey.
- Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile, Environmental Rating Scale tools, and California's Quality and Improvement System.

Based on the results goals and action steps are developed and implemented.

Staff Qualifications & Development:

Our goal is to implement a staff development program that adequately equips each staff member with the information necessary to carry out his or her assigned duties.

Our program makes professional development of individuals working with children and families a priority. Providers have the opportunity to attend ongoing trainings related to child development.

Developmental Assessments:

We use a tool called the Desired Results Developmental Profile (DRDP-2015) to assess the development of children. With this tool:

- Children are assessed within 60 days of enrollment and every 6 months after.
- Parent's input is a necessary component of this assessment.
- Assessment outcomes are used to plan and conduct age and developmentally appropriate activities for children.

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.

Our goal is to provide a program that is inclusive of children with special needs.

Environment:

Our goal for each of our FCCHEN programs is to provide a safe, healthy, and welcoming environment that supports the broad development needs of children.

The Family Child Care Environment Rating Scale is completed on each program annually. The information obtained from this assessment is then used to help providers design and purchase materials each school year to enhance their classroom environments.



Program Self Evaluation Process:

Our goal is to ensure our programs are meeting and exceeding the regulations which the California Department of Social Services has outlined for quality programming.

Our department conducts a yearly self-assessment of its programs. During this process, we identify areas of compliance and non-compliance, and work together as a team to develop a written growth plan.

Families are welcome to participate in this process. Each program year, this report is due to the California Department of Social Services by June first.

For our Program Summary of improvement, we review data from the following:

Desired Results Developmental Profile's

Family Child Care Environment Rating Scale

Compliance Monitoring Report

Family Surveys

Code of Ethical Conduct:

All families must commit to demonstrate the following core standards/values during all interactions while enrolled in our program:

- Communicate effectively in a calm manner.
- Be courteous.
- Maintain order.
- Show respect of others.
- Take responsibility for own actions.
- Be punctual.
- Respect the dignity, worth, and uniqueness of each individual present at the center.
- Respect diversity.
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect.

Diaper Policy:

Caregivers follow health and safety guidelines during each diaper change. This includes washing their hands before and after each diaper change, clean, disinfect the changing surface after every use and dispose of soiled diapers in a covered, hands-free trash can.

Families are responsible for providing their own child's diapering supplies.

Toileting Policy:

If your child is not independently toileting yet, when developmentally appropriate, Program staff will work with you to set bathroom goals, expectations and routines. In partnership with you we work toward getting your child to be independent in the bathroom.

Safe School & Harassment Policy:

The following behaviors will not be tolerated and are **prohibited** at any of our sites:

- Behavior which threatens the safety, welfare or morals of others.
- Under the influence of and/or possession of alcohol, marijuana or drugs.
- The possession of any weapon, look alike weapon (toy), or any object which ejects whether functional or not.
- Behavior which would cause, attempt, threaten, or conspire to cause damage to personal or real property or person through arson, burglary, extortion, larceny (stealing), criminal mischief, battery (hitting people), assault (making a person fearful of hitting), harassment (threat to commit an illegal act), sexual harassment, sexual intimidation, hazing (actions intended to endanger or embarrass others).
- Use of obscene and profane language.



Suspected Child Abuse:

All Tehama County Department of Education employees and Providers are mandated reports, and therefore required under California Penal Code Section 11165.7 to report any suspected cases of child abuse or neglect. 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 the Early Childhood Programs Coordinator at any time.

Field Trips:

Providers may offer field trips free of charge. Field trips have an educational purpose that are incorporated into the classroom activity plans prior to going on the trip as well as after the field trip occurs. Children are only allowed to participate in field trips with parent's written consent.



If your child has any food allergies, or can not eat certain foods for religious or personal reasons, please notify the Early Childhood Education Program Coordinator and FCCHEN provider during enrollment.

Nutrition Services:

Our goal is to ensure children have nutritious meals and snacks during their time in the program. Meals and snacks that are culturally and developmentally appropriate, and meet the federal Child Care Food Program nutritional requirements. Mealtime is a learning experience for our children. It is a time to talk about color, taste, texture, and the names of foods. It is also an opportunity for practicing manners and socializing.

Providers must be enrolled in the CA food program.

Disaster/Evacuation Plan:

In the case of a major disaster, children will remain under the supervision of the FCCHEN provider until it is safe to release children to parents/guardians. Every FCCHEN provider has emergency supplies on hand, and a classroom specific disaster plan posted at the site.

Ask your child's provider for more information if you are interested.

Americans with Disabilities Act:

We welcome the enrollment of children with disabilities and understand the requirement of the American with Disabilities Act (ADA) to make and implement reasonable accommodations.

GENERAL POLICIES

Parent/Guardian Notification

Policy for Child Suspension or Expulsion in a Family Child Care Home Education Network (FCCHEN) Program

Ed Code 8489.1 | WIC 10491.1

December 20, 2024

The Program Handbook has been updated to reflect the following change in policy:

CHILD SUSPENSION OR EXPULSION

The FCCHEN program prohibits or severely limits the use of suspension and expulsion because of a child's behaviors. In addition, the program can not persuade or encourage a child's parents or legal guardians to prematurely pick up a child or voluntarily unenroll from the program due to a child's behavior.

The FCCHEN Provider and Program Staff will take many steps to address a child's challenging behaviors, with the goal being to aid the child's safe participation in the program.

In the event a child is suspended or expelled due to persistent and serious behaviors that impact the safety of children, the FCCHEN Program Staff will issue a Notice of Action effective 24 hours after the notice is issued.

Persistent and serious challenging behaviors are either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance.

A parent has the right to file an appeal directly to the State Department no later than 14 calendar days after receipt of the Notice of Action. Note that the child may not attend the FCCHEN program during the appeal process. The appeal must be filed directly to:

Mail: California Department of Social Services (CDSS)

| Child Care & Development Division

Attn: Appeals Coordinator

744 P Street, MS 9-7-354

Sacramento, Ca 95814

Email: CCDDAppeals@dss.ca.gov

Telephone: 833-559-2417

Fax: 916-654-1048

Every effort will be made to handle discipline problems through redirection, problem solving, rearrangement, and staff – parent collaboration. Open – communication with each other is key.

NOTE: For further information regarding steps taken to address a child's behavior(s), please talk with your child's Provider and Program staff.

GENERAL POLICIES

Child Suspension

Ed Code 8489.1 | WIC 10491.1

Suspension means any removal of a child from all or part of the program day, or the prevention of a child from attending the program for one or more days, in response to the child's behavior. Note that moving a child to an isolated or separate room is considered "removing the child from the program". A provider may remove children from specific situations to allow the child to calm down or regain composure, such as taking the child for a walk or accompanying the child to an outdoor environment; however, the child must return to the program as soon as they have calmed down and may not be removed for longer than 30 minutes.

Except in extraordinary circumstances, the program shall NOT suspend a child due to a child's behavior OR encourage, persuade, or require a child's parents or legal guardians to prematurely pick up a child due to a child's behavior before the program day ends.

Suspension must only be used as a last resort in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without removal of the child. To the greatest extent possible, a provider must endeavor to ensure the full participation of enrolled children in all program activities.

PROCEDURE TO DOCUMENT | SUPPORT SUSPENDED CHILD

STEP 1: Complete the Supporting Children with Persistent | Serious Challenging Behaviors Procedure that includes:

- Gather Data, Establish Child Success Team & Engage with Parent/Guardian.
- Develop Behavior Plan
- Behavior Check-in

STEP 2: If determined that suspension is deemed necessary:

- Program staff will issue a Notice of Action that describes the change in service level.
 - Effective date may be no less than 24 hours after service of the notice
 - Since action to suspend or expel a child involves persistent and serious behaviors impacting the safety of children, the child may not attend the provider's home during the appeal process.
 - Notice must inform parent(s) of their right to file an appeal directly to the State Department.
- Child Success Team will develop a Suspension Action | Support Plan to help child return to full participation as quickly as possible while ensuring child safety.
- Determine if appropriate community resources are available. If applicable, contact/refer.
- Provide copy of Suspension Action | Support Plan AND this Process | Procedure to the parent/guardian.

STEP 3: Suspension Action | Support Plan Check-in

- Evaluate suspension plan to assess progress and if applicable identify new needs. Determine if the child is able to return to full participation in all program activities.

GENERAL POLICIES

Child Expulsion

Ed Code 8489.1 | WIC 10491.1

Expulsion means the permanent dismissal of a child from a program in response to a child's behavior.

Except in extraordinary circumstances, the program shall NOT expel or unenroll a child because of a child's behavior **OR** persuade or encourage a child's parents or legal guardians to voluntarily unenroll from the program due to a child's behavior.

If Provider and Program Staff have expeditiously pursued and documented reasonable steps to maintain the child's safe participation in the program and determines that the **child's continued enrollment would present a serious safety threat to the child or other enrolled children**, the program may expel the child and must refer to the parents/guardians to other potentially appropriate placements, the local childcare resource and referral agency, other referral service available in the local community, and, to the greatest extent possible, support the direct transition to a more appropriate placement. This determination to expel the child must be made in consultation with the child's parents/guardians, provider and if applicable, local agency responsible for implementing the IFSP or IEP.

The contractor has up to 180 days to complete the expulsion process, as described above.

PROCEDURE FOR EXPELLING CHILD

STEP 1: Complete the Supporting Children with Persistent | Serious Challenging Behaviors AND Child Suspension Procedures that includes:

- Gather Data, Establish Child Success Team & Engage with Parent/Guardian.
- Develop Behavior Plan
- Suspension Action | Support Plan

STEP 2: If determined that expulsion is deemed necessary:

- Provide copy of all Behavior Plans, Suspension Action | Support Plans AND the programs Process | Procedures followed to parent/guardian.
- Issue Notice of Action to disenroll child.
 - Effective date may be no less than 24 hours after service of the notice
 - Since action to suspend or expel a child involves persistent and serious behaviors impacting the safety of children, the child may not attend the provider's home during the appeal process.
 - Notice must inform parent(s) of their right to file an appeal directly to the State Department.
- Refer the parent(s)/guardian(s) to other potentially appropriate placements, the local childcare resource and referral agency, or other referral service available in the local community, AND to the greatest extent possible, support direct transition to a more appropriate placement.

Child Supervision:

FCCHEN providers actively ensure that their environments are safe at all times.

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

Parents must:

- Give your child your undivided attention when dropping off or picking up.
- Ensure your child is signed in and out every day using your full legal signature and exact time.
- Hold your child's hand in the road and parking lot/driveway.
- Encourage children to follow safety rules.
- Report safety and supervision concerns to staff immediately.

Open Door Policy:

Tehama County Department of Education Family Child Care Home Education Network has an open door policy. You are welcome to visit your child's *Family Child Care Home* unannounced to observe your child at any time during the operational hours. Our program is based upon a partnership with parents of the children enrolled. *Parents are highly encouraged to participate in their child's program, however must adhere to our volunteer policy in the family involvement section of this handbook.*

Reporting Safety Concerns:

If you have safety concerns which are not resolved after sharing with program staff, including the program director, you can contact Community Care Licensing (CCL). CCL enforces Title 22 Licensing regulations and oversees the health and safety of Licensed Child Care Programs.

Contact our local CCL office at:
Community Care Licensing
520 Cohasset Rd., Suite 170
Chico, CA 95926
(530)895-5033
www.cclcd.ca.gov

Anyone has the right to review licensing reports by contacting CCL, as stated in Title 22 Regulations, Section 101220.

For more information about programs within Tehama County Department of Education Early Childhood Programs, please contact the Program Director.



SELECTION & ENROLLMENT PROCESS

Important- Emergency Form:

For your child's safety, the Emergency Form that you complete at enrollment must remain current. Please notify the Providers and FCCHEN staff immediately of changes in:

- **Your address.**
- **Your phone number.**
- **Individuals authorized to pick up child from care.**
- **Child custody orders.**
- **Emergency contacts.**

Only authorized individuals listed on the emergency card may pick your child up from the FCCHEN home. Adding an authorized individual **must be done in person.**

Biological parents listed on a child's birth certificate will be able to pick up their child, unless current court ordered paperwork is included in the child's file.

Family Enrollment:

The Tehama County FCCHEN Program is funded for children until they turn thirteen years of age.

Families approved for the program may choose from the FCCHEN approved list of providers.

Families are enrolled, as funding allows, from the waiting list that is maintained by the FCCHEN program. Upon approval for participant in the FCCHEN Program, the parent will be issued a Child Care Certificate with their approved hours.

The Child Care Certificate **must be signed** by the parent and providers. The signed Child Care Certificate must be returned to FCCHEN office within one week. Some families will have a family fee which is determined by the State of California's Child Care and Development Family Fee Schedule.



Sign in/Sign out Procedures:

Signing in and out is a required action. This is the primary source document which auditors use to monitor attendance at our Early Childhood Programs. This must be an authentic and accurate record of the time a child is in care.

Parent/Guardians, or their authorized representatives included on the emergency form, are responsible to document children's time in and out of care everyday and signing using their full legal signature. At the end of each month the parent/guardian must sign the bottom of the attendance invoice certifying accuracy.

If the child was absent from care for a day which they were scheduled to attend, the parent/guardian must notify the center that same day to inform the FCCHEN provider the reason for the absence.

SELECTION & ENROLLMENT PROCESS

Step 1: Learn How to Apply

How to Apply: *If you need any assistance with completing the application, please call 530.528.7324 or 530-528.7387*

Please fill out the online application in its entirety.

Upon completion, an Early Learning Programs and Services team member will be in contact with you regarding your application within 2-3 business days.

Once you submit your application, you can reopen and adjust any information.

All required documentation can be submitted through this online application by taking a picture and uploading them.

A valid email address is required to complete the application. If you do not have an email address, you can create one here: <https://bit.ly/2pSkbUy>

Enrollment Link:

<https://tehamacde.sishubbe.com/Parents/EarlyChildhoodPrograms/Login/Register>

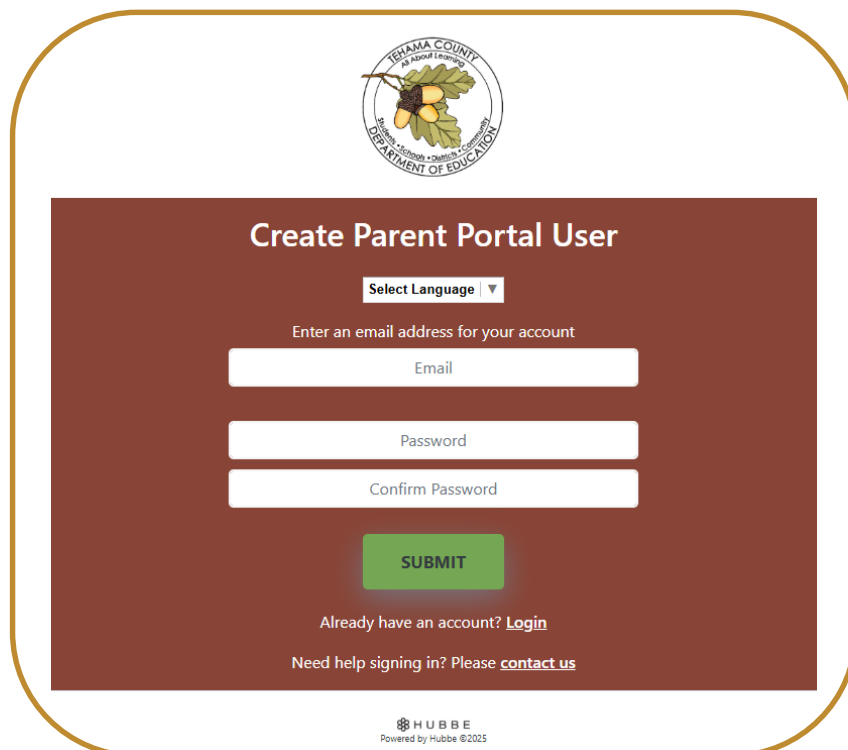
Step 2: Submit your online application

After receiving your application, an Enrollment Technician will reach out to confirm your eligibility.

Step 3: Verify Eligibility

Attend an in-person appointment at Tehama County Department of Education.

When an opening is available, we access the waiting list and contact families based on the priorities as outlined in the Admission Priorities section of this handbook.



SELECTION & ENROLLMENT PROCESS

Admission Priorities:

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

General Child Care in a Family Child Care Home Education Network

- **First Priority:** Child protective services referral, or at-risk of abuse, neglect or exploitation
- **Second Priority:** Admission priority based on total countable monthly income & family size

When multiple families are within the same ranking:

1. Child with exceptional needs within the same ranking is admitted first
2. Dual language learner is admitted second

Rank	Family Size											
	1 - 2	3	4	5	6	7	8	9	10	11	12	
1	\$78	\$88	\$102	\$119	\$135	\$138	\$141	\$145	\$148	\$151	\$154	
2	\$155	\$176	\$205	\$238	\$271	\$277	\$283	\$289	\$295	\$301	\$307	
3	\$233	\$264	\$307	\$357	\$406	\$415	\$424	\$434	\$443	\$452	\$461	
4	\$310	\$352	\$410	\$476	\$541	\$553	\$566	\$578	\$590	\$603	\$615	
5	\$388	\$440	\$512	\$594	\$676	\$692	\$707	\$723	\$738	\$753	\$769	
6	\$466	\$527	\$615	\$713	\$812	\$830	\$849	\$867	\$886	\$904	\$922	
7	\$543	\$615	\$717	\$832	\$947	\$969	\$991	\$1,012	\$1,033	\$1,055	\$1,076	
8	\$621	\$703	\$820	\$951	\$1,082	\$1,111	\$1,132	\$1,156	\$1,181	\$1,205	\$1,230	
9	\$698	\$791	\$922	\$1,070	\$1,225	\$1,255	\$1,273	\$1,301	\$1,328	\$1,356	\$1,384	
10	\$776	\$879	\$1,025	\$1,189	\$1,363	\$1,384	\$1,414	\$1,445	\$1,476	\$1,507	\$1,537	
11	\$854	\$967	\$1,125	\$1,308	\$1,488	\$1,522	\$1,556	\$1,590	\$1,624	\$1,657	\$1,691	
12	\$931	\$1,055	\$1,230	\$1,427	\$1,624	\$1,660	\$1,697	\$1,734	\$1,771	\$1,808	\$1,845	
13	\$1,009	\$1,143	\$1,332	\$1,546	\$1,759	\$1,799	\$1,839	\$1,879	\$1,919	\$1,959	\$1,999	
14	\$1,086	\$1,231	\$1,435	\$1,665	\$1,894	\$1,937	\$1,980	\$2,023	\$2,066	\$2,109	\$2,152	
15	\$1,164	\$1,319	\$1,537	\$1,783	\$2,029	\$2,076	\$2,122	\$2,168	\$2,214	\$2,260	\$2,306	
16	\$1,241	\$1,406	\$1,640	\$1,902	\$2,165	\$2,214	\$2,263	\$2,312	\$2,361	\$2,411	\$2,460	
17	\$1,319	\$1,494	\$1,742	\$2,021	\$2,300	\$2,352	\$2,405	\$2,457	\$2,509	\$2,561	\$2,614	
18	\$1,397	\$1,582	\$1,845	\$2,140	\$2,435	\$2,491	\$2,546	\$2,601	\$2,657	\$2,712	\$2,767	
19	\$1,474	\$1,670	\$1,947	\$2,259	\$2,571	\$2,629	\$2,687	\$2,746	\$2,804	\$2,863	\$2,921	

Waiting List:

Our programs have limited openings for eligible families. The first step to access FCCHEN program services is to be placed on our waiting list. Children with disabilities are encouraged to apply.

Families are placed on a waitlist for services, and are enrolled following Admission Priorities outlined by the California Department of Social Services.

Income Priorities:

When an opening is available, we access the waiting list and contact based on CDSS Enrollment Priorities. Income Eligibility is one way that applications are prioritized. Income thresholds are updated By CDSS annually.

Guidance:

Schedule of Income Ceilings

The following Schedule of Income Ceilings must be used in determining income eligibility for families initially certified or recertified on or after July 1, 2025. For more information regarding eligibility priorities see

WIC Section 10271(b)

Family Child Care Home Education Network State Fiscal Year 2025-2026 Maximum income threshold:	
Family Size	85% of the State Median Income
1-2	6,860
3	7,785
4	9,020
5	10,463
6	11,906
7	12,177
8	12,447

Certification/Recertification of Eligibility:

Enrollment into a program is determined by specific family eligibility and need criteria. Families complete a certification process at initial enrollment and must recertify their eligibility every 24 months thereafter.



24-month eligibility starts on the date the program representative signs/approves the application for services.

Families will be notified 30 days in advance of what is required to recertify and will be required to bring in documentation after the 24-month eligibility period has expired.

FCCHEN staff will make every effort to make the certification/recertification process convenient for families. A family will be disenrolled if the recertification process is not completed within the designated 50-day recertification period.

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.

Proof of Residency

Determination of eligibility for services shall be **without regard** to the immigration status of the child or the child's parent.

- Must live in California.
- Families experiencing homelessness may submit declaration of intent to live in California.
- Any evidence of a street address or post office address in California, including the 4 digit zip code extension. Evidence of address must be dated within the last 30 days of enrollment.



Exceptional Needs Child

If your child has exceptional needs, the file must contain the following documentation in order for us to best serve your child:

- Individual Education Plan or Infant & Family Service Plan.

Health & Emergency Information

Participants must provide child health & current emergency information, along with current immunization records for enrolled children.

Court Order

If there is a court order that impacts child care services, it must be included in the family data file.

Proof of Family Size:

Biological/Adoptive Parent: “Family” shall be considered the parents & the children for whom the parents are responsible, who comprise the household in which the child receiving services is living.

Guardian/Foster Parent: “Family” shall be considered the child & related siblings.

Participants must provide the names of the adults & the names, gender & birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file & indicate the relationship of the child to the parent.

- Birth certificate
- Child custody court order
- Adoption documents
- Foster care placement records
- School or medical records
- Other reliable documentation

PARTICIPANT QUALIFICATIONS & CONDITIONS



Eligibility is based on either child or family eligibility. Participants must provide documentation of eligibility in 1 or more of these categories:

Child Eligibility

- Child protective services (Referral letter from CPS unit).
- At-risk of abuse, neglect or exploitation (Referral letter from legal, medical, social service agency or emergency shelter).

Family Eligibility

- Homelessness (Referral Letter or Parental Declaration/ Services may be provided for the first 30 days while family obtains the required documentation).
- CalWORKs cash aid recipient (Proof of current aid).
- Income eligible (Documentation of all countable income).
- Enrollment in a means-tested government program.

Regular & Steady Income: Total countable income from either month of the 2-month window immediately preceding certification (*Note: For income eligibility, we will determine which 4 week window within the preceding 2 months benefits the family the most*).

Fluctuating or Inconsistent Income: the adjusted monthly income shall be determined by averaging the total countable income from at least two months. 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.

Guardian/Foster: Full month of current income received for the child & related siblings.

Maximum income threshold:

Family Child Care Home Education Network State Fiscal Year 2025-2026

Family Size	85% of the State Median Income
1-2	6,860
3	7,785
4	9,020
5	10,463
6	11,906
7	12,177
8	12,447

Participants whose eligibility is based on income must notify our agency **within 30 days** if their total countable monthly income, at any time during their certification period, exceeds the maximum income threshold for ongoing eligibility

PARTICIPANT QUALIFICATIONS & CONDITIONS

Need for Services:

In addition to meeting the eligibility criteria, Parent's must meet at least 1 need criteria.

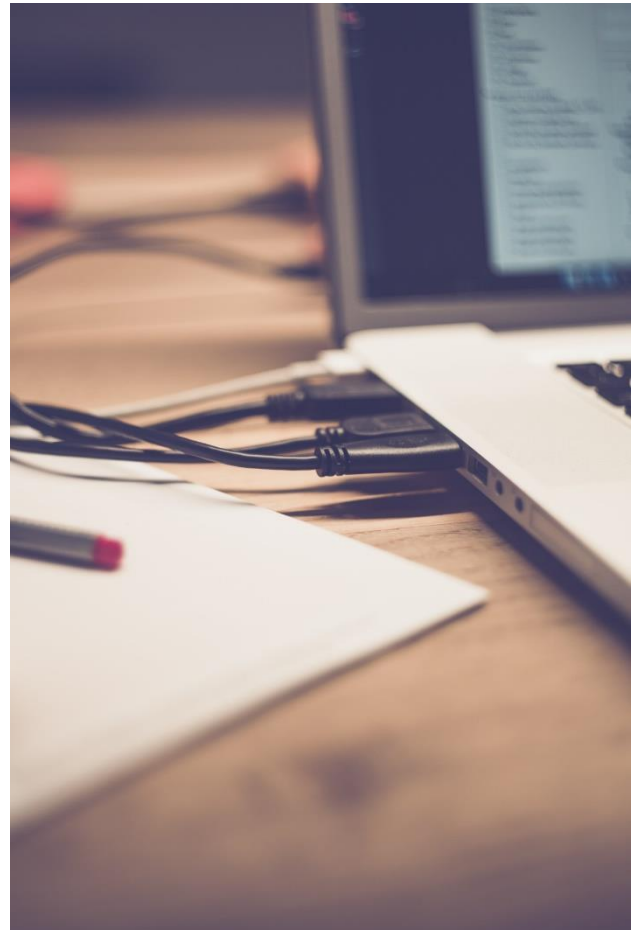
Need Criteria:

ALL parent's or caretakers counted in the family size must meet at least 1 of the need criteria's that include:

- Children whose eligibility is CPS or At Risk Children (Referral used to document eligibility, also meets this need criteria)
- Employment
- Seeking employment
- Vocational training
- Engaged in ad educational program
- Seeking permanent housing
- Homelessness
- Incapacitation

Based on the need criteria, **see the applicable Need Form for further guidance** on what documentation is required:

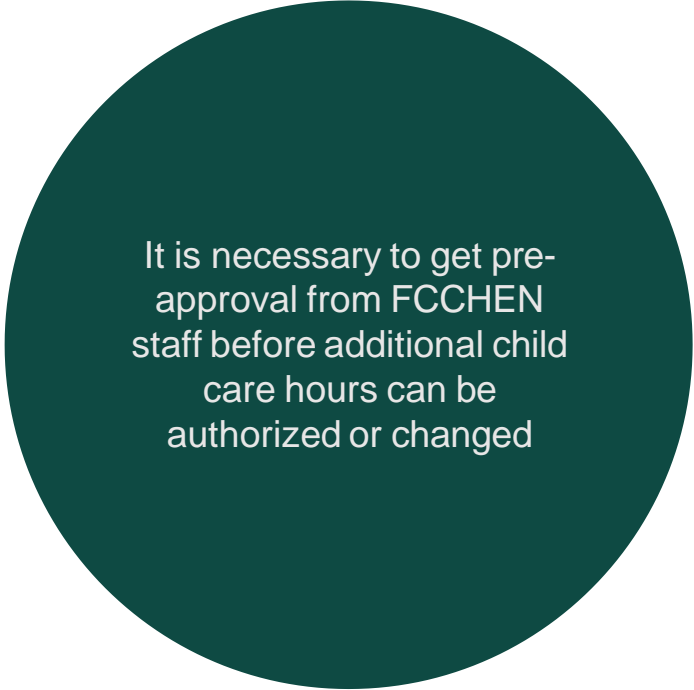
- Child Protective Services Referral Letter
- At-Risk Referral Letter
- Employment Verification
- Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification (Training leading to a vocational goal and must make adequate progress. In addition, services are limited for up to 6 years from the date participant starts classes **or** until participant reaches 24 unites after the attainment of a bachelors degree)
- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate. In addition, services are limited for up to 6 years from the date participant starts classes)
- Request and Plan to Seek Permanent Housing (Max 5 days per week, for less than 30 hours per week)
- Homelessness Referral Letter (Max 5 days per week, for less than 30 hours per week)
- Statement of Parental Incapacity (Max 50 hours per week)



Determining a Child's Schedule:

Services are available when:

- Parent meets a need criteria that precludes the provision of care & supervision of their child for any part of the day.
- No parent in family available & capable of providing care during time care is requested.
- 2 parent family – Care is approved when neither parent is available to care for the child.
- Supervision of the child is not otherwise being provided during scheduled time at:
 - School-age public educational program.
 - Private school.
 - Early learning & care services.



It is necessary to get pre-approval from FCCHEN staff before additional child care hours can be authorized or changed

Services will be approved based on verified need documentation and/or the program limitations, whichever is less:

- **Consistent Schedule:** Certified schedule will be based on the verified number of days & hours, or total number of hours parent consistently or expects to work each week.
- **Variable Schedule:** Certified schedule will be based on the highest number of hours worked in any given week within the two-month window preceding certification, OR if there is no work history, the highest number of total hours per week the employer expects the parent to work.

Travel time only applies to parents who are working or in school. To determine the maximum authorized drive time, divide the work or school hours day by 2. Travel time can not be more than 4 hours/day (2 hours each way). And, not more than the time from the child's care site to work or school and back.

Sleep time is available for parents who work between the hours of 10 PM and 6 AM. The allowed sleep time can be equal to the authorized work and travel time between 10 PM and 6 AM.

Please note that sleep time is not automatic and must be requested in writing.

PARTICIPANT QUALIFICATIONS & CONDITIONS

Right to Voluntarily Report Changes:

Once eligibility & need have been established a participant may keep their current service level, no matter if there are changes in their family. The only exception is if a participant's eligibility is based on income & the family's income exceeds the maximum income threshold for ongoing eligibility.

If a participant needs to change their service level during their certification period the following must be submitted:

- Request to Change Services form.
- Documentation to support the request.

After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action within 10 business days indicating the outcome of your request

No other changes will be made to your service agreement, other than the requested change(s)

REQUEST TO CHANGE SERVICES: ALTERNATIVE PAYMENT	
This form is used for the purpose of voluntarily reporting changes during a family's certification period. Note: After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action indicating the outcome of your request. No other changes will be made to your service agreement, other than the requested change(s).	
REQUEST TO CHANGE SERVICES	
I am voluntarily reporting changes in order to:	
<input type="checkbox"/> Reduce my family fees	
<input type="checkbox"/> Disenroll from the program due to no longer needing services	
<input type="checkbox"/> Temporarily suspend services. Note: Services may only be suspended during your current certification period & provider is not reimbursed.	
<input type="checkbox"/> Change my service schedule (days and/or hours of service) as follows:	
Effective Date:	Child(ren):
Days & Hours Requested	
Consistent or Variable Child Schedule:	
Child Non-School Days & Hours:	
Child School Days & Hours:	
REASON FOR REQUEST & SUPPORTING DOCUMENTATION	
Change in Income	Change in Family Size
Income documentation (all sources):	<input type="checkbox"/> Increase in family size: Documentation connecting the parent to the new child, such as a birth certificate
<input type="checkbox"/> Regular & Steady Income: Total countable income from either month of the 2-month window immediately preceding	<input type="checkbox"/> Decrease in family size: In writing, indicate the individuals first & last name, along with reason-
<input type="checkbox"/> Fluctuating or Inconsistent Income: Total countable income from 12 months immediately preceding	
<input type="checkbox"/> Employment Income Verification Release	
Change in Need	Child Started/Changed School
Employment Verification	In writing, indicate the child(ren) name, school name & school hours -
Training Verification, including class Schedule	
Educational Program Verification, including class schedule	
Request to Actively Seek Employment	
Statement of Incapacity	
Request to Seek Permanent Housing	
Disenrollment or Suspension of Services	
In writing, indicate the reason for disenrollment or suspension of services, name(s) of child(ren) that no longer need services & the last date services are needed or start & end date services will be suspended-	
My signature below, acknowledges my right to voluntarily report the change(s) listed above & that I understand I have the right to continue bringing my child to care based on the original certified service level. If I am requesting a decrease to my certified schedule, I understand the new schedule would replace my current schedule, and if I choose to increase my certified schedule at a later time, I will be required to provide additional documentation. If I am requesting to suspend services, I understand & have informed my provider that she/he will not be reimbursed during this time period. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct.	
Parent/Guardian Printed Name	Signature
	Date

Courtesy of MonarchLink.com

Request to Change Services Form:

Request at our office or any time by contacting FCCHEN staff.

PARTICIPANT QUALIFICATIONS & CONDITIONS

Family Fees:

Families may incur a family fee (not all families will have a family fee).

Family fees will always be assessed according to the child who uses the most monthly hours of care, regardless of the number of children enrolled on the program.

Family fees are determined using the family fee schedule approved by the California Department of Finance.

Fees are due to the Provider prior to the months services. Fees are delinquent after 7 days.

Assessment:

Family fees are only assessed at:

- Initial Certification.
- Recertification.
- Voluntarily request to have fees re-assessed:
 - **Decrease:** Effective on the first day of the month that follows the NOA issue date.
 - **Increase:** No increase during certification.

Full-time monthly fee is applicable when services are approved for 25 hours or more per week.

Part-time monthly fee is applicable when services are approved for less than 25 hours per week.

NOTE: When a family's child is assigned both a School & Vacation schedule, families will be assessed both a monthly part & full time fee

Exemptions:

The following are exemptions:

- Families receiving CalWORKs cash aid.
- Families with children that have been identified as being at-risk or who are receiving Child Protective Services may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary.



PARTICIPANT QUALIFICATIONS & CONDITIONS

Delinquent Fees; Notice of Delinquency; Plan for Payment:

Fees shall be considered delinquent after seven calendar days from the date the fees were due. A Notice of Action (NOA), Recipient of Services shall be used to inform the family of the following:

1. The total amount of unpaid fees;
2. The fee rate;
3. The period of delinquency; and
4. That services shall be terminated two weeks from the date of the Notice unless all delinquent fees are paid before the end of the two-week period, or a repayment plan is agreed upon.

Tehama County Department of Education Early Learning Programs and Services shall accept a reasonable plan from the parent(s) for payment of delinquent fees. The Early Learning Programs and Services Department shall continue to provide services to the child, provided the parent(s) pay the current fees when due and complies with the provisions of the repayment plan.

Consequences of Nonpayment of Delinquent Fees

Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for FCCHEN services until all delinquent fees are paid.

Fraud Policy

A family may be disenrolled when there is substantiated evidence of fraud that invalidates the initial certification or recertification. This includes but is not limited to:

- Increased earnings over 85% of SMI not reported
- Cash aid fraud
- Parent/Employer collusion to falsify work
- False statements that affect eligibility or payment
- Child is not dependent of enrolled family



Attendance Invoices:

Parents/Guardians must document your child's in and out of care at the actual time and sign using full legal signature each day. You may never block times ahead of time/after the fact.

If a child leaves and then returns during the day, the provider is responsible for documenting times in the middle columns of the attendance invoice and documenting the times of departure and return.

On the last day of the month, the parent and provider are responsible for signing the attendance invoice and verifying its accuracy.

It is the Parent/Guardian and the provider's responsibility to document the reason for absence for each day that a child is absent on the attendance invoice.



Attendance Expectations/Policy:

Children are **expected to attend child care based on their certified schedule** determined at certification, recertification & when a participant voluntarily requests to change their service level.

Regular and consistence attendance is important. It allows the family to maximize the benefits of the child's early learning and care experience.

Unnecessary disruptions in services can stunt or delay social-emotional & cognitive development while safe, stable environments allow young children the opportunity to develop the relationships & trust necessary to comfortably explore & learn from their surroundings.

Absence Policy:

Excused Absence:

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine.
- Appointment of child related to an illness.
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file).
- Family emergency for unplanned situations of a temporary nature including court appearance, death, accident, hospitalization of a family member, no transportation, illness of sibling, or due to sheltering in-place.

Best Interest Days

Parent determines that another activity is better for the child to attend, such as:

- Visiting relative or close friend.
- Remaining home with a parent after a well-child visit.
- Vacation time with family.
- Child attending a party.
- Family moving.
- Religious observance, holiday or ceremony.
- Personal or family business.
- Best Interest Of Child days (BIOC) limited to 10 per year.

Abandonment of Care Policy:

This program does not allow families to be enrolled in a program if they are not using child care, unless a gap in services has already been approved. Your child's provider is responsible for notifying the ECE Coordinator if your child(ren) have not been in attendance, and there has been no communication for 7 days to begin the abandonment of care steps as outlined below:

1. ECE Coordinator will reach out to you over the phone to explore your options.
2. If absences continue without contact, you will receive a written notice informing you of your risk of being disenrolled from the FCCHEN program if no contact has been established.
3. If absences continue, and there has been no communication with the FCCHEN Provider or the ECE Coordinator for 30 consecutive days, you will be issued a notice of action, and your child will be dropped from the program.

For the purpose of verifying that a child's attendance is broadly consistent with certified care, when a child is absent the FCCHEN provider must record the absence type on the attendance record.

Parental Choice:

It is the parent's right and responsibility to choose an eligible provider that meets their family's need for child care services. Participants are encouraged to choose a clean, healthy and safe environment for their child(ren).

Five Steps to Choosing Safe and Healthy Child Care

Look

- Go in person to visit the child care programs you are considering.

Check

- Check to ensure cleaning supplies and medicines are out of reach. Is there a first aid kit readily available?

Count

- Count the number of adults and the number of children they supervise.

Ask

- Have the adults been trained in CPR? Will you be given a copy of the program's policies?

Be Informed

- For more information on the Provider, contact the Community Care Licensing Division at (530) 895-5033

Choosing Quality Child Care is important; it promotes brain development, school readiness and reduces family stress.
Everyone Benefits!

PROVIDER PARTICIPATION

Contract between Participant & Provider:

Child care is a contract between the participant and provider. Any disputes arising or liability resulting from the participant-provider contract shall not involve TCDE in any way.

TCDE assumes no responsibility for injury or damages arising from the participant or child care provider's performance. The participant and provider agree to hold harmless Tehama County Department of Education, and its employees, from costs, lawsuits, or liabilities arising from child care services.

Providers are Independent Contractors:

Provider shall be considered an **independent contractor**. The provider understands and agrees that they and all of their employees shall not be considered officers, employees or agents of Tehama County Department of Education and are not entitled to benefits of any kind or nature normally provided employees, including, but not limited to, State Unemployment Compensation or Worker's Compensation.

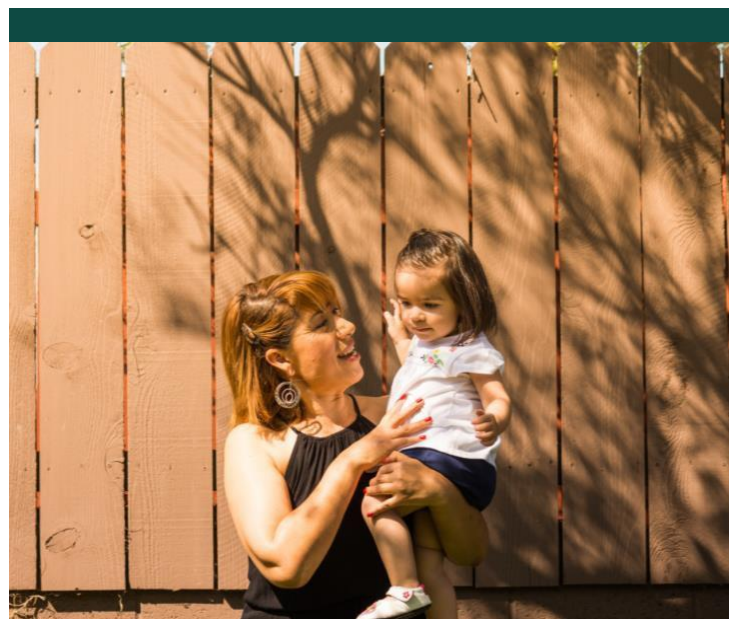
The provider assumes full responsibility of the acts and/or omissions of their employees or agents as they relate to the services provided. Provider assumes full responsibility for payment of all federal, state and local taxes or contributions, including unemployment insurance, social security and income taxes with respect to the Provider's employees.

Changing Providers:

Participants may change child care providers by transferring from one provider to another.

In the event that you need to change your provider:

1. Contact FCCHEN staff. They will let you know what documentation is needed, based on the type of child care setting you have selected.
2. Gather and submit all provider documentation from the selected provider.
 1. Two week notice to provider is required.
3. The new provider will be approved 2 weeks from the date all paperwork is received in our office.



Provider Participation and Responsibilities:

Tehama County Department of Education Family Child Care Providers shall:

1. Be in compliance with licensing laws and regulations.
2. Not provide religious instruction or worship.
3. Allow unlimited access to their children during normal hours and when the child is in their care.
4. Provide referrals for the parents as needed.
5. Encourage family involvement.
6. Schedule at least two family/teacher conferences per year for each child, and complete the Child Development Progress forms.
7. Contribute to the Desired Results Developmental profile (DRDP) for the child and plan/conduct age developmentally appropriate activities.
8. Comply with the Family Child Care Environmental Rating Scale assessment and requirements.
9. Ensure that attendance invoices are completed thoroughly and accurately.
10. Report to the local Child Protective Services office regarding suspected abuse/neglect.
11. The provider must remain an active FCCHEN provider in order to receive payment for care.

Provider Vacation/Sick Days:

The providers receive 10 days of paid closed days per year for children with set schedules.

Parents/Guardians are responsible for making alternative arrangements for these time periods.

Parents/Guardians are also responsible for making alternate arrangements if a provider is sick, and does not have a back-up to act as a substitute. If you would like to plan ahead and see if there are any other providers on the program who meet your needs during these time periods, please contact FCCHEN staff.



REIMBURSEMENT

Reimbursement Guidelines:

Provider fees must be based on usual and customary rates charged for services to nonsubsidized children. Providers may not charge parents a categorically higher rate for children with disabilities. TCDE will reimburse providers to a maximum of the Regional Market Rate (RMR).

Reimbursement is based on the family's certified need for services, regardless of attendance.

Providers-approved reimbursement rate(s) is located on the Certificate for Child Care Services. Registration and other special charges must be approved prior to the beginning of services and can not exceed the RMR.

Determining Reimbursement Rates: Effective 3/1/2024

HOURLY RATE

Part-Time	Full-Time
Less than 25 hours per week & less than 6 hours on any given day	Not applicable

WEEKLY RATE

Part-Time	Full-Time
Less than 25 hours of care per week.	25 hours or more per week

DAILY RATE

Part-Time	Full-Time
Not applicable	6 hours or more per day, for no more than 14 days per month & cannot exceed the full-time monthly ceiling

MONTHLY RATE

Part-Time	Full-Time
Less than 25 hours per week	25 hours or more per week



Charges NOT Reimbursed:

The following is the financial responsibility of the parent(s): Provider unavailable to provide services such as when the provider is on vacation, ill, closed for holidays or if the provider elects not to provide services. (This does not include the 10 reimbursable days of non-operation allowed for licensed providers).

Incurred charges due to late pick-up of children.

Parents make a change but do not provide FCCHEN provider 2 weeks notice prior to the change.

There are additional fees not covered in the Certificate for Child Care Services, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum reimbursable amount.

We do not deduct taxes from reimbursements. If you have questions about your tax liability, consult a tax expert.



DISENROLLMENT

Family Request to Disenroll:

When a family chooses to disenroll from the program, they are required to notify the program in writing at least 2 weeks in advance of the last day of attendance.

Provider Disenrollment Policy:

When a provider chooses to disenroll a family, they are required to notify FCCHEN Coordinator, and the participant at least 2 weeks in advance.

TCDE will give a written notice to any provider who is going to be disenrolled. The notice will outline the infraction and the reasons for disenrollment. Providers will not be allowed to participate if any of the following conditions occur:

- Licensed provider refuses or is unable to provide a copy of his/her current child care license, or if at anytime the license is suspended or revoked.
- Provider fails to provide current and correct information regarding child care attendance.
- Child care situation is deemed detrimental to the health or welfare of a child.
- Falsification or incomplete attendance invoice.
- Provider fails to submit required documentation to participate.
- Violation of the Safe Office policy. Our office and child care facilities are alcohol, drug and weapon free zones.

Continuity of Care:

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.

Agency Family Disenrollment Policy:

Families will be issued a notice at least 19-days if mailed or 14-days if hand delivered prior to disenrollment from the program. **The program may deny services or disenroll a family for any of the following reasons**, which include, but are not limited to:

- Falsification or providing misleading information or inaccurate documentation.
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive.
- Failure to provide current and correct information at the time of certification or recertification.
- Failure to complete the recertification process within the designated 50 day recertification period.
- Family income exceeds the maximum income threshold.
- Misrepresentation of income and/or eligibility.
- Non-compliance of agency policies.
- Abandoned child care for 30 consecutive calendar days without notice.
- Failure to complete or falsification of sign-in/out invoice accurately and on a daily basis.
- Failure to pay family fess
- Threatening, yelling, cussing or acting unethically towards any staff member.
- Violation of the Safe School & Harassment policy. Our office and centers are alcohol, drug and weapon free zones
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of admission priority.



Complaints Regarding Program Staff:

Program staff work to ensure that you and your family have a positive experience in the program. If you have concerns that are not complaints of unlawful discrimination or alleged violations of laws/regulations and would like to make a complaint, please follow the escalation process, so that concerns can be addressed and resolved in the correct manner.

Level 1:	Complaint is brought to the attention of the Family Child Care Provider.
Level 2:	If complaint is not resolved by the Provider, it is brought to the attention of the Early Childhood Education Program Coordinator.
Level 3:	If complaint is not resolved by Coordinator, it is brought to the attention of the Program Director.

Uniform Complaint Procedure:

Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint using the Uniform Complaint Procedures. Procedures are given to parents annually, and are available anytime by contacting our office.

Parental Complaints in Child Care Settings:

**If You SEE Something,
SAY Something**

To report a complaint or concern regarding any licensed care facility, contact the Hotline at:
1-844-LET-US-NO
(1-844-538-8766)

**IN THE EVENT OF AN EMERGENCY
CALL 9-1-1**

You may also contact us at LetUsNo@dss.ca.gov or by mail:



California Department of Social Services
Community Care Licensing Division
Centralized Complaint and Information Bureau
744 P Street
Sacramento, CA 95814

For Licensed Provider Care

TCDE encourages parents to report concerns to state licensing or other appropriate authorities as these concerns arise. TCDE is also required by law to inform every parent when they call in for child care referrals of their right to call the state department of social services community care licensing to check a child care provider's license and history.

Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and made a determination of the complaint, TCDE will follow licensing recommendations.

Program Decision Complaints (Appeal Process):

Parents enrolled in state subsidized programs 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, the intended action will be suspended and child care services will continue until the appeal process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process.

The Appeal Hearing process is as follows:

Step 1: Request for Appeal Hearing

Request for an appeal hearing must be filed within 14 calendar days after the participant receives the Notice of Action (NOA). A request must include the effective date of the NOA, parent name, phone number, full address, explanation why 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 or e-mail to:

Tehama County Department of Education

Attention: Sara Smith 1135 Lincoln St. Red Bluff, CA 96080 Telephone (530) 527-5811

Step 2: Schedule Hearing

Within 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 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 1 time.

Step 3: Conduct Hearing

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." 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 documentation. The hearing will be recorded. During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that they disagree 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 the agency in writing prior to the hearing. Please do not bring people to the hearing unless they are a designated Authorized Representative. No children are allowed to be present during the hearing. For failure to appear, it will be deemed that parent has abandoned the appeal and care ends immediately.



Step 4: Agency Hearing Decision

Hearing officer will send notification in writing, of decision within 10 calendar days after hearing.

Step 5: If Parent Disagrees with Hearing Decision

If parent disagrees with the written decision, they have 14 days from date of the written decision to file an appeal with the appropriate agency. The appeal(s) must include a written statement specifying the reasons parent believes the agency decision was incorrect, a copy of the decision letter and a copy of both sides of the NOA.

For Child Care and Development Programs (CCDP) submit appeal to:

Mail:

California Department of Social Services (CDSS)

Child Care and Development Division

Attn: Appeals Coordinator

744 P Street, MS 9-7-354

Sacramento, Ca 95814

Email: CCDDAppeals@dss.ca.gov

Telephone: 833-559-2417

Fax: 916-654-1048

NOTE: If the parent has children enrolled in both a State Preschool and Child Care & Development programs, our agency will issue two NOAs: one for the child(ren) enrolled in State Preschool and a separate NOA for the child(ren) enrolled in the other program(s).

Step 6: ELCD/CCDD Hearing Decision

Within 30 calendar days after the receipt of the appeal, ELCD and/or CCDD will issue a written decision to the parent and the agency. Once ELCD and/or CCDD has rendered a decision, the decision is final.



Program Handbook Acknowledgement of Receipt of Written Policies

My signature below acknowledges that I have received a copy of or have chosen to access online the program handbook. I acknowledge that I have read, understand and agree to abide by these guidelines. I understand that I may be dis-enrolled from the program if I do not follow the program policies.

Child(ren) Name: _____

Parent/Guardian Printed Name: _____

Legal Signature: _____ Date: _____

