



NORTHERN CALIFORNIA CHILD DEVELOPMENT, INC

FAMILY GUIDE

**Enrich Children's Lives. Empower Parents.
Engage Our Community.**

Northern California Child Development, Inc,
Head Start & Early Head Start Programs

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Northern California Child Development, Inc.



Enrich children's lives; Empower families; Engage our community.

August 2023

Dear Parents and Guardians,

It is my sincere hope that you enjoyed your summer break. I formally welcome you to the 2023-2024 school year. As the executive director, I am eager and excited to begin what promises to be a very successful year.

As the new year begins, we request that you become involved in your child's classroom / home base program because as your child's first teacher, you as parents are in a unique position to influence early learning in a variety of ways. Parent involvement in your children's education can be one of the biggest predictors of student success and it is our goal to work together to encourage you, as parents, to be advocates for your children, enhance positive parent — child relationships, connect you to peers and engagement in the community; and empower your voice as your child(ren) age out of one program option and transitions into another.

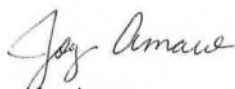
This year we also hope to increase parent involvement in the centers and homebase program options through representation in classroom / homebase Family Connection Teams. There are other opportunities to be involved with the Policy Council and Governing Board as well. Your input is important to us and your involvement will allow us to gain valuable information in our service delivery as well as to allow you to participate in leadership development, program policy development and statewide organizing activities; in addition to volunteering in the classroom, working on take home projects and reading with your child. As you can see there are many ways you can be involved. Please reach out to your child's teacher / home visitor to learn more about the opportunities available!

Ultimately it is our end goal to Enrich Children's Lives, Empower Parents, and Engage our Community.

We look forward to working with you in partnership to meet these objectives.

We are available to answer any questions you may have. Kindly contact our office at 530.529.1500.

Best regards,


Joy Amaro

Executive Director



Center Information

My Center: _____

Teacher/Home Visitor Name: _____

Center Phone Number: _____

My Center Opens and Closes at: _____

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ABOUT OUR PROGRAMS

Welcome to NCCDI, we are excited to partner with you as your child and family grow and develop.

We strive to provide:

- a safe and culturally sensitive environment for all
- learning environments to gain skills that will be used far exceed your time with NCCDI
- your children with the strongest foundation for preschool, kindergarten and beyond
- family centered wellness in all areas including education, health nutrition, family services and advocacy. As your family begins their time with us, our program team members will share with you a tremendous amount of information about the community, our program and of course your child.
- Watch for opportunities to learn about
 - our School Readiness Goals and Objectives
 - program policies including the importance of attendance,
 - opportunities for you to participate in advocacy work through Policy Council, different committees, and our local community and finally,
 - opportunities for parent engagement that will help you play an important role in your child's learning and being your child's FIRST AND MOST IMPORTANT TEACHER.
- You will see that we have an open-door policy and parents are welcome and encouraged to visit and volunteer at any time. We can't wait to see you in and around our program!

School Readiness

School Readiness means that children are ready for school, families are ready to support their children's learning, and schools are ready for children. NCCDI views school readiness as children possessing the skills, knowledge, and attitudes necessary for success in school and for later learning and life. Physical health, cognitive, social and emotional development are all essential parts of school readiness.

We value the unique role families play in this process. Our program will provide opportunities for you to help prepare your child for kindergarten. Talk to your child's teacher and home visitor to learn more about events, activities, and resources that can help you make connections with other parents, continue building a positive relationship with your child, learn about child development, and improve family well-being. School Readiness information is presented throughout the year during center Family Connection events, Policy Council and Governing Board meetings and in reference materials such as our NCCDI Annual Report.

Our School Readiness goals will be updated this program year, be watching for parent recruitment for our School Readiness Committee, we would love for your participation and help. Overall, the goals will focus on knowledge, skills and abilities children should attain as a result of Head Start and Early Head Start services. The goals will also be linked to the Parent, Family and Community Engagement Framework. Our program with the help of parents and governing board members will help identify key school readiness goals within the five central domains of Head Start:

- Approaches to Learning
- Social and Emotional Development
- Language and Literacy
- Cognition



- Physical Health and Development

FULL INCLUSION PROGRAM OPTIONS

NCCDI works with Special Education Local Plan Area (SELPA) at the Tehama County Department of Education to provide amazing learning opportunities for children. Children learn from playing with one another. They also form caring relationships with compassionate staff. All children, including those with disabilities, have a right to quality early childhood programs. Our programs encourage the participation of all children in community activities, support and/or adjustments to our programming are provided to ensure every child's full, active participation.

This participation results in an authentic sense of belonging for all children as well as each family. Providing all full inclusion programs adds to the total development of all children and is a key ingredient for children to reach their school readiness goals.

NCCDI programs provide a high quality NAEYC accredited supportive environment that will teach all children about differences and about respecting and valuing other people regardless of ability. Children want to help one another as they grow. Our early childhood teachers have a strong background in child development and inclusive strategies to teach all young children whatever their talents, interests, and abilities.

Preschool

The NCCDI Head Start and California State Preschool Programs offer center based preschool services for children ages 3-5 years.

- Our centers are staffed with qualified teachers who meet the needs of all children with all abilities.
- Children who attend our preschool programs participate in a variety of educational activities and enjoy healthy meals and develop social skills all in a safe setting.
- We have centers accredited by the National Association for the Education of Young Children, and all centers are held to high standards for delivering quality educational services to children.

Infant & Toddler Center Base

At NCCDI Early Head Start we understand the importance of providing a loving, safe, and stimulating environment for infants and toddlers.

- We understand the importance of emotional attachments with parents and loving caregivers and that these delicate formative months can shape a child's view of the world.
- In our center-based programs in both Corning and Red Bluff, infants as young as six weeks old benefit from low staff to child ratios and small group sizes of no more than eight infants per room with three qualified teachers.
- Primary Caregivers have optimal time to hug, feed, cuddle, play and interact with each child individually. Play and socializing is the work of these young children, it is how they discover the world around them.

Head Start and Early Head Start do not charge any fees for the services that we provide children and families. However, NCCDI has one California State Preschool Program classroom, Happy Trails Full Year, that may charge a fee based on the income level of the family. Families will be notified when a family fee determination has been made and arrangements will be made to accommodate payments for families.

- NCCDI pre-bills families who qualify for a fee at Happy Trails Full Year.

- Typically, payment for child development services at State funded centers is due by the 1st of the following month.

Head Start funds provide 'extra' or enhancement services for specific program services. Fees that are charged will not include Head Start or Early Head Start services. These services may include, but are not limited to, health and dental services, transportation, field trips, parent meetings, trainings and workshops, food, and diapers.

Early Head Start Home Base

The NCCDI Early Head Start Home Base Program offers children 0-3 a unique opportunity to involve the whole family in a child development program based in the natural learning environment of the child, the family home.

- In the EHS home base program, each week a home visitor will visit your home to work with you and your child to strengthen your family and child's development. You will be central in the planning of your child's individual education plan and be provided training to implement learning activities with support from your Home Visitor.
- The Home Visiting Program is also designed to work with expectant parents, educating them about a healthy pregnancy, delivery, and post-partum. Home Visitors provide parents with research-based curriculum and individualized family resources.
- Socializations in which families come together to network and enjoy group experiences and field trips will be scheduled several times a month. This will also provide opportunities for you and your child to come together and interact with other parents and children.

Guidance and Discipline

NCCDI promotes positive guidance and discipline that encourages building self-esteem and self-control. These methods often include:

- Using praise and encouragement of appropriate behavior instead of focusing on the negative.
- Reminding a child of expectations throughout the day by using clear, positive statements.
- Redirecting negative behavior using positive statements.

NCCDI programs do not use harsh language, cruel or unusual treatment with children. The following are examples of discipline methods that are **not allowed**:

- Corporal punishment or threats of such punishment
- Punishment associated with food, naps or toilet training
- Pinching, shaking, biting, or hitting a child
- Humiliating, ridiculing, rejecting or yelling at a child
- Subjecting a child to harsh, abusive or profane language
- There will be no use of religious instruction at any time
- Placing a child in a locked or dark room, bathroom or closet with the door closed

With very low teacher/student ratios, discipline in Early Head Start typically isn't a problem, and while hitting and biting are expected behaviors for children birth to three years old, especially in the toddler years, with active supervision, these behaviors are minimized.

Our staff members make sure that each child's needs and developmental level is considered to make our program meet the needs of each and every infant and toddler. In the event that behaviors are extreme, a behavior plan will be developed with the teacher and parent.

If a child's behavior might pose a safety risk to the other children or to staff, the Site Supervisor and staff will try to involve the parents/guardians in the guidance process and development of an Individualized Behavior Plan.

Suspension and Expulsion

Head Start and Early Head Start programs specifically **prohibit** expulsion of any children enrolled in Head Start or Early Head Start services. Suspension is limited to extraordinary circumstances and permitted only after taking a series of specific, documented preventative actions.

If a serious safety threat exists that can't be addressed with other modifications, a temporary suspension may become necessary. Strict guidelines would be followed if deemed necessary.

Our programs ~~A program must~~ explore and document all possible steps to address challenging behaviors, including:

- Consulting a mental health professional
- Involving parents

- Providing appropriate services and supports to children with disabilities.
- If the child has an IFSP or IEP, consulting with the responsible agency

ARRIVAL AND DEPARTURE OF CHILDREN

Procedures for arrivals and departures have been developed to assure the safety, security and well-being of everyone at the center. Your cooperation with these procedures is appreciated.

- Families are to use only the front door for entering and exiting the building.
- Children must always be walked into the building by the parent or guardian and placed with a staff member before the parent/guardian leaves.
- Parents/guardians must complete the sign-in and sign-out process on a daily basis at drop off and pick-up times and complete any applicable paperwork such as field trip authorizations or medication administration permission forms.
- Parents, or whomever is dropping off or picking up the child, must use their FULL SIGNATURE on the sign in/out sheet.

At no time should a child under the age of 12 be left in a vehicle while you are in the center completing sign-in sign-out process, unless there is an adult or older sibling in the vehicle. All children being transported in a vehicle must be restrained in an age and weight appropriate car seat.

NCCDI will only release children to a parent or legal guardian (except where prohibited by state child care law or court order) and to those who are authorized to pick up children as listed on the emergency contact form

Upon enrollment, parents and guardians must provide information regarding persons authorized to pick-up and transport their child in case of emergency. The emergency contact form at the center must be appropriately filled out with current information. This form will be updated bi-annually and as needed.

If changes are requested by the parent or guardian, the parent will initial the emergency contact form next to the changes and appropriate staff will be notified. If someone arrives to pick up the child that is unknown to the center staff, staff will require identification for the release of the child. Please call ahead if you intend of having someone other than yourself pick up your child. Staff will assist you in providing the information needed for their release. At no time will children be released to anyone under the age of 18 years.

Children WILL NOT be released to any person who appears to be under the influence of drugs or alcohol (for example, staggering, slurring words, outbursts). If this happens, the staff will first call people on your child's emergency contact list. If necessary, law enforcement will be called and a CPS report will be filed. Staff CAN NOT provide individuals under the influence transportation to or from the center.

In the event of a custody dispute, parents will be requested to submit custody papers/ restraining orders to center staff, Family Advocates and Home Visitors. Unless we have a copy of a restraining order or custody papers we will not be able to deny the release of a child to a biological parent. A copy of all certified documents will be placed in the child's file for easy access.

Early Head Start/Head Start will adhere to what is registered in the court papers. There will not be anyone listed on the emergency contact forms that are in direct violation of the custody/restraining document and the recent documents in your child's file will be followed. It is the responsibility of the custodial parent to provide NCCDI with updated documents as to any changes regarding guardianship or restraining orders that are in place.

Please pick-up your child on/or before the scheduled pick-up time. Staff members are not permitted to take your child home with them or from the facility. If your child is left at the center after closing staff will do the following:

- Try to contact you by phone.
- The staff will attempt to contact individuals listed on the child's emergency identification card.
- If no one can be reached to pick up the child the staff will wait 30 minutes and then may contact local law enforcement and Child Welfare Services. Please avoid this circumstance by calling ahead when you will be late or in the event of an emergency.

Repeated tardiness may result in a meeting with the appropriate staff to determine an attendance plan that will support the family being on time and their success in our program.

HEALTH AND SAFETY

Good health is so important to your child's success in school. Children who have on-going health issues may fall behind without early support. Also, making good medical and dental care a habit as a young child leads to a healthy adult life. Our Teachers, Home Visitors and Site Supervisors can help you make dental and health appointments, get health insurance for your family and help with medical paperwork. Each child enrolled in the program **MUST** have on-going medical and dental care. Talk with your Teacher, Home Visitor or Site Supervisor about scheduling appointments for both physical and dental exams. Up-to-date immunizations and TB clearance are also required to begin in our programs. Staff provide screenings for hearing, vision and hemoglobin if not completed at the time of the physical. The hearing and vision screenings are preventative and may result in a referral to a healthcare professional.

Health Exclusions

In addition to the doctor's exam and health requirements needed for your child's enrollment, we do a check of each child's health every day. If we see that your child is beginning to have symptoms of illness during the day we will keep him or her from the other children and call you to pick up your child.

For the health and well-being of your child and others a child must be kept home if he or she develops any of the following symptoms of contagious disease until they are symptom free for 24 hours or the child's doctor indicates they can return to the center:

- Diarrhea (more than one loose stool or an increase in the number of stools)
- Severe coughing
- Difficult or rapid breathing
- Yellow skin or eyes
- Tears, redness of eyelids with discharge
- Mouth sores with or without drooling
- A fever of 100 degrees or above
- Unusual rashes or spots
- Sore throat or trouble swallowing
- Infected skin patches
- Severe itching of body or scalp
- Unusually cranky or less active behavior
- Headache and stiff neck
- Vomiting

- Tea-colored urine
- Loss of appetite
- Gray or white stool
- Heavy nasal discharge that is not clear
- A parasite
- Any other contagious or communicable disease

Communicable disease:

- Please let the center know immediately so we can take the necessary precautions.
- Children can come back to school when they have been symptom free for 24 hours.
- In certain cases when an illness is contagious and communicable, a doctor's written note stating the child is no longer contagious will be required.
- The Center Director will inform you if a physician's release is required for your child to return to school after illness.

Emergency requiring immediate medical attention:

- center staff will always try to reach the parent or legal guardian first.
- If we can't reach the parent or legal guardian, the center staff will begin calling the people listed on the emergency contact list that you have provided.
- Emergency situations that require immediate medical attention include, but are not limited to; seizures, broken bones, fainting, trouble breathing etc.
- If your child must be transported by ambulance to the hospital, a staff member will always accompany your child and wait for the parent or guardian to arrive.
- The Emergency Contact form filled out, signed by the parent or legal guardian and updated on a regular basis allows the staff to seek medical attention in the case of an emergency.

Our goal is to be sure that in the case of an emergency we follow the Early Head Start/Head Start emergency rules to ensure the safety of your child.

HEAD LICE POLICY

Center Base staff will conduct a daily head check when the child arrives to determine the presences of nits within 1/2 "of the scalp. If found later during the school day NCCDI Staff will contact the parent or emergency phone number immediately if the child has been identified as having head lice. The child will be picked up and taken home immediately. The child will not be allowed to come into the classroom until he/she has been treated.

For children in Home Base, NCCDI has a no adult lice policy. We will not be able to make a home visit if lice or nits within 1/2" of the scalp are present.

We ask that if parents become aware that their child has head lice, to please

1. Notify the teaching or home base staff if child has been infected with lice.
2. Treat child with lice medication following direction on medication package.
3. Parent will transport child on 1st day back after treatment.

4. Parent will sterilize their home.

5. Medication is available through Medi-Cal and the parent should consult their physician for a prescription for treating head lice.

Nutrition

Daily food choices and nutrition are related to your child's overall health. Lifestyles, peers, family resources, and values all influence food choices.

NCCDI contracts with a registered dietitian who can assist families in designing healthy and nutritious meals. Each year nutrition and menu planning training is offered in a variety of settings which provide opportunities for families to participate in cooking demonstrations, meal assessments and menu planning at home.

Our programs all participate in the Child and Adult Food Care Program.

- This allows us to serve breakfast and lunch in morning preschool sessions and lunch and a snack in the afternoon sessions.
- Our full day programs offer breakfast, lunch and one afternoon snack.
- Children in Home Base receive a meal or snack depending on when their families meet.
- As Teachers and children eat meals together they engage in conversation, social interaction and are encouraged to try new foods.
- There is no charge for the food service, as it is part of the overall NCCDI program.

Our food service workers also prepare birthday and holiday food.

- Please do not send food to school with your child.
- We take special care to prepare foods low in sugar, salt, and fat in order to support good health and dental habits that follow children throughout their lifetime.

Your child will get help every school day to brush their teeth after a meal, in addition, we have fluoridated water in every classroom. Please let staff know about any food allergies or any special dietary needs your child may have.

Medications

- All medications including over-the-counter medication must be in their original container and include a current label.
- All medications will be stored at the center in a locked box out of the reach of children.
- Diaper creams, bug repellents, and sunscreen will be kept in appropriate secured locations for use but stored out of reach of children.
- Medication may only be administered by designated, trained staff.
- No medication, prescribed or over-the-counter will be dispensed without the appropriate consent and waiver form, completed and signed by the child's parent/guardian.
- Medications will be given once daily (mid-day) at a center specified time, unless otherwise indicated in writing by the child's physician.
- Please give all medications to the Center Director who will ensure proper storage and medication administration.

For prescription medications:

- The parent/guardian must complete an authorization for administering prescription medical treatment consent form.
- The signed form expires 7 days from the date of signature unless a physician indicates medication must be provided for a longer period of time.
- Prescription medications must be stored in their original container with the child's name, physician's name, date, pharmacy name and phone number, prescription name and number and clear instructions on the frequency and amount to be given to the child.
- Over the counter medications include: topical ointments, non-prescriptions antihistamines/decongestants, acetaminophen and aspirin substitutes and cough suppressants.
- Dosages higher than the recommended or more frequent than package directions require a physician's note with specific instructions.

No medication will be dispensed a way that is different than the label directions without a doctor's written instructions. NCCDI has the right to discontinue the administration of any product if:

- an adverse reaction results,
- the product expires,
- the child is ill or injured,
- the product can be administered before or after school
- the consent and waiver form is incomplete or
- for any other reason if in NCCDI's sole opinion, it is in the best interest of the child.

When your child should stay home from school

It is our goal at NCCDI to have every child attend school everyday, attendance is critical. However if a child is not feeling well, please follow the following protocol. A child should be excluded from attendance at school when he/she exhibits signs of communicable disease. When a child becomes ill at school a determination will be made regarding whether the child will be sent home.

The caregiver/teacher will determine if the illness:

- a) Prevents the child from participating comfortably in activities;
- b) Results in a need for care that is greater than the staff can provide without compromising the health and safety of other children;
- c) Poses a risk of spread of harmful diseases to others;
- d) Causes a fever and behavior change or other signs and symptoms (e.g., sore throat, rash, vomiting, and diarrhea). An unexplained temperature above 100 °F (37.8 °C) (armpit) in a child younger than 6 months should be medically evaluated. Any infant younger than 2 months of age with fever should get immediate medical attention.

If any of the above criteria are met, the child will be removed from direct contact with other children and monitored and supervised by a staff member known to the child until dismissed to the care of a parent/guardian or other person designated by the parent. The student can be readmitted to school either with a doctor's note or when he/she is well.

Bumps, Bruises and Emergency Plans

If your child gets a minor injury, such as a skinned knee or slight cut (situations that are not an emergency), you will be asked to sign and will receive a copy of an accident/incident report.

- The report will describe how the incident happened and the action taken by a qualified staff person.
- If an emergency or accident needs more than basic first aid, you will be contacted according to the instructions on your child's emergency contact record.
- We ask that you authorize the center to take the emergency measures deemed necessary for the medical care and protection of your child.
- Should an accident occur that requires outside medical attention, a written report will be provided and 911 may be called in some emergencies.
- Your health insurance is the primary responsible party for payment for the cost of treatment to your child and you are solely responsible for initiating a claim, requesting all appropriate forms and for tracking the status of your claim.

Field Trips

From time to time the staff may take NCCDI children on age-appropriate field trips. We will let you know with a calendar or notification from the Center Site Supervisor as details arise!

- You will need to sign a permission slip for each field trip.
- Details of the field trip including a description of the event and route taken to and from the field trip will be included on the permission slip.

For safety and security reasons, please follow the directions on the field trip form regarding location and drop off.

- All field trips will start and end at the center.
- Safety precautions used to safeguard children on the trips include, smaller than average adult/child ratios, and staff possession of a cell phone to call for help if necessary while on the trip.
- Staff are required to take first-aid kits on the field trip and alternative transportation arrangements are made in case there is a problem with the transportation vehicles during the trip.
- Appropriate parent/child ratios are essential for field trips, and trips may be cancelled for lack of parent participation.
- Field trips may require specific parent participation for the safety of your child.

Play clothes are best for school!

- Safe close toed shoes with socks are best for school. Shoes should have rubber soles. Please no boots, sandals, or other slick soled shoes. Easy on and easy off pants and shirts make "emergency" bathroom trips much easier.
- Please bring at least one complete change of clothing, with socks and underwear, for your child, in a bag with your child's name on it.
- Provide warm winter clothing as needed.
- Children go outside each day if the weather permits, so appropriate clothing is important.

We do our best to keep track of clothing, but the program cannot be held responsible for lost items or possessions; please label all extra clothing, and please have your children wear play clothes!

Outdoor Play

Outdoor play and fresh air contribute to a child's good health and overall development. NCCDI plans daily outdoor activities.

- Our guidelines state that a child must be well enough to participate in both indoor and outdoor activities.

- If there are medical reasons why your child cannot play outdoors, but is well enough to be at the center, we will make every attempt to comply with your request when presented with a physician's written instructions.
- Children will remain inside when weather is inclement...extremely cold or hot.

Napping

Our programs are all full day programs, there is a required rest period during the day for all children.

- Each child is assigned his/her own cot or crib to sleep on and is welcome to bring a favorite blanket.
- Some children will choose sleep and others will be allowed to rest or enjoy quiet activities.

Weather Emergencies

In the event of severe weather conditions which prevent the center from opening or there is a need to close early, you will be notified by Site Supervisor or designee so you can make appropriate arrangements for keeping your child home or picking them up early. ~~up your child.~~

- It is critical that your child/children's emergency contact information is accurate and current.

Emergency Evacuation

Evacuation drills are held monthly at NCCDI centers.

- Should an emergency occur which requires evacuation of the center, you will be notified as soon as possible and asked to pick-up your child if the emergency is expected to last a significant length of time.
- If you are at the center at the time of a drill or emergency, you are requested to follow our procedures and evacuate the building immediately along with the children and follow the emergency instructions of the supervising staff member.
- Please check with the Center Director or Site Supervisor for specific information related to evacuation and emergency procedures.

We Are Mandated Reporters

As caring and concerned early educators we take our responsibility seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life in varying degrees.

When abuse occurs, both children and parent/guardian are the victims and need support, understanding and help.

NCCDI staff has been trained to recognize the signs and symptoms of abuse and neglect.

- Furthermore, ***the law requires us to report all suspected cases of abuse and neglect.***
- Parents may ask the Center Site Supervisor for confidential assistance in obtaining outside intervention and accessing resources for prevention and assistance in addressing abuse and neglect situations.

Negotiation of Parent Differences

If you have a concern or issue regarding Northern California Child Development, Inc. (NCCDI) or differences that arise in interactions between staff and families your right as a parent is to advocate for your family. The NCCDI Pre-Complaint Procedure is designed to get effective results in a positive manner. The Parent Engagement Coordinator is available to assist in this process.

The procedure regarding parent concerns and issues is outlined below:

- Bring your concern or issue to your Teacher, Home Visitor or Site Supervisor. Discuss your concern openly and honestly.
- If you feel the issue remains unresolved, your next step would be to contact that employee's immediate supervisor. At that time a meeting will be scheduled to ensure a satisfactory resolution that follows

NCCDI Policies and Procedures, Community Care Licensing Regulations and ~~Early Head Start/Head Start~~ Performance Standards. If you feel at this time your concern has not been addressed your next step will be to contact the Executive Director at (530) 529-1500 to voice your concern.

Things from Home

It is easiest if items from home are left at home. Items such as toys, candy, gum, money, balloons, play guns and other pretend weapons are prohibited. ~~and should be left at home.~~

- If children's toys from home are brought to school the center cannot be responsible for breakage or replacement.
- It is the parent/guardian's responsibility to see that their child brings nothing into the center that is a danger to others.
- NCCDI reserves the right to remove any item perceived as potentially harmful.

Screenings, Assessment & Services for Children's Cognitive Development

All children receive developmental, social emotional, as well as hearing and vision screenings within 45 days of entry into the program. The following areas are screened: gross and fine motor skills, cognitive, language, self-help and social emotional development. If further evaluation is needed, parents/guardians are notified and involved in the process to help their child achieve specific goals.

In addition to initial screenings, ongoing formal and informal assessments are conducted throughout the program year. Information from assessments, parent input, classroom observations and work samples are gathered and used to plan activities to support each child's learning. This information is shared with parents during parent conferences and serves as a base for planning individualized early childhood experiences that meet your child's unique needs.

Children with special needs are served in all of our programs in an inclusive and comprehensive manner.

- If children are identified as needing special education services, staff makes the appropriate referrals and begins the process for establishing an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP).
- We collaborate with the Tehama County Department of Education and Far Northern Regional Center to provide services to meet the needs of all children.
- Student study teams comprised of special education staff, NCCDI staff, parents, and specialists are created for each child who has an IEP.
- This team meets regularly to discuss the child's progress and identify resources for meeting the child's learning goals.
- Written Individual Education Plans developed by the county SELPA program will be distributed by the Department of Education.

Confidentiality

Information pertaining to a child and his/her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. Information regarding children's services, records, or transitions from one program to another are released only with permission from a parent or guardian. Student files are otherwise confidential and monitored only by authorized staff.

Non Discrimination Policy

NCCDI does not discriminate on the basis of race, gender, relation, religion or national origin.

FAMILY SERVICES

Our Family Services are formed around Parent, Family and Community Engagement Framework (PFCE). The PFCE works to develop the following outcomes:

1. Family Well-Being	Parents and families are safe, healthy, and have increased financial security.
2. Positive Parent-Child Relationships	Beginning with transitions to parenthood, parents and families develop warm relationships that nurture their child's learning and development.
3. Families as Life-Long Educators	Parents and families observe, guide, promote and participate in the everyday learning of their children at home, school and in their communities.
4. Families as Learners	Parents and families advance their own learning interests through education, training and other experiences that support their parenting, careers, and life goals.
5. Family Engagement in Transitions	Parents and families support and advocate for their child's learning and development as they transition to new learning environments, including EHS to HS, EHS/HS to other early learning environments, and HS to kindergarten through elementary school.
6. Family Connections to Peers and Community	Parents and families form connection with peers and mentors in formal or informal social networks that are supportive and/or education and that enhance social well-being and community life.
7. Families as Advocates and Leaders	Parents and families participate in leadership development, decision making, program policy development, or in community and state organizing activities to improve children's development and learning experiences.

NCCDI incorporates the Framework in all that we do throughout your family's experience in Early Head Start and Head Start. Below are some specific examples of programs and practices that you will experience throughout the year, and the outcome they are attached to.

FAMILY WELL-BEING

GOAL SETTING

Our goal is to help families to generate ideas to help prioritize their interests and goals. Our Family Partnership Process is individualized to meet the individualized needs of families that choose to be part involved in the Family Partnership Process. Your child's Teacher and/or your Family Advocate can assist in this process. Together you can discuss the skills, strengths, and any needs you might have to set and determine your goal. Together we will develop strategies and action steps for that will help reach your goals. We want every family to be successful by looking at family progress, revisiting priorities, and celebrate goals.

CAL-WORKS~EARLY HEAD START/HEAD START VOLUNTEER EXPERIENCE

Parents that are in Cal-Works can count their volunteer hours in Early Head Start /Head Start as their

community service hour for Cal-Works. This provides parents the opportunity and experience to work in an office and/or preschool setting and gain a future employment reference.

POSITIVE PARENT-CHILD RELATIONSHIPS

FATHERHOOD PROGRAM

We know from research that children get many benefits when responsible men play a nurturing role with their children. Some of these benefits include better language abilities, physical movement, skills development, pre-reading skills and social emotional development. Young children who have involved, loving male role-models in their lives are better learners, have higher self-esteem, exhibit empathy and pro-social behavior, and have fewer symptoms of depression. The NCCDI Tehama County Early Head Start/Head Start Fatherhood Engagement Program offers a variety of events and training for the whole family throughout the year.

Fatherhood Program Events and Trainings:

- Pancakes with Pop (family reading event)
- Fatherhood program Dadurday in the Park activity (dental focus)
- Budgeting Trainings (financial wellness focus)
- Dad's school improvement projects
- Sports Night and other "dad and family friendly" events

FAMILIES AS LIFE-LONG EDUCATORS

PARENT ENGAGEMENT

Our program is designed to give parent the opportunity to take on their roles as educators, caregivers, and nurturers of their young children.

To support parents in their roles we do the following:

- We encourage parents to participate in child development activities as visitors or volunteers.
- We provide parents with a variety of age-appropriate educational activities and experiences for parents to work with their children at home.
- We encourage parents to become involved in program decision making. These opportunities help parents better understand the needs of their children and help shape a developmentally appropriate educational program which meets these needs.
- We give parents the opportunity to set goals and assist in creating many ways to reach them.
- We follow up and provide families with the resources needed to achieve goals.

PARENT COMMUNICATION

Our program maintains ongoing communication with families through a variety of strategies. Each morning you will be greeted by program staff and your teacher will perform a health check. At this time, they will also discuss any significant events that have occurred since your child has been at school. Upon pick-up in the afternoon staff are available to provide information to you about your child's day.

to consider. Also, three times each year staff will conduct parent conferences in which parents and staff meet either at the center or in your home to discuss your child's learning, family goals, and issues that may impact success in the program. During monthly family connection events you are also encouraged to help plan field trips, curriculum experiences, and network with others in the program. All information is provided in your home language.

FAMILIES AS LEARNERS

WORKSHOP AND CONFERENCE OPPORTUNITIES

NCCDI offers support services to strengthen the whole family. These services begin with a strong partnership and parent access to resources and information related to a variety of concerns. Popular topics include: mental health, substance abuse, life stress, child development, First Aid & CPR, parenting, school readiness, adult education, health, housing, food, nutrition and self-esteem. Ask your family support staff about our services and how we can help your family achieve their goals in life.

FAMILY ENGAGEMENT IN TRANSITIONS

COUNSELING SERVICES

Everyday problems can sometimes be overwhelming, that is why NCCDI offers counseling services to community members and those needing support with parenting, depression, anxiety, marriage communication, addiction and so much more. All counseling services are offered free to those enrolled in our programs. We believe that by supporting families and by partnering with you, we are helping your child to succeed in life. If you feel you would benefit from counseling services please ask your child's family support staff to refer you to the NCCDI Community Counseling Program.

FAMILY CONNECTION TO PEERS AND COMMUNITY

PARENTING SUPPORT

When you have a concern about your child, a parent support group is often the perfect tool. NCCDI offers a variety of support systems for families that range from drop-in parent groups, family counseling and therapy, educational parent conferences and training opportunities. Remember that you are not alone when you need help with your child.

FAMILY CONNECTION EVENTS: All parents in your child's center or Home Base program make up a "**Family Connection Team**". You, as a parent of a child enrolled in our program, are automatically a member of the Family Connection Team. This group meets once a month to make social connections and make the most of their time at NCCDI.

The purpose of the Family Connection Events are to keep you informed of program activities as well as to get your ideas for program improvements. You will have the opportunity to give your input for field trips, parent training and curriculum activity planning discussions with the teaching staff.

FAMILIES AS ADVOCATES AND LEADERS

ADVOCACY

Head Start helps to strengthen the relationship between families and the community by linking the program to agencies that will improve family functioning and sufficiency. We maintain a variety of partnerships to ensure that your family receives the best care possible. Families that get involved in their child's education early in life are more likely to stay involved in their child's education. By using your time at NCCDI to expand your advocacy skills you will also be in the best position possible to ensure your child maintains academic success after they enter elementary school. Many parents involved in NCCDI and Head Start policy making bodies go on to serve in advocacy roles at local elementary schools.

PARENT ENGAGEMENT ROLES

As a parent, you will be invited to be an active participant in the planning of classroom activities and may assist the daily operation of the classroom. Your help makes the program run smoothly.

In addition to classroom experiences, each family will receive home visits from their family support staff throughout the program year. This helps to form and maintain a closer bond between staff and families.

This program will help your child increase self-confidence, learn socialization skills and routines, and provide experiences in art, music, and dramatic play. These skills form the foundation of future academic success.

Parents, as primary educators, are encouraged to participate in many roles, activities, and events provided by the program such as: training, parent committees, and membership on Policy Council or Governing Board, volunteering at your child's center or the Central Office, assisting with training and more.

Parents can make a positive contribution to their children's achievement from preschool all the way through college when they get engaged in their children's education early in life.

IN-KIND CONTRIBUTIONS

In-kind is donated services, parent volunteer time value and items given to our program by parents and others interested in Early Head Start/Head Start and NCCDI Preschool Programs. We calculate their cash value and use those donations to meet our federal funding match requirements. We are required to match twenty-five cents of every funded dollar through community donations of time, money, goods, or services. If we don't meet our federal match each year, we can lose valuable grant funding. It affects the program funding and the children's total experience in our program.

There are many ways that your family can help us earn in-kind hours. Every year Early Head Start/Head Start staff encourages parents to volunteer in the classroom. Taking the time to volunteer and contribute to your child's education shows them that school is important and provides a strong foundation for school success. The hours you donate to Early Head Start/Head Start will be a valuable contribution to your child's education because the benefits will last long into adulthood.

If volunteering in the classroom won't work for your family, we also need support with community events, and preparing materials for classroom use. You can earn in-kind by attending training and parent meetings, being a member of the policy council, etc. See page 28 for more ways to get involved.

Children learn best through examples and experience. Your child will get more out of the Early Head Start/Head Start experience if you help us match the program to their unique interests and needs. We know that when you participate, you will have lots of fun and your child will love having you there. For more information, talk with your family support staff about activities that are convenient for you. When volunteers help in our preschools, children are provided more individual attention and it allows staff to offer more activities and enriching experiences.

For more information:

Contact Mike Lindsey, Parent Engagement Coordinator at 529-1500

POLICY COUNCIL

The NCCDI Policy Council is an important group of parents and community members that discuss and vote on the program's policies and participate in the shared leadership of the program.

When Head Start began in 1965, its founders understood that parents are essential partners in educating their young children.

They felt parents should help decide how Head Start services can most benefit their family and other families in the community.

Policy Council members include proportional representatives from each Program Option and includes past

Early Head Start/Head Start parents and Community Representatives.

Program management staff attend the Policy Council meetings to report to parents and request approval from the Policy Council on a variety of program operational decisions. However, they do not vote.

Policy Council gives parents an opportunity to be a part of their child's education at the policy making level and provides great experience for future community leadership roles.

Barriers to participation on the Policy Council are seriously considered to make the council available to anyone interested.

Some of the Responsibilities of the Policy Council Representatives include:

- Representation of all parents in their Program Option (for example Early Head Start Home Base).
- Attend and participate in the monthly PC meetings.
- Bring information from the PC_other parents in the program.
- Bring issues and information about activities in the Family Connection events to the PC.
- Collaborate with fellow PC Representatives in making and approving policies and procedures for the Early Head Start / Head Start program.
- Participate in the selection and hiring of Early Head Start / Head Start staff.

WHEN IS POLICY COUNCIL?

The Policy Council will have a regular schedule that will be developed to meet the needs of the incoming representatives.

All Policy Council representatives and alternates will be elected in September agency wide. They will serve a one-year term starting in October and ending the following October. They are elected from year to year with a maximum of five years. Members can only serve five years in any capacity. Any member may resign by submitting a letter of resignation to the PC chairperson and their resignation will be noted in the minutes as soon as possible.

You cannot transfer your Policy Council position to another parent. Each member of the Committee will continue their term, or a new representative must be appointed, unless membership is on a Special Committee that ends at an earlier date.

There will be several parent committees made up of Policy Council members that will allow for additional opportunities for program engagement. These committees include:

- **PARENT ENGAGEMENT COMMITTEE**

Parents have the opportunity to be part of this committee in which planning for Parent Engagement events will take place. Parents have the opportunity to voice their needs and take the lead with the parent engagement staff's support and guidance. Look for information about this committee during the year to get involved!

- **PERSONNEL COMMITTEE**

This Personnel Committee is invited to assist in the selection and recruitment of staff, as well as the development of employment policies & procedures.

- **SAFETY COMMITTEE**

The Safety Committee meets on a regular basis to inspect facilities, review inspection results and respond to suggestions for improvement to ensure safe facilities and playgrounds.

- **HEALTH SERVICES ADVISORY COMMITTEE**

All parents are encouraged to attend this educational meeting where community agencies meet to talk about current health information that affects our community.

- **POLICY COMMITTEE**

Early Head Start/Head Start Performance Standards require agencies to engage parents/guardians in the program when making policy changes.

- **BUDGET/FINANCE COMMITTEE**

NCCDI offers Policy Council members an opportunity to form a Budget Committee when developing the annual budget.

- **RECRUITMENT COMMITTEE**

The Enrollment Department has a special committee to determine how to reach families through recruitment.

- **SCHOOL READINESS COMMITTEE**

This committee will work with the Education Manager and teaching staff to develop program wide School Readiness Goals.

Ideas for Getting Engaged!

CLASSROOM ACTIVITIES

- ★ Assist teachers in the classroom
- ★ Set up lunch or snacks
- ★ Eat breakfast/lunch with the kids
- ★ Clean tables & toys
- ★ Make learning activities for kids (may be done at home, if desired)
- ★ Help on field trips
- ★ Provide child care for meetings or for parents who are volunteering for the program
- ★ Sew / donate doll clothes, dress-up clothes
- ★ Arrange parent bulletin board
- ★ Help with tooth brushing
- ★ Repair toys, books, or equipment
- ★ Work on garden project
- ★ Read to children
- ★ Call parents to remind them about the center or home based activities (using phone tree)
- ★ Share a talent or special activity with kids
- ★ Work with small groups
- ★ Save or collect recyclable materials
- ★ Accompany children on the playground

PARENT ACTIVITIES

- ★ Serve As Policy Council Representative
- ★ Policy Council Alternate Representative
- ★ Parent Involvement Committee
- ★ Activities for male involvement
- ★ Assist in running parent meeting (facilitator, secretary, treasurer, etc...)
- ★ Help with set-up for meetings and events
- ★ Parent newsletter
- ★ Volunteer at Central Office
- ★ Teach skills to parents (computer, budgeting)
- ★ Share your experience as a Head Start parent (current and past parents)
- ★ Calling parents to invite them to participate in NCCDI events (using phone tree)
- ★ Carpool with other parents
- ★ Share a special talent or hobby

Or ask your Teacher about the many opportunities to help make a difference.

NCCDI has 6 primary programs to serve families and community members and each one has a different eligibility or entry requirement.

Tehama County Head Start

- Child must be 3 years old on or before the local school cut-off date OR on or after their 3rd birthday
- Children who are Transitional Kindergarten age eligible
- Family must be income eligible:
 - Living at or below 100% Federal Poverty Lines
 - Receiving Public Assistance (Cash Aid, CalFresh or Supplemental Security Income)
 - Foster children
 - Homeless children
- Families who do not meet our income requirements may still qualify under our 10% over-income clause
- Child's eligibility is good for two consecutive years without dropping the program
- Families who choose to drop their child from the program and return MUST REAPPLY (this does not include summer breaks)

Tehama County Early Head Start

- Child must be younger than 3 years old on or before the local school cut-off date OR a pregnant woman
- Family must be income eligible
 - Living at or below 100% Federal Poverty Lines
 - Receiving Public Assistance (Cash Aid, CalFresh or Supplemental Security Income)
 - Foster children
 - Homeless children
- Families who do not meet our income requirements may still qualify under our 10% over-income clause
- Child's eligibility is good for three consecutive years (including pregnancy) without dropping the program
- Families who choose to drop their child from the program and return MUST REAPPLY (this does not include summer breaks)

California State Preschool Programs Part Day

- Child must be 3 years old on or before December 1 of the current school year OR on or after their 3rd birthday
- Children who are Transitional Kindergarten age eligible
- Family must be income eligible at 100% State Median Income (SMI), receive Cash Aid, CalFresh, WIC, MediCal, Homeless, Foster Child or have an open case with CPS or at risk for abuse
- Child's eligibility is good for 24 months and must reapply if they are still age eligible for services at the end of the 24 month period
- Families who do not meet our income requirements may still qualify under our 10% over-income clause
- Families who choose to drop their child from the program and return MUST REAPPLY

California State Preschool Programs Full Day

- Child must be 3 years old on or before February 1 of the current school year OR on or after their 3rd birthday
- Children who are Transitional Kindergarten age eligible
- Family must be income eligible at 100% State Median Income (SMI), receive Cash Aid, CalFresh, WIC, MediCal, Homeless, Foster Child or have an open case with CPS or at risk for abuse
- Child's eligibility is good for 24 months and must recertify their application 24 months and 1 day if they are still age eligible
- Families who do not meet our income requirements may still qualify under our 10% over-income clause

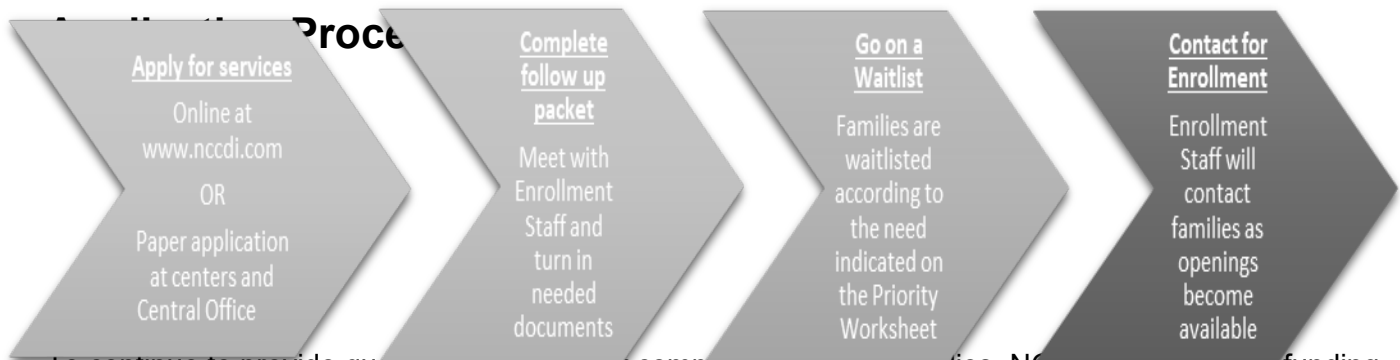
- Families who are initially eligible or recertified based on income eligibility must report any income changes above the 100% State Median Income (SMI) threshold within 30 days to the Enrollment Department.
- Families who choose to drop their child from the program and return MUST REAPPLY
- Families must show proof of need such as employment, schooling including ESL classes, disability, seeking employment or housing, etc.

Community Counseling

- Counseling program available to any community member
- NCCDI families receive counseling services free of charge
- Community members pay on a sliding scale fee

Stepping Stones Family Visitation Center

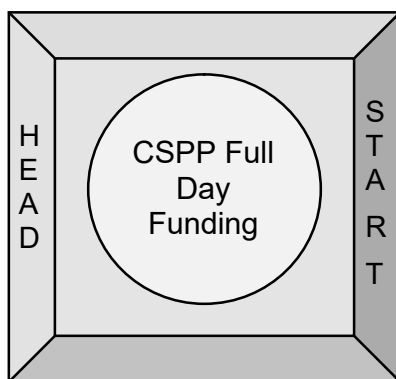
- Child Protective Service referral only



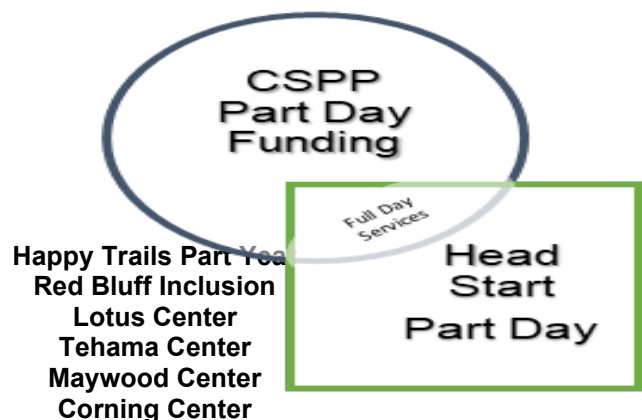
To continue to provide quality services to our community and our families, NCCDI uses several funding sources. Each funding source has a different requirement on how to apply to receive our services. Our process is:

1. Apply for services online or by paper application
2. Complete a Follow Up Packet, by phone or in person, with Enrollment Staff
3. Be placed on a waitlist
4. Be contacted for enrollment

During the fourth step, we may ask you to come in and complete additional paperwork for our other funding sources. NCCDI waitlists for Head Start or Early Head Start services FIRST, as the age and income guidelines are stricter. When openings become available and the opening is supported by Head Start and other sources you will be called in to complete the other paperwork before we can enroll you or your child. By being prepared with the required documents, you will help speed up the process of enrollment so we can start services to your family as soon as possible.



Happy Trails Full Year



Drop Off & Pick Up Times for Center Based Services

Drop off and pick up times for all centers will be thoroughly discussed with each parent.

Children enrolled at Happy Trails Full Year have scheduled service hours and will receive a notice stating what their drop off and pick up times will be.

Need Criteria Happy Trails Full Year *only*:

Both parents and guardians must meet the following criteria to be considered for a Happy Trails Full Yearrr. If no openings are available in a full day center, parents may be waitlisted until an opening occurs and will be transferred at that time.

1. Working families (e.g. both parents work whether full-time, part-time, or in seasonal employment) who are not eligible for any childcare subsidy, but who meet the Early Head Start / Head Start income guidelines.
2. Families who are pursuing their education including but not limited to enrolled high school students, college students (online or in a physical classroom), ESL classes, adult high school education, trade or vocational school, etc.
3. Families that are receiving childcare subsidies through Child Care Referral and Education (CCRE) or Cal-Works. Subsidies will be verified by those agencies with a release of information signed by the applying child's parent or guardian.
4. Families who are eligible for, but due to the lack of funds available, are on a waiting list for childcare subsidies from CCRE or Cal-Works. This status will be verified by those agencies with a release of information signed by the applying child's parent or guardian.
5. Tehama County Early Head Start/Head Start considers as a priority the families with a child with documented special needs, whose IEP or IFSP recommends services at Tehama County Early Head Start/Head Start's full day programs.
 - The services may begin with limited days and/or limited hours per day with the goal of increasing service time as appropriate for the child's development.
 - The family may or may not meet the poverty guideline of Head Start as long as the 10% maximum of over-income slots is not exceeded program-wide.
 - Childcare subsidies will not be a requirement for selection.
 - Tehama County Early Head Start/Head Start services children with documented special needs in any available program delivery model.
6. Children of disabled parents may be considered for full day programs on the recommendation of their medical professional.
7. Foster children will only be considered for full day programs if
 - a) the foster parents work outside the home or
 - b) the foster child's Child Welfare Services worker recommends, on company letterhead, that they attend a full day program based on the developmental need of the child and that it is in the best interest of the family.
8. Parents who are seeking employment may be considered for a full day program option only if there is no other program option available.

- If a family who utilizes the full day option for one program year is still unable to find employment and the child will be returning for another year of service that child, by the discretion of the grantee's administration, may be placed in a different program option the following year until the parents are able to find employment
- Weekly limit for seeking employment is less than thirty hours a week.

9. Families who are seeking permanent housing.

CSPP NOTICES OF ACTIONS

After initial certification, the family will receive NCCDI's decision to approve or deny services. These decisions shall be communicated to the family through a written Notice Of Action (NOA). Families may receive other types of Notices throughout the program year including but not limited to Termination Notices, Termination Notices due to Unpaid Fees, Change in Family Notices, etc. Please note that families who are receiving services at a Full Day Center that uses Part Day CSPP funding will receive a Notice that states the family is eligible for 3.75 hours of CSPP service per day. This is not the final schedule of your child's day. Your teacher will discuss your schedule at the time of enrollment.

NCCDI shall maintain copies of the NOA in the family's data file. The Notice of Action will include:

1. The applicant's name and address;
2. The contractor's name and address;
3. The name and telephone number of the contractor's authorized representative who made the decision;
4. The date of the notice;
5. The method of distribution of the notice.

If services are approved, the notice shall contain:

1. Basis of eligibility;
2. Daily/hourly fee, if applicable;
3. Duration of the eligibility;
4. Names of children approved to receive services;
5. Hours of service approved for each day;

If the services are denied, the notice shall contain:

1. The basis of denial; and
2. Instructions for the parent(s) on how to request a hearing if they do not agree with the contractor's decision as stated in the NOA, Application for Services in accordance with procedures specified in 5 CCR 18120 and 18121 and the Due Process section.

CALIFORNIA STATE PRESCHOOL PROGRAMS APPEALS PROCESS

A family enrolled in our CSPP centers (Happy Trails, Tehama Center, West Street, Corning Center, Maywood and Red Bluff Inclusion) have the ability to appeal decisions made regarding enrollment decisions made in the Enrollment Department.

Families will receive a Notice of Action via mail or hand delivered and if they choose to do so, may fill out the second page of the NOA and turn it into the Central Office in Red Bluff.

The following information gives detailed instructions on the process of appealing decisions made.

A. Notice of Action, Application for Services; Notice of Approval or Denial

Northern California Child Development Inc.'s (NCCDI) decision to approve or deny services shall be shared with the applicant through a written statement referred to as a Notice of Action, Application for Services. NCCDI shall maintain copies of the Notice of Action in the family data file. The Notice of Action, shall include

1. Parent/Guardian's name and address
2. NCCDI's name and address
3. The name and telephone number of NCCDI's authorized representative who made the decision
4. The date of the notice
5. The method of distribution of the notice

NCCDI shall inform the parent(s) of their approval or denial of child care and development services by mailing or delivering a completed Notice of Action to the parents within thirty (30) calendar days from the date the application is signed by the parent(s).

If services are approved, the notice shall also contain:

1. Basis of eligibility
2. Daily/hourly fee, if applicable
3. Duration of the eligibility
4. Names of children approved to receive services
5. Hours of service approved for each day

If the services are denied, the notice shall contain:

1. The basis of denial
2. Instructions for the parent(s) on how to request a hearing if they do not agree with NCCDI's decision

B. Notice of Action, Recipient of Services

If upon recertification or update of the application, NCCDI determines that the need or eligibility requirements are no longer being met, or the fee or amount of service needs to be modified, NCCDI shall notify the family through a written Notice of Action. NCCDI shall maintain copies of all Notices of Action in the family's data file.

The Notice of Action shall include:

1. The type of action being taken
2. The effective date of the action
3. The name and address of the parent/guardian
4. The name and address of NCCDI
5. The name and telephone number of NCCDI's authorized representative who is taking the action
6. The date the notice is mailed or given to the parent/guardian

7. The method of distribution to the parent/guardian
8. A description of the action
9. A statement of the reason(s) for the changes
10. A statement of the reason(s) for termination, if applicable
11. Instructions for the parent(s) on how to request a hearing if they do not agree with NCCDI's decisions

C. Changes to the Service Agreement

NCCDI shall complete a Notice of Action when changes are made to the service agreement. Such changes may include, but are not limited to:

- an increase or decrease in parent fees,
- an increase or decrease in the amount of services,
- or termination of service.

NCCDI shall mail or deliver the Notice of Action to the parents at least fourteen (14) calendar days before the effective date of the intended action. (If the Notice of Action is mailed, the fourteen (14) calendar day period is extended by five (5) calendar days, which establishes a presumption that the parent received the Notice of Action.)

To promote the continuity of child care and development services, a family that no longer meets a particular program's income, eligibility or need criteria may have their services continued if NCCDI is able to transfer that family's enrollment to another program for which the family continues to be eligible prior to the date of termination of services.

The transfer of enrollment may be to another program within the same agency or to another agency that runs state or federally funded child care and development programs.

D. Parent(s) Request for a Hearing and Procedures

If the parent disagrees with an action, the parent(s) may file a request for a hearing with NCCDI within fourteen (14) calendar days of the date the Notice of Action was received.

Upon the filing of a request for hearing, the intended action shall be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent(s) abandons the appeal process.

Within ten (10) calendar days following the receipt of the request for a hearing, NCCDI shall notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent(s).

The hearing shall be conducted by an administrative staff person who shall be referred to as "the hearing officer." The hearing officer will be at a staff level higher in authority than the staff person who made the contested decision.

The parent(s) or parent's authorized representative is required to attend the hearing. If the parent or the parent's authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal. Only persons directly affected by the hearing shall be allowed to attend.

NCCDI shall arrange for the presence of an interpreter at the hearing, if one is requested by the parent(s).

The hearing officer shall explain to the parent(s) the legal, regulatory, or policy basis for the intended action.

During the hearing, the parent(s) shall have an opportunity to explain the reason(s) they believe NCCDI's decision was incorrect. NCCDI's staff shall present any material facts omitted by the parent(s).

The hearing officer shall mail or deliver to the parent(s) a written decision within ten (10) calendar days after the hearing. The written decision shall contain procedures for submitting an appeal to the ELCD.

E. Appeal Procedure for ELCD Review

If the parent disagrees with the written decision from NCCDI, the parent has fourteen (14) calendar days in which to appeal to the ELCD. If the parent(s) do(es) not submit an appeal request to the ELCD within fourteen (14) calendar days, the parents' appeal process shall be deemed abandoned and the contractor may implement the intended action.

The parent(s) shall specify in the appeal request the reason(s) why he/she believes NCCDI's decision was incorrect. A copy of NCCDI's notice of intended action and written decision shall be submitted by the parent(s) with the appeal request.

Upon receipt of an appeal request, the ELCD may request copies of the family data file and other relevant materials from NCCDI. The ELCD may also conduct any investigations, interviews or mediation necessary to resolve the appeal.

The decision of the ELCD shall be mailed or delivered to the parent(s) and to the contractor within thirty (30) calendar days after receipt of the appeal request.

F. Contractor Compliance with the ELCD Decision; Reimbursement for Services during the Appeal Process

NCCDI shall comply with the decision of the ELCD immediately upon receipt thereof. NCCDI shall be reimbursed for child care and development services delivered to the family which is appealing during the appeal process. If NCCDI's determination that a family is ineligible is upheld by the ELCD, services to the family shall cease upon receipt of the ELCD's decision by NCCDI.

Family's Right to Voluntarily Report Changes

Families have the option of voluntary reporting changes during their enrollment period. This includes:

- Information to reduce family fees at our Full Day CSPP classroom
- Increase or decrease the family's service hours in our full day classrooms
- Extend the family's period of eligibility
- Discontinue services for a length of time (including vacation or leave of absence)

Information received will not be used to make any other changes to the family's enrollment. Change of service forms are located in the Enrollment Office and you must meet with an Enrollment staff member to complete them.

ATTENDANCE

Tehama County Head Start, CSPP and Early Head Start track and monitor attendance and absenteeism. The monthly average daily attendance rate in a center-based program will be maintained at least 95 percent.

If the attendance rate should fall below 95 percent, an analysis of attendance will be conducted, and proper documentation will be maintained in regard to the reasons behind absenteeism.

Absence Reasons

Present in the Classroom:

Children who are not present in the classroom due to Early Head Start (not CSPP) requirements are still considered present for that day, with enough documentation declaring which requirement was being filled.

Excused absences:

Well documented absences due to illness (parent or child), transportation issues, family emergencies, or center closure due to weather or other emergency circumstance are considered excused and no action is taken.

Excused absences without limitations:

Illness or quarantine of parent or child, Court ordered visitation

Excused absences with limitations:

Family emergencies or crisis that are unplanned events and are beyond the control of the family which include but are not limited to sporadic transportation issues, death in the family, extreme weather conditions which preclude families from being safe on the road, or other well documented reasons that are case managed before it is determined that the emergency or crisis should be excused

Best Interest Days:

Each child shall have ten (10) Best Interest Days (BID) that are used at the discretion of the parent or guardian. BIDs are available during the course of the current program year. These days may be used for vacation, spending time at home with the parent/guardian, visiting relatives, or for unexcused absences.

To use BIDs to cover unexcused absences a parent must request these days and understand that it will deplete their BIDs for later usage. Once a family runs out of BIDs and chooses to be gone from the classroom other than an excused absence, the family will be considered unexcused and then the unexcused and/or chronic absenteeism clause will go into effect.

Unexcused absences:

Children will receive unexcused absences when parents fail to give a reason within **3 days** of the absence of why their child was not in the classroom.

If the absence is not explained with the previous reasons as stated above, then they will receive an unexcused absence.

When a child has **2** consecutive unexcused absences, all efforts will be made to contact the family by phone and in person before it is determined that they are no longer interested in receiving services.

Unexcused absences for Head Start/CSPP:

When a child has 3 consecutive unexcused absences, all efforts will be made to contact the family by phone and in person before it is determined that they are no longer interested in receiving services.

Once this determination is made, a Notice of Action will be sent to the family stating what actions were taken and they have until 19 days from the date the NOA is sent in the mail OR 14 days when hand delivered to appeal the decision made by the Enrollment Department.

Tardy Drop Off and/or Pick Up

Children are scheduled to be dropped off and picked up at specific times according to the classroom or center where they are enrolled. Tardy Drop Offs and/or Pick Ups will result in the following actions:

1st Offense: Parent/Guardian must complete an attendance agreement with their child's teacher

2nd Offense: Parent/Guardian must complete a Child Success Plan and adhere to the requirements
Parent/Guardian and Teacher came up with together to ensure that the child will be dropped off and/or picked up at the appropriate time.

3rd Offense: Referral to Social Worker

Home Base Attendance

Following the guidelines below will ensure your child receives the best early childhood experience in the Home Base Program:

- Make sure to keep your weekly scheduled home visit. If it is necessary to cancel a visit, please contact your Home Visitor in advance, preferably by 7:30 am and they can reschedule the visit if needed.
- Have your family ready for each visit. The visit is a special time for your child, you, and your Home Visitor. This means that you have eliminated distractions like radio and TV. Your child's full attention will be necessary for a successful and enjoyable home visit.
- Parents are the Teacher. The purpose of this program option is to show you how to transform your home into a learning environment and provide you with strategies to assist your child through their development. The role of the Home Visitor is to help facilitate the home visit experience, educate you on the curriculum and how to implement it, and to train you on how to assess your child's development.
- Parents are expected to participate in monthly parent meetings where important projects are discussed, parenting information is distributed, and planning crucial to your child's success in the program takes place.

HEAD START ELIGIBILITY VIOLATIONS

The Office of Head Start Eligibility requirements include actions to be taken when there are eligibility violations. These violations are in regard to parents and/or participants who "intentionally attempt to provide or provide false information".

Eligibility violations include two areas: age and income.

HS and EHS are required to determine the age of the child so that the child may be placed in an age-appropriate setting.

Income is determined through a systematic process of collecting income documentation, examining these documents, and then utilizing an Income Calculation Worksheet (based on the updated Eligibility Requirements) to determine the family's annual income based on a family's size.

Families or participants who provide false documentation, willingly and knowingly, are subject to possible termination of services pending the results of an investigation by NCCDI. This investigation will include the following:

- A. The family will receive an Eligibility Violation and Appeal letter hand delivered to them by an NCCDI staff member stating that their age and/or income, including family size, documentation has come into question. Families will continue to receive services during the course of the investigation.

The family will have five (5) business days from the date of the Eligibility Violation letter to turn in original documents of updated and/or corrected income, family size or age (county birth certificate) to the Enrollment Manager.

- a. The Enrollment Manager will have three (3) business days from receipt of corrected and/or updated information to re-determine age and/or income eligibility. At the conclusion of the three (3) business days, the Enrollment Manager will send the family a certified letter to the mailing address on file stating what the results of the re-determination were.

- b. If the required documentation is not received within five (5) business days, nor is contact made by the parent to the Enrollment Manager within this time frame regarding pending documentation, the family will be terminated immediately from services. The family may reapply for services, with original documentation, with an ERSEA staff member only.
 - c. If the family is found to be in compliance with age and/or income guidelines, no further action will be taken. However, if the family is found to be out of compliance, the child will be terminated from services with the right to an appeal.
- B. The Appeal is an opportunity for the family to provide information about what happened and for the Directors to determine whether the family will be allowed to reapply for the current program year services. Families will continue to receive services during the appeal process.

The Executive Director at NCCDI, 220 Sycamore St. Suite 200, Red Bluff, CA 96080, must RECEIVE the fully completed Appeal Letter within nineteen (19) calendar days of the date of the letter sent by the Enrollment Manager stating the results of the re-determination. A letter is “received” by NCCDI the day it is either: delivered by a postal carrier or hand-delivered to the NCCDI reception desk.

- a. The Appeal date will be set fourteen (14) business days from the date of receipt of the returned Appeal letter.
 - i. If the family fails to appear to their Appeal date with no prior contact, then the family will not be able to reapply for services.
 - ii. If the family fails to appear to their Appeal date with prior contact, then the family will not be able to reapply for services.
 - iii. If the family comes to their Appeal date, the Directors will make a decision at that time whether or not the family may reapply for program services.
- C. When a family or participant has violated the Eligibility Requirements and has gone through this process of re-determination, then the family or participant will be required to provide all original documents for future enrollment. Original documents will be presented to the Enrollment Department where an Enrollment staff member will take copies.
- D. The Enrollment Manager will report the types of eligibility violations, without any identifying information, to Policy Council and Governing Board if and when they occur.

These are the definitions for age, income and family as determined by the Office of Head Start:

Age means for a child to age eligible for Early Head Start, except when the child is transitioning to Head Start, they must be an infant or a toddler younger than three years old. For a child to be age eligible for Head Start they must be at least three years old or, turn three years old by the date used to determine eligibility for public school in the community in which the Head Start program is located and be no older than the age required to attend school.

Income means gross cash income and includes earned income, military income (including pay and allowances, except those described in Section 645 (a)(3)(B) of the Act), veteran’s benefits, Social Security benefits, unemployment compensation, and public assistance benefits.

Family means all persons living in the same household who are supported by the child's parent(s)' or guardian(s)' income; and are related to the child's parent(s) or guardian(s) by blood, marriage, or adoption; or are the child's authorized caregiver or legally responsible party.

UNIFORM COMPLAINT PROCEDURES NOTICE

It is the intent of the Child Development Program to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the (Agency Name) Child Development Program's alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination (Education Code, sections 200 and 220 and Government Code, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Education:

California Department of Education
Early Learning and Care Department
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Title 5, Section 4622

FEDERAL NONDISCRIMINATION STATEMENT

Full Statement

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or by fax (202) 690-7442 or by email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

Note: The only protected classes covered under the Child Nutrition Programs are race, color, national origin, sex, age, or disability.

PERSONALLY IDENTIFIABLE INFORMATION

This notice describes how Personally Identifiable Information about your child may be used and disclosed, and how you can access this information.

Please review it carefully.

By law, NCCDI must protect the privacy of your child's personally identifiable information that could be used to identify your child (known as personally identifiable information or PII) includes your child's name, name of child's family member, street address of the child, Social Security number, or other information that is linked or linkable to the child. NCCDI retains PII because your child receives Head Start or Early Head Start services from us, and it is a part of each child's record with us. We take our obligation to protect the privacy of your child's PII data very seriously. This notice explains your rights and our legal duties and privacy practices.

We are required to give you a copy of your rights in writing every year, including definitions (which cover descriptions of the types of PII that may be disclosed), to whom we can disclose, and list when we do not need to receive your consent to disclose PII from your child's record.

NCCDI will abide by the terms of this notice. Should our data and child record practices materially change, NCCDI reserves the right to change the terms of this notice and will follow the terms currently in effect. Any new provisions we add will affect all PII we maintain from the time the new provisions go into effect, as well as any PII that we may receive in the future. If we revise our practices substantially, we will provide a revised notice. Parents will receive a notice and direction to NCCDI's website for a detailed copy of the annual notice regarding PII and parental rights and post the update notice on our website at www.nccdi.com.

Definitions.

Child's records mean: (1) are directly related to the child; (2) are maintained by the program, or by a party acting for the program; and (3) include information recorded in any way such as print, electronic or digital means including media, video, image, or audio format.

Confidential means to be kept private with certain specific protections.

Consent means written approval or authorization that is signed and dated. It may include a record in signature and electronic format that: (1) identifies and authenticates a particular person as a source of electronic consent; and (2) indicates the same person's approval of the information. Consent can be revoked going forward.

Disclosure means to permit access to, or the release, transfer, or other communication of personally identifiable information contained in child records by any means, including oral, written, or electronic means, to any party except the party identified as the party that provided or created the record.

Party means an entity or individual.

Parent means person or agency legally authorized to act on behalf of the child, typically mother, father or legal guardian authorized to act in place of the mother or father.

Personally Identifiable Information (PII) means any information that could identify specific individual, including but not limited to a child's name, name of the child's family member, street address of the child, Social Security number, or other information that is linked or linkable to the child.

Required uses and disclosures of PII.

We must use and disclose information contained in child records that is PII and a number of ways to carry out our responsibilities we keep PII and our child records. The following list describes the types of uses and disclosures of PII that federal law requires NCCDI to make and allows us to do so without your consent:

1. Within this organization for NCCDI purposes;
2. To other organizations for NCCDI purposes if (including but not limited to contractors or Delegates/ subrecipients that help us provide services to your child);
3. In connection with an audit, review or evaluation of education or child development programs or for enforcement of compliance with federal legal requirements such as to the US Department of Health and Human Services that funds our work;
4. For studies to improve child or family outcomes or quality of services;
5. During disasters or health and safety emergencies to appropriate parties including but not limited to local health departments, police, fire, EMS, etc.;

6. Pursuant to court orders or subpoenas so as long as we try to notify you in advance unless the court has ordered that neither the subpoenas, its contents, nor the information provided in response be disclosed; the disclosure is in compliance with an ex parte court order obtained by the United States Attorney general or his/her delegate concerning investigations or prosecutions of an offence listed in 18 USC 2332 (B)(G)(5)b or an act of domestic or international terrorism is defined in 18 USC 2331; a party is a party to a court proceeding directly in violence involving child abuse and neglect or dependency matters, and the order is issued in the context of that proceeding; or if there is legal action between NCCDI and a parent;
7. For Child And Adult Care Food Program (CACFP) monitoring if the results will be reported in an aggregate form that does not identify any individual;
8. To foster care caseworkers who have the right to access a case plan for a child who is in foster care placement; and,
9. To appropriate parties in cases of suspected or known child maltreatment such as Child Protective Services.

Procedure.

Location of PII. NCCDI keeps PII from child records in the following places in our record keeping system, Child Plus, in locked paper files in NCCDI's Central Office, in locked paper files in NCCDI licensed facility office or home base office.

Need to know basis. All disclosures of PII from child records are on a need to know basis or otherwise "deemed necessary" for the purpose of disclosure. In other words, at NCCDI, we do not disclose PII from child records for any reason. We have specific processes that must be followed, and it depends on the type of PII that has been requested and by whom. Our process limits the amount of PII disclosed to only that which must be provided, and nothing more.

Annual notice. NCCDI requires our early learning and care programs to annually notify parents of their rights and writing described in this procedure key definitions and exceptions for when parental consent is not needed. NCCDI provides this notice in the Family Guidebook.

Process. When someone requests to see a copy of a child record whether it is a federal reviewer, an auditor, an official from the state, a parent or someone else, we follow our process. We never just give out information about children in our program without following our process.

- First, whoever receives the request for the information shall document receipt of the request in the child's enrollment record in ChildPlus and upload the written request into attachments in Child Plus. if more than one child is part of the request, a copy will be placed in each child's enrollment record.
- Next the person who received the request sends it to the Enrollment manager or Education manager for review and make sure it is a valid request. If the enrollment manager or education manager is unsure, they shall contact the birth to five director for final decision.
- Once the enrollment manager or education manager has determined the validity of the request, they shall also determine which of the types of PII disclosures their request falls under.
- Once the type of PII disclosure has been determined, if the type requires a written consent, the consent shall be obtained if NCCDI does not already have it on file.
- if instead, the type requires only a written notice to be provided to the child's parent with an opportunity for them to refuse, NCCDI shall provide notice of the disclosure to the child's parent.

- NCCDI shall keep a record of disclosures of PII from child records by documenting in the child's enrollment record the date, the name of the person or third party entity to which the PII is disclosed and which PII is disclosed. This record does not need to be kept for disclosures made within NCCDI. This record shall, in effect, become a log for disclosures for each child record.
- A copy of the requested shall also be maintained by NCCDI and the child attachments on Child Plus.

Types of PII disclosures.

Disclosures of PII can be made to parents as defined above who have legal authority. Additionally, for disclosures to third parties, there are three main types of disclosures of PII for Head Start and Early Head Start that NCCDI can make. The first is disclosure without parental consent. The second is disclosure requiring parental consent. The third is disclosure requiring parental notification or opportunity to refuse, which does not require consent. Each type of disclosure has a different process set forth below and we have different rules to follow for each one.

Disclosure without parental consent. NCCDI must disclose PII from child records without parental consent to the following parties, with the following limitations:

Within this organization for NCCDI purposes. If officials within NCCDI determines it is necessary for program services, NCCDI maintains oversight with respect to the use, further disclosure and maintenance of records;

To contractors for program purposes. To officials acting for NCCDI, such as contractors, if the official provides services for which NCCDI would otherwise use employees, NCCDI determines it is necessary for program services, and NCCDI maintains oversight with respect to the use, further disclosure, and maintenance of child records, such as through a written agreement;

In connection with an audit or evaluation of education or child development programs or for enforcement or compliance with federal legal requirements. To officials within NCCDI, acting for NCCDI, or from a federal or state entity, in connection with an audit or evaluation of education or child development programs or for enforcement of or compliance with federal legal requirements of NCCDI provided NCCDI maintains oversight with respect to the use, further disclosure, and maintenance of child records, such as through a written agreement including the destruction of the PII would no longer needed for the purpose of the disclosure, except when the disclosure is specifically authorized by federal law or by the responsible HHS official;

For studies to improve child or family outcomes or quality of services. To officials within NCCDI, acting for NCCDI, or from a federal or state entity, to conduct a study to improve family and child outcomes, including improving the quality of programs, or on behalf of NCCDI, provided NCCDI maintains oversight with respect to the use, further disclosure, and maintenance of child records, such as through a written agreement including the destruction of PII when no longer needed for the purpose of the disclosure;

During disasters or health and safety emergencies. To appropriate parties (such as local health departments, police, fire, EMS, etc.) to address a disaster, health or safety emergency during the period of the emergency, or a serious health and safety risk such as a serious food allergy, if NCCDI determines that disclosing the PII from child records is necessary to protect the health or safety of children or other persons;

Pursuant to court orders or subpoenas. To comply with a judicial order or lawfully issued subpoena, provided NCCDI makes a reasonable effort to notify the parent about all such subpoenas and court orders in advance, unless:

- a court has ordered that neither the subpoena, its contents, nor the information provided in response be disclosed;
- the disclosure is compliance with an ex parte court order obtained by the United States Attorney general or designee not lower than an assistant attorney general concerning investigations or prosecutions of an offense listed in 18 USC 2332 (B)(G)(5)b or an act of domestic or international terrorism as defined in 18 USC 2331.

- A parent is a party to a court proceeding directly involving child abuse and neglect or dependency matters, and the order is issued in the context of that proceeding, additional notice to the parent by the program is not required; Or,
- NCCDI initiates legal action against a parent or a parent and initiates legal action against NCCDI, then NCCDI may disclose to the court, also without a court order or subpoena, the child records relevant for NCCDI to act as plaintiff or defendant.

CACFP monitoring. To the secretary of agriculture or an authorized representative from the food and nutrition service to conduct program monitoring, evaluations, and performance measurements for the child and adult care food program under the Richard B. Russell National School lunch act or the child nutrition act of 1966, if the results will be reported in an aggregate form that does not identify any individual: provided, that any data collected must be protected in a manner that will not permit the personal identification of students and their parents by other than the authorized representatives of the secretary of agriculture and any PII must be destroyed when the data are no longer needed for program monitoring, evaluations, and performance measurements;

Foster care caseworkers. To a case worker or other representative from a state, local, or tribal child welfare agency, who has the right to access a case plan for a child who is in foster care placement, when such agency is legal responsible for the child's care and protection, under state or tribal law, if the agency agrees in writing to protect PII, to use information from the child's case plan for specific purposes intended of addressing the child's needs, and to destroy information that is no longer needed for those purposes; And,

Suspected or known child maltreatment. To appropriate parties such as Child Protective Services to address suspected or known child maltreatment and is consistent with applicable federal, state, local, and tribal laws on reporting child abuse and neglect.

And any instances that fall within the specific guidelines set forth in this section if NCCDI's enrollment manager, education manager or Birth to 5 director or their designee, determines the request is valid, they shall ensure that copies of the requested PII are delivered to the requesting party through a hand to hand transaction, first class mail, the Courier, or other reliable method.

Notwithstanding the steps above, NCCDI retains the right to determine that such disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the non- disclosure is lawful.

Parental right to copy of record. NCCDI must come upon parental request, provide a child's parent, free of charge, an initial copy of child records disclosed to third parties, unless the disclosure was for a court that ordered neither the subpoena, its contents, nor the information furnished in response be disclosed.

Written agreements. When NCCDI establishes a written agreement with a third party involving PII, such as a sub-recipient, a delegate or contractor, auditor or program evaluator, NCCDI will annually review the agreement and update it if necessary.

All agreements that involve the disclosure of PII will include that should the third party violate the agreement, then NCCDI may either provide the third party an opportunity to self-correct within 10 calendar days; Or prohibit the third party from access to records until the issue is corrected or the contract is terminated at NCCDI sole discretion.

Parental right to inspect written agreements that involve the disclosure of PII. If a parent requests, NCCDI shall allow them to come on site and review a written agreement with a third party that involves disclosure of their child's PII. Any such review must happen on site and this right only allows the parent to review the agreement, but not take any photos of it or make, or have copies made of the agreement. Prior to any such parental review of an agreement, NCCDI shall redact any parts of the agreement that contain business terms, confidential information, or other trade secrets and shall work with NCCDI's local counsel to do so, if need be.

Disclosure requiring only parental notice or opportunity to refuse. Under the Head Start regulations, this type of disclosure does not require parental consent. NCCDI requires written consent from the parent for any information released.

- a. To do so NCCDI shall notify a Parent about the disclosure by requesting a release to be signed at which time the parent can refuse to complete the form or indicate on the release in writing either electronically (text/email) or in person within 5 business days.
- b. NCCDI shall provide the Parent prior to any PII Disclosure to the other party, upon the parent's request, a copy of the PII from Child Records to be disclosed and give the parent an opportunity to challenge and refuse disclosure of the information in the records, before the program forwards the records to the other Party.
- c. If an entity or a parent requests that PII be disclosed for enrollment or transfer purposes, NCCDI shall provide the parent a Notice of PII Release of Information.
- d. If the parent does not follow the steps within the timeframe set forth in the Notice of PII Release of Information, NCCDI's Birth to 5 Director, their designee, the Enrollment Manager or the Education Manager shall make a determination that the request for disclosure is legitimate and will ensure that copies of the requested PII are delivered to the requesting program, school, or school district through either a hand to hand transaction, first class mail, a courier, or other reliable methods.
- e. Notwithstanding the steps above, NCCDI retains the right to determine that such disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the nondisclosure is lawful.

Disclosure requiring parental consent. All disclosures of PII from child records that do not fall in one of the other categories above require written parental consent before NCCDI can disclose any data.

- a. NCCDI uses the PII Release of Information form to document written consent from a parent. This form (a) specifies which child records may be disclosed, (b) explains why the records will be disclosed, and (c) identifies the party/parties to whom the records may be disclosed.
- b. The written consent must be signed and dated, as per the definition of consent above. If it is not, a representative from NCCDI must contact the parent to get the form signed and dated prior to any PII disclosure.
- c. While the PII Release of Information Form includes an explanation that giving consent is voluntary by the parent and may be revoked at any time, NCCDI's representative giving the form to the parent should also explain this point to them.
- d. If a parent revokes consent, revocation is not retroactive. Therefore, it does not apply to any action that occurred before the consent was revoked.
- e. Upon the receipt of the completed PII Release of Information Form, NCCDI's Birth to 5 Director or their designee, the Enrollment Manager or the Education Manager shall make a determination that the request for disclosure is legitimate and will ensure that copies of the requested PII are delivered to the appropriate third party through either a hand to hand transaction, first class mail, a courier, or other reliable method.
- f. Notwithstanding the steps above, NCCDI retains the right to determine that such disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the nondisclosure is lawful. In such instances, NCCDI shall explain the issue to the parent or legal guardian to help determine the next steps.
- g. Parental right to copy of record. NCCDI must provide a child's parent, free of charge, an initial copy of Child records disclosed to third parties with parental consent.

Children referred to or receiving IDEA Services for Disabilities.

- a. NCCDI will follow the confidentiality provisions of IDEA Parts B and C (located at 34 CFR Parts 300 and 303) for any children that we serve that are referred to or are receiving IDEA services. At any time or in any instance that those provisions are stricter than what NCCDI requires, we will follow those stricter IDEA provisions.

Parental Rights to Inspect Child Records.

- a. A parent has the right to inspect child records.
- b. If the parent requests to inspect their child records, NCCDI shall ensure that the parent gets the opportunity to come on-site to review the child records available within 10 business days. NCCDI shall not allow parents to take originals of the child records off-site, only copies.
- c. If some of the child's record is in a document that contains information on more than one child, NCCDI will ensure that the parent only inspects information that pertains to the parent's child. Specifically, the Enrollment Manager or Education Manager will review the requested child file prior to the parent and will redact the copy of the file to be made available to the parent.
- d. Additionally, NCCDI will not destroy a child record if there is an outstanding request to inspect and review the record under this section.

Parental Right to Ask to Amend the Child Record/Hearing.

- a. Right to ask to amend.
 - a. A parent has the right to ask NCCDI to amend information in the child record that the parent believes is inaccurate, misleading, or violates the child's privacy.
 - b. NCCDI must consider the parent's request within 10 business days. NCCDI's Birth to 5 Director, Enrollment Manager, or Education Manager is in charge of reviewing requests to amend child records.
 - c. IF NCCDI's Birth to 5 Director, Enrollment Manager, or Education Manager finds the Parent's request to be reasonable, NCCDI's Birth to 5 Director, Enrollment Manager, or Education Manager will notate an amendment to the child file that includes the date of the amendment, the content of the amendment, why the change is being made, and the name of the person making the amendment to the file. Any amendment to the child file of this kind will be documented within the child's Enrollment Record.
 - d. If, however, the Parent's request is denied by NCCDI, NCCDI shall render a written decision to the Parent within 10 business days that informs the Parent of the right to a hearing.
- b. Hearing.
 - a. If the Parent requests a hearing to challenge information in the child record, NCCDI will schedule a hearing within 30 calendar days, notify the Parent, in advance about the hearing.
 - b. Person conducting the hearing. The person who conducts the hearing may not have a direct interest in its outcome. As a result, NCCDI will not allow the person who made the initial notation in the file, or the decision not to amend the file as per the Parent's wishes, to lead the hearing.
 - c. Content of hearing. The hearing shall include a full and fair opportunity for the Parent to present evidence relevant to the issue.
 - d. Outcome of hearing.
 - i. If the person conducting the hearing determines from evidence presented at the hearing that the information in the Child Records is inaccurate, misleading, or

violates the child's privacy, they will direct NCCDI to amend the information and notify the Parent in writing.

- ii. If instead, the person conducting the hearing determines from evidence presented at the hearing that information in the Child Records is accurate, does not mislead, or otherwise does not violate the child's privacy, they will inform the parent of the right to place a statement in the Child's Record that either comments on the contested information or that states why the Parent disagrees with the program's decision, or both.

Maintaining Records.

Consistent with our "Need to Know" basis above, NCCDI maintains Child Records in a manner that ensures only Parents, and officials within NCCDI or acting on behalf of NCCDI have access to Child Records. Accordingly, we keep any paper records containing PII of children under lock and key and any on-line records containing child PII are password protected. All Child Records are kept for 5 years after a child's last enrolled program year.

Data Security

1. NCCDI utilizes an online platform database to track Child Records: ChildPlus. Per ChildPlus:
 - "...we see data security as the foundation for protecting PII and we ensure that the data collected by our customers from families participating in their programs is secure..."
 - a. SSL Encryption. ChildPlus uses the Secure Socket Layer protocol (SSL) to encrypt all communication of customer data between NCCDI and their data center. All exchanges of data with ChildPlus' data center is encrypted with 128-bit SSL Encryption to ensure the confidentiality and integrity of data in motion.
 - b. Additionally, any portable media, including back up media, containing PII are encrypted to protect data at rest.
 - c. Firewall. ChildPlus uses firewall technology to protect all servers and databases from unauthorized access. All critical systems are monitored 24 hours a day, 7 days a week.
 - d. State of the Art Data Center. All PII maintained by ChildPlus is stored on servers located within a Rackspace Hosting data center and managed by Rackspace Hosting. Physical access to our servers is controlled by keycard protocols, biometric scanning protocols and round the clock interior and exterior surveillance.
 - e. Password and ID Protections. ChildPlus provides NCCDI with access controls via login authentication. NCCDI assign unique user names and passwords to authorized personnel and the login process regulates who can gain access and limits the scope of their access. NCCDI controls when access is granted or terminated and what data can be access by each employee.
2. NCCDI follows our Record Retention Policy for how long we keep records and we destroy Child Records within a reasonable timeframe after such records are no longer needed or required to maintain.



Northern California Child Development, Inc.

Northern California Child Development, Inc.
Tehama County Early Head Start
Head Start
Child Development Centers

Parent Handbook Acknowledgement

Signature (Parent or Legal Guardian)

Date

Child's Name (Please Print)

Signature (Teacher Director/Family Advocate/Home Visitor) Date



Northern California Child Development, Inc.



OUR CONTACT



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