



Preschool Family Handbook — Alturas



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Welcome to the Early Childhood Programs Department of Modoc County Office of Education

In this Department we offer Full-Day and Part-Day programs through the California State Preschool Programs (CSPP). We provide age-appropriate programs which are safe, fun, and designed to support children's growth throughout early childhood.

This handbook provides an outline of our programs. We look forward to a positive and productive relationship where we are able to work in partnership to support you and your child/children.

We hope you enjoy your experience with us!

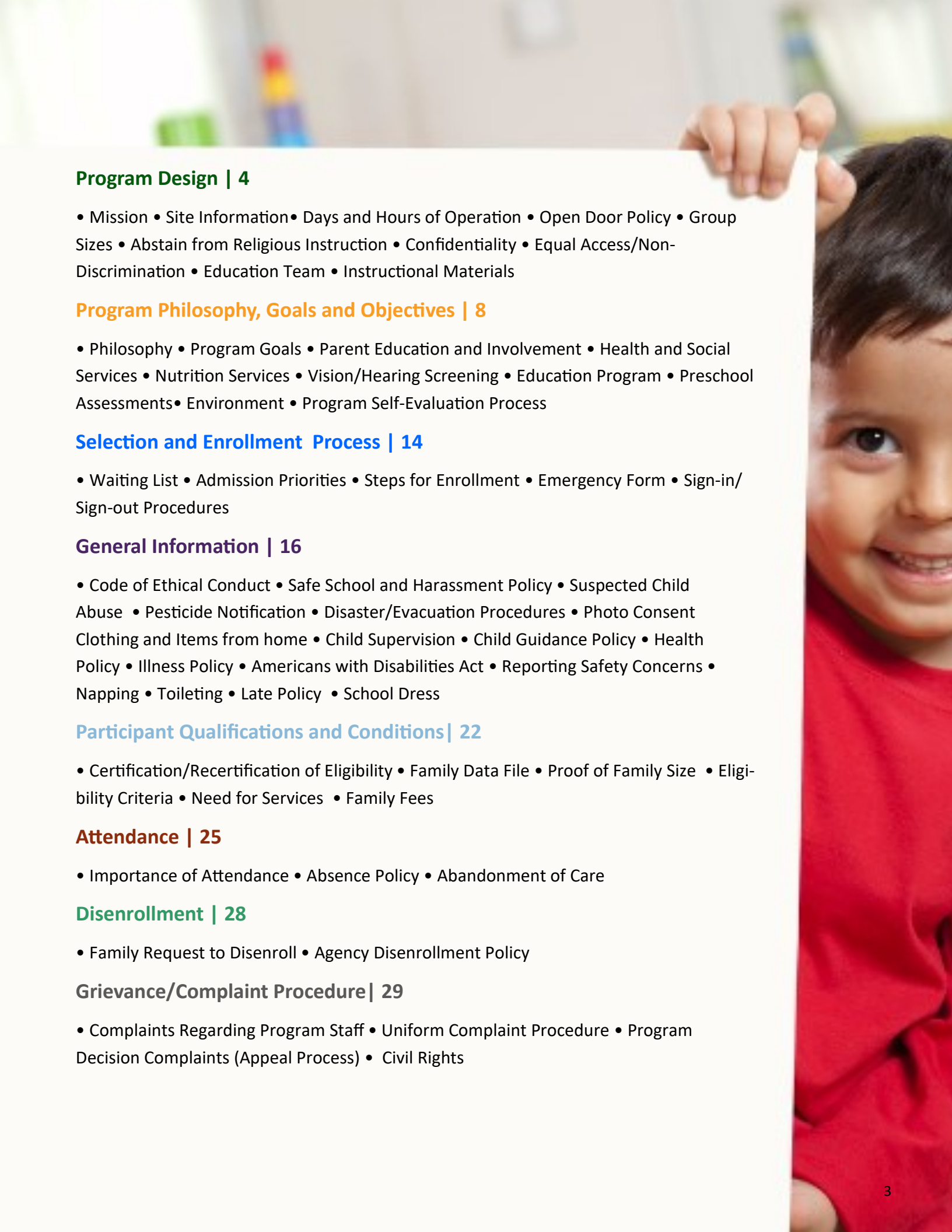


Director of Student Programs
530-233-7101 EXT 1009

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.

Families receive the procedures at the time of enrollment and are available anytime by contacting our office at (530) 233-7115



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Program Design



Modoc County Department of Education Early Childhood Programs

The mission of the Modoc County Office of Education State Preschool Program is to provide a safe, nurturing, and engaging early learning environment where every child is valued and supported. Through developmentally appropriate, play-based learning guided by the California State Preschool Learning Foundations, we foster the whole child by promoting curiosity, resilience, and school readiness. In partnership with families and our local community, we provide responsive, high-quality early education that builds a strong foundation for lifelong learning.

Program Design

Site Information

Alturas Elementary State Preschool

Located at the MCOE Early Childhood Development Building
809 W. 8th Street, Alturas CA 96101

Part Day Program

8:00 am—12:00 pm

Full Day Program

8:00 am—5:00 pm

Samantha Mohr, Preschool Teacher
Danae Mohr, Preschool Teacher
Kassidie Fitts, Preschool Teacher
Luis Salazar, Preschool Instructional Aide
Hanna Miller, Preschool Instructional Aide
Brenda Duarte, Preschool Instructional Aide
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Program Design

Open Door Policy:

Our preschools have an open-door policy. Parents, grandparents, and guardians are always welcome. You are welcome to visit your child's classroom 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. Teachers do reserve the right to ask visitors to leave if they are disrupting the program.

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

Group Sizes: Adult to child ratios are planned for in advance and follow Title 5 regulations.

Preschool
(36 Months to Kindergarten)

1 adult for every 8 preschoolers

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.

Program Design

Education Team:

MCOE 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. The educators at each State Preschool site are fully qualified for their positions, and hold Child Development Permits through the Commission on Teacher Credentialing. All members of the education team participate in a minimum of 21 hours of professional development each year.

North State Quality Counts:

All members of the Early Childhood Program Team participate in our local North State Quality Counts Initiative, which is part of the California's Statewide 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.

Instructional Materials: This State Preschool Program utilizes a variety of instructional materials to meet the individual learning needs of our preschoolers.

These include:

- Zoo Phonics: Alphabet Knowledge.
- Second Step: Social Emotional Learning.
- California Preschool Learning Foundations and Frameworks.

Lesson Plans and Daily Schedules are posted at each site for your review.



Program Philosophy, Vision & Goals

We believe that learning for young children is an active process in which children learn best with hands-on experiences. We teach with the “whole child” in mind. This means that while we work on early literacy, math and science activities, we also engage in activities including big muscle and small muscle movements, art, music, dramatic play, construction/blocks, water and sand play and other activities. We work on all areas of a child’s development.

We believe that our preschool program is enhanced by the involvement of parents. We view parents as the most significant adults in a child’s life and their most important teachers. We recognize that grandparents, guardians, foster parents, or other family members may have responsibility/custody of a child. We use the term “parents” to represent any person who has guardianship of the children.

We believe that a child’s optimal development depends greatly on how well school and home work together.

We believe in positive methods of discipline. The teachers create positive relationships with children and families, create supportive environments and proactively teach social/ emotional skills to children. Teachers establish clear, appropriate expectations for behavior.



Program Philosophy, Vision & Goals

Parent Education and 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. These 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/pickup.
- Parent Advisory Committee. These 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 engagement

Parents interested in volunteering in the State Preschool classrooms must have a recent tuberculosis clearance, immunization and background clearance on file.

Please contact the Program Director for more information.

Family Rights: Families who are enrolled in MCOE Early Childhood Programs have the following rights:

- An appeal process if you are in disagreement with a Notice of Action.
- To be an active participant in decisions regarding your child and their education.
- Unlimited access to your child while they are in the care of a MCOE ECE program.

Program Philosophy, Vision & Goals

Health and Social Services

The Health and Social Services goal for the MCOE State Preschool Program is to provide health and social services information and resources to families.

- We identify health, social services and other child/family needs at enrollment.
- We refer the child/family to appropriate agencies in the community based on child/family strengths and needs.
- We follow up to make sure that the needs of the child/family have been met.
- We provide a behavioral specialist to assist children and families with challenging issues that cause challenging behavior in the classroom that interferes with learning.

Our staff is available to help parents to access community resources throughout the year. Please ask any staff member for assistance. We can assist with services such as emergency food, applying for health insurance, or locating a doctor or dentist.

Vision and Hearing Screening: Vision and Hearing screenings are done annually and referrals will be given as needed.

Nutrition Services:

Your child will be provided with breakfast and lunch at no additional fee in compliance with the CACFP federal program.



If your child has any food allergies, or can not eat certain foods for religious or personal reasons, please notify the Enrollment Specialist during enrollment

Program Philosophy, Vision & Goals

Education Program:

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

Cognitive and 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.
-

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 and 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 capacity in social relationships.

Program Philosophy, Vision & Goals

Developmental Assessments:

We use a tool called the Desired Results Developmental Profile (DRDP-2025) 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.

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

This process includes:

- Assessment of the program by the 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, CLASS Environment tool, and California's Quality and Improvement System.

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



Program Philosophy, Vision & Goals

Environment:

Our goal is for each of our classrooms to provide a safe, healthy and welcoming environment that supports the broad development needs of children. The CLASS Environment Tool is completed on each classroom annually. The information obtained from this assessment is then used to help teachers 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 Education Early Education Division has outlined for California State Preschool Programs. 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.



Selection and Enrollment Process

There are a few steps in the enrollment process:

1. Complete an online application
2. Receive a call from the enrollment specialist to collect the required enrollment documents
3. Receive formal documentation with an approved state date of services
4. Attend a parent orientation meeting

Enrollment Priorities for 5% of funded enrollment:

5% of CSPP funded enrollment is reserved for Children with Exceptional Needs. To the extent possible, enroll in income ranking order. If 2 or more families have the same ranking, enroll the family with earliest application date first. For full-day programs family must also meet a need criteria.

Note: Only the child in family who has exceptional needs may be enrolled under this eligibility criteria.

Enrollment Priorities for remaining funded enrollment:

First: Child is recipient of Child Protective Services or At-Risk of being neglected, abused or exploited.

Second: Once the set-aside is filled, child with exceptional needs from income eligible family AND family meets a need criteria. Prioritize based on income ranking order.

Third: Eligible children not enrolled in Transitional Kindergarten AND family meets a need criteria.

If 2 or more children are within the same ranking prioritize dual language learners, then based on the child who has been on the waiting list for the longest time.

Fourth: Family income is not more than 15% above income threshold AND family meets a need criteria. Prioritize exceptional needs children, then 4 year olds, then 3 year olds. (limited to 10% of funded enrollment)

Fifth: Family meets eligibility criteria, but does not meet a need criteria. Prioritize based on income ranking order.

Sixth: Family resides in approved neighborhood school boundary of FRPM. Prioritize based on income ranking order.

Waiting List:

Our programs have limited openings for eligible families. The first step to access center-based 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 Education.

Selection and Enrollment Process

Important-Emergency Form:

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

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

Only authorized individuals listed on the emergency card may pick your child up from school. This information can be added using the Playground app or 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.

MCOE uses ChildPlus, an electronic attendance program.

Authorized individuals will follow sign in and out procedures utilizing electronic signatures.

CHildPlus automatically enters the time upon signing in and out

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.

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 teaching staff the reason for the absence. This can be done over the phone or via email.

Only adults over the age of 18 can sign students out of school.

General Information

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

Safe School and Harassment Policy:

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

- 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), or sexual harassment, sexual intimidation, hazing (actions intended to endanger or embarrass others).
- Use of obscene and profane language.



General Information

Suspected Child Abuse:

All MCOE employees are mandated reporters, 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 your child's teacher or Enrollment Specialist.



Disaster/Evacuation Plan:

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

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

Photo Consent:

As part of the program of activities, photos/videos of your child(ren) may be taken and shared with written permission. By granting permission, the photos and videos may be used by the MCOE for publications to include, but not limited to, program handbooks, social media websites, recruitment efforts, class photos, newsletters, and/or displays.

Clothing and Items from Home:

Your child will be very active during classroom activities and should dress in comfortable and washable clothes. 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 State Preschool classrooms.**

For celebrations: store bought treats only

General Information

Behavior Policy:

Preschool staff members are trained to set up environments and activities that encourage appropriate behavior. As children experiment with behaviors, staff members will guide them using multiple behavior management techniques as a learning tool and to help ensure a safe and positive experience for all. The preschool behavior plan follows Positive Behaviors Intervention Support model, a program supported and used county wide. PBIS is an effective and evidence based program that serves and expectations positively and is known by each student. To Implement PBIS, staff in the preschool will:

1. Follow the behavior expectations matrix.

These include the 3 main rules in the PBIS program
(Be Safe, Be Respectful, Be Responsible)

as well as examples specific to the program site

2. Teach, model, and practice these expectations
on a regular basis

In severe cases when a child causes physical harm (by either biting, hitting, kicking, or throwing objects) to another child and/or staff member, the following steps will be take:

1. Parent/guardian will be informed
2. The child will be asked to go to quiet area
away from the other children
3. If behavior continues, the child will be asked to
leave for the day
4. Teacher and parents will decide on a
course of action to meet the needs of the
child. These actions may include a
behavior plan, modified day, or
interventions.



Every effort will be made to
handle discipline problems
through redirection, problem
solving, rearrangement of the
environment, and staff/
parent collaboration.
Open-communication is key.

General Information

Health Policy:

MCOE State Preschools will not discriminate against any child based on their individual health needs. We will make reasonable modifications within classroom settings to include children with specific health concerns.

Prior to starting school, children who require health plans or reasonable modifications will be referred to our school nurse who will work with the family, medical provider, and program staff to ensure that proper training and protocols are put in place. Families must provide all necessary health equipment for children to be successful in the school environment.

Illness Policy:

Only children who are well may attend school for the day. If a child becomes ill during the day, the parent/guardian will be called to pick up the child.

Children attending school will be considered well if they are able to fully participate in the program, both inside and out, unless other specified medical restrictions.

Children will be excluded from the State Preschool classroom if:

1. **Gastrointestinal** nausea, vomiting, diarrhea, abdominal pain within the last 24 hours.
2. **Throat and neck** redness, spots, sore throat, infected tonsils, swollen glands.
3. **Eyes** discharge and/or redness. After a diagnosis of pink eye (conjunctivitis) a child must be on antibiotics for 24 hours, and all signs of infections gone.
4. **Skin** rashes, spots, eruptions, etc.
5. **Hair** lice/nits, infected areas on scalp. If lice is present, child's hair must be treated, and have all live lice and nits (within an inch of the scalp) removed before a child can return.
6. **Nose and ears** discharge with symptoms such as fever, coughing or other symptoms
7. **Temperature** fever over 100 degrees F within the last 24 hours.

General Information

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 reasonable accommodations for such children and implement those accommodations.

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 Preschool Programs.

Contact our local CCL office at:

Community Care Licensing
520 Cohasset Rd., Suite 170
Chico, CA 95926
(530) 895-5033
www.cclld.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 Modoc County Department of Education Early Childhood Programs please contact the Program Director.

Napping:

Children under the age of 5 are required by Community Care licensing to 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.

Children attending Full Day programs are given this opportunity to rest/nap daily. All children must rest/nap for a minimum of 30 minutes. Each child will be assigned a cot and sheet for their use only. Soothing music will be played, and program staff will assist children in resting by offering to rub/pat backs.

If after 30 minutes there are children who are not sleeping, an alternative activity will be provided. The rest of the children may get up as they wake up.

Families may provide children with a small pillow, blanket and a stuffed animal if they wish. These items are left at school during the week, and sent home on the child's last day of attendance. All items taken home must be returned on Monday.

Habitual failure to cooperate in naptime may result in removal from the full day program

General Information

Toileting:

While a child will not be turned away due to not being potty trained, all efforts shall be made with staff and parents to begin the potty training process. Parents are to provide ample changes of clothes and may be called to the school to assist with accidents.

Dental Care:

To promote good oral hygiene habits, prevent early childhood tooth decay, and establish lifelong healthy routines for all children in our care, toothbrushing will take place once daily.

Late Pickup Policy:

There will be a late fee assessed for those children picked up outside of program hours. Parents will be given a 5 minute grace period before the \$1.00 per minute fee will be assessed and charged to the parent/guardian of the preschool child.

- First offense parent will be given a verbal reminder
- Second offense a written warning will be given to parents
- Third offense A Notice of Action to terminate child will be given to Parent's/guardians

School Dress:

Please send children in comfortable clothes that allow your child more freedom to enjoy the outdoor play equipment, sandbox , and rest of the class projects, which be messy! Please mark your child's name or initials on all coats, caps, and mittens. We encourage outdoor play in all types of weather, please dress your child accordingly. No open-toed shoes or sandals are allowed.



“Children need the freedom and time to play. Play is not a luxury. Play is a necessity.”

-Kay Redfield Jamison

Participant Qualifications & Conditions

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. The 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.

Program 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.

Court Order

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

Proof of Residency

Determination of eligibility for services shall be without regard to the immigration status of the child or the child's parent. The following are qualifications of children enrolled in MCOE State Preschool Program:

- 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

Participant Qualifications & Conditions

Exceptional Needs Child

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

- Individual Education Plan or Infant and Family Service Plan.

Health and Emergency Information

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

For more information about what immunizations are required for children attending a preschool program please review: <https://www.shotsforschool.org/child-care/>

Proof of Family Size:

Biological/Adoptive Parent: “Family” shall be considered the parents and 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 and related siblings.

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

At least one document for **ALL** children counted in the family size must be on file and indicate the relationship of the child to the parent. Eligible documents include, but are not limited to any of the following examples:

- Birth Certificate or other live birth records.
- Child Custody Court Order.
- Adoption documents.
- Foster Care placement records.
- County welfare department records.
- Other reliable documentation indicating the relationship of the child to the caregiver.

Participant Qualifications & Conditions

Eligibility Criteria:

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 of 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).
 - **Regular and 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:** Total countable income from 12 months immediately preceding certification.
 - **Guardian/Foster:** Full month of current income received for the child and related siblings.

Family Size	Total Monthly Income
1-2	\$8,376
3	\$9,476
4	\$11,337
5	\$13,151
6	\$14,965
7	\$15,305
8	\$15,645

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

Family Fees:

Some families enrolled in the program may have a family fee based on their total countable income, family size and certified hours of care.

You will be notified by the Enrollment Specialist if and when you are responsible for paying a family fee.

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



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

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.

The Importance of Attendance:

Attend today, achieve tomorrow
Your child's regular attendance matters...



Infant/Toddler

Time to develop stable, nurturing relationships. A healthy attachment base is the cornerstone for life long learning.



Preschooler

Time for building the social, emotional, cognitive & language skills necessary for school readiness.



Elementary

Time to develop reading skills needed to transition from "learning to read" to "reading to learn"



Middle or High Schooler

Time to develop strategies to become independent, build future dreams & habits for college and/or the workforce.



Adult

Time to land a great job. Good attendance, dependability & work ethic are valued above all other soft skills.

Absent 2 days per month = Absent 24 days per year
= Your child's learning is 1 month behind their peers!

**Don't let your child miss-out on the
skills needed to be successful in school & life**

Attendance

Excused Absence:

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine.
- Appointment of child or parent/guardian, which includes doctor, dentist, mental health, counseling or therapy.
- 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 (maximum of 10 days per program year between July 1-June 30; except for children enrolled due to protective services or at risk)

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

- Visiting relative or close friend.
- Vacation time with family.
- Child attending a party.
- Family moving.

Unexcused Absence:

- Child did not feel like coming to school.
- Parent or child overslept.
- Abandoned services (no show or contact).
- After ten (10) best interest days are used, additional absences in the best interest category are considered unexcused.
- Any absence parent/guardian does not identify a reason for or as best interest day.

Abandonment of Care

The program does not allow families to be enrolled in a program if they are not using services.

Your child(ren) will be disenrolled when there has been no communication with the center for 30 consecutive calendar days

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.

Agency 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 (full-day programs).
- 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 sheets accurately and on a daily basis.
- Failure to keep appointments.
- Threatening, yelling, cussing or acting unethically towards any staff member.
- Violation of the Safe School and 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.

Grievance/ Complaint Procedures

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 or 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.

Escalation Process

Level 1:	Complaint is brought to the attention of the Teacher.
Level 2:	If complaint is not resolved by the Teacher, it is brought to the attention of the Site Supervisor.
Level 3:	If complaint is not resolved by Site Supervisor, 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 mailed annually to parents or are available anytime by contacting our office.

Grievance/ Complaint Procedures

Complaint Procedures Notice

Anyone, has the right to file a complaint regarding the Modoc County Office of Education Child Development Program's alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination (*Education 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:

Child Nutrition Programs
Civil Rights & Program Complaint Coordinator
California Department of Education
1430 N Street, Suite 4503
Sacramento, CA 95814-2342
916-322-2135

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. A person filing a written complaint alleging unlawful discrimination may also pursue civil law remedies.

PARENT APPEAL PROCESS

The state preschool decision to approve or deny services will be communicated to the applicant through a written statement referred to as a **Notice of Action**. The preschool will mail or deliver the completed **Notice of Action** within 30 calendar days from the date the application is signed by a Modoc County Office of Education 'authorized representative.

Grievance/ Complaint Procedures

If you disagree with the written decision of the preschool, you have 19 days from the date of the written decision to file an appeal with the Modoc County Office of Education, and if unsatisfied an appeal can be made to the California Department of Education (CDE). Your appeal must include the following information: (1) a written statement specifying the reasons why the preschool decisions were incorrect; (2) a copy of the agency's decision letter; and (3) a copy of both sides of the Notice of Action. Mail your appeal to the same address as listed under **Complaint Procedure Notice**.

CIVIL RIGHTS

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, sex, disability, age, or reprisal or retaliation for prior civil rights, activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD 3027) found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, 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, Director, Office of Adjudication
1400 Independence Ave., S.W.
Washington, D.C. 20250-9410
866-632-9992

Federal Relay Service 800-877-8339 English

800-845-6136 Spanish

All program complaints filed with the NSD are resolved at the state level. The NSD Complaint Coordinator logs the complaint, refers it to the appropriate program or Field Services Unit, and tracks it through resolution. The NSD reserves the right to conduct unannounced site visits to determine the validity of all allegations.