

# Yolo County YMCA Early Learning Program

FAMILY HANDBOOK

1300 College Street Woodland, CA 95695 (530) 702-9465

**Hours of Operation:** 

Monday - Friday 7:00am - 6:00pm





# The Yolo County YMCA Early Learning Program Family Handbook is designed to help families understand the requirements for participating in our state-funded full-day center-based program. We look forward to serving you!

The YMCA is a private non-profit organization. Our vision is to advance our mission and seek to strengthen the foundations of community by serving youth, teens, families, and seniors through programs that improve quality of life, provide a foundation for healthy living, build relationships with others, demonstrate positive values and preserve important services/activities in the community



#### Program Design | 4

- Mission
- Locations
- Age Group Served
- · Days and Hours of Operation
- Contact Information
- Open Door Policy
- Group Sizes
- Abstain from Religious Instruction
- Confidentiality
- Equal Access/Non-Discrimination

# Program Philosophy, Goals and Objectives | 7

- Philosophy Parent Involvement & Education
- Health and Social Services Education
- Program Environment Nutrition Services
- Staff Qualifications & Development
- Continuous Improvement

#### **General Policies | 11**

- Code of Ethical Conduct
- Safe School & Harassment Policy
- Suspected Child Abuse
- Clothing & Items from Home
- · Photographs & Video Taping
- Daily Schedule
- Field Trips
- Biting
- Discipline & Guidance
- Child Supervision Suspension or Expulsion
- Daily Health Screening & Exclusion
- Medication
- · Child Injury
- Emergencies
- Napping
- Diapers | Toileting
- Lead Poisoning Prevention



## Selection and Enrollment Process | 17

- Waiting List
- Admission Priorities
- Steps for Enrollment

## Participant Qualifications & Conditions | 21

- Certification/Recertification of Eligibility
- Family Data File Proof of Family Size
- Eligibility Criteria Need for Services
- Determining a Child's Schedule Right to
- Voluntarily Report Changes Family Fees

#### Attendance | 30

- Importance of Attendance
- Attendance Expectations/Policy
- Sign In/Out Procedures
- Reporting Absences & Late Arrival
- Absence Policy Abandonment of Care

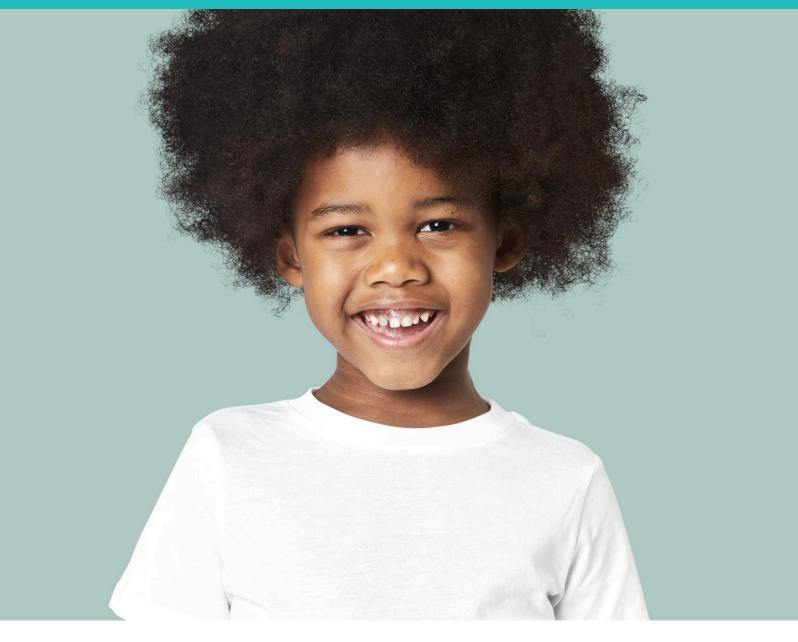
#### Disenrollment | 32

- Family Request to Disenroll
- Agency Disenrollment Policy

# **Grievance/Complaint Procedure | 33**

- Complaints Regarding Program Staff
- Uniform Complaint Procedure
- Food & Program Non-Discrimination Statement & Complaint Procedure Program Decision Complaints (Appeal Process)





Inspiring all people to a healthy life – in spirit, mind and body is the mission that guides the work of the YMCA of Superior California.

Center Location: 1300 College Street, Woodland CA 95695

Ages of Children Served: 6 weeks – 5 years of age Days & Hours of Operation: M-F 7:00am-6:00pm Contact Information: Zsnai Thurman, Site Supervisor

YoloELP@ymcasuperiorcal.org | <u>530-702-9465</u>

#### PROGRAM DESIGN

Open Door Policy: You may visit to observe your child at any time during operational hours. Our program is based upon a partnership with parents/guardians of the children enrolled. Family participation is highly encouraged. Please let us know if you would like to visit.

Group Sizes: Adult to child ratios are planned for in advance and followed for each age group based on the Title 5 regulations.



Infant (Birth to 18	Toddler (18 Months to 36	Preschool (36 Months to		
Months)	Months)	Kinder)		
1 adult for every 3 infants	1 adult for every 4 toddlers	1 adult for every 8 preschoolers		

#### **Refrain from Religious Instruction:**

Our program refrains from religious instruction & worship.

#### **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.



#### **Philosophy:**

The YMCA recognizes the importance of play in the learning process for young children. We also recognize that parents are the primary caregivers and educators of their children.

We work to empower children, promote individuality and develop strong partnerships with families while creating an environment that helps young children attain physical, cognitive, social, language and emotional achievements to be prepared for school. Each family brings a history of life experience and cultural heritage that is respected and valued within our Center. Partnerships between families and the YMCA are essential to the growth and development of each individual child.

Our goals and objectives are reflected within each of the quality program components.

#### **Family Involvement & Education:**

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:

- Family Conferences are held twice pern year.
   Conferences provide an opportunity for parents/guardians to collaborate with the teacher to develop goals for their child
- Reading to children during drop-off/pick-up
- · Assisting with meal preparation
- Family Teacher Association (F.T.A) meets
  monthly. Meetings provide an opportunity to
  learn about child development, share topics
  identified in the parent survey, parenting
  strategies, and are a great time to network
  with Program staff and other parents.
- Quarterly Family Advisory Committee (F.A.C) meetings provide an opportunity for parents to provide input on the nature and operation of the program
- Participating or helping at family festivals/events

Note: Parents/Guardians volunteering in the center must have a recent tuberculosis clearance, immunization & background clearance on file.



#### **Health & Social Services:**

Our goal is for families to know where to access community health and social services to meet their unique family needs. A Family Social Service Need Request & Referral form is completed at the time of enrollment and annually thereafter. This form helps to identify the needs of both the child & family, so that the child may be successful in care and school.

#### **Education Program:**

Our goal is to ensure all children are making progress in the domains of physical, cognitive, language, and social – emotional development. The YMCA provides a program approach that is developmentally, linguistically and culturally appropriate. A program that is inclusive of children with special needs.

We use a tool called the Desired Results Developmental Profile (DRDP) to assess the development of children

- Assessed within 60 days of enrollment & every 6 months
- 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
- Based on the results, staff provide parents with referrals to other agencies in the community. In addition, staff follow-up with parents to ensure their needs have been met.



Physical development is supported by:

- Promoting physical activity
- · Providing sufficient time to move within the indoor
- and outdoor spaces
- Providing equipment, materials and guidelines for active play and movement
- Social/Emotional development is supported by:
  - Building trust
  - Planning routines and transitions so they can occur in a predictable and unhurried manner
  - Help children develop emotional security and facility in social relationships
- Cognitive & Language skills are supported by:
  - Various strategies, including experimentation, inquiry, observation, play and exploration
  - Providing opportunities for creative self-expression through activities such as art, music, movement and dialogue
  - Promoting interaction and language use among children and between children and adults
  - Supporting emerging literacy and numeracy

#### PROGRAM PHILOSOPHY, GOALS & OBJECTIVES





#### **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.

We aim to foster a diverse and inclusive environment that promotes individual growth in both indoor and outdoor settings. Staff and families are encouraged to collaborate and provide feedback for continuous quality improvement.

In addition, our environments are set-up using our holistic approach to child development, which includes a comprehensive, research-based curriculum that features exploration and discovery as a way oflearning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.

If your child has any food allergies, or can not eat certain foods for religious or personal reasons, please notify the teacher immediately.

#### **Nutrition Services:**

Our goal is to ensure children have nutritious meals and snacks during their time in the program. Meals and snacks that are culturally and developmentally appropriate and meet the federal Child Care Food Program nutritional requirements.

Mealtime is a learning experience for our children. It's a time for talking about color, taste, texture and the name of foods. It is an opportunity for practicing manners by watching adults and socializing with other children.

Meals are provided at no cost to families. Balanced nutritious meals include breakfast, lunch and an afternoon snack. Monthly menus are posted on the bulletin board. Candy, gum and soda are not allowed in the classroom!





#### **Staff Qualifications & Development:**

Our goal is to implement a staff development program that adequately equips each staff member with the information necessary to carry out his or her assigned duties. Our program makes professional development of individuals working with children and families a priority. All teachers hold the appropriate child development permit and attend ongoing trainings related to child development.

#### **Continuous Improvement:**

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

The process includes:

- Assessment of the program by parents using the Desired Results Parent Survey
- Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile, Environmental Rating Scale tools, and California's Quality and Improvement System
- Based on the results goals and action steps are developed and implemented.





#### 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 to others
- Take responsibility for your own actions
- Be punctual
- Respect the dignity, worth and uniqueness of each individual present at the center
- Respect diversity
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect





#### **Safe School & 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), sexual harassment, sexual intimidation, hazing (actions intended to endanger or embarrass others.)
- · Use of obscene or profane language.



#### **Suspected Child Abuse:**

Our staff are mandated reporters. The safety and well being of your child always comes

first. State law requires that staff report known or suspected instances of a child abuse to Child Protective Services or to local police officials. This abuse includes physical abuse, sexual abuse, emotional abuse or neglect.

If you or someone in your family wants to learn different ways to guide and discipline your child or to handle anger without hurting your child, please talk to your child's teacher or Site Supervisor.

#### **Photographs & Video Taping:**

The program periodically takes photos and/or videos during special events, and to document a child's developmental progress. If for any reason, you have a concern regarding your child's picture/video being taken, please talk with the Site Supervisor or Enrollment Coordinator.

#### **Daily Schedule:**

Classroom daily schedules may vary from classroom to classroom. The daily schedule is posted on the parent bulletin board in each classroom.

#### Field Trips:

We do not offer field trips. Children may be permitted to walk to the nearby public park with staff. Parent/Guardian's written consent will be required.

#### Biting:

Biting is very common among groups of young children, for various reasons. Understanding why the young child bites is the first step in preventing biting as well as teaching the child alternatives to biting.

#### **Clothing & Items from Home:**

Your child will be very active during classroom activities and should dress in comfortable and washable clothes. Shoes must be worn at all times. Tennis shoes are great. Please send a change of clothes for your child in case of a spill or accident. Please discuss your ideas for sharing home materials with your child's teacher ahead of time. Toy guns and knives are not allowed in the center. The center is not responsible for any lost or damaged personal items.





#### **Discipline & Guidance:**

Rules and limits are set to keep the children safe and help them get along with other children and adults. Positive methods of guidance and re-direction is used with a big focus on social-emotional development to help children gain social skills that allow them to relate and communicate with others in a healthy way. Staff work to build a positive relationship with every child. Every effort will be made to handle discipline problems through

to handle discipline problems through redirection, problem solving, rearrangement of the environment, and staff parent collaboration. Open-communication with each other is key.

There will be no use of corporal punishment or violation of personal rights. We do not spank, punish or threaten our students.

#### **Suspension or Expulsion:**

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

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

In the event a child is suspended or expelled due to persistent and serious behaviors, the program will issue a Notice of Action that is effective 24 hours after the notice is issued. Persistent and serious challenging behaviors are either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance.

#### **Child Supervision:**

Staff actively ensure that our environments are safe and no child will be left alone or unsupervised at any time.

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

#### Parents must:

- Ensure gate and door is closed and secured off/picking-up your child. This can be distracting. Give your child your undivided attention.
- Ensure child is signed in and out every day with your full legal signature and exact time. Hold child's hand in the road and parking lot
- Encourage children to follow safety rules
- · Report safety and supervision concerns
- to staff immediately



#### **Daily Health Screening & Exclusion:**

In order to help prevent the spread of children's diseases, licensing requires that each child receive a daily health check upon arrival at the center. No child shall be accepted without contact between center staff and the person bringing the child to the center. The person bringing the child to the center must remain until the health check has been completed and the child is accepted.

Children will be excluded from the center if:

- 1. Gastro-intestinal nausea, vomiting,
- 2. diarrhea, abdominal pain within the last
- 3.24 hours
- 4. Throat and neck redness, spots, sore
- 5. throat, infected tonsils, swollen glands
- 6. Eyes discharge and/or redness
- 7. Skin rashes, spots, eruptions, etc.
- 8. Hair lice/nits, infected areas on scalp
- 9. Nose and ears discharge with
- 10. symptoms such as fever, coughing or
- 11. other symptoms
- 12. Temperature fever over 100 degrees F
- 13. within the last 24 hours

#### **Medication:**

In the event that your child needs to takes medication, a staff member may only give it to your child if your doctor provides written instructions. If your child is taking prescribed medications that must be given during class, you and your doctor must complete and submit an authorization form first. Medications must be in the original container with your child's name on the pharmacy label. Always give medications directly to the teacher and do not leave it in your child's bag.



#### **Child Injury:**

Staff are trained to administer CPR and First Aid. If your child is hurt during the day, staff will administer first aid and provide an injury/incident report. If your child incurs an injury requiring immediate medical attention you will be contacted and your child will be transported via ambulance to the closest hospital. A staff member will accompany them.

#### **Emergencies:**

The YMCA emergency plan is posted in the classroom and emergency drills are conducted monthly. In the event of a major disaster or unusual emergency, staff will notify you of the most up to date information regarding the emergency situation.



#### Napping:

Children under the age of 5 each have the opportunity to nap or rest without distraction or disturbance from other activities by providing an individual napping space and a cot.

Infants have their own individualized nap schedule.

All infants must have a sleep environment that prevents injury and decreases the risk of Sudden infant death syndrome (SIDS) that includes:

- Sleeping in safety approved crib
- · Firm mattress with tight-fitted sheet
- Nothing is covering the infants head
- · Sleep on back
- No blanket, pillows, toys or loose objects
- Pacifiers cannot have anything attached
- Dressed in sleep clothing, such as a one-piece sleeper
- Never swaddled
- Never forced to sleep

Any child who chooses not to sleep will be given the opportunity to do a quiet activity.

#### What Safe Sleep Looks Like



#### **Diapers | Toileting:**

For non-potty trained children, parents/guardians must provide diapers/pull-ups and changing supplies, including wipes while children are in care. If your child is not independently toileting, when developmentally appropriate, our staff will work with you to set bathroom goals, expectations and routines. In partnership with you we work toward getting your child to be independent in the bathroom. If an accident occurs, we will support them to change into clean clothing. Please make sure that you bring a fresh change of clothing the day after an accident occurs in class.



#### **Lead Poisoning Prevention:**

Currently, there is no known safe level of lead in the body. It is important for parents to become aware and knowledgeable about lead poisoning and preventative measures.

Lead poisoning can potentially become a serious illness that can cause various health concerns in children such as:

- Anemia
- Decreases in intelligence quotient (IQ)
- Behavioral problems
- Decreased auditory function
- Slowed growth It is important for parents to understand preventative measures by:
- Knowing the sources of lead exposure such as:
  - Interior/exterior paint
  - Soil
  - Parental occupations (e.g., construction, plumbing, battery manufacturing)
- Drinking water (e.g. private well)
- Folk remedies
- Proper nutrition such as:
  - Calcium rich foods (e.g., milk, yogurt, cheese, leafy green vegetables)
  - Vitamin C foods (e.g., fruits and vegetables)
  - Iron rich foods (e.g., red meats, beans, iron fortified)

Children under the age of six years old are more vulnerable to being exposed to lead.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT), states that children should undergo clinical diagnosis and assessments that would account for a blood lead level (BLL) count during 12 and 24 months of age in order to measure lead toxicity. Assessments should be given to children at six and nine months of age and thereon after up to the age of six years old. If a BBL count is  $\geq 5 \, \mu g/dL$ , treatment should be followed upon physician's instructions in order to eliminate lead toxicity. Local public health officials may also assist in finding any lead exposure in surrounding areas of the child's residence for any hazards.





#### **Waiting List:**

The program has limited openings for eligible families. The first step to access our services is to be placed on our waiting list.

#### Ways to Apply:



#### In Person:

Yolo County YMCA 1300 College Street Woodland, CA 95695



#### Call:

(530) 702-9465

#### **Admission Priorities:**

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

#### **General Child Care (CCTR)**

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

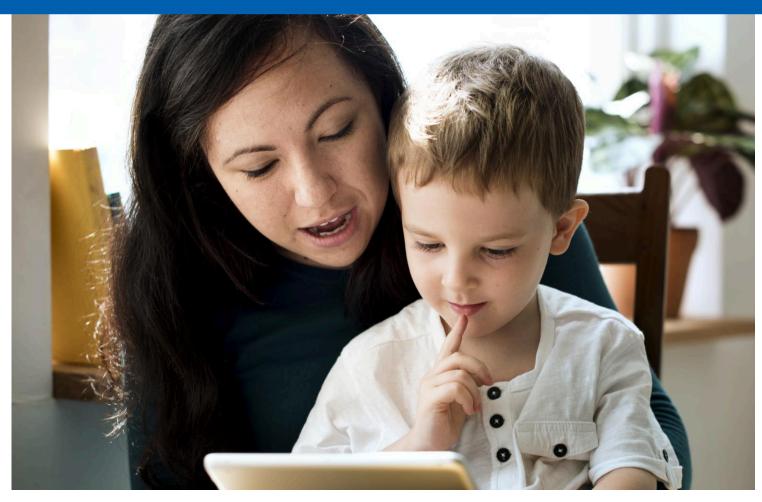
When multiple families are within the same ranking:

- 1. Child with exceptional needs within the same ranking is admitted first
- 2. Dual language learner is admitted second
- 3. Entry with the earliest wait list date is admitted third

Donk	Family Size										
Rank	1 - 2	3	4	5	6	7	8	9	10	11	12
1	\$78	\$88	\$102	\$119	\$135	\$138	\$141	\$145	\$148	\$151	\$154
2	\$155	\$176	\$205	\$238	\$271	\$277	\$283	\$289	\$295	\$301	\$307
3	\$233	\$264	\$307	\$357	\$406	\$415	\$424	\$434	\$443	\$452	\$461
4	\$310	\$352	\$410	\$476	\$541	\$553	\$566	\$578	\$590	\$603	\$615
5	\$388	\$440	\$512	\$594	\$676	\$692	\$707	\$723	\$738	\$753	\$769
6	\$466	\$527	\$615	\$713	\$812	\$830	\$849	\$867	\$886	\$904	\$922
7	\$543	\$615	\$717	\$832	\$947	\$969	\$990	ars1, 12	\$1,033	\$1,055	\$1,076
8	\$621	\$703	\$820	\$951	\$1,082	\$1,107	\$1122	\$1,156	\$1,181	\$1,205	\$1,230
9	\$698	\$791	\$922	\$1,070	\$1,218	(P\$275	a \$1,273	\$1,301	\$1,328	\$1,356	\$1,384
10	\$776	\$879	\$1,025	\$1,189	1 D91,3	\$1,384	\$1,414	\$1,445	\$1,476	\$1,507	\$1,537
11	\$854	\$967	\$1,127	\$1,08	\$1,488	\$1,522	\$1,556	\$1,590	\$1,624	\$1,657	\$1,691
12	\$931	\$1,055	\$1,230	\$1,427	\$1,624	\$1,660	\$1,697	\$1,734	\$1,771	\$1,808	\$1,845
13	\$1,009	\$1,143	\$1,332	\$1,546	\$1,759	\$1,799	\$1,839	\$1,879	\$1,919	\$1,959	\$1,999
14	\$1,086	\$1,231	\$1,435	\$1,665	\$1,894	\$1,937	\$1,980	\$2,023	\$2,066	\$2,109	\$2,152
15	\$1,164	\$1,319	\$1,537	\$1,783	\$2,029	\$2,076	\$2,122	\$2,168	\$2,214	\$2,260	\$2,306
16	\$1,241	\$1,406	\$1,640	\$1,902	\$2,165	\$2,214	\$2,263	\$2,312	\$2,361	\$2,411	\$2,460
17	\$1,319	\$1,494	\$1,742	\$2,021	\$2,300	\$2,352	\$2,405	\$2,457	\$2,509	\$2,561	\$2,614
18	\$1,397	\$1,582	\$1,845	\$2,140	\$2,435	\$2,491	\$2,546	\$2,601	\$2,657	\$2,712	\$2,767
19	\$1,474	\$1,670	\$1,947	\$2,259	\$2,571	\$2,629	\$2,687	\$2,746	\$2,804	\$2,863	\$2,921

#### **SELECTION & ENROLLMENT PROCESS**





**Families screened & selected** for potential enrollment will be asked to submit documentation to verify eligibility and need for services. The steps are as follows:

#### **Step 1: Submit Interest Form**

Print or Pickup from the YMCA located at 1300 College Street, Woodland CA 95695

#### Step 2: Complete Documentation Checklist & Orientation

Complete forms, gather documents listed on the Documentation Checklist & complete online orientation Schedule an appointment with the Enrollment Coordinator in person by calling (530) 702-9465 once your documentation is complete.

Note: If you do not contact us within 2 weeks of being screened from the waiting list, you will no longer be contacted for enrollment.

#### **Step 3: Eligibility Verification & Enrollment Certification**

Attend in-person appointment with the Enrollment Coordinator at the YMCA located at 1300 College Street, Woodland, CA 95695. Complete and sign the Confidential Application. You will be notified of your enrollment status within 30 days.

Please note that you will be turned away if requested/required information is not complete at the time of your appointment.



#### Certification/Recertification of Eligibility:

Enrollment into a program is determined by specific family eligibility and need criteria. In addition, a child's parent must live in California.

Family's complete a certification process at initial enrollment and must recertify their eligibility every 24 months thereafter, with the exception of:

- Families who are certified as income eligible & during their certification period, their income exceeds the maximum income threshold, which is 85% of the state median income
- · Families who do not follow agency policy



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.

#### **Proof of Residency**

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

- Must live in California
- Families experiencing homelessness may submit declaration of intent to reside in California
- Any evidence of a street address or post office address in California, including the 4-digit zip code extension

#### **Health & Emergency Information**

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

#### **Court Order**

If there is a court order that impacts child care services, include in the family data file.





#### **Exceptional Needs Child:**

If your child has an Individual Family Service Plan (IFSP) OR Individualized Education Program (IEP), documentation must be submitted to the Enrollment Coordinator. Parents/Guardians must provide updates as needed to be maintained in your family's file.

#### **Proof of Family Size:**

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

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

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

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

- Birth Certificate or other live birth records
- Child Custody Court order
- Adoption documents
- Foster Care placement records
- School or Medical records
- County welfare department records
- · Other reliable documentation indicating the relationship of the child to the parent



#### **Eligibility Criteria:**

Participants must provide documentation of eligibility in 1 or more of these eligibility categories:

- Child is Recipient of Child Protective Services or Child Identified as At-Risk
  - o Documentation of Monthly Income AND
  - o Referral Letter
- Family Experiencing Homelessness
  - Documentation of Monthly Income AND
  - Referral Letter OR
  - Parental Declaration of Homelessness
- Current Aid Recipient
  - Documentation of CalWORKs Cash-Aid (Example: Notice of Action | Receipt of Cash-Aid | Verification of Benefits)
- Receiving Benefits from Governmental Program CalWORKs, Medi-Cal, CalFresh, California Food Assistance, California Special Supplemental Nutrition Program for Women, Infants and Children (WIC), Food Distribution Program on Indian Reservation, Head Start or Early Head Start.
  - Enrollment Documentation, such as Notice of Action
  - Receipt of Aid | Verification of Benefits AND
  - Copy of Governmental Program Application OR
  - If not available, Self-Declaration of Income as declared on the program application

#### **Income Eligibility**

Guardian or Foster Parent(s):

 Documentation of Monthly Income (For child and their related siblings)

Biological or Adopted Parent(s):

- Authorization to release Employment information (if applicable)
   AND
- Parent Notification: Requirement to report income over threshold
- Documentation of Monthly income (ALL sources for ALL parents in the family
  - Regular & Steady Income: Total countable income from either month of the 2-month window immediately preceding certification
  - Fluctuating or Inconsistent Income: Total countable income for the preceding 2 to 12 months from certification



#### Maximum income threshold:

Family Size	85% of the State Median Income
1-2	6,860
3	7,785
4	9,020
5	10,463
6	11,906
7	12,177
8	12,447
9	12,718
10	12,988
11	13,259
12	13,530

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.



#### COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET (CDSS Programs)

Countable Income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees. **Non-Countable Income** is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.

- Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings
- 2. Wages for migrant, agricultural, or seasonal work
- 3. CalWORKs cash aid
- Gross income from self-employment less business expenses with the exception of wage draws
- 5. Disability or unemployment compensation
- 6. Worker's compensation
- Spousal support, child support from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support
- 8. Survivor (i.e., SSA) and retirement benefits
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
- 10. Rent for room within the family's residence
- Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
- 12. Veteran's pension
- 13. Pension or annuities
- 14. Inheritance
- Allowances for housing or automobiles provided as part of compensation
- Insurance or court settlements for lost wages or punitive damages
- Net proceeds from the sale of real property, stocks or inherited property
- 18. Other enterprise for gain

- 1. Earnings of child under eighteen (18) years
- 2. Loans
- Grants or scholarships to students for educational purposes
- Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance
- 5. Earned Income Tax Credit or tax refund
- Foster care grants, payment or clothing allowances for children placed through child welfare services
- Relative Caregiver Funding Program
- 8. California Guaranteed Income Pilot Program
- 9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay
- 10. Adoption assistance payments
- 11. Non-cash assistance or gifts
- All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits
- Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
- Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging
- 15. Business expenses for self-employed family members
- 16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay
- 17. Disaster relief grants or payments, except any portion for rental assistance or unemployment
- AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants

Note: Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family's countable income



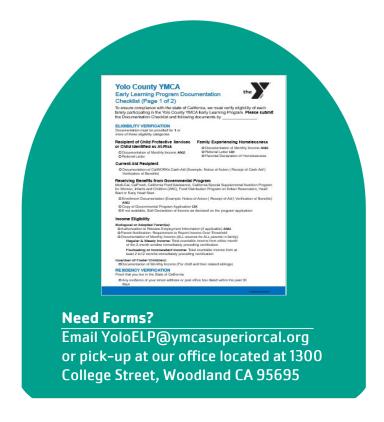
#### **Need for Services:**

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

#### **Need Criteria:**

Based on the following need criteria, see the applicable Documentation Checklist for further guidance on what documentation is required:

- Child Protective Services Referral Letter
- · At-Risk Referral Letter
- Employment Verification
- Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification (Training leading to a vocational goal & must make adequate progress. In addition, services are limited for up to 6 years from the date participant starts classes or until participant reaches 24 units after the attainment of a bachelor's degree)



- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate. In addition, services are limited for up to 6 years from the date participant starts classes)
- Request & Plan to Seek Permanent Housing (Max 5 days per week, for less than 30 hours per week)
- Homelessness Referral Letter (Max 5 days per week, for less than 30 hours per week)
- Statement of Parental Incapacity (Max of 50 hours per week)





#### **Determining a Child's Schedule:**

Services are available when:

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

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

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

Travel time only applies to parents who are working or in school. We require a written request for any travel time beyond 30 minutes before and after. To determine the maximum authorized drive time, divide the work or school hours day by 2. Travel time can not be more than 4 hours/day (2 hours each way). And, not more than the time from the child's care site to work or school and back.

Sleep time is available for parents who work between the hours of 10 PM and 6 AM. The allowed sleep time can be equal to the authorized work and travel time between 10 PM and 6 AM. Please note that sleep time is not automatic and must be requested in writing.



#### **Right to Voluntarily Report Changes:**

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

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

- Request to Change Services Form AND
- Documentation to support the request

After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action within 10 business days indicating the outcome of your request. No other changes will be made to your service agreement, other than the requested change(s).

Please notify the Site Supervisor and Enrollment Coordinator if your address or telephone number changes at anytime to ensure we are able to contact you.



#### REQUEST TO CHANGE SERVICES: CENTER-BASED This form is used for the purpose of voluntarily reporting changes during a family's certification period. Note: After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action indicating the outcome of your request. No other changes will be made to your service agreement, other than the requested change(s). REQUEST TO CHANGE SERVICES I am voluntarily reporting changes in order to: □ Reduce my family fees □ Disenroll from the program due to no longer needing services Change my service schedule (days and/or hours of service) as follows: Effective Date: Child(ren): Days & Hours Requested Consistent or Variable Child Schedule Child Non-School Days & Hours: Child School Days & Hours: REASON FOR REQUEST & SUPPORTING DOCUMENTATION Change in Income Income documentation (all sources): ☐ Regular & Steady Income: Total countable income Change in Family Size ☐ Increase in family size: Documentation connecting the parent to the new child, such as a from either month of the 2-month window birth certificate immediately preceding Fluctuating or Inconsistent Income: Total countable income from 12 months immediately preceding □ Decrease in family size: In writing, indicate the individuals first & last name, along with reason-☐ Employment Income Verification Release Change in Need Child Started/Changed School In writing, indicate the child(ren) name, school name & school hours -Training Verification, including Class Schedule Educational Program Verification, including class Request to Actively Seek Employment Statement of Incapacity Request to Seek Permanent Housing Disenrollment of Services In writing, indicate the reason for disenrollment, name(s) of child(ren) that no longer need services & the last day services are needed -My signature below, acknowledges my right to voluntarily report the change(s) listed above & that I understand I have the right to continue bringing my child to care based on the original certified service level. If I am requesting a decrease to my certified schedule, I understand the new schedule would replace my current schedule, and if I choose to increase my certified schedule at a later time, I will be required to provide additional documentation. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct. Signature Courtesy of MonarchLink.co.



#### **Family Fees:**

Currently, family fees are not being charged. Family fees will be charged starting July 2025. Some families enrolled in the program may have a family fee based on their total countable income, family size and certified hours of care. Fees are determined using the family fee schedule approved by the California Department of Finance. Family fees are assessed according to the child who uses the most monthly hours of care, regardless of the number of children enrolled on the program.

#### **Assessment:**

Family fees are only assessed at:

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

Full-time monthly fee when services are approved for 130 hours or more per month

Part-time monthly fee when services are approved for less than 130 hours per month

Fees CANNOT, under any circumstances, be recalculated based on a child's actual attendance.

Family Fee Schedule   Up to 115% of SMI   Effective July 1, 2024									
Monthl	y Fee		Family Size & Monthly Income					SMI	
Part-Time	Full-Time	1 - 2	3	4	5	6	7	8 +	%
\$29.05	\$58.10	\$5,819	\$6,593	\$7,687	\$8,917	\$10,147	\$10,378	\$10,608	75%
\$29.45	\$58.90	\$5,897	\$6,681	\$7,790	\$9,036	\$10,282	\$10,516	\$10,750	76%
\$29.85	\$59.70	\$5,975	\$6,768	\$7,892	\$9,155	\$10,417	\$10,654	\$10,891	77%
\$30.25	\$60.50	\$6,052	\$6,856	\$7,995	\$9,274	\$10,553	\$10,793	\$11,032	78%
\$30.60	\$61.20	\$6,130	\$6,944	\$8,097	\$9,393	\$10,688	\$10,931	\$11,174	79%
\$31.00	\$62.00	\$6,207	\$7,032	\$8,200	\$9,511	\$10,823	\$11,069	\$11,315	80%
\$31.40	\$62.80	\$6,285	\$7,120	\$8,302	\$9,630	\$10,959	\$11,208	\$11,457	81%
\$31.80	\$63.60	\$6,362	\$7,208	\$8,405	\$9,749	\$11,094	\$11,346	\$11,598	82%
\$32.20	\$64.40	\$6,440	\$7,296	\$8,507	\$9,868	\$11,229	\$11,484	\$11,740	83%
\$32.55	\$65.10	\$6,518	\$7,384	\$8,609	\$9,987	\$11,365	\$11,623	\$11,881	84%
\$32.95	\$65.90	\$6,595	\$7,472	\$8,712	\$10,106	\$11,500	\$11,761	\$12,023	85%

#### **Exemptions:**

The following are exemptions:

- A family, whose income level is less than the first entry on the family fee schedule
- Families receiving CalWORKs cash aid
- Families with children that have been identified as being atrisk 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

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



#### **Payment:**

Payments are due by the 5th of the month in advance of services. Family fees may be paid online at Daxko.com or by bringing a check or money order to our office located at:

#### Yolo County YMCA 1300 College Street Woodland, CA 95695

Please make checks and money orders payable to: Yolo County YMCA Early Learning Program For: "Month Year" Childcare

- Receipts are available in your Daxko account.
- Payments in-person must be submitted to the Enrollment Coordinator.
- Teachers are not permitted to accept payments under any circumstance.





#### **Delinquent Fees:**

Family fees are considered delinquent after 7 calendar days from the 5th of the month.

Families with a delinquent fee plan from previous past due fees must continue to make payment according to their Plan for Payment of Delinquent Fees in addition to their current fees.

We can accept a REASONABLE
REPAYMENT PLAN from the
participant for payment of delinquent
fees. We will continue to provide
services to the child, provided the
participant pays current fees when due
& complies with the provisions of the
repayment plan.



#### Importance of Attendance:



#### **Attendance Expectations/Policy:**

Children are expected to attend child care based on their certified schedule determined at certification, recertification & when a participant voluntarily requests to change their service level. Regular and consistence attendance is important. It allows the family to maximize the benefits of the child's early learning and care experience.

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

A family may be disenrolled from the program for abandonment of care, if there is no communication with the YMCA and services are not used.

Participants may voluntarily request to change their child's service level (See Right to Voluntarily Report Changes).



#### Sign In & Out Procedures:

Parents or authorized adults must sign their child in and out every day, using their full legal signature. Arrival and departure times are also required daily. Staff will only release children to adults listed on the Emergency Card unless the parent has notified the Site Supervisor or teaching staff in advance and in writing that another adult is authorized to pick the child up. If a parent or legal guardian requests that one of the child's parents not be allowed to remove their child from the center, a court order will be required. Otherwise, all parents who can provide proper identification will be allowed to pick their child up from the center.

#### **Absence Policy:**

**Excused Absences Include:** 

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine
- Appointment due to illness 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, fear of deportation, fleeing domestic violence or due to sheltering in-place

#### **Best Interest Days:**

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

- Visiting relative or close friend
- Vacation time with family
- Child attending a party
- Family moving
- Religious observance, holiday or ceremony
- Personal or family business

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)

## Reporting Absences & Late Arrivals:

When a child is absent from regularly scheduled care at any time during the month the participant or staff member must record on the attendance record the date(s) of absence, description of absence, and sign sheet with full legal signature. Must be done in writing and include child's name, date of request, date(s) of absence and reason for absence

#### **Planned:**

In the event that a child has a planned absence or late arrival advance notice is required to be given to the Teacher.

#### **Unplanned:**

In the event that a child is absent or will be late on a contracted day, parent/family is responsible to contact the center by 8:00am.

#### **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.

#### Late Pick Up

Families who do not pick up their child(ren) by program closing time will be charged a late fee of \$5.00 per minute. If no communication is received within 30 minutes of closing time, the proper authorities will be contacted.



#### 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
- Parent changes residency outside of California as reported by the parent
- Family income exceeds the maximum income threshold
- 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
- Threatening, yelling, cussing or acting unethically towards any staff member.
- Violation of the Safe School & Harassment policy. Our office and centers are alcohol, drug and weapon free zones
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of Enrollment priority.





#### **Complaints Regarding Program Staff:**

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

Level 1:	Complaint is brought to the attention of the 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 the Site Supervisor, it is brought to the attention of the Executive 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.

#### Food & Nutrition Program Non-Discrimination Statement & Complaint Procedure:

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, audiotape, 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 usda.gov/oascr, 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 (916) 651-6040. Submit your completed form or letter to CDSS by:

- 1) Mail: Community Care Licensing Child Care Division, 744 P Street, MS: T9-15-48, Sacramento, CA, 95814
- 2) Fax: (916) 651-0531
- This institution is an equal opportunity provider.

#### GRIEVANCE / COMPLAINT PROCEDURES



#### **Program Decision Complaints (Appeal Process):**

Parents enrolled in state subsidized programs have the right to a fair and unbiased hearing if they disagree with a proposed action. Upon receipt of an on-time request for an appeal hearing, the intended action will be suspended and child care services will continue until the appeal process has been completed, with the exception of children who have been suspended or expelled. In the event a child is suspended or expelled due to persistent and serious behaviors that impact the safety of children, the child may NOT attend the program during the appeal process. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process.

#### The Appeal Hearing process is as follows:

- Step 1: Request for Appeal Hearing Request for an appeal hearing must be filed within 14 calendar days after
  the participant receives the Notice of Action (NOA). A request must include the effective date of the NOA,
  parent name, phone number, full address, explanation why parent disagrees with the agency's action and
  date the request is signed.
  - Request for hearing may be submitted by mail, in person, phone or e-mail to:

YMCA of Superior California Attention: Tiffany Davidson 1926 V street Sacramento, CA 95818 Telephone (916) 452-9622 YouthDevExec@ymcasuperiorcal.org

In the event that the action taken is due to child suspension or expulsion, a request for an appeal hearing is sent directly to the State Department (Skip to Step 5)

#### Step 2: Schedule Hearing

- Within 10 days of receiving a parent's hearing request, the parent will be notified of the time and place of the hearing. To the extent possible, the hearing date and time will be convenient for the parent(s). The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the parent to schedule the hearing. In the event that a parent or parent's Authorized Representative cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date 1 time.
- Step 3: Conduct Hearing
  - The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." In the event that a parent is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the parent and hearing officer.
  - For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of documentation. The hearing will be recorded.
  - During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that they disagree with the proposed action indicated by the referenced NOA should not be carried out.

#### GRIEVANCE / COMPLAINT PROCEDURES



- This will be a formal hearing, and the parent must comply with the directions of the hearing officer during the course of the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. A parent designating an Authorized Representative to be present must inform the agency in writing prior to the hearing.
- Please do not bring people to the hearing unless they are a designated Authorized
   Representative. No children are allowed to be present during the hearing. For failure to appear,
   it will be deemed that parent has abandoned the appeal and care ends immediately.
- Step 4: Agency Hearing Decision Hearing officer will send notification in writing, of decision within 10 calendar days after hearing.
- Step 5: Request for Appeal Hearing with STATE DEPARTMENT
  - If parent disagrees with the agency's hearing decision OR if the action taken is due to child suspension or expulsion, the parent has 14 days from date of the written decision/action to file an appeal with the appropriate Department. The appeal(s) must include a written statement specifying the reasons parent disagrees with the agency's action, a copy of the decision letter and a copy of both sides of the NOA.

Request for State Department hearing must be submitted to:

Child Care and Development Programs:
California Department of Social Services
(CDSS) Child Care and Development
Division Attn: Appeals Coordinator
Mail: 744 P Street, MS 9-8-351
Sacramento | CA | 95814

Email: CCDDAppeals@dss.ca.gov

Phone: 833-559-2420 Fax: 916-654-1048



- Step 6: EED/CCDD Hearing Decision
  - Within 30 calendar days after the receipt of the appeal, EED and/or CCDD will issue a written decision to the parent and the agency. Once EED and/or CCDD has rendered a decision, the decision is final.

### Yolo County YMCA Early Learning Program Family Handbook:



### **Receipt of Written Policies**

My signature below acknowledges that I have received a copy of or have chosen to access online the program handbook.

I acknowledge that I have read, understand and agree to abide by these guidelines. I understand that I may be dis-enrolled from the program if I do not follow the program policies.

PARENT   GUARDIAN	
Child(ren) Name:	
Parent/Guardian Printed Name:	_
Parent/Guardian Signature:	Date: