

PARENT/PROVIDER HANDBOOK

Subsidized Child Care Programs



Lassen Child and Family Resources
472-013 Johnstonville Road
Susanville, CA 96130
(530) 257-9781

Child and Family Resources is a division of
Lassen County Office of Education



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**Please keep this Parent/Provider Handbook as a reference.
The policies and procedures that are included will remain in effect until notifications of
changes are made by Child and Family Resources.**

Approved by the
Lassen County Board of Education on June 23, 2021

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**CFR's goal is to maintain continuity of your Subsidized Childcare.
Don't risk losing it by not contacting CFR when requested to do so!**

Notes:

The staff of CFR believe the parent should be aware of all aspects of the program, including those policies affecting their providers. Parents: Please read thoroughly to make sure you are aware of all of CFR's policies and how they will affect you, your children, and your providers.

INTRODUCTION

Philosophy and Purpose

Mission Statement

Child and Family Resources strives to ensure that children and families in Lassen County have access to quality childcare and other resources that will support the positive growth and development of children.

Philosophy

Child and Family Resources will be responsive to the needs of each family by listening to them. Once their needs are identified, Child and Family Resources Staff will work toward ensuring that all has been done to assist them in finding solutions that best meet the needs of the whole family by providing services or referring to available services.

Hours of Operation/Contact Information

Program offices are located at the **Lassen County Office of Education, 472-013 Johnstonville Rd. N., Susanville, California 96130**. Hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday excluding holidays. CFR Staff may be reached by telephone at **530.257.9781**.

General Program Information

Child and Family Resources (CFR) is a division of the Lassen County Office of Education (LCOE), funded primarily through the California Department of Education (CDE), Child Development Division, and California Department of Social Services. CFR offers information and resources designed to meet the needs of children, parents, Childcare Providers, other agencies, and the general public.

Non-discrimination Policy

CFR provides equal access to services without regard to sex, sexual orientation, gender, ethnic group, identification, race, ancestry, national origin, religion, color, mental or physical disability, or any other bias prohibited by law. CFR understands the requirements of the Americans with Disabilities Act and welcomes the enrollment of children with disabilities into all programs.

Major Program Services

- Assistance to Childcare Providers in the licensing process
- On-going support, professional resource library, and other technical assistance services

- Provider training activities
- Free referrals for parents to Licensed Childcare facilities
- Information on choosing appropriate childcare
- Resource Lending Library with games, toys, books, and movies which may be checked out for a period of two weeks and is available to all residents of Lassen County, regardless of income
- Child Car Safety Seat Purchase Program
- Exceptional Connections for families with children with high risk, developmentally delayed, or disabled children 0-3 years of age
- Subsidized Childcare programs for eligible families

Confidentiality Policy

Information received from families to assist CFR Staff in providing any services offered by CFR shall remain confidential.

Childcare Referrals

CFR refers parents seeking childcare to Licensed Childcare Centers and Family Childcare Homes which appear to best meet the needs of the individual family. Referrals are available to all persons regardless of income and no fees will be charged for referral services.

CFR Staff appreciate the opportunity to provide the information needed to make an informed choice regarding the best high-quality childcare available for parents and children.

CFR Staff cannot recommend specific providers and do not inspect or guarantee the condition of the provider's facility or the quality of care provided. Referrals are based on the belief that parents are best able to choose and evaluate which is the most appropriate care environment for their children. It is recommended that parents, with their children, visit with and choose a provider that will meet the needs of parents and children regarding types of services provided, philosophy of childcare and development, geographical location, and other factors that contribute to parent satisfaction and happiness of the children.

Referrals to providers will be discontinued upon:

- Notification that the provider's license has been suspended or revoked
- Documented knowledge of criminal convictions or investigations
- Reasonable suspicion that the provider is committing fraud (once it has been proven, using misleading information, submission of altered documentation, etc.) regarding CFR Subsidized Childcare programs
- Hostile, uncooperative, or threatening behaviors

Parents' Right to Information

If parents choose a Licensed Childcare Provider, it is their right to contact the Community Care Licensing Division (CCLD) of the California Department of Social Services (CDSS) at 530.895.5033 and request to know if any substantiated complaints have been recorded against a specific provider. Additionally, as a result of the passage of Oliver's Law, parents have a right to view licensing information regarding site visits, and providers are required to make these available to parents upon request.

AB 488, Megan's Law, provides certain information regarding the location of registered sex offenders. Parents and providers may access the Megan's Law website to assist in the protection of children at www.meganslaw.ca.gov.

INFORMATION ABOUT CHOOSING CHILDCARE

CFR Subsidized Childcare Programs

Types of Childcare Assistance

Subsidized Childcare, funded through the CDSS, Susanville Indian Rancheria (SIR), and Social Services, provides full or partial payment for childcare services for families with children birth through 13th birthday, with certain exceptions, who meet need and eligibility. Enrollment in the programs is dependent on the availability of funding. If funding is not available at the time of application, eligible families will be placed on the Waiting List, and shall be contacted as vacancies occur in the order of priority admission guidelines established by the State of California.

Stage 1: Stage 1 Childcare is supervised and funded by the California Department of Social Services. All current CalWORKs (cash assistance) recipients, including CalWORKs Diversion, start in this stage of childcare. Childcare services will not be available more than 30 days prior to the parent requesting services. *For a parent or guardian who is receiving cash aid public assistance, enrollment appointments will not be scheduled until a referral, Passport to Services, and Welfare to Work Plan, when applicable, are received from the Lassen County CalWORKs Department.*

Stage 2: Stage 2 is supervised and funded by the CDSS to provide childcare services to families who are current or former CalWORKs recipients within 24 months of discontinuance from CalWORKs, including receipt of CalWORKs Diversion. Recipients who transferred off CalWORKs within the last 24 months may be eligible.

Stage 3: Stage 3 is supervised and funded by the CDSS to provide childcare services to parents who have been discontinued from CalWORKs (cash assistance), including CalWORKs Diversion for 24 months and are in their final 24th month of Stage 1 or 2 Childcare. Families remain eligible for Stage 3 childcare services as long as the family meets income eligibility and need requirements, and the child meets the age requirements for CFR

Subsidized Childcare, funding permitting. Once off of Stage 3, a family may not return to Stage 3 Childcare.

Your CFR Enrollment Specialist will provide a seamless transition between the stages.

Alternative Payment Program (APP): The APP is supervised and funded by the CDSS. This program provides childcare for income-qualified families who are not receiving CalWORKs. If the program is full, families will be placed on a Waiting List for services.

SIR: SIR supervises and funds childcare services. SIR provides referrals for specific families to be placed with CFR for services. *For a parent or guardian who is applying for services through SIR, enrollment appointments will not be scheduled until a referral is received.*

Preschool: CFR administers Preschool Programs in Susanville and Westwood. These income and age eligible services are provided to children so they are prepared to enter Kindergarten. To find out more, there are brochures describing the preschool services offered or call CFR at 530.257.9781.

Parental Choice: CFR Subsidized Childcare programs are parental choice programs, which means it is the parents' responsibility to select a provider for their children. Selected providers must be licensed or license-exempt according to state laws or codes. CFR does not place children in the care of providers.

Right to View File: Parents have the right to view their CFR Subsidized Childcare File at a time and place agreed upon by both parties.

Confidentiality: The use or disclosure of information in the CFR Childcare File is limited to direct administration of the childcare program. Parents sign a Release of Information form at enrollment which is in effect throughout the period of receipt of childcare.

Types of Childcare Providers

Childcare Providers are NOT employees of CFR, but are Independent Businesspersons who operate childcare businesses.

A family participating in CFR Subsidized Childcare programs in Lassen County may choose from the following types of care:

- **Providers whose purpose is to prepare children for success in school:** These programs include State Preschool, Head Start and Early Head Start, other school-readiness programs, licensed or license-exempt facilities that provide childcare and development services for a number of children in specific age groups. Staff must meet standards for training and experience as determined by CCLD.

- **Family Childcare Home:** A private home licensed to provide childcare. The home may be licensed as “small” (6-8 children) or “large” (12-14 children). Guidelines must be met regarding ages of children as required by CCLD.
- **License-exempt Home (includes TrustLine):** A private home in which the provider may provide childcare for children from one unrelated family that does not reside with the occupant. This may include situations where care is provided by the child’s grandparent, aunt or uncle in their own home, and the child does not reside with them. Payment may only be made for one unrelated family’s children to an address. (For example, a wife and husband may not provide care to two separate families.) The home is licensed as well as the provider and family members so payment may not be made if a provider moves until the new home is licensed.

CFR does not pay for In-Home (child’s home) childcare.

Back-up Provider

To meet the certified need for childcare, parents are encouraged to have an alternate provider if their primary provider is unable to provide care to meet the full need on the Certificate for Services. Payment can be made to two different qualifying providers to meet the certified need for childcare, but not for the same times.

Changing Providers

If a parent wants to use a different childcare provider, they must first contact their Enrollment Specialist right away so the process can begin. The new provider must meet all qualifications for payment and there may be a two-week notice requirement. Childcare will only be paid once approval by the Enrollment Specialist has been received. Parents will be responsible for payment to a provider who begins care before approval is received.

Provider Requirements

Childcare Providers participating in CFR Subsidized Childcare programs must:

- Be licensed or exempt from licensure
- Be at least 18 years of age
- Operate on a nondiscriminatory basis
- If licensed, provide a copy of their childcare license and information regarding days and hours of operation, ages of children cared for, and any other special information regarding their program
- Provide a current rate sheet (applies to both licensed and non-licensed providers)
- Provide a copy of written policies on: days of absences, holidays, vacation and provider days of closure (licensed only)
- Allow parents access to their children during the provider’s normal working hours or anytime the children are in care
- Submit a completed a W-9 to CFR for reporting to Internal Revenue Service & Employment Development Department

- Refrain from religious instruction or worship if caring for children whose childcare is funded with State funds (Providers and parents will be notified by CFR when this item is applicable.)
- Complete all required documents at enrollment
- Always remain in compliance with licensing laws or registry laws and regulations
- Understand that CFR policies supersede those of provider policies

TrustLine

The provider is required to be TrustLined if they are not licensed and are not an applicable relative caregiver. This process consists of completing an application, providing a valid picture identification, a statement indicating whether or not he or she has ever been convicted of a felony or misdemeanor, fingerprinting by Live Scan, and submitting information for a background check by the State Department of Social Services. Current State regulations will be applicable to all TrustLined providers. Childcare will not begin until clearance is received by CFR Staff and notification is made to the parent. If the provider is cleared within 30 days, they can be paid from the date the 9600 is signed. If the provider is not cleared within 30 days, CFR will not pay until clearance date.

Licensed-exempt providers must meet the following requirements:

- A valid California photo identification
- TrustLine application and acceptance-cleared or TrustLine exemption
- The names, addresses, and telephone numbers of two local references
- A declaration that the provider's home complies with all health and safety standards
- Working smoke detectors and fire extinguishers in the home
- A statement that the provider is in good health, is free of communicable diseases, and free of tuberculosis
- Complete, together with the parent, an enrollment interview with the assigned CFR Referral Specialist
- A signed statement from the parent verifying approval of the provider chosen
- If a relative family member cannot provide proof of that relationship, they will need to complete the TrustLine process.

If an applicant has a cleared TrustLine status on file, the provider does not need to repeat the TrustLine process.

CFR will not be responsible for costs associated with the TrustLine process.

CFR will not authorize the providing of care by, or payment to, any provider whose TrustLine status has been closed, denied or revoked, regardless of the relationship of the provider to the child. CFR will also not enroll, or will terminate payment to, any license-exempt provider where there is reason to believe that authorizing care by that provider would not be in the best interests of the child, including placing the child at risk. This policy applies regardless of the relationship of the provider to the child.

Childcare Checklist

Published by the California Department of Education

- The provider/staff is open and welcoming to me and to my child.
- She/he smiles and looks directly at me and my child.
- The caregiver's environment is safe and stimulating.
- The caregiver speaks to children in a positive, cheerful tone.
- The caregiver seems to enjoy working with children.
- I can visit the caregiver/program anytime during hours of operation.
- I feel my child will thrive both mentally and physically with this caregiving situation.
- The caregiver has training and experience working with children who are my child's age.
- My philosophy, values, and discipline techniques closely resemble those of the caregiver.
- There is enough space indoors and out so that the children can move about freely.
- The program offers activities that my child will enjoy and that are right for his/her age.
- Children are encouraged to be creative and to explore new things.
- The rooms are comfortable, interesting, and cheerful.
- There is adequate lighting, heating, and ventilation.
- I can communicate easily and openly with the caregiver.
- Information about my child's progress and behavior will be shared with me.
- I have been introduced to all the adults who will be providing care for my child.
- The caregiver has offered to give me parent references.
- I have contacted Community Care Licensing and/or TrustLine to check on the previous history of the caregiver. Call 1.800.KIDS.793 for your local Community Care Licensing or 1.916.229.4500. TrustLine may be reached at 1.800.822.8420.
- All equipment is safe and in good working condition.
- Medicines, poisons, firearms, knives, cleaning chemicals are stored away out of the children's reach. Wall outlets are covered. Stairways have non-pressure safety gates. Window-blind cords are up high away from any sleeping or play areas.
- There is a working fire extinguisher and recently tested smoke alarms.
- The caregiver is certified in pediatric CPR and first aid.
- I understand the policies of the caregiver. There is something in writing that explains the business side of the childcare arrangement.
- I have a back-up plan in case my child or caregiver is ill or an emergency arises.
- I have emergency numbers and a medical release on hand with the caregiver.
- I understand all the costs involved with the caregiver. I have asked about extra expenses, such as late fees, supplies, field trips, food, formula, and diapers. I know how much I should pay each month.
- I feel comfortable that I can leave my child with this caregiver and that my child will be safe, happy, and loved.

Check When You Care

Check when you care is a checklist of three areas of a quality childcare environment. Children learn through their daily experiences with their families, caregivers and surroundings. Planning a safe and nurturing environment is the first step in meeting the needs of young children.

Indicators of a safe physical environment:

- ✓ Safe electrical use is insured. (No cords loose on the floor or near cribs; outlets are covered.)
- ✓ Medicines and cosmetics are out of reach.
- ✓ Cleaning materials and poisons are out of reach.
- ✓ Exits are clear.
- ✓ Rugs are safe and floors are free of tripping hazards and toys.
- ✓ Furniture is safe and sturdy.
- ✓ Stairways are barricaded and fencing is installed as needed.
- ✓ Trash is inaccessible to children (either with a tight-fitting lid or locked cabinet).
- ✓ Locks on bathroom doors are located out of reach of children or not present.
- ✓ Tap water is 120 degrees Fahrenheit or below in sinks used by children.
- ✓ Handles on pots and pans face in on the stove.
- ✓ Stove burner controls are inoperable by children.
- ✓ Sharp knives are out of reach or locked in a drawer.
- ✓ All weapons and ammunition are stored separately from each other and under lock.
- ✓ Mechanical devices are protected by fencing (wall and floor heaters).
- ✓ Freezer or other large chests are locked and/or inaccessible.
- ✓ Purse in use is stored out of reach.
- ✓ Needles, scissors, or other sharp, small objects are out of reach.
- ✓ Decals on glass doors and windows are at children's eye level.
- ✓ Windows are protected and screens are in good condition.
- ✓ Matches, cigarettes, and candles are out of reach. No smoking on premises while children are in care is permitted.
- ✓ Fireplace is properly fenced.
- ✓ Pools, hot tubs, spas are properly fenced, and hot tub and spas are locked with a locking top.
- ✓ Written emergency procedures are in place for relocating children in two minutes or less.
- ✓ Emergency numbers for doctor, ambulance, fire, and poison control are posted near phone.
- ✓ First Aid container is located in easily accessible place and checked regularly for supplies.
- ✓ Smoke detector and fire extinguishers are present and checked regularly for working order.
- ✓ Individual cribs, beds, cots or mats are available and safe. (Crib slats are no greater than 2-3/8 inches apart.)
- ✓ Shelves and furniture are stable and/or secured to the wall or floor so children cannot pull them over.

- ✓ Outdoor play equipment is free of hazards. Stationary equipment is sturdy and firmly anchored over sand or woodchips or energy-absorbing mats.
- ✓ Sandbox is covered to protect against pets.
- ✓ Yard is free of hazards, including poisonous plants.
- ✓ Wood pile is six to eight inches off the ground and is stacked safely.
- ✓ Flammable liquids such as paint thinners are stored outdoors in metal containers with locked, secure lids, and out of the reach of children.
- ✓ Diapering area is used exclusively for all diaper changing and is disinfected after each use.
- ✓ Pets are maintained in a safe and healthy manner away from play area (free of fleas, have current vaccinations, yard or cat box is cleaned frequently).

Indicators of a healthy environment:

- ✓ Temperature in the home is maintained at a moderate level (68-75 degrees).
- ✓ Lighting and ventilation are appropriate.
- ✓ Perishable food is refrigerated.
- ✓ Food brought from child's home is properly labeled.
- ✓ House is clean (sinks, floors and toilets are cleaned and disinfected daily).
- ✓ Individual towels or paper towels are used.
- ✓ Liquid soap is easily accessible for hand washing.
- ✓ Hands are washed before and after meals and after toileting.
- ✓ Toilet paper and facial tissue are accessible.
- ✓ Noise level is moderate (voices, TV, etc.).
- ✓ Personal care items are available for each child in labeled containers.
- ✓ Home is free of visible insect and rodent or another pest infestation.
- ✓ Individual cribs, beds, cots or mats are arranged with a minimum of three feet between them.

Indicators of a child-oriented environment:

- ✓ Provision is made for adaptive toilet equipment (child toilet seat).
- ✓ Provision is made for child use of adult-size sink (such as step stool).
- ✓ Space is arranged so children and providers are close enough to interact yet supports independent activities.
- ✓ Sufficient child size furniture and chairs are available for all children in care.
- ✓ Low hooks are available for coats, spaced to keep coats separate from one another.
- ✓ There is a special place for a child to store their belongings.
- ✓ Low storage shelves are present for toys and equipment.
- ✓ Carpets or mats are available for floor play.
- ✓ Spaces with soft pillows, bean bag chairs or other soft surfaces are available for quiet activities.
- ✓ Space is present for large muscle activities (wheeled toys, physical activities).
- ✓ A place is available to display art work and projects at child's eye level.
- ✓ Toys are organized in a variety of containers and displayed in an orderly manner.
- ✓ Outdoor play space has equipment that encourages a variety of play and learning activities.

- ✓ A variety of learning materials and activities are available, and children are encouraged to choose and guide their own activities.

Code of Conduct

It is the expectation that parents, providers or their representatives utilizing the services of CFR will conduct themselves in a cooperative, non-harassing manner when interacting with children, families, CFR Staff or LCOE employees.

If CFR Staff determine that behaviors are hostile or non-cooperative, they will so inform the adult and request that the behavior be changed. If the behavior continues, the CFR Staff member will contact a supervisor who may request that the parent, provider, or their representative leave the building.

If hostile, harassing, non-cooperative or threatening comments are made by a parent or provider or their representatives, during a telephone conversation, the CFR Staff member will verbally notify the individual that the comments are unacceptable, and if it continues, the conversation will be ended. If the negative comments continue, the CFR Staff member will terminate the conversation.

If hostile, harassing, non-cooperative behavior continues, program services to the individual will be discontinued.

If a parent or their representative threatens an employee either physically or verbally, the employee will contact a supervisor and law enforcement to file a report and program services will be discontinued.

Sexual Harassment will not be tolerated.

CFR explicitly prohibits the use, possession of, solicitation for or sale of any illegal drugs, alcohol or prescription medication.

Use, possession, display, or storage of any weapon, dangerous instrument, explosive material or device, fireworks, bomb-making materials or dangerous chemical on CFR/LCOE property, will be considered a violation of CFR policy and may result in disenrollment.

ASSESSING SUBSIDY CHILDCARE

Program Eligibility and Need for Care

Eligibility and need guidelines are established by the State of California. Additionally, the parent(s) must live and/or work in Lassen County, and the child must reside in California.

Eligibility Criteria (Income)

Eligibility shall be established by one or more of the following:

- Public assistance recipient
- Income eligible: Eligibility is based on the gross family income adjusted for family size at the time of enrollment. Family size is determined by the number of children and any adults living with the children who have responsibility for the care and welfare of the children. When a child is living with adult(s) other than a natural or adoptive parent, the child shall be a family of one (with certain exceptions), and the guardian or caretaker must meet need criteria defined in the following section. Documentation, such as a birth certificate, will be required for each child.
- Homeless
- Child who is at risk of abuse, neglect or exploitation, or receiving Child Protective Services (CPS) through the county welfare department, with required documentation
- At Risk
- CalWORKs Stage 2 or Stage 3 recipient

Need for Care

In addition to being income eligible, the family must also have an approved need for childcare, such as:

- Employed, including self-employment
- Seeking employment
- Enrolled in vocational training/education program
- Homeless and seeking permanent housing for family stability
- Parental Incapacity
- Court ordered classes

The assigned Enrollment Specialist will determine eligibility and need based on State Guidelines before approving care.

Enrollment Appointment

All families who enroll in CFR Subsidized Childcare must complete an enrollment appointment with an assigned Enrollment Specialist. Additional information will be obtained and enrollment documents completed. The parent or guardian of the child must be present. Parents utilizing a TrustLine provider or applicable relative caregiver must have the provider with them at the enrollment appointment. When making an appointment for Initial Certification (enrollment appointment), the Enrollment Specialist will give, or mail, families a list of documents to bring to the appointment.

Verification of Eligibility

After eligibility and need have been established, the following documentation must be provided to verify eligibility and need for CFR Subsidized Childcare services:

Employment

- Complete Employment Verification Form
- The employer will complete the hours of the day and days of the week that you work (CFR will independently verify this)
- Monthly pay stubs or if paid bi-weekly at least two check stubs covering the month prior to enrollment, which include pay period dates, number of hours worked (if applicable), and amount of gross pay
- If self-employed, other documentation will be required, which could include a letter from the source of the income and signed copies of tax returns or statements of estimated income for tax purposes. Additional documentation may be requested.
- If self-employment is in the home, the nature of the work must preclude the supervision of the children. (For example, Family Childcare Providers are not eligible for services because their work does not preclude the supervision of their own children.)

Childcare hours will or will not be allowed as follows:

- Actual hours at work, including lunch times.
- Hours that are being paid by another agency will not be paid.
- Appropriate travel time if requested in writing.
- Appropriate sleep time if employment is between the hours of 10 p.m. and 6 a.m.
- Childcare will not be allowed for time the child is in school.
- Alternative education hours that are the same as public school hours will not be paid.
- No more than 16 hours of care per day will be allowed.

Seeking Employment

Seeking employment is limited to up to 5 days per week with a maximum of 29.5 hours per week, Monday through Friday. Documentation will be required at the recertification appointment. Job seekers are encouraged to use all local resources available.

Students

Parents must be participating in a vocational training or educational program leading toward a recognized trade, paraprofessional or professional goal, and only classes that lead

directly to the attainment of the stated goal will be considered. Required documentation includes:

- Name and address of the school or organization attending (shall be recognized by the U.S. Department of Education)
- Dates that the current training activities begin and end
- Statement of vocational goal and the anticipated completion date of all required activities to meet the goal
- Class schedule which includes classes currently enrolled in and days and times of those classes
- Signature of parent
- At recertification, the parent shall provide documentation of the adequate progress from the most recently completed quarter, semester, or training period.

Childcare hours will be allowed as follows:

- Actual classroom or scheduled laboratory hours
- On-line or televised instructional classes that are unit bearing classes from an accredited training institution shall be counted as determined by your Enrollment Specialist based on the current state regulations.
- If requested in writing, appropriate study time and travel time. Need will be calculated by your Enrollment Specialist. Travel time may not exceed 4 hours per day.
- General Education Development (GED) test or English language acquisition if such courses support the attainment of the parent's vocational goal.

Services will be limited to whichever expires first:

- Six years from initiation of services
- 24 units after attainment of Bachelor's Degree (Bachelor's + 24 units)
- Exceptions according to State Regulations

The following needs must be verified by a legally-qualified professional. A legally-qualified professional is defined as a person licensed under laws and regulations of the State of California to perform legal, medical, health or social services for the general public. (All statements by a legally-qualified professional must include the name, address, telephone number, and type of license, license number and signature of that professional.)

A release must be signed by the client allowing CFR Staff to contact the legally-qualified professional for verification, clarification or completion of the provided statement.

Child Protective Services/At-Risk

- Probable duration of the protective services, not to exceed one year
- Statement that the child is receiving child protective services or is at-risk for abuse, neglect or exploitation and that childcare and development services are a necessary component of the protective services plan
- Days and hours that childcare is required

Parental Incapacity

Required documentation includes a completed Statement of Parental Incapacity Form (CD-9606) completed by a legally-qualified professional, which includes:

- Probable duration of the incapacity, not to exceed one year
- Statement that the nature of the incapacity prevents the parent from caring for the child without assistance for some part of the day, to a maximum of 50 hours per week
- Days and hours that childcare is required

Seeking Permanent Housing

- Written parental declaration with a self-declaration of the plan to secure housing with a description of the days and hours to be used
- Maximum of 29.5 hours up to five days per week

Income

Childcare services require that a family's monthly income not exceed 85% of State Median Income (SMI) at initial enrollment. The income is verified by the Enrollment Specialist at the Enrollment Appointment. If a family is disenrolled for any reason, they will be required to qualify for services as a new client.

- Families must report within 30 days if income exceeds 85% of SMI.
- Families may voluntarily report changes to reduce the family fee, increase the services, or extend the period of eligibility. Requests must be in writing, under penalty of perjury, and provided to their Enrollment Specialist.

Sources of Income

- Passport to Services
- Child support checks received monthly and/or copy of court order with the amount of child support specified
- Gross wages or salaries, commissions, tips, overtime, bonuses, gambling, lottery winnings
- Check stubs or current period award letters for unemployment, disability, workers' compensation
- Grants, payments or clothing allowances for foster placements or financial assistance for formal or informal foster care
- Pensions or annuities, including survivor and retirement benefits
- Dividends, interest on bonds, income from estates or trusts, and rental income
- Inheritance, insurance settlements for lost wages or punitive damages
- Portion of student grants or scholarships not identified for educational purposes, such as tuition, books, or supplies
- Any other sources of income

A family's total countable income is all gross monthly income received, with exceptions. An example of exceptions includes:

- Business expenses for self-employed

- Reimbursements from your employer for clothing or travel

There are more exceptions. Please bring all income documents to your appointment and your Enrollment Specialist will determine what is and isn't countable income based on information provided by the state.

To calculate monthly income, use the following:

Paid Weekly: Multiply by 52 weeks and divide by 12 months

Paid every two weeks on a specific day: Multiply by 26 pay periods and divide by 12 months

Paid two times per month, such as 1st and 15th: Add the two paychecks together

Fluctuating or variable income: Average from the last 12 months

Other Required Documents to Complete Enrollment

- Child Immunization records
- Require birth certificates for all children in the home
- Referral for Services
- Complete provider file
- Individual Education Plan or Individual Family Service Plan if the child has exceptional needs
- Any other forms requested by CFR to establish eligibility
- If a single parent is receiving services, self-certification under penalty of perjury is required of the parent regarding the second parent
- Emergency contact information for each child in the program

Family Fees and Copayments

Family Fees

Parents may be required to pay a portion of childcare costs, based on the child who is enrolled for the most hours in the month, regardless of the number of children in the family. Family Fees are based on the family's adjusted monthly income, calculated at certification or recertification, and assessed according to the fee schedule prepared and issued by the CDE. Family Fees are deducted from payment to the provider and are to be collected from the parent by the provider. Family Fees are PREPAID for each month of care. The amount of the Family Fee is based on the certified number of hours and will not be reduced for absences. *Family Fees are due on the 1st of the month of care and late on the 10th.*

Prior to the month of care, CFR will send a prenumbered receipt to the Childcare Provider. It will include the amount for the parent to pay, a space for the date it was paid, the provider's signature and the period of service paid for. This receipt is due to CFR by the 15th of the month of care. If the provider notifies CFR that the fees have not been paid or if it is not received, a Termination NOA will be sent to the parent stating the services will end unless either fees have been paid or a reasonable plan has been agreed to by the parent and provider and has been submitted to CFR signed by both the parent and the provider. Upon discontinuation of services for nonpayment of delinquent fees, the family shall be ineligible for CFR Subsidized Childcare or the Waiting List until all delinquent fees are paid. Please

be aware that a family's file will not be discussed with anyone but the parent due to confidentiality.

Parent Co-Payments

If a parent chooses a provider who has a rate that exceeds the payment ceilings established by the State (the Regional Market Rate), the parent is responsible for payment of the difference between the payment ceiling and the provider's rate directly to the provider. CFR Staff will not be responsible for calculating or collecting the amount owed to the provider for parent co-payments.

Notice of Action

Approval NOA: If parents are determined eligible after a review of their information, a NOA is sent stating the period of time the care services are approved for and when care can begin.

Denial NOA: If the family is not eligible for services or have not provided required documentation, the parent will receive a NOA giving specific information of why it is being sent. Childcare services will not be paid.

Change NOA: A NOA that is sent when there is a change in childcare services.

Termination NOA: This is sent when eligibility for services will end. A minimum of 14 days will be given to correct the situation, if possible. A Termination NOA will be sent if Family Fees are delinquent. A copy of this Termination NOA will be sent to the provider.

Parents may receive more than one NOA. The effective date listed is the deadline for corrections to be made. If the family is disenrolled from CFR Subsidized Childcare, re-entry is dependent on available funding and reapplication. Disenrollment from Stage 3 is permanent.

Approval or Denial of Services

Childcare costs will not be covered until the NOA is issued stating the date care may begin. An application will be considered incomplete until all required forms have been received and approved by an Enrollment Specialist. A completed NOA will be provided to parent(s) who has applied for CFR Subsidized Childcare services within 30 calendar days from the date the application is signed by CFR Staff stating approval or denial of services.

A Certificate for Childcare Services is issued to the parent and must be used to obtain childcare services for their children. The value of the certificate is the maximum allowed for the type of care, the age of the child, and the parents' certified need for care based on the Regional Market Rate (RMR).

Recertification

After enrollment in CFR Subsidized Childcare programs, continued need and eligibility must be verified at regularly scheduled intervals. The parent or guardian must complete a recertification appointment after 12 months, to provide current income and other requested documentation. The assigned Enrollment Specialist will contact the parent either by mail or phone call to request that a recertification appointment be scheduled within the appropriate

time frame. Failure to complete a recertification appointment by the required date or failure to abide by CFR Policies and Procedures shall result in disenrollment from the program.

Attendance Reporting

All Childcare Providers must maintain Attendance Sheets for each child in care in a place that is easily available to parents during arrival and departure. Each time the child is dropped off or picked up by the enrolled parent, that parent must enter the **actual** *time in and time out* of care. Full signatures at the bottom of the page are required of both the provider and parent, attesting under penalty of perjury, that the information provided on the Attendance Sheet is accurate.

Attendance Sheets must document **ONLY** the time the child is actually in care or an explanation of absences.

If the Attendance Sheet reflects overtime that is above what the Certificate for Childcare Services allows, proof from the employer showing dates and times worked must be received by CFR. A new Certificate is not required unless the overtime will be on-going.

Beginning dates of authorized childcare will be shown on the Certificate for Childcare Services. Reimbursement will not be made for any care provided prior to the date the 9600 is signed.

Attendance Sheets must be received by CFR no later than the fifth of the month following care. If mailed, Attendance Sheets must be postmarked by the fifth of the month. If the fifth of the month falls on a weekend or holiday, Attendance Sheets must be received no later than 4:30 p.m. on the first CFR business day after the fifth of the month. For example, if the fifth falls on a Sunday, the Attendance Sheets will be due no later than 4:30 p.m. on the sixth of the month.

Parents will be contacted if corrections to or completion of the Attendance Sheets are needed. Payments will not be processed unless all items are completed, readable and accurate. Attendance Sheets with missing times or signatures will not be paid. CFR reserves the right to terminate a provider or family if Attendance Sheets are continually incomplete or incorrect.

Attendance Sheets received after the deadline may not be paid until the regular payment date of the following month. **Attendance Sheets received more than 30 days late shall result in non-payment to the provider for that month's care.**

Absences

***CFR encourages all families to use the certified hours of care.
Consistent attendance maximizes the benefits of the child's
early learning and care experience.***

When the child is absent and does not use scheduled care, a reason for the absence must be entered in the “comments” box on the Attendance Sheet or on an attached note.

The following codes must be entered in the “comments” box on the Attendance Sheet to explain the reason for an absence or additional hours:

- MD Minimum Day at school
- S* Child or parent sick or other medically-related reason (A doctor's statement may be requested if more than 5 days). If a licensed provider is unable to provide care for a sick child, payment to an alternate provider for licensed provider non-operation or the child's illness will be limited to ten days per fiscal year each. If a parent provides a physician's statement, illness of the child may be paid in excess of ten days.
- V* Child vacation (no school)
- CO* Court-ordered visitation (A copy of the court order must be submitted.)
- FE* Family emergency (Qualification as an emergency will be determined on a case-by-case basis, such as no transportation, accident, relative illness, etc.)
- N* Part of two-week notice (must be in licensed provider's contract)
- OT Parent worked overtime - resulting in longer hours of care
- PH* Paid holiday – licensed provider paid holiday (includes provider illness)
- BI* Best interest (reason must be given) Best Interest: Absences in the best interest of the child may include child/parent vacation, relative visiting, etc. Best Interest Days are limited to ten days each contract year, July 1 – June 30, and reasons must be noted on the Attendance Sheets. If reason is not noted on the Attendance Sheet, that day will not be paid. *Final determination of accepted Best Interest Days will be made by CFR Staff.*
- UA Unexcused absences
 - Are limited to 15 days per contract year (July 1 – June 30).
 - Include absences that do not meet excused absence criteria.
 - Two-week notices are considered unexcused absences. If all or part of the allowed unexcused absences have been exhausted prior to abandonment (*parent leaving childcare without a two-week notice to the provider*), a two-week notice will either be partially paid or not at all, depending on the balance of days remaining.
 - Two-week notices may not be combined with any other paid absences.
 - Payment for any unexcused absences, beyond the allowed 15 days, is the responsibility of the parent.

*Applies only to Licensed Childcare

Broadly Consistent

CFR Staff review Attendance Sheets monthly to confirm that hours of care are Broadly Consistent with the Certificate for Childcare Services' listed hours. If the hours in the month change the reimbursement from full-time to part-time or part-time to full-time, or if the family fee changes either way, the parent will receive a letter warning them that the care for the month was not consistent with their Certificate.

If a parent does not need childcare for a period of time, please call CFR to discuss your options. Even if a parent does not meet the Eligibility and Need criteria for a period within the 12 months, the child still qualifies for the care listed on the Certificate for Childcare Services and parents are encouraged to utilize that care. If the Need and Eligibility are not met at recertification, the family's services will be discontinued.

***CFR's goal is to maintain continuity of your Subsidized Childcare.
Don't risk losing it by not contacting CFR when requested to do so!***

Attendance Sheet Instructions

Please use **black or dark blue ink** and **print clearly**. All names, numbers, and addresses must be readable.

- √ Turn in original Attendance Sheet documenting the care provided. A copy will be returned to the provider with the provider childcare check. Be sure to look for notes from CFR Staff.
- √ **SIGNATURES MUST BE READABLE and must be regular FULL SIGNATURE.** Please sign your name carefully. Signatures at the bottom of the form that are unreadable must have the name printed next to the unreadable signature.
- √ The State requires that the parent enter *exact time in* on the Attendance Sheet when the parent brings their child for childcare. An accurate clock should be located within view. When the parent returns to pick up their child, the parent must list the *exact time out*. PARENTS MUST WRITE THE TIME CLEARLY SO ALL NUMBERS ARE READABLE. Also, parents must not sign the form in advance of actual childcare. PLEASE NOTE: The State does not allow busy parents to skip signing their child in and out because they do not have enough time.
 - If the parent is not available to enter the time in or out when the child arrives or leaves childcare (as in the case of a child who arrives by bus for after school care), the Childcare Provider must list the time.
 - The middle area on the form can be used for a child with a split schedule. For example: Children who are in childcare before and after school have a "split schedule." In most cases when the child has before and after school care, the parent is at work (and not available) when the child leaves childcare

to go to school and returns to childcare after school. In those cases, the childcare provider lists the time in and out.

- Another child might have a split schedule just for the day. For example: The parent might pick up their child while in care and take them to a medical appointment, return the child for care, and then pick them up later in the day after he/she is off work. If the parent is available to sign the child out and back in, the parent is required to list the times and write their initials in the gray area of the Attendance Sheet.
- √ Every Attendance Sheet must have the Daily Total entered for each day. Please round the **Daily Total** to the nearest quarter hour. To write minutes, you can use .25 .50 .75 or $\frac{1}{4}$ $\frac{1}{2}$ $\frac{3}{4}$ to represent, for example, $\frac{3}{4}$ hour (45 minutes).
- √ At the end of the month, the TOTAL HOURS and the PROVIDER RATE at the left of the Daily Attendance Sheet must be completed by the provider. The box to the right is for CFR use only.
- √ Please do not write lines or X's in unused areas on the form. Please do not write in the margins or the Completed by Agency column. Comments or codes must fit in the Absence Reasons area. Longer comments or explanations should be written on a piece of paper and attached to the Daily Attendance Sheet. Be sure to write the provider's name, parent's name, child's name, and month of care on the additional piece of paper.

Provider Payments

Providers are not employees of CFR. Childcare is paid on behalf of the parent.

Provider Rates

Before providers can receive payment for CFR Subsidized Childcare services, they must have a signed rate sheet on file at CFR as stated in Provider requirements. **All providers are reimbursed up to the maximum allowed by the payment ceilings of the (RMR) established by the State.**

Rate Changes

Providers may change their rates once during each fiscal year (July 1-June 30) by providing a new signed rate sheet to CFR. Payments reflecting the new rates will become effective the beginning of the month following 30 days from the date the rate increase is requested. (For example, if a new rate sheet is received on June 15th, the effective date of the increase will be August 1st.)

Registration Fees

A Licensed Childcare Provider may charge a yearly registration fee to enroll a child in their facility or at regular intervals throughout the year. CFR may be able to pay some or all of

those fees. These must be included on the Attendance Sheet by the provider. CFR Staff will calculate the reimbursable amount.

Payment Timelines

You will receive a notice in writing, which should be saved, with the projected scheduled payment dates on it at least annually. Please refrain from calling CFR to find out the payment date to avoid delays in payment.

Non-reimbursable Fees

CFR will not reimburse charges such as:

- Late charges when children are picked up later than scheduled
- Fees for late payments or bank charges
- Field trip/transportation expenses
- Charges to hold a childcare slot
- Charges that are not charged to private pay families

Provider checks will be mailed and cannot be picked up in person.

Stop Payment Policy

CFR may only process a stop payment request 30 days from the date the check was issued. A replacement check will be issued within seven working days after receiving confirmation from Lassen County that the stop payment request was processed.

Tax Requirements and Reporting

Payments to providers who were paid \$600 or more during the calendar year will be reported to both the State and Federal governments. At the end of the calendar year, those providers will be sent a Form 1099 stating the total payments received from CFR for childcare. Nothing (except court ordered deductions, if applicable) will be withheld on childcare payments because the income is reported on a 1099, for non-employees. CFR Staff will not provide tax advice. Providers who are paid less than \$600 per calendar year will not receive a 1099. The bottom portions of the check and the Attendance Sheets sent with the checks are the proof of income and hours worked. Parents and Providers are encouraged to save these for tax purposes. Please do not put on any applications that CFR was an employer as it will be explained to them that CFR is not an employer of childcare providers.

Court Ordered Deductions

Court ordered deductions will be levied against active providers receiving payment from CFR. Deductions will be sent to agencies based on documents received. A copy will be mailed to the provider when it is received by CFR. These agencies may include: Department of Motor Vehicles, Department of Child Support Services, Franchise Tax Board, etc.

PARENT AND PROVIDER RIGHTS

Discontinuation

Discontinuation of Provider Agreement

- Revocation or suspension of provider license
- Denial, revocation, or closure of TrustLine
- Falsified information on Attendance Sheets
- Failure to provide required documents
- Behavior endangering the health, safety, or welfare of any child in the provider's care
- Hostile, non-cooperative, or threatening behavior exhibited toward CFR Staff
- Misleading or deceitful information. For example, if the provider is incarcerated, out of state or has been directed to stop providing care but hasn't, will not be paid.

Family Discontinuation from Program Participation

- Failure to submit required documentation by the assigned date
- Falsified information on Attendance Sheets or refusal to sign them
- Fraudulent, false, or misleading information or documentation provided to CFR Staff
- Failure to complete recertification or keep scheduled appointments
- Hostile, non-cooperative, or threatening behavior exhibited toward CFR Staff
- Failure to pay Parent Fees by the required dates
- Family gross monthly income exceeds the amount allowed for eligibility
- Upon recertification, services will discontinue for children who are age 13
- Parents' request
- Unavailability of funds
- Failure to meet eligibility requirements
- Violation of CFR Policies and Procedures

Parents are responsible for paying any outstanding balances to providers due to terminations or denials.

License Revocation, Suspension or Probation

CFR will discontinue payments to a provider as of the date of the revocation or suspension for a licensed facility. Both the parent and the provider will be notified in writing that payment has been discontinued, and the reason for the discontinuation received by CCLD. In order to continue receiving services, the parent must select a different provider. CFR will notify the parent if a provider is placed on probationary status and give the parent the option of selecting another provider or remaining with the current provider.

Parents are responsible for paying any outstanding balances to providers due to disenrollment or denials.

Families or providers disenrolled due to providing false or misleading information, or for other fraudulent activity, will be permanently ineligible for CFR Subsidized Childcare. Families disenrolled for other reasons, including, but not limited to, failure to complete recertification, failure to provide required documentation, and non-use of care must wait at least 90 days to re-apply for placement on the Waiting List.

Appeals and Complaints

Fair Hearings

In accordance with CDE guidelines, if childcare services are changed or discontinued, the parent will be provided with a NOA stating the reason for the action and the effective date.

If a parent is disenrolled and does not agree with the decision, they are entitled to a fair hearing. The procedure for requesting an appeal, including the name of the person to appeal to, is on Page 2 of the NOA.

Parents may go to www.cde.ca.gov/sp/cd/ci/parentappealinformation.asp for a Parent Appeal Pamphlet. An appeal can be initiated by a family receiving care regarding the benefits of either the parent or child in a family. The parent must sign and return page two of the NOA to the agency to initiate this process within 15 days of the alleged violation.

A grievance is the belief that one was treated unfairly. A grievance may be initiated by parents or providers regarding any agency policy or practice. A written and signed letter alleging the violation must be submitted to the Associate Superintendent within 15 days of the alleged violation. Grievances will remain at CFR/LCOE.

A complaint can be initiated by anyone regarding any law or regulation that the CDE is authorized to enforce. A written and signed letter alleging the violation of a law or regulation the CDE is authorized to enforce must be submitted to CFR within 15 days of the alleged violation. The Associate Superintendent of LCOE will render a decision.

Uniform Complaint Procedure

The Annual Notice of the Uniform Complaint Procedures is located at the back of this handbook.

Complaints about Providers

It is a goal of CFR to insure all children receive quality care; however, this agency cannot guarantee the quality of care. CFR is not responsible for the licensing of providers or for the investigation or determination of the validity of complaints against Childcare Providers. Parents are encouraged to attempt to resolve problems that are not a threat to the life, health, or safety of children, directly with the provider.

Disputes Between Parents and Providers

Childcare is a contract between the parent and the provider. Any disputes arising or liability resulting from the parent-provider contract shall not involve CFR in any way. CFR does not inspect or warrant the condition of the provider's home or facility or the degree or type of supervision provided. CFR assumes no responsibility for injury or damages arising from the parent or Childcare Provider's performance or facility. The parent and the provider agree to hold harmless CFR and LCOE and their employees from costs, suits, or liability arising from childcare services.

Providers do not have the authority to advise families of their eligibility to CFR's Subsidized Childcare program. If a provider tells you that you are eligible for a CFR program and then reimbursement is denied for any reason, CFR cannot pay and the parent will be responsible for payment to the provider.

Licensed Providers

Concerns and complaints regarding problems that are a threat to the life, health or safety of children in the care of Licensed Childcare Providers should be immediately directed to:

California Department of Social Services
Community Care Licensing
520 Cohasset Road, Suite 170
Chico, CA 95926
Phone: 530.895.5033

License-exempt/TrustLine Providers

Suspected abuse or serious neglect situations should be reported by the parent to the appropriate law enforcement agency.

Other complaints regarding health or safety issues may be submitted using the following process:

The parent submits a written, signed complaint to CFR that includes the nature of the complaint, the date and approximate time of occurrence, and the name and address of the provider. The written complaint should be submitted to the CFR program office. Upon receiving the complaint, CFR will inform the provider of the complaint and of their right to submit a written rebuttal.

The parent and provider will be notified that payments will cease in 19 days unless a written declaration, signed by both parties, is provided to CFR stating that the health and safety issues have been corrected.

CFR will maintain a record of parental complaints concerning a license-exempt provider's failure to meet health and safety standards as specified in the Health and Safety Self-Certification.

UNIFORM COMPLAINT PROCEDURES

The Governing Board recognizes that the District is responsible for complying with applicable state and federal laws and regulations governing educational programs.

The District shall investigate complaints alleging failure to comply with applicable state and federal laws and regulations and/or alleging discrimination, and seek to resolve those complaints in accordance with the procedures set out in sections 4600-4687 of the title 5 Regulations and in accordance with the policies and procedures of the governing board.

The District shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination based on age, actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics in any program or activity that receives or benefits from state financial assistance. Uniform complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in adult education, consolidated categorical aid programs, migrant education, vocational education, childcare and development programs, child nutrition programs, special education programs, and federal school safety planning requirements.

The Board encourages the early, informal resolution of complaints at the site level whenever possible.

Upon receipt of a written complaint from an individual, public agency, or organization, uniform complaint procedures shall be initiated. The Superintendent or designee shall distribute full information about these procedures.

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

The Board acknowledges and respects every individual's right to privacy. Discrimination complaints shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation or proceedings, as determined by the Superintendent or designee, on a case-by-case basis.

The Board prohibits retaliation in any form for participating in complaint procedures including, but not limited to, the filing of a complaint or the reporting of instances of discrimination. Such participation shall not in any way affect the status, grades, or work assignments of the complainant.

UNIFORM COMPLAINT PROCEDURES (Cont.)

BP 1312.3(b)

The Board recognizes that a neutral mediator can often suggest a compromise that is agreeable to all parties in a dispute. In accordance with uniform complaint procedures, whenever all parties to a complaint agree to try resolving their problem through mediation, the Superintendent or designee shall initiate mediation. The Superintendent or designee shall ensure that mediation results are consistent with state and federal laws and regulations.

Legal Reference:

EDUCATION CODE

200-262.3	Prohibition of discrimination
8200-8498	Childcare and development programs
18100-18179	School libraries
35146	Closed sessions
35160	Authority of governing boards
44670.1- 44671.5	School personnel staff development and resource centers
48985	Notices in language other than English
49060-49079	Student records
49490-49560	Child nutrition programs
51513	Personal beliefs
52000-52049.1	School improvements programs
52160-52178	Bilingual education programs
52300-52483	Vocational education
52500-52863	School-based coordinated programs
54000-54041	Economic impact aid programs
54100-54145	Miller-Unruh Basic Reading Act
54400-54425	Compensatory education programs
54440-54445	Migrant education
54460-54529	Compensatory education programs
56000-56885	Special education programs
59000-59300	Special schools and centers
64000	Consolidated application process

GOVERNMENT CODE

54957-54957.8 Closed sessions

CODE OF REGULATIONS, TITLE 5

3080 Application of section 4600-4671
4600-4671 Uniform Complaint Procedures

UNITED STATES CODE, TITLE 20

1221 et seq. General Education Provisions Act, especially:
1221, 1232g Family Educational and Privacy Rights Act of 1974
1231g, 1681 et seq. Title IX, Education Amendments of 1972
3801 et seq. Education Consolidated and Improvement Act of 1981

UNITED STATES CODE, TITLE 29

721, 761 Rehabilitation Act of 1973

UNITED STATES CODE, TITLE 42

2000c et. seq. Civil Rights Act of 1964

CODE OF FEDERAL REGULATIONS, TITLE 34

100.7 (e) Intimidation and retaliation prohibited

Policy relates to: All Programs

Policy Adopted: 4/14/88

Revised 11/12/92; 11/13/03; 4/9/03; LASSEN COUNTY BOARD OF EDUCATION
8/07; 12/07 Susanville, California

PARENTS

Childcare Policy and Procedure Statement Child & Family Resources Handbook

My signature indicates I understand that it is my responsibility to review the Child & Family Resources (CFR) Handbook entirely. I understand that all CFR Programs are administered according to the policies and procedures stated in this handbook.

I understand that reimbursement cannot be processed until this form is signed, dated, and returned to CFR as well as all other required documents.

I have received a copy of the Parent/Provider Handbook for Subsidized Childcare Programs. I know I can access this handbook at www.lassencfr.com at any time.

Print Parent Name

Print 2nd Parent Name

Provider Signature

2nd Parent Signature

Date

Enrollment Specialist Signature

CFR Staff hopes this handbook answers all of your questions, but if not, please call 530.257.9781 with any questions you may have.

PROVIDERS

Childcare Policy and Procedure Statement Child & Family Resources Handbook

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Print Provider Name

Facility Name

Provider Signature

Date

Enrollment Specialist Signature

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