



## OUR HANDBOOK

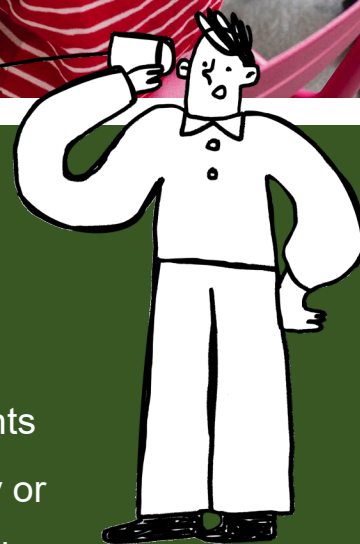
# Welcome

Thermalito Family Involvement  
and Literacy Center (T.L.C)  
welcomes your family to our  
Full and Part Day Preschool  
program.



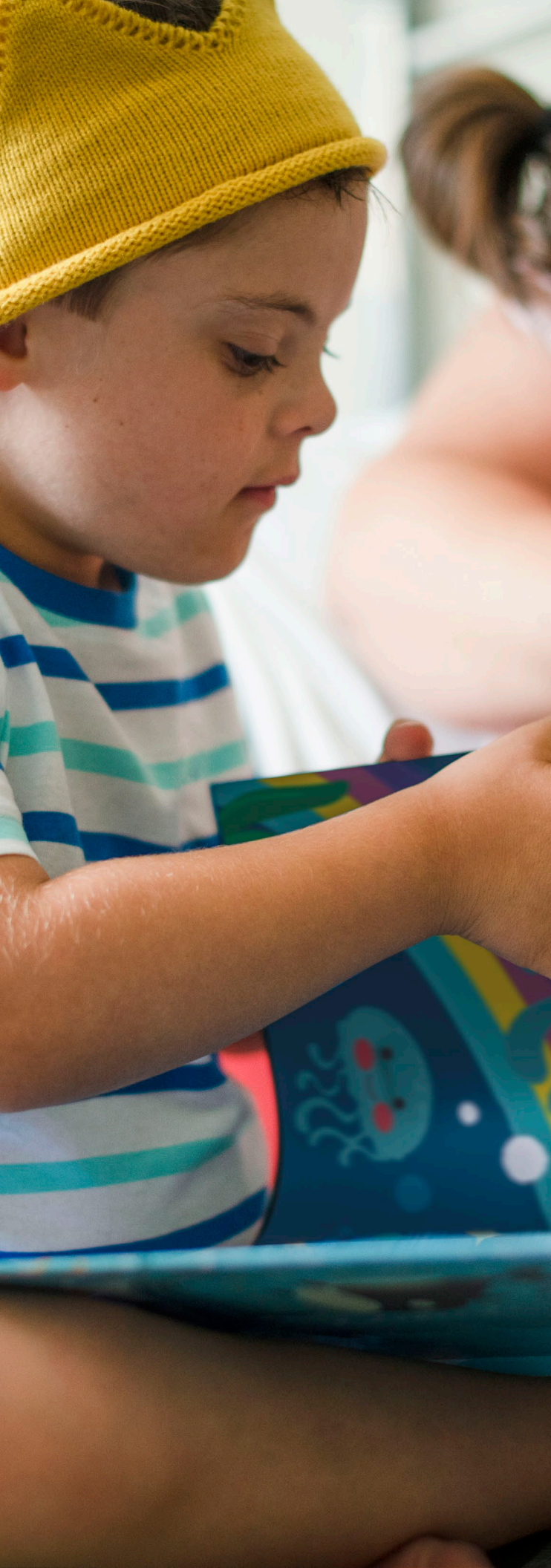


This **handbook** was designed to assist families with understanding the requirements to participate in a State Preschool Full-Day or Part Day program. We look forward to serving you!



We are a private, non-profit organization funded by federal, state & local governments.





## Program Design | 4

- Mission
- Age Group Served
- Days & Hours of Operation
- Locations
- Open Door Policy
- Group Size
- Refrain from Religious Instruction
- Confidentiality
- Equal Access/Non-Discrimination Statement

## Program Philosophy, Goals & Objectives | 7

- Philosophy
- Family Engagement & Strengthening
- Health & 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
- Biting
- Discipline & Guidance
- Child Supervision
- Suspension or Expulsion
- Daily Health Screening & Exclusion
- Medication
- Child Injury
- Emergencies
- Toileting
- Lead Poisoning Prevention





## Selection & Enrollment Process | 16

- Waiting List
- Child Admission Priorities
- Steps for Enrollment

## Participant Qualifications & Conditions | 18

- Certification 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 | 27

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

## Disenrollment | 29

- Family Request to Disenroll
- Agency Disenrollment Policy

## Grievance/Complaint Procedures | 30

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



**Mission:** TLC Preschool Program provides a nurturing high quality inclusive educational environment where all children thrive and are valued supported as we partner with families to build their emotional resilience.



## Thermalito Family Involvement and Literacy Center TLC Preschool

Office Hours Monday-Friday  
8:00-3:30  
(530) 538-2950  
2060 6<sup>th</sup> Street  
Oroville, CA 95965

**Children Served:** Preschool Age. 36 months- 5 years old.

**Days:** Monday – Friday

**School Hours:** Hours Vary based on family need.

Full-Day program is open **7:30-5:00 PM**

Part Day Programs are as follows:

**8:00-11:30 AM**      **PM Session to be determined**

**Program Coordinator:**  
**Robyn Solansky**  
**[rsolansky@thermalito.org](mailto:rsolansky@thermalito.org)**  
**530-538-2950 ext 304**



## PROGRAM DESIGN



**Open Door Policy:** You may visit your child's classroom unannounced to observe your child at any time during operational hours. Our program is based upon a partnership with parents of the children enrolled. Parents are highly encouraged to participate in their child's program.

**Group Sizes:** Adult to child ratios are planned for in advance and followed for each age group based on the Title 5 and Title 22 regulations.

### Preschool (36 Months to Kinder)

1 adult for every 8 preschoolers

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

Our programs refrain 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.

# PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

## Philosophy:

**TLC Preschool Program provides a nurturing high quality inclusive educational environment where all children thrive and are valued supported as we partner with families to build their emotional resilience.**

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 Centers. Partnerships between families and the Center are essential to the growth and development of each individual child.

## Family Engagement & Strengthening:

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

Opportunities to participate include, but are not limited to:

- Parent/Teacher conferences are held twice per year. Conferences provide an opportunity for parents to collaborate with the teacher to develop goals for their child
- Reading to children during drop-off/pick-up
- Parent Club meets monthly. Meetings provide an opportunity to learn about child development, share topics identified in the parent survey, parenting strategies. A great time to network with Program staff and other parents.
- Quarterly Parent Advisory Committee meetings provide an opportunity for parents to provide input on the nature and operation of the program
- Participating or helping at family festivals/events

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

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



# PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

## 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.

**Our goal** is to provide 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 to 90 days from the first day of attendance & 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 development

# 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.

The California Assessment Scoring System (CLASS) is completed by an assessor. The assessor and teacher collaboratively develop and take action steps for continuous quality improvement.

In addition, our environments are set-up using our adopted curriculum. **California Framework and Foundations** is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.

## 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.

Mealtimes 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!



If your child has any food allergies, or can not eat certain foods for religious or personal reasons, please notify the teacher immediately and they will provide a form you take to the doctor, then we will keep on file for kitchen staff.

**Students are not allowed to bring drinks. Water bottles and water are provided for all child all day.**

**Meals are provided at no charge if a parent chooses to send snack or lunch. Please send Healthy choices such as granola bars, pretzels, fruit, vegetables, cheese and meat.**

**Please DO NOT send snacks such as chips, donuts, candy, cookies, or Cupcakes. We have had many issues with students sharing unhealthy treats with others, which has caused a lot of sharing of germs as well. In order to keep kids healthy and to avoid allergy risks, students are prohibited from sharing food from home, outside of structured events organized by their teacher. This includes birthdays and holidays. Please refer to the your head teacher for alternative choices.**





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



### 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 and profane language.



# GENERAL POLICIES

## 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 Enrollment Specialist.

There are resources available to help you, at no charge!

## 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 your child's Teacher immediately.

## Daily Schedule:

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

## 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. Bare-feet, thong-type shoes, and heels are prohibited. Students must wear shoes suitable for running, jumping. Sandals must have heel straps. Clothing must adequately cover the body and body parts. Clothing must not be too brief, too tight-fitting or too revealing. Shorts must extend at least to the midpoint between the hip and knee. Tank tops should be at least two fingers in width no Spaghetti straps. Please send your child in appropriate clothing for the weather.

Please send a change of clothes for your child in case of a spill or accident. Each child should have at least one change of clothing including socks, underwear and an extra pair of shoes (if possible) in their cubby. **Older clothing is the best choice.**

**Children's belongings must have their name written on it in clear print. The program cannot be responsible for lost items.**

Children will need to bring their own bedding for naptime. A crib sized sheet, small blanket, and if the child wants, a small sleep toy that can fit inside of a private container with a lid.

Play toys from home are not allowed in the center. The center is not responsible for any lost or damaged personal items.



# GENERAL POLICIES

## 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 redirection, problem solving, re-arrangement 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, including biting, physical violence to staff other children and school property 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:

- Drive Safely in the parking lot as well as park in a parking spot.
- Ensure gate and door is closed and secured
- No Cell Phone policy when dropping 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



**NOTE:** If a child is suspended or expelled, the parent has the right to file an appeal directly to the State Department no later than 14 calendar days after receipt of the Notice of Action. (For more information, see Grievance/ Complaint Procedures/Program Decision Complaints)



## GENERAL POLICIES

### 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, diarrhea, abdominal pain within the last 24 hours
2. **Throat and neck** redness, spots, sore throat, infected tonsils, swollen glands
3. **Eyes** discharge and/or redness
4. **Skin** rashes, spots, eruptions, etc.
5. **Hair lice/nits**, infected areas on scalp
6. **Nose and ears** discharge with symptoms such as fever, coughing or other symptoms
7. **Temperature** fever over 100.4 degrees F within the last 24 hours
8. **More** included on the Parent Agreement Form that is filled out during enrollment

### Medication:

In the event that your child needs to take 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:

Each center's emergency plan is posted in the classroom and emergency drills are conducted monthly. In the event of a major disaster or unusual emergency, the automated phone calling system will be used to notify you of the most up to date information regarding the emergency situation.

### Toileting:

For non-potty learned children, the program provides diapers 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. In certain situations a parent or guardian will be called to take the child home for a bath and when appropriate may return.

## 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
- Drinking water (e.g. private well)
- Folk remedies
- Parental occupations (e.g., construction, plumbing, battery manufacturing)

**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)

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 BLL count is  $\geq 5 \mu\text{g/dL}$ , 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.



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



# SELECTION & ENROLLMENT PROCESS

## Waiting List:

The program has limited openings for eligible families. The first step to access center-based program services is to be placed on our waiting list. Children with exceptional needs are encouraged to apply.

### How to Apply

Online: <https://butte.sishubbe.com/Parents/ThermalitoTLC>

Call: (530) 538 – 2950

## Child Admission Priorities:

**5% of preschool enrollment** is set-aside for children with exceptional needs.

**NOTES:** A family must also meet the need criteria. Only the child in the family who has exceptional needs may be enrolled within this enrollment category.



For **95% of preschool enrollment** when an opening is available, we access the waiting list and contact families based on the following program Admission priorities:

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

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

**Third:** Eligible children not enrolled in Transitional Kindergarten AND family meets a need criteria. Prioritize children with the lowest income ranking first.

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

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

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

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

### Maximum Income

2<sup>nd</sup>, 3<sup>rd</sup> & 5<sup>th</sup> Priorities

Family Size	Total Countable Monthly Income
1-2	7,209
3	8,154
4	9,441
5	10,952
6	12,462
7	12,745
8	13,029

### Maximum Income

4<sup>th</sup> Priority

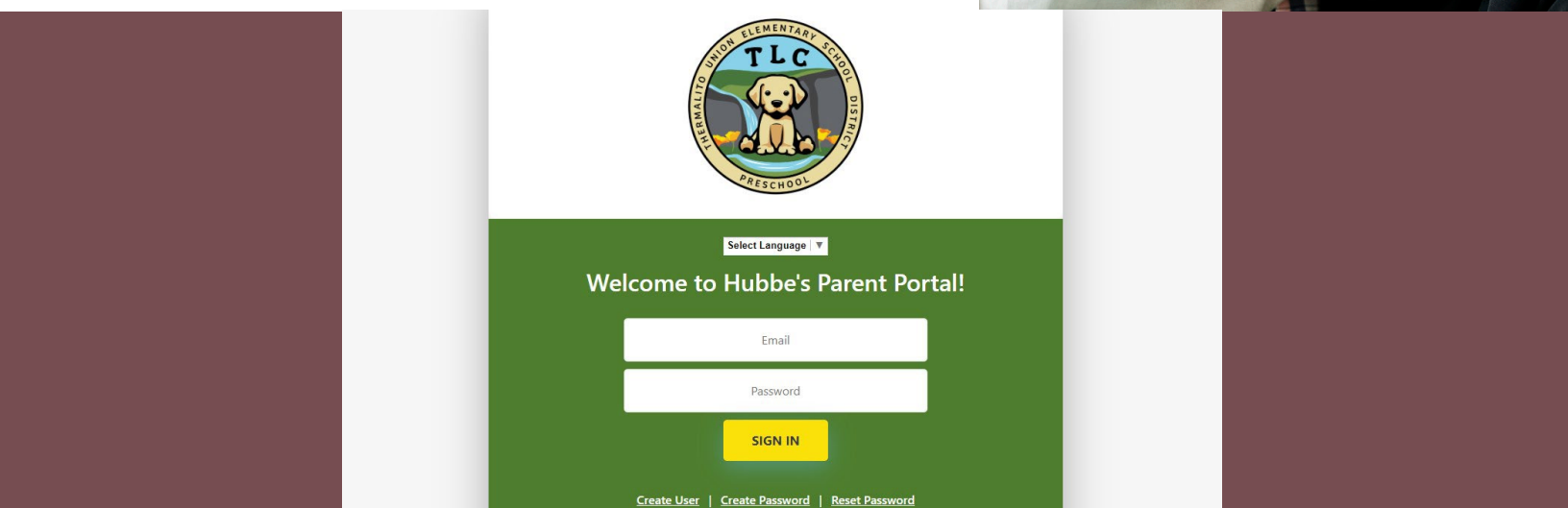
Family Size	Total Countable Monthly Income
1-2	8,291
3	9,377
4	10,857
5	12,594
6	14,331
7	14,657
8	14,983

# SELECTION & ENROLLMENT PROCESS

**Families screened & selected** for potential enrollment from the waiting list will be asked to complete the orientation process, and submit documentation to verify eligibility for services. The steps are as follows:



## Step 1: Apply online through HUBBE'S parent portal



## Step 2: Complete Documentation

**Complete forms**, Fill out online application and complete document checklists. Gather all documents required and fill out the form-filled PDF's.

**Note:** All documents must be completed and uploaded to add your application to the waitlist.

## Step 3: Verify Eligibility

Once your Document checklists are completed and the application is submitted, we will review and approve your documents and verify your eligibility. Please be patient as it takes some time to process, review, and rank eligibility. We will be in contact once there is an opening in the program for your child.

**Complete Steps 1 & 2 Online or In-Person:**

Online at

<https://butte.sishubbe.com/Parents/ThermalitoTLC>,

Or if you need assistance, you can come in to the office during business hours and fill out the application on a computer with us.



# PARTICIPANT QUALIFICATIONS & CONDITIONS

## Certification of Eligibility:

Enrollment into the preschool program is determined by specific family eligibility criteria. In addition, a child's parent must live in California. Family's complete a certification process at initial enrollment and remain eligible to receive services for not less than 24 months.

If the eligibility period ends before the end of a program year, services will be extended until the start of kindergarten, as long as the child is age-eligible.

## 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 shall submit declaration that they reside in California
- Any evidence of a street address or post office address in California, including the 4 digit zip code extension

## If enrolled as residing in an approved neighborhood school boundary, Proof of Residency is required:

- Verified residency within approved neighborhood school boundary
- Utility bill
- Property tax bill
- Voter registration
- Government agency letter
- Rental or lease agreement with Landlord's info
- Employment pay stub
- Documentation that a contractor reasonably relies upon to prove a family's residency

## Family Language Survey

Identification of your child as a dual language learner in CSPP means that your child will benefit from additional support from the program in order to develop their home language and English language skills. This identification will serve them only in preschool and is different from any identification process or program supports a child might receive as an English learner in Transitional Kindergarten or Kindergarten.

## Exceptional Needs Child

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

- Individualized Education Program (IEP)
- Individual Family Service Plan (IFSP)

# PARTICIPANT QUALIFICATIONS & CONDITIONS



## 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

## 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



# PARTICIPANT QUALIFICATIONS & CONDITIONS

## 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

- Documentation of Monthly Income **AND**
- Referral Letter

### Child has Exceptional Needs

- Documentation of Monthly Income **AND**
- Individual Family Services Plan (IFSP) **OR**
- Individualized Education Program (IEP)

### Family Experiencing Homelessness

- Documentation of Monthly Income **AND**
- Referral Letter **OR**
- Parental Declaration of Homelessness

### Approved Neighborhood School Boundary

- Self-Certification of Income **AND**
- Verification of Home Address (Example: Utility bill | Property tax bill | Voter registration | Rental/lease agreement | Government agency letter | Pay stub)

### Receiving Benefits from Governmental Program

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 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 from 12 months immediately preceding certification



### Current Aid Recipient

- Documentation of CalWORKs Cash-Aid (Example: Notice of Action | Receipt of Cash-Aid | Verification of Benefits)

Participants whose eligibility is based on income must notify our office **within 30 days** if income, at any time exceeds the maximum income threshold

Family Size	CSPP 100% of SMI	CSPP 15% above SMI
1-2	7,209	8,291
3	8,154	9,377
4	9,441	10,857
5	10,952	12,594
6	12,462	14,331
7	12,745	14,657
8	13,029	14,983
9	13,312	15,309
10	13,595	15,634
11	13,878	15,960
12	14,162	16,286

# PARTICIPANT QUALIFICATIONS & CONDITIONS

## COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET (CSPP Program)

<b>Countable Income</b> 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.	<b>Non-Countable Income</b> 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.
<ol style="list-style-type: none"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings</li> <li>2. Wages for migrant, agricultural, or seasonal work</li> <li>3. CalWORKs cash aid</li> <li>4. Gross income from self-employment less business expenses with the exception of wage draws</li> <li>5. Disability or unemployment compensation</li> <li>6. Worker's compensation</li> <li>7. 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</li> <li>8. Survivor (i.e., SSA) and retirement benefits</li> <li>9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties</li> <li>10. Rent for room within the family's residence</li> <li>11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent</li> <li>12. Veteran's pension</li> <li>13. Pension or annuities</li> <li>14. Inheritance</li> <li>15. Allowances for housing or automobiles provided as part of compensation</li> <li>16. Insurance or court settlements for lost wages or punitive damages</li> <li>17. Net proceeds from the sale of real property, stocks or inherited property</li> <li>18. Other enterprise for gain</li> </ol>	<ol style="list-style-type: none"> <li>1. Earnings of child under eighteen (18) years</li> <li>2. Loans</li> <li>3. Grants or scholarships to students for educational purposes</li> <li>4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance</li> <li>5. Earned Income Tax Credit or tax refund</li> <li>6. Foster care grants, payment or clothing allowances for children placed through child welfare services</li> <li>7. Relative Caregiver Funding Program</li> <li>8. California Guaranteed Income Pilot Program</li> <li>9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay</li> <li>10. Adoption assistance payments</li> <li>11. Non-cash assistance or gifts</li> <li>12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits</li> <li>13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages</li> <li>14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging</li> <li>15. Business expenses for self-employed family members</li> <li>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</li> <li>17. Disaster relief grants or payments, except any portion for rental assistance or unemployment</li> <li>18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> <li>19. Basic Allowance for Military Housing (BAH) when part of compensation. (Note: Contractor must obtain written approval from the Department prior to waiving)</li> </ol>

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



# PARTICIPANT QUALIFICATIONS & CONDITIONS

## Need for Services:

In addition to meeting the eligibility criteria, for Full-Day programs most Parents must meet at least 1 need criteria, with the exception of a few scenarios.

## Need Exception:

State Preschool child enrolled within the 5<sup>th</sup> or 6<sup>th</sup> admission priority is not required to have an established need for services

## Need Criteria:

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

- Child Protective Services Referral Letter
- At-Risk Referral Letter
- Employment Verification
- Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification (Training leading to a vocational goal & 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 bachelors degree)
- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate. In addition, services are limited for up to 6 years from the date participant starts classes)
- Request & 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)
- No Established Need: Parent Request form (For a child enrolled within the 5<sup>th</sup> or 6<sup>th</sup> admission priority)



# PARTICIPANT QUALIFICATIONS & CONDITIONS



## Determining a Child's Schedule:

### Services are available when:

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

**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. Our agency requires 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 then 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 your Enrollment Specialist 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:

<b>Effective Date:</b>	<b>Child(ren):</b>
<b>Days &amp; Hours Requested</b>	
Consistent or Variable Child Schedule:	
Child Non-School Days & Hours:	
Child School Days & Hours:	

**REASON FOR REQUEST & SUPPORTING DOCUMENTATION**

<b>Change in Income</b> <b>Income documentation</b> (all sources): <input type="checkbox"/> Regular & Steady Income: Total countable income from either month of the 2-month window immediately preceding <input type="checkbox"/> Fluctuating or Inconsistent Income: Total countable income from 12 months immediately preceding <input type="checkbox"/> Employment Income Verification Release	<b>Change in Family Size</b> <input type="checkbox"/> <b>Increase in family size:</b> Documentation connecting the parent to the new child, such as a birth certificate <input type="checkbox"/> <b>Decrease in family size:</b> In writing, indicate the individuals first & last name, along with reason-
<b>Change in Need</b> Employment Verification Training Verification, including Class Schedule Educational Program Verification, including class schedule Request to Actively Seek Employment Statement of Incapacity Request to Seek Permanent Housing	<b>Child Started/Changed School</b> In writing, indicate the child(ren) name, school name & school hours -
<b>Disenrollment of Services</b> 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.

Parent/Guardian Printed Name

Signature

Date

Courtesy of MonarchLink.com

Request to Change Services Form:

You can pickup a change of services form during business hours at our office, or request to have one emailed to you.

## Family Fees:

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

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

## Exemptions:

The following are exemptions:

- A family, whose income level is less than the first entry on the family fee schedule
- Families with children receiving child care & development services from Part-Day State Preschool (CSPP) or Severely Handicapped (CHAN)
- Families receiving CalWORKs cash aid
- Families with children that have been identified as being at-risk or who are receiving Child Protective Services may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary





## FAMILY FEES

### Payment:

Payments are **due by the 1<sup>st</sup> of the month** in advance of services. Family fees are to be paid in the office

**TLC Preschool  
Main Office  
2060 6<sup>th</sup> Street  
Oroville, CA 95965**

**We can only accept cash or money orders for payment of family fees.**

### Credit for Fees Paid to Other Service Provider:

When the program cannot meet all of a family's needs for child care, families may receive a credit for payment made for child care services to another service provider. To receive credit, submit within 30 days of making payment:

- Payment record (receipt or cancelled check) that includes:
  - provider's name
  - child name
  - total paid
  - payment date
  - rate of payment, &
  - dates of services provided

**NOTE:** Fee credit is applied to next fee billing period. In the event that payment to the other service provider is more than the fee amount, the remaining amount will NOT carry to the next billing period



### Delinquent Fees:

Family fees are considered **delinquent after 7 calendar days** from the due date.


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:


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




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




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



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



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



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

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

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

## Attendance Expectations/Policy:

Children are **expected to attend child care based on their certified schedule** determined at certification.

A family may be disenrolled from the program for abandonment of care.

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.



# ATTENDANCE

## 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 Absence:

- 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, fleeing domestic violence or due to sheltering in-place

**Best Interest Days** (maximum of 10 days per program year between July 1-June 30; except for children enrolled due to protective services or at risk)

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

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

## 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.



## 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
- Parent changes residency outside of California as reported by the parent
- Failure to complete the recertification process within the designated 50 day recertification period
- 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 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 Site Supervisor, it is brought to the attention of the Program Director

## Uniform Complaint Procedure:

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

## 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, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint form (AD-3027) found online at [usda.gov/oascr](http://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 (866) 632-9992. Submit your completed form or letter to USDA by: 1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 | 2) Fax: (202) 690-7442 | 3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.

## 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:

**Attention: Tammy Duggan**  
**2060 6<sup>th</sup> Street**  
**Oroville, CA 95965**  
**Telephone (530) 538-2950**  
[tduggan@Thermalito.org](mailto:tduggan@Thermalito.org)

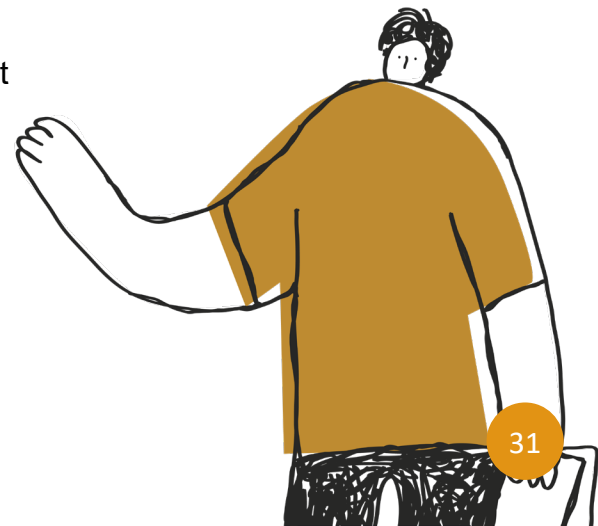
In the event that the action taken is due to **child suspension or expulsion**, a request for an appeal hearing is sent directly to the State Department (Skip to Step 5)

### 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

**Telephone:** 833-559-2420

**Fax:** 916-654-1048

#### California State Preschool Programs (CSPP):

California Department of Education (CDE)  
Early Education Division  
Attn: Appeals Coordinator

**Mail:** 1430 N Street, Suite 3410  
Sacramento | CA | 95814

**Email:** ELCDAppeals@cde.ca.gov

**Telephone:** 916-322-1273

**Fax:** 916-323-6853

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

### Step 6: 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.







# TLC

## PRESCHOOL

THERMALITO UNION ELEMENTARY  
SCHOOL DISTRICT



# Resources!

### Butte County First 5

82 Table Mountain Blvd Ste 40 Oroville,  
CA 95965

530-552-4019

[www.first5butte.org](http://www.first5butte.org)

### Thermalito Nutrition Dept.

Connie Dragos

Food Service Director

Poplar Avenue Elementary School

530-538-2970

### Help Me Grow

Development and The Village

530-552-3919

[Helpmegrowbutte.org](http://Helpmegrowbutte.org)

### 2-1-1 Butte/Glen County

Dial: 2-1-1

1-866-916-3566

Text: 898211

[Helpcentral.org](http://Helpcentral.org)



**We look forward to serving you!**