

Parent Handbook

YOLO FAMILY CHILD CARE NETWORK

Introduction:

Yolo Family Childcare Network (Yolo Family) is a woman-owned small business located in Northern California, providing subsidized childcare services through licensed family child care homes in Yolo County.

Philosophy:

Yolo Family is built on the belief that cultivating an organizational culture of inclusivity, equity, diversity, trust, and growth is essential for establishing a top-tier early care and education program. These core values are exemplified starting from the leadership within the organization.

Ages of Children Served: 0-13 years

Religious instruction or worship are not provided.

Families must complete all required forms and documentation prior to their child being enrolled.

Open Door Policy-families have access to the care environment when their children are in attendance.

Diaper Policy-each provider has their own policy for families to provide diapers.

Field Trip Policy- each provider maintains their own field trip policy.

Admission Procedure

Wait List

Interested families complete the online Wait List on the www.YoloFamilyChildCareNetwork.com website.

When openings are anticipated, families will be contacted by email in Priority order to schedule a telephone conference to begin the application process. Families who do not respond to requests for communication or documentation within 7 calendar days will be bypassed on the wait list to the next priority family.

Admission Priority

1. First priority:

- a. Families whose children are recipients of child protective services, or who are at risk of being neglected, abused, or exploited, upon written referral from a legal, medical, or social services agency.
- b. Within the first priority for services children receiving protective services through the local county welfare department shall be enrolled before children identified as at risk of being neglected or abused or exploited.
- c. If an agency is unable to enroll a child in this first priority category, the agency shall refer the child's parent or guardian to local resources and referral services so that services for the child can be located.

2. Second priority:

- a. All children and families who are not within the first priority for admission shall be admitted in accordance with family income, with the lowest income ranked families admitted first.
- b. For purposes of determining the order of admission, families with the lowest gross monthly income in relation to family size as determined by the income ranking schedule adopted by the CDSS shall be admitted first. Public assistance grants are counted as income.
- c. When two or more families have the same income ranking, families shall be admitted in the following order:

- i. The family that has a child with exceptional needs shall be admitted first.
- ii. If there is no family with a child with exceptional needs, the family in which the primary home language is a language other than English shall be admitted first,
- d. If there is no family with the same income ranking that meet the criteria in (c) above, the family with the same income ranking that has been on the waiting list the longest shall be admitted first.

Family Eligibility Requirements

A. Eligibility Criteria (*WIC* 10271)

A family is eligible for childcare and development services because the parent(s) is:

1. A current aid recipient,
2. Income eligible
3. Experiencing homeless,
4. One who has a member of the household, counted in the family size, is certified to receive benefits from any one of the following means-tested government programs:

- a. Medi-Cal,
 - b. CalFresh,
 - c. The California Food Assistance Program,
 - d. The California Special Supplemental Nutrition Program for Women, Infants and Children (*WIC*),
 - e. The Federal Food Distribution Program on Indian Reservations,
 - f. Head Start, Early Head Start,
 - g. CalWORKs child only cash aid, or
 - h. Any other designated means-tested government program, as determined by the department.
5. One whose child(ren) are recipients of protective services, or whose child(ren) have been identified as being abused, neglected, or exploited, or at risk of being abused, neglected, or exploited.

A family shall be considered to meet all eligibility and need requirements for those services for not less than 24 months, shall receive those services for not less than 24 months having their eligibility or need recertified, and shall not be required to report changes to income or other changes for at least 24 months.

Need Requirements

1. Families who are eligible for subsidized childcare and development services shall document that each parent in the family meets at least one of the following need criterion,
 - a. The child(ren) is (are) a recipient(s) of child protective services, or identified as being abused, neglected, or exploited, or at risk thereof;
 - b. The parent is employed;
 - c. The parent is seeking employment;
 - d. The family is experiencing homelessness;
 - e. The family is seeking permanent housing for family stability;
 - f. The parent is enrolled in vocational training;
 - g. The parent is enrolled in an educational program;
 - h. The parent is incapacitated.
2. Subsidized childcare and development services shall only be available to the extent to which:

- a. The parent(s) meets a need criterion as specified in (1) above that precludes the provision of care and supervision of the family's child(ren) for any part of the day;
 - b. There is no parent in the family available and capable of providing care for the family's child(ren) during the time care is requested; and
 - c. Supervision of the family's child(ren) is(are) not otherwise being provided by:
 - i. Scheduled time in a public educational program available to school-age child(ren);
 - ii. A private school in which the child(ren) is(are) enrolled and attending; or
 - iii. A time when a child(ren) is (are) receiving any other childcare and development services.
3. A family may receive services based on more than one need criterion at any one time, provided that applicable documentation has been collected.

A Family's Right to Voluntarily Request Changes

1. A family may, at any time, voluntarily request to reduce a family fee or increase their certified schedule and shall provide applicable supporting documentation for the requested change.
2. When a family voluntarily requests to reduce their family fee, the Yolo Family shall:

- a. Within 10 business days after receipt of applicable documentation, issue a Notice of Action
3. The effective date of any family fee reduction shall be the first day of the subsequent month.
6. When a family voluntarily requests an increase to their certified schedule, the Yolo Family shall:
 - a. Use the documentation provided by the parent to increase the certified schedule;
 - b. Within 10 business days after receipt of applicable documentation, issue a Notice of Action.
 - c. Make the effective date of the increase in certified schedule immediate. For contracted center-based programs this is based on hours of operation and space availability, as applicable; and
7. When a family voluntarily requests a reduction to their certified schedule, the parent shall:
 - a. Submit a written request that includes:
 - i. Days and hours per day requested; and
 - ii. Date of the proposed reduction of their certified schedule

- b. Acknowledge in writing that they understand that they may retain their current certified schedule and that a decrease to their certified schedule would replace their current schedule, and if they choose to increase their certified schedule at a later time, they will be required to provide additional documentation.

8. Upon receipt of the parent's written request Yolo Family shall:

- a. Notify the family in writing of the parent's right to continue to bring the enrolled child pursuant to the original certified schedule and that a decrease to their certified schedule would replace their current schedule, and if the parent chooses to increase their certified schedule at a later time, they will be required to provide additional documentation; and
- a. Use the documentation provided by the parent to reduce the certified schedule, as applicable;
- b. Issue a Notice of Action
- c. Notify the family in writing that the family may voluntarily request to reduce their family fee due to a reduction of their certified schedule by following the process outlined in subparagraphs 5 (a) and (b) above; and
- d. Only use any information received to reduce their certified schedule. No other changes to the certified schedule shall be made.

Attendance

The adult must sign the child in and out each day by recording the time and full legal signature on the child's designated sign in/out sheet.

ABSENCE POLICY

Absences must be documented on the sign in/out sheet with the reason for absence and adult signature each day.

Excused Absences:

- *Illness of child*
- *Illness of parent*
- *Parenting time* (court order must be on file)
- *Betterment* ("In the best interest of the child"; time spent with visiting relatives, etc.) limited to 10 days per year (July-June)
- *Family Emergency* (scheduling conflict, transportation event, cultural/religious responsibility, natural disaster or event, mental health event, lack of resources (fuel, clothing, etc), unable to attend due to licensing requirements, confidential reason)

Unexcused Absences:

- Reason other than excused, No reason for absence
- No signature of parent or staff

Each day absent must have the reason and parent or provider signature.

Abandonment of Care

When the family has not been in contact with the provider for 7 consecutive days without reason for not using the services. Using the contact information on file, the provider will attempt to contact the parent through a variety of

communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. The provider will keep documentation of all communication attempts, including a copy of all written communication. The provider will inform the parent in these communications that failure to communicate with the provider may result in termination of childcare and development services. Yolo Family will issue a notice of action to disenroll the family on the basis of abandonment of care when there has been no communication with the provider or Yolo Family for a total of 30 consecutive calendar days.

Disenrollment/Continuity of Care

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

Environment/Curriculum

Each provider provides a licensed, safe, culturally, linguistically and developmentally appropriate environment for the children in their care. The Creative Curriculum for Family Child Care is available to providers along with support materials and training.

Desired Results Developmental Profile (DRDP)

Providers, in consultation with Yolo Family, use the DRDP to look at children's growth and development. The DRDP informs providers of a child's progress and provides information to plan for the child's learning activities with support from Yolo Family.

Parent Conferences take place twice a year. Providers meet with families in person or virtually to share DRDP results with families. Providers and families plan together on how to best meet the needs of the child.

Yolo Family will ask families to complete the Desired Results Family Survey. The results are used to ensure that the family's needs are being met.

Screening: is designed to identify developmental delays during normal childhood development.

Yolo Family provides the Ages and Stages Questionnaire (ASQ) to providers and families. The ASQ is the most accurate, family-friendly tool for screening children for developmental delays between one month and 5 1/2 years. It is scientifically valid and reliable and helps to elicit parent concerns which may point to autism. These screenings are available for enrolled families.

Parent Involvement and Education includes:

- Procure app communication system
- Ages and Stages Questionnaire developmental screeners
- Open Door policy-parents are welcome anytime their children are in attendance
- Yolo Family Parent Advisory Committee
- The Parent Orientation by the provider includes:
 - Program Philosophy
 - Program goals and objectives
 - Program Activities
 - Eligibility Criteria
 - Enrollment Priority
 - Family Fee requirements
 - Due Process procedures

The ProCare App is a provided system of communication and information sharing between providers and families. The Procure Connect family engagement app provides two-way in app messaging, sharing of photos and videos and real time daily reports (diapering, napping, etc). In addition to private messaging between families and staff, providers are able to call your emergency contacts directly from the app. Please keep your information current by adding or editing emergency

contacts and authorized pick-ups through the online ProCare system. Changes must be made in the ProCare online version which will then sync with the app.

Program Self-Evaluation

Yolo Family conducts an annual program self-evaluation.

1. The annual plan shall include the following:
 - a. A Self-evaluation based on the use of the compliance review instrument.
 - b. An assessment of the program by parents using the Desired Results Parent Survey.
 - c. An analysis of the Compliance Review findings, including the Desired Results Developmental Profiles, the environment rating scales, and the Desired Results Parent Survey, together with all other self-evaluation findings.
 - d. A written list of tasks needed to modify the program in order to address all areas that need improvement, as indicated in the analysis of the Compliance Review findings.
 - e. Procedures for the ongoing monitoring of the program to assure that areas of the program that are satisfactory continue to meet standards, and areas requiring modification pursuant to (e) above, are addressed in a timely and effective manner
2. Yolo Family shall use the Agency Self-Evaluation Report to submit a summary of the findings of the program self-evaluation to the CDSS by June 1 of each year.
3. Yolo Family shall modify its program to address any areas identified during the self- evaluation as needing improvement.

The annual self-evaluation is shared with families at the Parent Advisory Committee.

Nutrition

Providers participate in the Child and Adult Care Food Program to ensure that children have nutritious meals and snacks during the time they are in the program. The meals and snacks are culturally and developmentally appropriate for the children being served and meet the nutritional requirements of the CACFP.

Family Fee Procedures and Delinquent Payment Policy

Some families may be assessed a Family Fee.

The Family Fee is due each month regardless of child attendance. There are no fee deductions for child absences.

The Family Fee is processed the first Friday of each month as listed on the school calendar. Delinquent accounts may be assessed a late fee after the 7th of the month. The child's attendance may be suspended until the account is paid in full. Delinquent accounts may result in termination of services.

A returned payment fee of \$35 will apply.

Tuition Express is utilized to process ACH or credit card payments. Payment methods may be updated at anytime by submitting a new Tuition Express Payment Authorization form to Yolo Family. Blank forms are available by email at: analyst@yolofamilychildcare.com.

Refund Policies

Family Fees are non-refundable.

Appeal and Complaint Procedures

1. If the parent disagrees with an action, the parent(s) may file a request for a hearing with Yolo Family within 14 calendar days of the date the Notice of Action was received.
2. Upon the filing of a request for hearing, the intended action shall be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent(s) abandons the appeal process.
3. Within 10 calendar days following the receipt of the request for a hearing, the Yolo Family shall notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent(s).
4. The hearing shall be conducted by an administrative staff person who shall be referred to as “the hearing officer.” The hearing officer shall be at a staff level higher in authority than the staff person who made the contested decision.
5. The parent(s) or parent’s authorized representative is required to attend the hearing. If the parent or the parent’s authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal.
6. Only persons directly affected by the hearing shall be allowed to attend.
7. Yolo Family shall arrange for the presence of an interpreter at the hearing, if one is requested by the parent(s).

8. The hearing officer shall explain to the parent(s) the legal, regulatory, or policy basis for the intended action.
9. During the hearing, the parent(s) shall have an opportunity to explain the reason(s) they believe the Yolo Family's decision was incorrect. Yolo Family staff shall present any material facts omitted by the parent(s)
10. The hearing officer shall explain to the parent(s) the legal, regulatory, or policy basis for the intended action.
11. During the hearing, the parent(s) shall have an opportunity to explain the reason(s) they believe the Yolo Family's decision was incorrect. Yolo Family staff shall present any material facts omitted by the parent(s)
12. The hearing officer shall mail or deliver to the parent(s) a written decision within 10 calendar days after the hearing. The written decision shall contain procedures for submitting an appeal to the CDSS.

Fraud Policy

The primary goal of this policy is to prevent, detect, and address instances of fraud related to subsidized childcare services, ensuring that resources are allocated fairly and efficiently to eligible families.

Reporting Responsibilities:	
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- Parents must promptly report any changes in their circumstances that may affect their eligibility for subsidized childcare services.
- Failure to report changes accurately may result in immediate suspension of services.

Any attempt to defraud or provide false information may result in immediate termination of subsidized childcare services.