



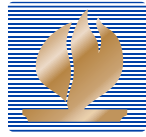
Division of Early Education Services
Early Education Programs



PROGRAM HANDBOOK

California General Child Care/
Center-Based (CCTR)





RIVERSIDE COUNTY OFFICE OF EDUCATION

EDWIN GOMEZ, Ed.D. | County Superintendent of Schools

Pledge

Every student in Riverside County will graduate from high school academically and socially prepared for college, the workforce, and civic responsibility.

Mission

The mission of the Riverside County Office of Education is to ensure the success of all students through extraordinary service, support, and partnerships.

Vision

The vision of the Riverside County Office of Education is to be a collaborative organization characterized by the highest quality employees providing leadership, programs, and services to school districts, schools, and students countywide.

Core Values

- Building Relationships That Promote Trust
- Engaging in Open and Honest Communication
- Focusing on the Needs of Students and Children



Our Philosophy

To provide and promote experiences that meet the needs of all children enrolled, by stimulating learning in all areas of development and offering a curriculum that is developmentally appropriate, inclusive, and challenging. We believe that children learn best from direct and personal exploration of their environment. Children learn through curiosity and discovery, through making choices by trial and error, and through the modeling of adults in their world. Our program is designed to enhance the individual skills of each child and to honor and celebrate their uniqueness. Our staff provides a variety of classroom and outdoor learning experiences that help children express themselves creatively. We encourage self-sufficiency, growth, and independence for all children and families within their community, as well as acceptance and respect for diversity.

Welcome

Dear Families:

Welcome to the California General Child Care – Center Based Program (CCTR) administered by the Riverside County Office of Education's Early Education Programs (EEP) unit, part of the Division of Early Education Services (EES).

We would like to take this opportunity to welcome you and give you an overview of our CCTR Program along with some helpful reminders. This handbook will help you become familiar with the program's policies and procedures. It is important to keep this handbook with copies of your enrollment documents so that you can refer back to them throughout the year.

Our programs provide subsidized full-day services for eligible children ages birth through three and before/after care for school age students. Instructional teams use research-based curriculum that is developmentally appropriate and culturally sensitive. Our classroom environments include an array of opportunities for all students to learn through exploration and play. Classroom experiences include a focus on STEAM (Science, Technology, Engineering, Art, and Math), Language Development, Literacy and connecting with Nature.

The CCTR Program provides a wealth of services such as meals for children, family education and support, a variety of referrals to health and social services for families, staff education opportunities, and ongoing training for program employees.

Our Center-Based Infant/Toddler and School-Age program is funded by the California Department of Social Services. To support and maintain this funding, we must comply with the regulations that govern these programs found in the California Code of Regulations, Title 5. Many policies have been established in order to meet the Department of Social Services, Community Care Licensing Title 22 regulations and the California Department of Education Title 5 regulations.

You are your child's first and most important teacher. No one knows your child like you do. We welcome and need your participation in our program. Parent involvement is both fun and rewarding. Make a difference in the quality of your child's life by participating in a program that will give your child a solid educational foundation in preparation for their future.

We believe that communication is the key to a successful relationship between the family and our programs. Whenever you have any questions or concerns, please bring them to your child's teacher. Remember, we are your partners in helping your child succeed. We look forward to working with you and your child this year as they continue their journey into the wonderful world of learning.

If you have any questions or need assistance, please see the CCTR staff at your site or call your assigned CCTR staff person at your applicable location listed on the following page.



Joseph Nieto, Executive Director
Early Education Programs
Division of Early Education Services
Riverside County Office of Education

RCOE Sites and Subcontractor Partner Locations

Riverside County Office of Education California General Child Care - Center Based (CCTR)

Program Administration

Riverside County Office of Education
P.O. Box 868
Riverside, CA 92502
(951) 600-5611

Riverside County Office of Education - Direct Operated Location

Las Brisas
Child Development Center
24990 Las Brisas Road
Murrieta, CA 92562
(951) 600-5611
Infants/Toddlers

Riverside County Office of Education - Subcontractor Partner Agencies

Murrieta Valley USD
24300 Las Brisas Road
Murrieta, CA 92562
(951) 304-1623
Toddlers/School-Age

Riverside USD
7675 Magnolia Ave
Riverside, CA 92504
(951) 352-8290
Infants/Toddlers

Martha's Village and Kitchen
83791 Date Ave
Indio, CA 92201
(760) 347-4741 - ext 110
Infants/Toddlers

Rawlins Child Development Center
18215 Clark Street
Perris, CA 92570
(951) 642-8234
Infants/Toddlers

University of CA – Riverside
3333 Watkins Drive
Riverside, CA 92507
(951) 827-7455
Infants/Toddlers

VIP Tots
41951 E. Acacia Ave
Hemet, CA 92544
951-652-7611
Toddlers

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Program Operations

Program Goals [5 CCR 18271]

The goals of our California Center Based program (CCTR) are as follows:

- To provide children with a happy, healthy, and safe environment in which all children can learn.
- To provide stimulating, developmentally-appropriate experiences that will promote physical, cognitive, social, and emotional growth.
- To provide and support inclusive early intervention services for children with special needs.
- To provide resources for parents to help improve parenting skills and support services for families.

When these goals are implemented, children are more successful in their school and home environments, parents are more productive and are able to improve the quality of life for their families, and the community is being provided a needed service.



Program Description

Riverside County Office of Education's Early Education Programs unit directly operates, subcontracts with, and monitors state-funded center-based (CCTR) child care and development programs. These programs are available throughout Riverside County, and the child care and development services are provided at specific sites. The sites must meet quality program standards set by the California Department of Social Services and utilize developmentally-appropriate curriculum for instruction. Families access CCTR services through the site waitlist. As CCTR funding becomes available, the most eligible families from the site waitlist receive services first. Families may remain on the CCTR program as long as they continue to meet the need, eligibility and age criteria of the program, follow the program rules and regulations, and funding is available.



Ages of Children Served [45 CFR 98.21, WIC 10273, 5 CCR 18089]

Children are eligible for initial certification or recertification until their thirteenth birthday. For RCOE-funded CCTR programs, each site has specific ages served based on Community Care Licensing regulations and the specific program environment.

Refrain From Religious Instruction or Worship Statement [5 CCR 18017]

CCTR Programs refrain from religious instruction and/or worship during program implementation and instruction.

Non-Discrimination Statement [5 CCR 4600 et seq.]

CCTR Programs do not discriminate on the basis of sex, color, race, religion, national ancestry or origin, sexual orientation, or mental or physical disability. Our program will make reasonable accommodations for children with disabilities and special needs as described by the Americans with Disabilities Act.

Days And Hours of Operation

Our programs vary in calendar days and hours depending on the school site. A separate site calendar will be given to you at the time of enrollment and will be posted in your child's classroom.

Staff Qualifications [WIC 10242 and 10380.5]

Each classroom is staffed with highly qualified instructional staff as mandated by Community Care Licensing, outlined in California's Code of Regulations, Title 22. In addition, CCTR programs must meet or exceed minimum standards for staff education and



credentialing as mandated by California Code of Regulations, Title 5.

Instructional assistants support the classroom teacher in supervision, daily routines and individual needs of students. Our instructional assistants have specific early childhood education and experience that meet minimum Title 22 and Title 5 requirements.

Background checks and fingerprint clearances with the Department of Justice and the Child Abuse Index are conducted on all staff. Our instructional teams are required to be certified in CPR, first aid, and preventative health.

Staff Development Program [5 CCR 18274]

CCTR programs implement staff development policies that include the following:

- Identification of training needs of staff or service providers
- Written job descriptions
- An orientation plan for new employees
- Written performance evaluation procedures
- Staff development opportunities that include topics related to job function and training needs
- An internal communication system that provides each staff member with the necessary information to carry out assigned duties

Inclusion

CCTR welcomes children with special needs into our programs as we believe in providing an enriched learning environment for all children.

Referrals and related comprehensive screenings can be requested for children who are suspected of having a

disability, in addition to children with previously identified disabilities. The goal of CCTR services is to support each child's individuality, development, learning, and above all, educational achievement.

CCTR Program staff work with the parents and appropriate personnel to ensure that each child is promptly referred to the appropriate local education agency, in order to access Early Intervention/Special Education services.

The CCTR program collaborates with parents and the appropriate local education agencies to both monitor and support the growth and development of children identified with disabilities or who are found eligible to receive specialized services.

Through partnerships with Riverside County local education agencies, children with disabilities, including children with severe disabilities, have the opportunities to learn, play, and develop alongside typical peers enrolled in CCTR programs in a least restrictive environment.

Individualized Education Program/Individual Family Service Plan (IEP/IFSP) records, if in place, are required to determine the best placement and support services for any qualifying child.



Student Assessments [WIC 10209.5, 5 CCR 18272]

CCTR programs utilize the Desired Results Developmental Profile student assessment to plan and conduct developmentally appropriate activities. An observation-based profile is completed for each student within sixty days of enrollment and at least every six months moving forward for each child enrolled at least ten hours per week.



Education Program [5 CCR 18273]

The standards for the CCTR education program component include the following:

- An approach which is developmentally, linguistically, and culturally appropriate
- Inclusion of children with disabilities
- Use of evidence-based curriculum: each CCTR classroom utilizes curriculum that meets standards and the specific needs of their program.
- Use of the Environmental Rating Scale (ERS) tool to prepare the classroom as an optimal learning environment
- Use of the Desired Results Developmental Profile (DRDP), an assessment tool required by the California Department of Social Services. DRDP assessments are used to design and implement activities to support each child's developmental level and track progress towards school readiness.
- Encouragement of respect for the feelings and rights of others
- Support for children's social and emotional development by:
 - » Building trust
 - » Planning routines and transitions that are timely, predictable and unhurried
- Support for children's development of emotional security in social settings.
- Support for the development of each child's cognitive and language skills by:
 - » Using various strategies
 - » Ensuring opportunities for creative self-expression
 - » Promoting interaction and language
 - » Supporting emerging literacy and numeracy development

- Promotion of each child's physical development by providing:
 - » Sufficient time spent in active play and movement activities
 - » Indoor and outdoor space, equipment, and materials
 - » Guidelines for active play and movement
- Promotion and maintenance of practices that are healthy and safe.

Nutrition [5 CCR 18278]

CCTR programs are committed to ensuring that the children have nutritious meals and snacks during the time in which they are in the program.

Meals and snacks must:

- Meet federal National School Lunch Program (NSLP) or Child and Adult Care Food Program (CACFP) program guidelines
- Be culturally & developmentally appropriate
- Be provided at no additional cost to families



Photographic Consent [22 CCR 101221, 101218.1]

Your assigned CCTR staff person may ask you to sign a release of photographic consent. As part of the program activities, pictures/video of your child(ren) may be taken and shared. By granting permission, the pictures and videos may be used by the CCTR agency where your child(ren) are enrolled and/or Riverside County Office of Education, Early Education Programs for publications to include, but not limited to, program handbooks, websites, recruitment efforts, newsletters, and/or displays.

Child Supervision [5 CCR 18290]

Staff actively ensure our environments are safe and no child will be left alone or unsupervised at any time. Supervision is everyone's responsibility; in addition to our



staff, parents must also use active supervision techniques to ensure our environments are safe.

Parents must:

- Ensure access gates and doors are closed and secured.
- Avoid using cell phones when dropping off/picking up your child(ren). This includes texting, streaming, live calls, video calls, and other activities that require the phone to be in your hands and in use. This can be distracting. Please provide your child(ren) your undivided attention.
- Ensure your child is signed in and out every day.
- Hold your child's hand near the road and while crossing the parking lot (if applicable).
- Encourage children to follow safety rules.
- Report safety and supervision concerns to program staff immediately.

Program Monitoring

CCTR classrooms are monitored/assessed by staff during the hours that children are in attendance. These classrooms are also subject to monitoring/assessment from representatives from the California Department of Social Services.

Any programs participating in Quality Start Riverside County (QSRC) are subject to monitoring/assessment/coaching visits by monitoring staff, First 5 Riverside County staff, and EEP and First 5 Riverside contract agency representatives. The purpose of these visits is to observe and assess program quality standards as a condition of QSRC participation.

Program Self-Evaluation (PSE) [5 CCR 18279]

Our goal is to implement an effective annual PSE process. This process includes:

- Assessment of the program by parents using the Desired Results Parent Survey
- Assessment of the program by staff and board members (if applicable) using the Program Monitoring Instrument
- Assessments performed using the Desired Results Developmental Profile (DRDP)
- Assessments performed using Environmental Rating Scale tools

Based on the results of the PSE, goals and action steps are developed and implemented.

Participation Requirements

Admission and Enrollment [5 CCR 18105, 18106; 22 CCR 101218]

California General Child Care - Center Based (CCTR) Program is state-funded. All children enrolled must meet the eligible age as set by regulations for CCTR and the specific program site age criteria. **Families with children enrolled must meet both the need and the eligibility criteria of the program.**

Parents/Guardians may apply for CCTR services at any time. The parent or legal guardian must complete a HUBBE Application to be added to the waiting list for the applicable CCTR program. An application link will be provided to interested families by the CCTR Program staff. Once initial eligibility is assessed, the applicant will be required to provide the child's birth certificate, immunization record, and proof of income to determine program eligibility.

How Families are Selected [WIC 10271, 5 CCR 18106]

This program is not a first-come, first-served system. Instead, CCTR programs serve the most eligible families first based on the following enrollment priority regulations.

ADMISSION PRIORITIES:

First Priority:

Must be given to families whose children are recipients of child protective services, or who are at risk of being neglected, abused, or exploited, upon written referral from a legal, medical, or social services agency.

Within the first priority for services, children receiving protective services through the local county welfare department shall be enrolled before children identified as at risk of being neglected or abused or exploited.

If an agency is unable to enroll a child in this first priority category, the agency shall refer the child's parent or guardian to local Resource and Referral Agency so that services for the child can be located.

Second Priority:

All children and families who are not within the first priority for admission shall be admitted in accordance with family income, with the lowest income ranked families admitted first.



For purposes of determining the order of admission, families with the lowest gross monthly income in relation to family size as determined by the income ranking schedule adopted by the California Department of Social Services (CDSS) shall be admitted first. Public assistance grants are counted as income.

When two or more families have the same income ranking, families shall be admitted in the following order:

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

Residency Requirement [5 CCR 18107]

To be eligible for services, the child must live in the State of California while services are being received. Evidence of a street address or post office address in California will be sufficient to establish residency. A person identified as experiencing homelessness is exempt from this requirement and shall submit a declaration of intent to reside in California.

The governing board of any school district, community college, or a County Superintendent of Schools may accommodate children residing outside the district boundaries in accordance with WIC 10332(a).



The determination of eligibility for childcare and development services shall be without regard to the immigration status of the child or the child's parent(s) unless the child or the child's parent(s) is under a final order of deportation from the United States Department of Justice.

Verification of Documentation [5 CCR 18078(b) and 18086(d)]

Any documentation submitted for the purposes of establishing eligibility and need for the program is subject to verification. Parents/guardians are required to complete a Release of Information form for this reason.

The information that may be verified includes, but is not limited to: employment status, income, work hours, school attendance, school status, address, telephone numbers, family size, marital status, medical information, etc.

CCTR staff may contact the Department of Public Social Services, Department of Child Support Services, Housing Authority, First 5 Riverside, Riverside County Consortium for Early Learning Services, training sites/schools, social service agencies, referring physicians, emergency shelters, and employers/clients, or other agencies, as required, to verify eligibility, need, and/or location of services.

CCTR staff may also conduct a review of information via other resources to include, but not limited to: online employment verification sites, social networking sites, searches through online search engines, address verifications through online mapping, and review of court or law enforcement databases.

Fraud Policy [WIC 10980]

Intentionally providing false or inaccurate information to access services is considered fraud. Fraud is grounds for termination from the program and legal actions may result. Some examples of fraud include, but are not limited to:

- Failure to report the actual number of family members living in the household
- Failure to report the actual gross income for the family
- Submitting falsified income documentation
- Submitting falsified employment documentation
- Submitting falsified documentation of vocational training days, hours, progress, etc.
- Inaccurately representing family eligibility or need in any way



CCTR program staff reserve the right to verify the accuracy of any information/documentation submitted by the parent/guardian for the purposes of accessing services through a CCTR program. If it is found that the parent/guardian provided inaccurate or false information, the family may be terminated from the program.

Certification of Eligibility

Establishing Eligibility [WIC 10271, 5 CCR 18083]

Parents/guardians are required to complete a certification appointment with CCTR staff to establish and document both eligibility and need for the program, complete the program application and all necessary forms, and review program requirements and regulations.

To establish eligibility, families must be:

- Current aid recipients,
- Income eligible,
- Experiencing homelessness,
- Enrolling a child who is a recipient of child protective services (CPS), or identified as being abused, neglected, or exploited, or at risk thereof, or
- A current participant in a means-tested government program.

Documentation of Income Eligibility [WIC 10271, 5 CCR 18084, 18085]

Families who receive services based upon income eligibility must document all sources of countable income. Total countable income means all income of the individuals counted in the family size, for example:

- Gross wages from employment, including commissions, overtime, tips, bonuses, housing and automobile allowances, gambling/lottery winnings, and wages for migrant, agricultural, or seasonal work;
- Public cash assistance (including Safety-Net received for children) or diversion payments received from the Department of Public Social Services;
- Gross income from self-employment less business expenses with the exception of wage draws;
- Disability, unemployment, or workers compensation;
- Spousal support or child support received from a former spouse or absent parent; this includes financial assistance for housing costs, living expenses, and/or car payments paid as part of this support;

- Survivor or retirement benefits, pensions or annuities, inheritance, dividends, interest on bonds, income from trusts, or royalties;
- Rental income received from rent for room within the family's residence or rental property;
- Insurance or court settlements for lost wages or punitive damages; or
- Other enterprises for gain (e.g. – reimbursement for services provided, donation of blood, etc.)



Documentation of Income from Employment [5 CCR 18084.1]

When a parent/guardian is employed, the following is required to document income from employment:

- An Employment Verification form or a letter from the employer indicating the employer's name, address, telephone number, business hours, and employment information (hire date, rate of pay, work hours) of the parent/guardian.
- Payroll check stubs or an independently drafted letter from the employer, or other records of wages issued by the employer. The income documentation must be from the two-month period of time preceding the initial certification, recertification, or parent-requested income evaluation to determine eligibility for services.

Please Note: *If the parent/guardian's income fluctuates due to migrant, agricultural, seasonal, inconsistent and/or unstable employment or self-employment, intermittent income, or the parent/guardian has received a lump sum earning due to bonuses, commissions, back child support, etc., the parent may need to document applicable income for the previous 12 months. In such situations, income may need to be averaged if the income from the most current two months is not an accurate reflection of the current family eligibility for services.*



Documentation of Income from Self-Employment

When a parent/guardian is self-employed, CCTR staff must be able to independently verify the employment of the parent/guardian. In addition to completing the applicable Self-Employment Declaration form, the parent shall obtain and provide a combination of documentation necessary to establish current income eligibility for services. This documentation should cover the two-month period preceding the initial certification, recertification, or parent-requested income evaluation.

Documentation shall consist of

1. A written self-certification of income, and
2. As many of the following types of documentation as reasonably necessary to determine income:
 - » A letter from the source of income. If working as a private contractor for a company/agency, a letter from that source, or a copy of the contract, in addition to any payroll check stubs received.
 - » A copy of the most recently signed and completed tax returns with a statement of current estimated income.
 - » Profit & Loss (P&L) Statement
 - » Other business records: service contracts, invoices, ledgers, receipts, work schedules/ logs, client lists (including contact information), bank statements, advertisements for services, website for services, etc.

Please Note: *If the parent/guardian's income fluctuates due to migrant, agricultural, seasonal, inconsistent and/or unstable employment or self-employment, intermittent income, or the parent/guardian has received a lump sum earning due to bonuses, commissions, back child support, etc., the parent may need to document applicable*

income for the previous 12 months. In such situations, income may need to be averaged if the income from the most current two months is not an accurate reflection of the current family eligibility for services.

Documentation of Public Assistance [5 CCR 18085]

If the basis of eligibility is a receipt of public assistance (e.g. CalWORKs cash aid), the parent/guardian shall provide documentation of receiving this assistance, unless the contractor has and elects to use other means of obtaining verification.

Documentation of Enrollment in a Means-Tested Government Program [WIC 10271]

If the basis of eligibility is current enrollment in a means-tested government program, the parent/guardian shall provide documentation of current enrollment. The contracting agency may elect to use other means of obtaining verification of that enrollment.



Documentation of Income from Child Support

Parents/guardians are encouraged to open a child support case through the Department of Child Support Services (DCSS) in order to receive child support payments. If a parent/guardian does not already have a case with DCSS, CCTR staff can provide information to assist with this process. Parents/ guardians with open child support cases through DCSS must submit documentation of all child support payments received for the previous 12 months. This information can be accessed through a DCSS office or with a PIN number through the DCSS website: www.childsup.ca.gov.

If parents/guardians choose not to open a case through DCSS, child support income may be documented by providing one of the following:

- Court order for child support being received
- Self-declaration of the child support received



- Documentation indicating that the absent parent is incarcerated, deceased, or has relinquished parental rights
- Domestic violence documentation (court documentation, restraining order, etc.)
- Child's birth certificate indicating that the father is unknown, or documentation that the person believed to be the father has been excluded based upon paternity testing.

Please Note: Documented outgoing child support paid by a parent/guardian included in the family size will be deducted from the parent/guardian's gross income.

Self-Certification [5 CCR 18078(v)]

A parent/guardian may be eligible to complete a declaration signed by the parent under penalty of perjury asserting one of the following:

1. For families who are employed, to the extent known, the:
 - » Employer, address, and date of hire,
 - » The rate and frequency of pay,
 - » Total amount of income received for the preceding month(s),
 - » The type of work performed, and
 - » The hours and days worked.
2. For families who are recipients of a means-tested program, pursuant to WIC 10271:
 - » The income declared on the application for the means-tested government program, and

- » A statement indicating the parent does not have access to the application.

3. For families with no employer:

- » A statement indicating that the parent/guardian does not have income from employment, and
- » Any source of income used to support the family (including non-wage income)



Documentation and Determination of Family Size [5 CCR 18083.1]

Parents/guardians receiving services through a CCTR program are required to document the reported family size. "Family" refers to the parents/guardians and the children (under age 18) for whom the parents/guardians are responsible, who comprise the household in which the child receiving services is living. The family size also



includes any adults who are:

- The biological parent, adoptive parent, or stepparent to a child included in the family size
- The parent to the sibling(s) of a child included in the family size
- The domestic partner of the parent/guardian or caretaker relatives, as designated by the parent/guardian

A copy of current government- issued photo ID for all adults included in the family size is required. All included adults must meet the eligibility and need criteria of the CCTR program.

When only one parent has signed the application for child care and development services, and the documentation for the child(ren) included in the family size indicates the child(ren) have another parent not included as part of the family on the application, then the parent who has signed the application must indicate this information on the application and shall self-certify the presence or absence of the second parent under penalty of perjury.

Please Note: For purposes of income eligibility and family fee determination, when a child and any related siblings reside with adults who are not their biological/adoptive parents (foster or guardian placements), they are considered their own “family.” To document the number of children in the family, parents/guardians must provide at least one of the following:

- Birth certificates or other live birth records
- Court orders regarding child custody
- Adoption documents
- Records of Foster Care placements
- School or medical records
- County welfare department records

If the parents/guardians are unable to provide any of these forms of documentation, please ask the assigned CCTR staff person about other acceptable forms of documentation.



24-Month Certification [WIC 10271(h)]

The need and eligibility information provided by the family during the certification/recertification process is used to authorize services for a certification period of no less than 24 months as long as the child is age eligible for the CCTR program. Except for children with exceptional needs, a child shall not continue to receive CCTR services beyond their 14th birthday.

Upon initial certification and recertification, a family shall be considered to meet all eligibility and need requirements for those services for no less than 24 months, shall receive those services for no less than 24 months without having their eligibility or need recertified, and shall not be required to report changes to income or other changes for at least 24 months, except as provided below:

- Children who are 12 years old at certification or recertification shall be certified or recertified for no less than 12 months (instead of 24 months)
- Families are always required to report if the family income exceeds 85% of the State Median Income

If the authorized services no longer meet the family needs, the parents/guardians may report changes to the assigned CCTR staff and must submit supporting documentation to change the authorized services. The requested changes must be submitted through a written and signed statement or through email.

Continuity of Services [45 CFR 98.21, WIC 10271(c)]

Upon initial certification or recertification, except as specified in the 24-month Certification, the child shall be considered eligible and will receive services at least at the same level, regardless of a temporary change in the ongoing status of the child's parent.

A temporary change shall include, at a minimum:

- Any time-limited absence from work for an employed parent due to reasons such as need to care for a family member or an illness
- Any interruption in work for a seasonal worker who is not working between regular industry work seasons
- Any student holiday or break for a parent participating in training or education
- Any reduction in work, training, or education hours, as long as the parent is still working or attending training or education

- Any other cessation of work or attendance at a training or education program that does not exceed three months.
- Any change in age, including turning 13 years old during the eligibility period; and
- Any change in residency within the State.



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

Certification of Need

Establishing Need [5 CCR 18085]

Families enrolled through CCTR programs must have a documented need for subsidized child development services. Parents/guardians are required to complete a certification appointment with CCTR staff to establish and document both eligibility and need for the program, complete the program application and all necessary forms, and review program requirements and regulations.



Except as otherwise provided for in law/regulations, families who are eligible for CCTR services shall document that each parent in the family also meets at least one of the following need criteria:

- The child(ren) is (are) a recipient(s) of child protective services, or identified as being abused, neglected, or exploited, or at risk thereof;
- The parent is employed;
- The parent is seeking employment;
- The family is experiencing homelessness;
- The family is seeking permanent housing for family stability;
- The parent is enrolled in vocational training;
- The parent is enrolled in an educational program;
- The parent is incapacitated.

A family may receive services based on more than one need criterion at any one time, provided that applicable documentation has been collected. Please note: Need for CCTR services to seek employment and seek housing cannot be combined.

CCTR services shall only be available to the extent to which the family meets all of the following criteria:

- Each parent meets a need criterion as specified above that precludes the provision of care and supervision of the family's child(ren) for any part of the day;
- There is no parent in the family available and capable of providing care for the family's child(ren) during the time care is requested; and
- Supervision of the family's child(ren) is(are) not otherwise being provided by:
 - » Scheduled time in a public educational program available to school-age children;
 - » A private school in which the child(ren) is(are) enrolled and attending; or
 - » A time when the child(ren) is(are) is receiving any other childcare and development services.

Please Note: For children who are enrolled in a virtual or distance-learning elementary/middle school setting, when the school offers in-person instruction, or who are voluntarily held back from kindergarten although they are kindergarten age, child care services are not available during any hours the child could be enrolled in a public classroom setting.



Determining Need: Employment [5 CCR 18085]

Parents/guardians who are requesting child care services for their hours of employment must be able to document their days and hours of employment, and CCTR staff must be able to independently verify this employment.



When a parent/guardian works an unpredictable schedule (not consistently part time nor full time), during the certification/recertification process the maximum hours of services are determined by reviewing the paystubs/work schedule for the preceding four weeks and are authorized based upon the week with the most work hours.

Documentation of Employment

The parent/guardian must provide an Employment Verification form (provided by program staff) or an independently drafted letter from the employer indicating:

- The employer's name, business address, and telephone number
- Hours of operation for the business
- Employment information (hire date, rate of pay, work hours) of the parent/guardian

CCTR staff will contact the parent's/guardian's employer to verify the information provided.

Please Note: Parents/guardians who work overnight shifts may request additional hours of child care services to allow for sleep time. This time is approved on a case-by-case basis, as requested by the parent, and the amount of time that may be authorized is limited.

Documentation of Self-Employment [5 CCR 18085]

Parents/guardians who are requesting child care services for their hours of self-employment must be able to document their days and hours of self-employment, and CCTR staff must be able to independently verify this employment. Child care service hours will be approved to the extent to which the employment prevents a parent/guardian from providing care and supervision of the child(ren). The following are required to document the days and hours of self-employment:

- A Self-Employment Declaration form, to be completed at each recertification;

- If applicable, a copy of a business license, and/or workspace lease/rental agreement; and
- A copy of one or more of the following:
 - » Service contracts
 - » Invoices
 - » Quarterly taxes
 - » Appointment, job, or mileage logs
 - » Client receipts
 - » A list of clients with contact information, or similar records

Please Note: The parent/guardian must provide CCTR staff with a contact or means of independently verifying self-employment information provided.

Documentation of In-Home Employment [5 CCR 18086.1]

Parents/guardians who are employed in the family home must provide the same required documentation as other employed/self-employed parents/guardians. In addition to this documentation, parents/guardians who are employed in the family home and are requesting services for this employment must also provide justification for requesting services (type of work being performed, days/hours requested, and the reason that care is needed). Child care service hours will be approved to the extent to which the employment prevents the parent/guardian from providing care and supervision of the child(ren).

Please Note: Parents/guardians who work as child care providers (licensed or license-exempt) in the family home are not eligible for child care services during their business hours or the hours they are working as a child care provider.

Documentation of Need: Seeking Employment [5 CCR 18086.5]

Parents/guardians who are requesting CCTR services for seeking employment hours to secure, change, or increase employment must complete a Declaration of Seeking Employment form and are subject to the following criteria:

- Services as requested by the parent shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
- The parent's period of eligibility for childcare and development services shall be for no less than 24 months and the parent shall receive services for no less than 24 months before having eligibility and need recertified.



Documentation of Need: Vocational Training [5 CCR 18086.6, 18087]

Parents/guardians who are requesting CCTR services for the hours during which they are attending school/vocational training must complete/submit an enrollment confirmation letter from the training institution or a Training Verification form (provided by program staff) completed and signed by the parent, along with one of the following:

- A current class schedule that is an electronic printout from the training institution, or
- The registrar's office of the training institution must complete and sign/stamp the bottom half of the Training Verification form

Please Note: If a parent/guardian needs to adjust their CCTR schedule when their school schedule changes, an updated class schedule will be required to document the change in hours, along with a written and signed statement or email requesting the change.

Parents/guardians may be required to provide additional information, such as an education plan, to document the courses required to complete the parent/guardian's educational goal. Parents/guardians who are enrolled in online courses or telecourses must submit a copy of the course syllabus and the web address for online courses.

Authorized Hours, Study Time, and Limitations for Vocational Training

Parents/guardians may receive CCTR services:

- For in-person classes, parents/guardians may receive services during the days and hours of their scheduled classes
- For online courses or telecourses, parents/guardians may receive services for one (1) hour per unit, per week for class time.

- Parents/guardians may receive study time for academic courses, as described below:
 - » Services are limited to two (2) hours per unit per week for each academic course.
 - » If a course requires additional study time, this can be reviewed by the assigned CCTR staff person and may need to be confirmed with the course instructor.
 - » Study time hours will be authorized and scheduled to provide consistent CCTR hours. Parents/guardians should work with their assigned CCTR staff person to determine the best schedule for this purpose.

CCTR services for vocational training are limited to one of the following, whichever occurs first:

- Six (6) years from the initiation of services for vocational training – from the start date of CCTR services for vocational training: this six-year (6) time limit does not change if a parent/guardian starts and stops services for this need; or
- 24 units following the attainment of a bachelor's degree



Documentation of Adequate Progress

Grades/progress reports/unofficial transcripts must be submitted to CCTR staff during the recertification (official, sealed transcripts may be required). Parents/guardians must demonstrate adequate progress to continue to receive services for this need. This means that parents/guardians must:

- Earn a 2.0 grade point average in a graded program;
- Pass at least 50 percent of their classes in a non-graded program (this includes credit/no-credit classes taken as part of a graded program); and/or
- Meet the training institution's standard for making adequate progress.

Please Note: Parents/guardians who do not make adequate progress are provided with one additional certification period to demonstrate that they have met one of the above requirements. At the conclusion of this additional certification period, if the parent has not made adequate progress and cannot establish another basis of need for services, the family shall be:

1. Disenrolled from services; and
2. Once disenrolled, the parent shall be ineligible to be certified for services based on enrollment in vocational training for six months from the date of disenrollment.

Travel Time [5 CCR 18086.6, 18087]

Parents/guardians whose need for CCTR services is employment and/or vocational training are eligible to receive CCTR services for the time needed to travel to and from the location of services (child care provider location) and work or school. Parents/guardians may request a reasonable amount of time needed for this purpose. Travel time is limited to half of the hours authorized for employment/training, not to exceed four (4) hours per day.

Documentation of Need: Child Protective Services/“At Risk” [5 CCR 18092]

Families identified as needing CCTR services due to a current case through Child Protective Services or deemed “At-Risk” are referred through a written referral from a legal, medical, social service agency, local educational agency liaison for homeless children and youths, a Head Start program, or an emergency or transitional shelter. The referring agency must indicate the needed days/hours of services and the anticipated duration of the services. A new referral must be provided at each recertification. If the referral indicates the family is exempt from paying State Family Fees, the family is not required to submit proof of income.

Documentation of Need: Parental Incapacity [5 CCR 18088]

Parents/guardians who are requesting CCTR services for parental incapacity must be able to document that the incapacity prevents the parent/guardian from providing the care and supervision of the child(ren). The parent/guardian must provide a Statement of Incapacity form that has been completed and signed by a legally-qualified health professional. CCTR staff may contact the health professional to verify this information and/or request additional information. CCTR services for this need are limited to no more than 50 hours per week.



Documentation of Need: Seeking Permanent Housing [5 CCR 18090, 18091]

Parents/guardians who are requesting child care services to seek permanent housing are limited to no more than five days per week and less than 30 hours per week for this purpose. If approved, parents/guardians will be eligible for services for a period of no less than 12 months. Parents/guardians must complete a Declaration of Seeking Housing form and may be required to submit additional documentation of the activities completed for the purposes of securing housing.

Please Note: Upon securing housing, parents/guardians are strongly encouraged to report the change in need to update authorized services. The request for the changes must be submitted through a written and signed statement or through email.

Continuing the Program



Notification of Changes [5 CCR 18102]

Parents/guardians are required to report to CCTR program staff if the gross monthly family income exceeds the 85th percentile of the state median income **within thirty (30) calendar days of the effective date of the increase.**

To ensure continued and accurate services, parents/guardians are encouraged to report changes in:

- Contact information: phone number, home/ mailing address, email address,
- Income changes resulting in a decreased family fee,
- Changes in work/school hours resulting in the need for more child care hours or a decreased family fee

Please Note: If, during your certification/recertification appointment, it is determined that your child will be starting elementary school or will have a school schedule change during the certification period, you will be asked to estimate the change in schedule and effective date.

At any time, enrolled families may also voluntarily request a recertification to reduce a family fee or increase/decrease their approved hours. Parents/guardians should also notify program staff if services need to be temporarily discontinued to avoid services potentially being canceled due to abandonment of care.

Any reported changes or recertification requests must be communicated through a written and signed statement or through email.

Adding Children to a CCTR Program [5 CCR 18106(b)]

Since CCTR serves families, additional eligible children who are part of the family size may receive services if funding, in the same program, is available. If funding is not available to enroll additional children, the child/children may be placed on the CCTR Eligibility List and may receive services as funding becomes available.



Disenrollment Policy [WIC 10491.1(c)(2), 5 CCR 18082]

Except as otherwise provided in law or regulation, disenrollment cannot occur prior to the end of the 24-month certification period, with the following exceptions:

- When the recalculation of income during recertification, based on the family provided documentation, indicates that the family's adjusted monthly income exceeds the income eligibility threshold set forth in WIC 10271.5 and the family does not meet the requirements for another eligibility basis.
- When the parent changes residency outside of California as reported by the parent;
- When there is substantiated evidence of fraud that invalidates the initial certification, and the family is not otherwise eligible;
- When the family has abandoned care (see Abandonment of Care under "Attendance Processes").
- Except for children with exceptional needs, when the child reaches their fourteenth birthday, or is no longer age eligible for the CCTR program where enrolled.



Families disenrolled prior to the last day of the 24-month certification period shall be issued a Notice of Action (see section on “Notifications Sent to Parents/Guardians”).

Prohibition Against Suspension

[WIC 10491.1(b)]

Except as authorized by RCOE and by the completion of all steps outlined below, an RCOE-funded CCTR program will not:

- Suspend a child due to their behavior
- Persuade or encourage a child's parent or guardian to prematurely pick up their child from the CCTR program due to their child's behavior before the program day ends

Suspension shall only be used as a last resort in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without the removal of the child. A serious safety threat includes any behavior or action that injures the child, other children, or staff, or prevents the safe participation of the child or other children in the program. To the greatest extent possible, the CCTR program shall endeavor to ensure the full participation of enrolled children in all program activities.

If a child exhibits behavior that is a serious safety threat, prior to suspension the CCTR program staff and administration will:

1. Inform the parents/guardians, verbally and in writing, of the specific and serious nature of their child's behavior

2. Collaborate with the parents/guardians, RCOE/CCTR administrative staff, and appropriate community resources to support the child's full participation in the CCTR program

If it is determined that no other reasonable option is appropriate, and suspension is deemed necessary, the CCTR program staff will help the child return to full participation in all program activities as quickly as possible while ensuring child safety by doing all of the following:

- Continue to engage with the parents/guardians and continue to access and use appropriate community resources
- Develop a written plan with the parents/guardians, applicable community support staff, and RCOE/CCTR administrative staff to document the action and supports needed
- Provide the parents/guardians referrals to appropriate community services
- If the child has an individualized family service plan (IFSP) or individualized education plan (IEP), the program, with written parental consent, shall contact the agency responsible for the IEP/IFSP to seek consultation on serving the child
- Document all applicable information, action steps, resources, and supplemental service information in the child/family files

In the event the CCTR program suspends a child pursuant to this section, the CCTR program shall issue the child's parent or guardian a Notice of Action, including



the opportunity to appeal this action. The suspended child will not have access to care during the appeal process if the parent/guardian chooses to appeal.

The appeal contact for a child suspension will be the California Department of Social Services. Contact information for the appeal will be provided on the back of the Notice of Action.

Prohibition Against Expulsion **[WIC 10491.1(a)]**

Except as authorized by RCOE and by the completion of all steps outlined below, an RCOE-funded CCTR program will not:

- Expel or unenroll a child due to their behavior
- Persuade or encourage a child's parent or guardian to voluntarily disenroll their child from the CCTR program due to their child's behavior

If a child exhibits persistent and serious behaviors that impede the child's or other children's safe participation in the CCTR program, the CCTR program staff and administration will inform the parents/guardians and RCOE/CCTR administration, in writing, of:

1. The persistent and serious nature of their child's behavior,
2. The process outlined here, and
3. The program's plan for maintaining the child's safe participation in the program

The CCTR program and administrative staff shall expeditiously pursue and document reasonable steps, including, but not limited to:

- Consult with the child's parents/guardians and the teaching team
- If applicable, consult with Special Education Staff

- If appropriate, complete developmental and social/emotional screening in collaboration with the family
- If available and applicable, engage an early childhood mental health and/or behavioral consultant
- Consult with RCOE/CCTR administrative and program development staff
- Engage community resources for school and home support

Documentation of all intervention activities, communication and actions will be documented in the child/family files.

The CCTR program may only unenroll the child if the CCTR program and administrative staff have:

1. Expeditiously pursued and documented reasonable steps to maintain the child's safe participation in the program.
2. Determined that the child's continued enrollment would present a serious safety threat to the child or other enrolled children. This determination must be made in consultation with the parents/guardians of the child, the child's teacher, and, if applicable, Special Education/Consultation Staff.
3. Worked with RCOE/CCTR administrative and program development staff to refer the parents/guardians to other potentially appropriate child care and development placements, the local childcare resource and referral agency, or other referral services available in the local community.
4. To the greatest extent possible, supported a direct transition to a more appropriate child care and development placement.

The CCTR program shall have up to 180 days to complete this process.

In the event the CCTR program expels a child pursuant to this section, the CCTR program shall issue the child's parent or guardian a Notice of Action, including the opportunity to appeal this action. The expelled child will not have access to care during the appeal process if the parent/guardian chooses to appeal.

The appeal contact for a child expulsion will be the California Department of Social Services. Contact information for the appeal will be provided on the back of the Notice of Action.

Notifications Sent to Parents/Guardians

Notices of Action [5 CCR 18094, 18095, 18118, 18119]

A Notice of Action (NOA) is issued to the parent/guardian upon:

- Approval or denial of an application,
- Termination of services, or
- A change in services (family fee changes, hour changes, etc.)

The NOA provides a summary of the family's application information and an explanation of the action being taken with regard to the child care services. It is either hand-delivered to the parent/guardian or sent via electronic communication.

Other Notifications

Parents/guardians receive several notices from CCTR staff throughout the year. The notifications contain important information regarding documentation required and changes in services and/or regulations. It is crucial that the parents/guardians review all notifications sent from CCTR staff, as the majority are time sensitive and require a response. These notifications may be provided through a variety of electronic means.

Please ensure that your family has access to your CCTR program communication systems.

Health, Social Services, and Special Needs

Child Health Histories and Immunization Records [5 CCR 18081]

Parents/guardians are required to complete a Preadmission Health History for all children receiving services through a CCTR program. In addition, current immunization records are required for the children not yet enrolled in an elementary school program.

Physician's Reports [5 CCR 18081]

Parents/guardians must submit a completed Physicians Report (LIC 701) prior to or within 30 days of enrollment into a CCTR program if the child is not enrolled in an elementary school program. Follow-up Physicians Reports may be requested if there is a change in the child's health status that impacts their ability to fully participate in the CCTR program.

Family Needs Assessment [5 CCR 18276]

At certification and recertification, parents/guardians will complete a Family Needs Assessment form to indicate the need for additional information and services. Support services and referrals will be provided to meet a family's individual needs. In addition, family needs are individually assessed during fall and spring Parent Conferences. Our goal is for families to know where to access community health and social services to meet their unique family

needs. If there is any time when family circumstances change, parents/guardians are encouraged to contact their CCTR program administration for referrals and assistance.

Documentation of a Child's Exceptional Needs [5 CCR 18089]

CCTR programs serve children ages 0 through 12 years old based on the age criteria of the CCTR site where enrolled. Documentation of a child's exceptional needs in the form of an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP) is requested and updated annually. CCTR staff will work collaboratively with the family, as well as health and education providers, to develop and maintain education and care support that meets the child's needs.

Health and Safety Policies

CCTR programs will provide site-applicable policies in regards to:

- Discipline
- Health policies
- Medications
- Allergies
- Procedures for illness inspection and for when children become ill or injured, etc.

Program Fees



State Family Fee Requirements [5 CCR 18109, WIC 10290(c)]

Once a family's gross monthly income is determined, State Family Fees (fees) will be assessed. Fees are assessed based upon the State Family Fee Schedule for all CCTR programs and are determined by family size and income.

If it is determined that the family has a State Family Fee, the fees for each month are assessed based on the child who is authorized to receive services for the greatest number of hours or the youngest child, whichever is applicable. Fees are calculated based upon the hours of service authorized on the Notice of Action for the month - not the actual hours of service utilized.

Exceptions for State Family Fees [5 CCR 18084(c) and 18110, WIC 10260 and 10291]

No State Family Fees are charged for the following circumstances:

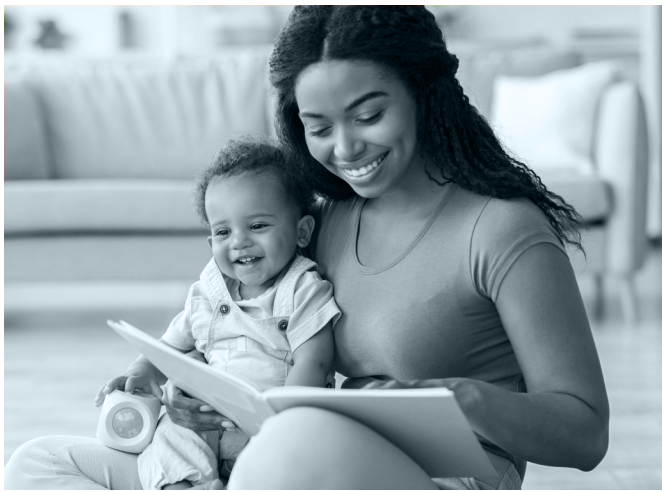
- The family has been referred through written referral indicating the family eligibility is based upon Child Protective Services or an "At-Risk" designation (These services may be exempt from family fees for up to 12 months at a time)

- Children enrolled qualify as severely handicapped
- The family qualifies for a federal-based Migrant Program
- The family is currently receiving cash-aid through the Department of Public Social Services/ CalWORKs
- Income and Family Size combination is less than the first entry in the Family Fee Schedule

Payment of State Family Fees [5 CCR 18109, 18112]

Fees are due in advance of the month of CCTR services and are paid directly to the CCTR program. A Family Fee Receipt indicating the fee amount paid will be provided to the parent/guardian.

If a family has child care and development service needs not met by the CCTR service provider, costs of these services can be applied as a credit to the assessed fee during the same billing period. Provide a copy of the receipt or cancelled check by the fee payment deadline each month, and these will be credited to your account. Credits cannot be carried over beyond the family's subsequent fee billing period.



Delinquent Fees

[5 CCR 18114, 18115, 18116]

Timely payment of any assessed fees is a requirement of the CCTR program. Fee payment is considered late, or “delinquent,” if not paid within seven (7) calendar days of the due date and the family has not made arrangements for a repayment plan. If a family has a delinquent fee, the following steps will be taken:

1. A Notice of Action to terminate services will be issued for delinquent fees. The family must pay the fees or enter a repayment plan before the expiration date of the notice.
2. If a family has a second instance of delinquent fees, a Notice of Action will be issued, and the family will be required to attend a meeting to review the fee policy and pay the delinquent fees prior to the expiration of the notice.
3. If the family has a third instance of delinquent fees, a Notice of Action will be issued, and the family is subject to the termination process. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for further CCTR services until all delinquent fees are paid.

For families having difficulty paying fees, a repayment plan may be established through the CCTR program. Please contact your program staff as soon as you are aware that you will have difficulty meeting a payment deadline so that they can assist you.

Additional Payments or Costs/Exceptions **[5 CCR 18111, WIC 10292]**

Except as provided below, a CCTR service provider shall not require or solicit, in cash or in kind, additional payments from the recipients of CCTR services.

A CCTR Program:

1. May require parents to provide diapers.
2. May charge parents the cost of the field trip or may charge parents an additional fee to support the field trip cost. (Maximum of \$25 per year, per child)

Each CCTR program operates in communities with different needs and resources. Each CCTR service provider will have a written policy adopted by the agency’s governing board that includes parents in the decision-making process regarding program charges for diapers and/or field trips. Information regarding the provision of diapers and field trip fees will be provided during the enrollment process.

CCTR programs that charge parents an additional fee for field trips shall inform parents, prior to enrolling the child, that a fee may be charged and that no reimbursement will be available.

Attendee Processes

Daily Sign In/Out Process [5 CCR 18065]

For your child's protection and in compliance with State law, you must sign in your child at the actual time he/she arrives at the school site and sign out your child at the actual time of departure. Your full signature is required (Community Care Licensing does not allow initials).

- The person who signs the child in/out must be at least 18 years of age and use his/her **full legal signature**.
- Persons signing children in/out of the center **must** be listed on the child's emergency card and must have proper photo identification. If someone comes for your child and is not listed on the emergency card, your child will not be released to that person. Phone calls or notes from you will not be accepted under any circumstances.

Please note: You may update your child's emergency card at any time during your certification period. Please speak to the program staff any time you wish to add or remove someone from the emergency card.

- All students must be signed in. The program utilizes an electronic sign-in/sign-out process with the use of a dedicated tablet/computer in each classroom to be used by those authorized to drop off or pick up enrolled students.

Electronic attendance recording is required for all CCTR program services. Sign in and out is completed in the electronic HUBBE Database. Your CCTR location will have a tablet or computer available for you to complete the sign in/out process. Temporary paper sign in/out sheets may be utilized if there is technology interruption.

Absences [5 CCR 18066, WIC 10227.5(b)(2)]

In the event of any absence, the parent/guardian must notify the CCTR program staff. When a child does not attend the program on authorized days, the parent/guardian or staff member must indicate the specific reason for the absence and sign their full signature for each day of absence on the child's sign-in sheet.



Absence Reasons, Absence Codes, And Limitations

Excused Absence (A)

The following qualify as “excused” absences. Please note: The specific reason and family member (if applicable) must be noted for each absence.

- Illness of enrolled child or parent/guardian (ailment, communicable disease, injury, hospitalization, or quarantine)
- Appointment of enrolled child or parent/guardian (doctor, dentist, mental health, social service, welfare, education, special education services, counseling, or therapy)
- Court-ordered visitation with a parent or relative, as required by law (court order must be on file). Custody arrangements are not the same as visitation, and they are treated as “Unscheduled Days” (see below).
- Family emergency or unplanned situations of a temporary nature. Family Emergencies may include, but are not limited to, court appearance, death, accident, no transportation, dangerous weather conditions, hospitalization of a family member, or illness of a sibling.

Best Interest/Excused (B)

A maximum of ten (10) days may be used per fiscal year (July 1 – June 30), except for children who are recipients of Child Protective Services who are “at risk” of abuse or neglect. The following qualify as “best interest”/excused absences:

- Vacation
- Visiting relative or friend
- Attending a party, school program, or sibling field trip



- Religious observance, holiday, or ceremony
- Any absence the parent/guardian determines to be in the best interest of the child/family

Unscheduled Days (N)

This absence code is used for days when the child is not expected to be at the center/provider for the following reasons:

- Days that the center/provider is closed
- Days that the parent/guardian does not have a need for service (as determined by the family's approved schedule at the time of enrollment)
- Days that the child is not in the custody of the parent/guardian served by the program (as specified by child custody agreements)

Parents are strongly encouraged to notify CCTR staff whenever there is a change in hours, change in days, and/or change in need for services so that their approved schedule can be updated.

Unexcused (U)

- Any absence not covered in the above list of absence reasons

Abandonment of Care [5 CCR 18066.5]

If a family has not been in contact with the CCTR program for 30 days, they may be disenrolled due to abandonment of care. The CCTR program will follow the process below before making any determination regarding disenrollment:

1. When the family has not been in communication with the CCTR program for seven (7) consecutive calendar days and has not provided the reason the family is not using services, the CCTR program will initiate contact with the family.
2. Using the contact information on file, the CCTR staff shall attempt to contact the family through a variety of communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. The CCTR staff will keep documentation of all communication attempts, including a copy of all written communication. The CCTR staff will inform the parent in these communications that failure to communicate with the CCTR Program may result in termination of CCTR services.
3. The CCTR staff will issue a Notice of Action to disenroll the family on the basis of abandonment of care when there has been no communication with the CCTR program for a total of 30 consecutive calendar days.

Parents/guardians should notify program staff if services need to be temporarily discontinued due to travel, family emergencies, or other reasons, especially if they anticipate traveling to an area where electronic communications may be disrupted. The program will code their absences from the program according to the reasons listed in the section above.

Parent Involvement and Education

Parent Involvement [5 CCR 18275]

Our goal is to provide a welcoming environment for families and invite them to participate as partners in the education of their children. There are many kinds of parent involvement activities including, but not limited to, the items described below. If you are interested in becoming more involved with your child's CCTR program, please let the program staff know.

Parent Orientation

Parent/Family Orientation is conducted during or shortly after enrollment, and prior to a student beginning the CCTR Program. Topics may include site-specific information, program philosophy, goals and objectives, daily routines and expectations, and other program or student-specific information to support student and family success in the CCTR Program.

Parent Communication

Parent communication takes place through a variety of methods including virtual database and communication programs, parent bulletin boards, daily communication records, handouts and phone calls. Each CCTR program utilizes the communication methods that best meet the needs of the program, family and community. Parent communication methods for each CCTR program will be shared during the Parent Orientation meeting. Communication will be conducted in the family's preferred language. If a CCTR staff person does not communicate in the family's preferred language, an interpreter will be acquired.

Open-Door Policy and Family Volunteers

Our programs have an open-door policy. Please feel free to visit your child's classroom anytime during operational hours. Effective family-teacher partnerships are important to us, and we value your opinion. Families are encouraged to share ideas and information. This leads to increased learning and full engagement in the program.

***Please note:** Depending on the length of time you plan to spend in the classroom, there may be additional volunteer paperwork and fingerprint clearance requirements that need to be completed.*

Volunteering in your child's CCTR program is not required for program participation. Volunteer programs vary from classroom to classroom and may even include ways to get involved from home. Please follow up with your classroom teacher or site administration for volunteer opportunities.



Parent Meetings and Parent Education

Parent meetings are conducted regularly in each CCTR program classroom to provide general program information, upcoming events, and parent education opportunities.

The CCTR program offers parent education training and workshops. Topics may include, but are not limited to: parenting, Ages and Stages of Child Development, nutrition, family literacy, STEAM (Science, Technology, Engineering, Art, and Math), and child abuse prevention.

If there is a topic you would like to learn more about, please inform your CCTR program staff.

Parent Conferences

Parent-Teacher conferences occur at least twice a year to review each student's progress and the results of the Desired Results Developmental Profile Assessment. This is an opportunity to discuss each child's developmental markers and set goals for the child and family.

Parents/Guardians and staff work together at these conferences to come up with a plan to support the child's growth and development. If you would like to learn more about any of the topics you discuss and how to support your child at home, please notify your child's teacher so these topics can be added to the parent meetings or parent education opportunities.

Parent Survey [5 CCR 18280]

Desired Results Parent Surveys are requested at least once a year from each family through the HUBBE database or by an alternative method based on family need. The results of this survey are used to plan and conduct activities to help parents support their child's learning and development, and to meet the needs of CCTR program families. Analysis of the Parent Survey results are utilized in the Annual Program Self Evaluation process.

Reporting Policies and Procedures

Child Abuse/Mandatory Reporting

[California Penal Code Section 11165.7]

All CCTR program staff are mandated child abuse reporters. CCTR staff are required by law to report any reasonable suspicion of child abuse to the appropriate authorities. Suspected child abuse will be documented, and the information will be forwarded to the Local Law Enforcement Agency and Child Protective Services (CPS) for further investigation. Child abuse includes physical abuse, sexual abuse, emotional abuse, or neglect.

The safety and well-being of your child is our first priority. If you or someone in your family wants to learn different ways to guide and discipline your child or to handle anger without hurting your child, please talk to your child's teacher or enrollment specialist. There are resources available to help you.

Parent/Guardian Appeal Process [5 CCR 18120, 18121, 18122]

When a parent/guardian receives a Notice of Action (NOA), the parent/guardian has the right to appeal the action if he/she feels it is unwarranted.

Please Note: Child care services continue during the appeal process, unless the NOA is for suspension or expulsion of a child. The parent/guardian is subject to all rules and policies of CCTR during the appeal process.

Appeal requests must be received by your assigned CCTR staff within 14 calendar days of the date the Notice of Action was received. Failure to follow the process and meet the deadlines will result in an invalid appeal. The appeal request must be submitted in one of the following ways:

- In writing (via personal drop-off, mail, fax, or email) to the Appeals Coordinator identified on the back of the NOA
 - » The parent/guardian completes the appeal request on the last page of the NOA and submits it to the assigned CCTR staff person on or before the appeal date indicated on the NOA
 - » The parent/guardian prepares any written statement to request an appeal of the intended action indicated on the NOA

- In person or by phone:

- » The parent/guardian must speak with a member of the assigned CCTR management team to request an appeal.

Once the appeal request has been received, the following steps will then be taken:

- The parent/guardian will be contacted to set up an appointment for an appeal hearing. If the parent/guardian cannot attend the appeal hearing appointment, he/she may choose to have an authorized representative attend the appeal hearing on his/her behalf. The name of the authorized representative must be provided to the assigned CCTR staff person when the appeal hearing is scheduled, and an authorization form must be submitted to the assigned CCTR staff person on or before the date of the appeal hearing appointment.
 - » If CCTR staff are unable to reach the parent/guardian within ten (10) calendar days of receipt of the appeal request, an appointment will be scheduled on the parent/guardian's behalf.
 - » If the parent/guardian is unable to attend a face-to-face appeal hearing appointment, alternative arrangements can be made for the appeal hearing by telephone or online meeting platform.
- Within ten (10) calendar days of receipt of the appeal request, the parent/guardian will be sent a letter confirming the date, time, and location of the appeal hearing.
 - » If the parent/guardian/authorized representative fails to appear at the appeal hearing, the parent's/guardian's appeal will be deemed abandoned.
- The appeal will be heard by a hearing officer. Additional CCTR staff person(s) may attend at the hearing officer's request.
- The parent/guardian may request an interpreter, if needed, or may bring his/her own interpreter.
- During the appeal hearing, the appeal process, the reason for the action, and any written response from the parent/guardian will be reviewed with the parent/guardian/authorized representative.



**Riverside County Office of Education
Board Policy 1312.3
Uniform Complain Procedures
[45 CFR 98.32]
Adopted September 16, 1992
Revised December 6, 2023**

- The parent/guardian/authorized representative will be given the opportunity to present his/her side of the case and present any information/documentation specific to the action.
- Within ten (10) calendar days following the hearing, the appeal hearing officer will send a written response regarding the outcome of the hearing.
- If the parent/guardian is dissatisfied with the outcome of the hearing, a written appeal may then be filed within 14 calendar days to the California Department of Social Services as indicated on the last page of the NOA.

Uniform Complaint Procedure

The County Superintendent of Schools or designee (County Superintendent) and the County Board of Education (County Board) recognize that the County Office of Education (County Office) has the primary responsibility to ensure compliance with applicable state and federal laws and regulations governing its educational programs. The County Office encourages the early resolution of complaints whenever possible. To resolve complaints that may require a more formal process, the County Office adopts the uniform system of complaint processes specified in 5 CCR 4600- 4670 and the accompanying administrative regulation (AR).

Complaints Subject to UCP

The County Office's uniform complaint procedures (UCP) policy applies to all acts related to school activity or school attendance occurring within a school under the jurisdiction of the County Office, and all acts of the County Board and the County Superintendent in enacting policies and procedures that govern the County Office. The UCP shall be used to investigate and resolve complaints regarding the following programs and activities:

Adult Education Programs
(Education Code 8500-8538, 52334.7, 52500-52617)

Accommodations for Pregnant and Parenting Students
(Education Code 46015)

After School Education and Safety programs
(Education Code 8482-8484.65)

Agricultural Career Technical Education
(Education Code 52460-52462)

Career Technical Education and Career Technical Training
(Education Code 52300-52462)

Child Care and Development Programs
(Education Code 8200-8488)

Compensatory education
(Education Code 54400)

Local Control and Accountability Plan
(Education Code 52075)

Migrant education
(Education Code 54440-54445)

Reasonable accommodations to a lactating student
(Education Code 222)

Regional occupational centers and programs
(Education Code 52300-52334.7)

State preschool programs
(Education Code 8207-8225)

Every Student Succeeds Act
(Education Code 52059.5; 20 USC 6301 et seq.)

Consolidated Categorical Aid Programs
(Education Code 33315; 34 CFR 299.10-299.12)

Course Periods Without Educational Content
(Education Code 51228.1-51228.3)

School Safety Plans
(Education Code 32280-32289)

Physical Education Instructional Minutes
(Education Code 51210, 51222, 51223)

Student Fees
(Education Code 49010-49013)

State preschool health and safety issues in license-exempt programs
(Education Code 8212)

The UCP shall also be used to investigate and resolve complaints regarding the following programs and activities:

1. Discrimination, harassment, intimidation, or bullying in County Office programs and activities, including in those programs or activities funded directly by or that receive or benefit from any state financial assistance, based on a person's actual or perceived characteristics of race or ethnicity, color, ancestry, nationality, national origin, immigration status, ethnic group identification, age, religion, marital status, pregnancy, parental status, physical or mental disability, medical condition, sex, sexual orientation, gender, gender identity, gender expression, or genetic information, or any other characteristic identified in Education Code 200 or 220, Government Code 11135, or Penal Code 422.55, or based on the person's association with a person or group with one or more of these actual or perceived characteristics (5 CCR 4610) Discrimination could include if the County Board were to refuse to approve the use or prohibit the use of any textbook, instructional material, supplemental instructional material, or other curriculum for classroom instruction, or any book or other resource in a school library, on the basis that it includes a study of the role and contributions of any individual or group consistent with the requirements of Education Code 51204.5 and 60040, unless such study would violate Education Code 51501 or 60044. A complaint alleging such unlawful discrimination may, in addition to or in lieu of being filed with the County Office, be directly filed with the Superintendent of Public Instruction (SPI). (Education Code 243)
2. Educational and graduation requirements for students who are migratory, students participating in a newcomer program, students in foster care, students experiencing homelessness, students from military families, and students formerly in a juvenile court school (Education Code 48645.7, 48853, 48853.5, 49069.5, 51225.1, 51225.2)
3. School plans for student achievement as required for the consolidated application for specified federal and/or state categorical funding (Education Code 64001)
4. School site councils as required for the consolidated application for specified federal and/or state categorical funding (Education Code 65000)
5. Any complaint alleging retaliation against a complainant or other participant in the complaint process or anyone who has acted to uncover or report a violation subject to this Policy.

6. Any other state or federal educational program the SPI or designee deems appropriate.

The County Board shall protect all complainants from retaliation. In investigating complaints, the parties' confidentiality shall be protected as required by law. For any complaint alleging retaliation or unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), the County Superintendent shall keep the identity of the complainant, and/or the subjects of the complaint, if different from the complainant, confidential when appropriate and as long as the integrity of the complaint process is maintained.

(cf. 4119.23 - Unauthorized Release of Confidential/Privileged Information)

(cf. 5125 - Student Records)

(cf. 9011 - Disclosure of Confidential/Privileged Information)

The County Board and County Superintendent prohibit retaliation in any form for participating in complaint procedures, including but not limited to the filing of a complaint or the reporting of instances of discrimination, harassment, intimidation, unlawful pupil fees, and bullying. Such participation shall not in any way affect the status, grades or work assignments of the complainant. The County Board and County Superintendent recognize that a neutral mediator can often suggest a compromise that is agreeable to all parties in a dispute. An Alternate Dispute Resolution (ADR) process such as mediation may be offered to resolve complaints that involve more than one student and no adult. However, mediation shall not be offered or used to resolve any complaint involving sexual assault or where there is a reasonable risk that a party to the mediation would feel compelled to participate. The County Superintendent shall ensure that mediation results are consistent with state and federal laws and regulations.

When an allegation that is not subject to the UCP is included in a UCP complaint, the County Office shall refer the non-UCP allegation to the appropriate staff or agency and shall investigate and, if appropriate, resolve the UCP-related allegation(s) through the County Office's UCP. The County Superintendent shall provide training to County Office staff to ensure awareness and knowledge of current law and related requirements, including the steps and timelines specified in this policy and the accompanying administrative regulation.

(cf. 4131 - Staff Development)

The County Superintendent shall maintain records of all UCP complaints, subsequent related actions, including steps taken during the investigation and all information required for compliance with 5 CCR 4631.

(cf. 3580 - County Office of Education Records)

The complete Uniform Complaint Procedures, forms, and notices are available through the following website: <https://www.rcoe.us/title-ix/>

Non-Uniform Complaint Procedure [5 CCR 4611]

The following complaints shall not be subject to the County Office's UCP but shall be referred to the specified agency or through an alternative process:

1. Any complaint alleging child abuse or neglect shall be referred to the County Department of Social Services Protective Services Division and the appropriate law enforcement agency (cf. 5141.4 - Child Abuse Prevention and Reporting)
2. Any complaint alleging health and safety violations by a child development program shall, for licensed facilities, be referred to the Department of Social Services (5 CCR 4611)
3. Any complaint alleging that a student, while in an education program or activity in which the County Office exercises substantial control over the context and respondent, was subjected to sexual harassment as defined in 34 CFR 106.30 shall be addressed through the federal Title IX complaint procedures adopted pursuant to 34 CFR 106.44-106.45, as specified in AR 5145.71 - Title IX Sexual Harassment Complaint Procedures.
4. Any complaint alleging employment discrimination or harassment shall be investigated and resolved by the County Office in accordance with the procedures specified in AR 4030 - Nondiscrimination in Employment, including the right to file the complaint with the California Department of Fair Employment and Housing.
5. Any complaint alleging a violation of a state or federal law or regulation related to special education, a settlement agreement related to the provision of a free appropriate public education (FAPE), a due process hearing order, or a physical safety concern that interferes with the County Office's provision of FAPE shall be submitted to the California Department of Education (CDE) in accordance with AR 6159.1 - Procedural Safeguards and Complaints for Special Education. (5 CCR 3200-3205; cf. 6159.1 - Procedural Safeguards and Complaints for Special Education)
6. Any complaint alleging noncompliance of the County Office's food service program with laws regarding meal counting and claiming, reimbursable meals, eligibility of children or adults, or use of cafeteria funds and allowable expenses shall be filed with or referred to CDE in accordance with Board Policy (BP) 3555 - Nutrition Program Compliance. (5 CCR 15580-15584; cf. 3555 - Nutrition Program Compliance)
7. Any allegation of discrimination based on race, color, national origin, sex, age, or disability in the County Office's food service program shall be filed with or referred to the U.S. Department of Agriculture in accordance with BP 3555 - Nutrition Program Compliance. (5 CCR 15582; cf. 3555 - Nutrition Program Compliance)
8. Complaints related to sufficiency of textbooks or instructional materials, emergency or urgent facilities conditions that pose a threat to the health or safety of students or staff, teacher vacancies and misassignments, shall be investigated and resolved pursuant to the Board Policy 1312.4 - Williams Uniform Complaint Procedure and applicable ARs. (Education Code 35186, cf. 1312.4 Williams Uniform Complaint Procedure)

Legal References

EDUCATION CODE

200-262.4 Prohibition of discrimination
8200-8498 Child care and development programs 8500-8538 Adult basic education
18100-18203 School libraries
32280-32289 School safety plan, uniform complaint procedures
35186 Williams Uniform Complaint
46015 Parental leave for students
48853-48853.5 Foster youth
48985 Notices in language other than English
49010-49014 Student Fees
49060-49079 Student records
49069.5 Records of foster youth
49490-49590 Child nutrition programs
49701 Interstate Compact on Educational Opportunity for Military Children
51210 Courses of study grades 1-6
51222 Physical education
51223 Physical education, elementary schools
51225.1-51225.2 Foster youth, homeless children, former juvenile court school students, military-connected students, migrant students, and newly arrived immigrant students; course credits; graduation requirements
51226-51226.1 Career technical education
51228.1-51228.3 Course periods without educational content
52060-52077 Local control and accountability plan, especially:
52075 Complaint for lack of compliance with local control and accountability plan requirements
52300- 52462 Career technical education
52500-52616.24 Adult schools
54400-54425 Compensatory education programs
54440-54445 Migrant education
54460-54529 Compensatory education programs
64000-64001 Consolidated application process; school plan for student achievement
65000-65001 School site councils

GOVERNMENT CODE

11135 Nondiscrimination in programs or activities funded by state
12900-12996 Fair Employment and Housing Act

HEALTH AND SAFETY CODE

1596.792 California Child Day Care Act; general provisions and definitions
1596.7925 California Child Day Care Act; health and safety regulations

CODE OF REGULATIONS, TITLE 2

11023 Harassment and discrimination prevention and correction

CODE OF REGULATIONS, TITLE 5

3200-3205 Special education compliance complaints
4600-46701 Uniform complaint procedures
4680-4687 Williams uniform complaint procedures
4690-4694 Complaints regarding health and safety issues in license-exempt preschool programs
4900-4965 Nondiscrimination in elementary and secondary education programs
15580-15584 Child nutrition programs complaint procedures

PENAL CODE

422.6 Interference with constitutional right or privilege
422.55 Chapter 1. definitions: Hate Crime

UNITED STATES CODE, TITLE 20

20 USC 1221 Application of laws

20 USC 1232g Family Educational Rights and Privacy Act

20 USC 1681-1688 Title IX of the Education Amendments of 1972

20 USC 6301-6576 Title I Improving the Academic Achievement of the Disadvantaged

20 USC 6801- 7014 Title III, Language instruction for limited English proficient and immigrant students

UNITED STATES CODE, TITLE 29

29 USC 794 Section 504 of Rehabilitation Act of 1973

UNITED STATES CODE, TITLE 42

42 USC 2000d-2000e-17 Title VI and Title VII Civil Rights Act of 1964, as amended

42 USC 2000h-2-2000h-6 Title IX of the Civil Rights Act of 1964

42 USC 6101-6107 Age Discrimination Act of 1975

42 USC 11431-11435 McKinney-Vento Homeless Assistance Act

42 USC 12101-12213 Title II equal opportunity for individuals with disabilities

CODE OF FEDERAL REGULATIONS, TITLE 28

35.107 Nondiscrimination on basis of disability; complaints

CODE OF FEDERAL REGULATIONS, TITLE 34

99.1-99.67 Family Educational Rights and Privacy Act

100.3 Prohibition of discrimination on basis of race, color or national origin

104.7 Designation of responsible employee for Section 504

106.1-106.82 Nondiscrimination on the basis of sex in education programs, especially:

106.8 Designation of responsible employee for Title IX

106.9 Dissemination of Policy

110.25 Prohibition of discrimination based on age

Management Resources

CALIFORNIA DEPARTMENT OF EDUCATION PUBLICATIONS

Uniform Complaint Procedure 2020-21 Program Instrument

Sample UCP Board Policies and Procedures

U.S. Department of Education, Office for Civil Rights: <http://www.ed.gov/offices/OCR>

U.S. DEPARTMENT OF EDUCATION, OFFICE FOR CIVIL RIGHTS PUBLICATIONS

Dear Colleague Letter, September 22, 2017

Dear Colleague Letter: Title IX Coordinators, April 2015

Dear Colleague Letter: Responding to Bullying of Students with Disabilities, October 2014

Dear Colleague Letter: Harassment and Bullying, October 2010

Revised Sexual Harassment Guidance: Harassment of Students by School Employees, Other Students, or Third Parties, January 2001

U.S. DEPARTMENT OF JUSTICE PUBLICATIONS

Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against

National Origin Discrimination Affecting Limited English Proficient Persons, 2002

WEB SITES

CSBA: <http://www.csba.org>

California Department of Education: <http://www.cde.ca.gov>

Student Privacy Policy Office: <http://www2.ed.gov/about/offices/list/oepd/sppo>

U.S. Department of Justice: <http://www.justice.gov>

Title IX: Sexual Harassment and Non-Discrimination

Subcontract agencies that are non-profit entities are required to follow the reporting mandates for Title IX outlined below. Subcontract agencies that are school districts or other local educational agencies must follow the Title IX regulations and reporting mandates for their agency.

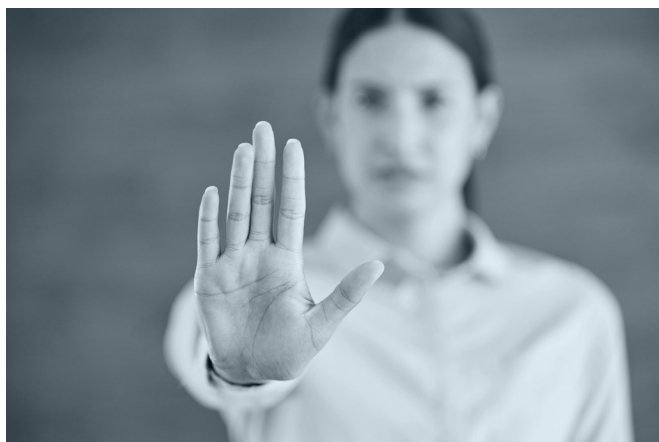
Title IX: Prohibiting Sex-Based Discrimination

Pupil and Public Rights Under Title IX of the Education Amendments of 1972 ("Title IX") is a federal law prohibiting sex-based discrimination in all educational programs and activities, including athletic programs. No person shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity operated by RCOE.

Title IX protects all participants in RCOE's educational programs and activities, including students, parents, employees, and job applicants. RCOE does not discriminate on the basis of sex. Discrimination on the basis of sex can include sexual harassment and sexual violence.

In addition to Title IX, the California Education Code prohibits discrimination on the basis of sex in schools (California Education Code §§ 220-221.1). Other state and federal laws also prohibit discrimination and ensure equality in education. Please refer to an overview of all RCOE's nondiscrimination policies and the following specific policies and procedures regarding sexual harassment:

- Non-Discrimination in Employment – Board Policy 4030
- Non-Discrimination in Programs and Activities – Board Policy 0410.3
- Sexual Harassment (Employees) – Administrative Regulation 4119 11 01/4129 01/4319 01
- Non-Discrimination/Harassment (Students) – Board Policy 5145.3
- Sexual Harassment (Students) – Board Policy 5145.7
- Sexual Harassment (Students) – Administrative Regulation 5145.7
- Uniform Complaint Procedures – Board Policy 1312.3



- Uniform Complaint Procedures – Administrative Regulation 1312.3

Information provided here applies to every RCOE school site and all RCOE programs and activities.

Pupil and Public Rights Under Title IX

- You have the right to fair and equitable treatment, and you shall not be discriminated against based on your sex, pregnancy, or related condition.
- You have the right to be provided with an equitable opportunity to participate in all academic and extracurricular activities, including athletics.
- You have the right to have access to a sex/gender equity coordinator, referred to as the Title IX Coordinator (find contact information below), to answer questions regarding sex/gender equity laws.
- You have the right to contact the State Department of Education and the California Interscholastic Federation to access information on sex/gender equity laws.
- You have the right to file a confidential discrimination complaint with the United States Department of Education Office for Civil Rights or the California Department of Education if you believe you have been discriminated against or if you believe you have received unequal treatment on the basis of your sex.
- You have the right to pursue civil remedies if you have been discriminated against.
- If you file a discrimination complaint, you have the right to be protected against retaliation (California Education Code § 221.8).

Filing a Complaint

A complaint alleging unlawful discrimination or retaliation must be filed no later than six months from the date the discrimination or retaliation occurred or six months from when the complainant first learned of the unlawful discrimination. The Superintendent or designee may extend this timeline by up to 90 days for good cause upon written request by the complainant setting forth the reasons for the extension.

A student, parent, guardian, employee, individual, or organization may file an oral or written complaint alleging discrimination, harassment, intimidation, sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, gender identity, and/or bullying on the basis of a protected characteristic under RCOE's Uniform Complaint Procedure by sending a complaint to RCOE's Title IX Coordinator.

Title IX Coordinator

RCOE's Title IX coordinator oversees compliance with Title IX requirements and promotes sex equity in RCOE programs. For any incidents or concerns related to Title IX, please immediately notify the department/site Title IX Coordinator for your CCTR Program, or you may contact the RCOE Division of Personnel Services Title IX Coordinator:

Early Education Services, Early Education Programs Title IX Coordinator

Joseph Nieto, Executive Director
(951) 816-6617 | jnieto@rcoe.us

RCOE Personnel Services Title IX Coordinator

Hector L. Alegria, Ed.D., Director II
(951) 826-6677 | halegria@rcoe.us

For additional resources and information regarding Title IX, please visit the RCOE website at the following URL:
<https://www.rcoe.us/departments/personnel-services/title-ix>

On the website, you will find Title IX training materials and all related policies.

How RCOE Investigates Complaints

Complaints filed under RCOE's Uniform Complaint Procedure will be investigated, and a decision will be made within sixty calendar days of the RCOE's receipt unless the complainant agrees to an extension. RCOE's compliance officer or designee may conduct the investigation or

choose an investigator to interview alleged victims, alleged offenders, and relevant witnesses. The compliance officer and/or investigator may choose to review available records, statements, or notes related to the complaint, including evidence or information received from the parties during the investigation. The compliance officer and/or investigator may visit reasonably accessible locations where discrimination is alleged to have occurred. As appropriate, RCOE's compliance officer periodically will inform the parties of the status of the investigation. The complainant will be notified when a decision is made.

Complaints that are not filed under RCOE's Uniform Complaint Procedure will be investigated and decided pursuant to the applicable procedure.

What Happens After the Investigation

The compliance officer will prepare and send a final written decision to the complainant and respondent, if any, within sixty (60) working days of RCOE's receipt of the complaint (unless this deadline is extended by mutual agreement).

The complainant or respondent may appeal RCOE's decision to the California Department of Education within fifteen calendar days. The appeal must specify the reason for the appeal and whether RCOE's facts are incorrect and/or the law is misapplied. It must also include a copy of the original complaint to RCOE and a copy of RCOE's decision.

For complaints alleging unlawful discrimination based on state law, the complainant may pursue available civil law remedies, including seeking assistance from mediation centers or public/private interest attorneys, sixty calendar days after filing an appeal with the California Department of Education. (California Education Code § 262.3.) Note that this sixty-day moratorium does not apply to complaints seeking injunctive relief in state courts or discrimination complaints based on federal law. (California Education Code § 262.3.)

Complaints may also be filed with the United States Department of Education, Office for Civil Rights, within 180 days of the alleged discrimination.

If the compliance officer finds that a complaint has merit, RCOE will take appropriate corrective action. For more information regarding Title IX and sex equity in education or RCOE employment, please contact RCOE's Title IX coordinator.



**RIVERSIDE COUNTY
OFFICE OF EDUCATION**

EDWIN GOMEZ, Ed.D.
County Superintendent of Schools

www.rcoe.us/eep