



Welcome to Early Care and Education

State Funded Full Day Center Based Program Handbook

Approved 2022

Santa Barbara County Education Office welcomes your family to our Center- Based programs.

Our Mission

Early Care and Education programs provide resources, leadership, expertise, and high-quality service in the areas of early education, child development, and school readiness to the children, parents and the community of Santa Barbara County.



Our Philosophy

CHILDREN GO FURTHER WITH EARLY EDUCATION!!

- In providing a staff whose attitudes and practices are supportive of all cultures, ages, roles, skills, and other human diversities.
- Each child and family served brings with them unique values, abilities, strengths, interests, and needs and that each deserves individualized resources and services.
- Each child is a whole being with integrated social, emotional, cognitive, physical, and creative needs.
- Early childhood education in a safe, healthy, secure, affectionate, and developmentally appropriate environment supports each child to develop to his/her fullest potential, and to become lifelong learners, contributing adult citizens and members of a world community.

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Santa Barbara County Education Office Locations

Lompoc Office

(805) 735-2064

104 South C St.

Lompoc, CA 93436

Santa Barbara –Hope Office

(805) 964-4711 X4409

4400 Cathedral Oaks Road, P.O. Box 6307

Santa Barbara, CA 93160-6307

ece@sbceo.org

Part Day State Preschool Center Locations

DeColores State Preschool Lic # 421711813

(805) 742-2455

AM: 8:00 - 11:00 PM: 12:00 - 3:00

decolorespresch@sbceo.org

Clarence Ruth School

501 North W Street, Room 1, Lompoc, CA 93436

Los Alamos State Preschool Lic # 426207285

(805) 344-1024

AM: 8:00 – 11:00

losalamosprek@sbceo.org

Olga Reed School

480 Centennial Street Rm 1, Los Alamos, CA 93440

Just for Kids State Preschool Lic # 426216381

(805) 742-2104

AM: 8:00 - 11:00 PM: 12:00 - 3:00

justforkids@sbceo.org

Fillmore Elementary School

1211 E. Pine Ave Lompoc, Ca 93436

Santa Ynez State Preschool Lic # 426207286

(805) 686-7317

AM: 8:00-11:00 PM: 12:00- 3:00

santaynezprek@sbceo.org

College School

3525 Pine Street Room 2 Santa Ynez, CA 93460

La Honda State Preschool Lic # 426207287

(805) 742-0433

AM: 8:00 - 11:00 PM: 12:00 - 3:00

lahondastatepre@sbceo.org

La Honda Elementary (Located Behind)

608 E. Central Ave, Lompoc, CA 93436

Young Learners State Preschool Lic # 426215064

Classroom A (805) 742-2229 Classroom B (805) 742-3760

AM: 8:00 – 11:00 PM: 12:00 – 3:00

younglearnerspreschool@sbceo.org

La Canada School

621 West North Ave, Room 37 and 44, Lompoc, CA 93436

Learning Place State Preschool Lic # 426205362

(805) 742-2077

AM: 8:00 – 11:00 PM: 12:00 - 3:00

learningplaceprek@sbceo.org

Crestview (on VAFB)

VAFB Utah Ave, Room K1, Lompoc, CA 93437



Full Day State Preschool Center Locations

Early Steps to Learning

Full-Day Site Operating 7:45 am – 4:30 pm

(805) 742-2575

earlystepstolearning@sbceo.org

320 North J Street, Room 14
Lompoc, CA 93436

Infant/Toddler & Cal-Safe Programs

Baby Steps/Lompoc Cal-SAFE

Site Operating 7:45 am – 4:30 pm

(805) 742- 3134

lompocalsafe@sbceo.org

320 North J Street, Room 13
Lompoc, CA 93436

Santa Maria Cal-SAFE

Site Operating 8:00 am – 4:00 pm

(805) 925-2567 X1830

smcalsafe@sbceo.org

Santa Maria High School
829 South Lincoln
Santa Maria, Ca 93454

Our Cal Safe Programs provide education and support services assisting pregnant and parenting students to continue their education.



Education Program

Our goal is to ensure all children are making progress in the domains of physical, cognitive, language, and social - emotional development.

Our goal is to provide a program approach that is developmentally, linguistically, and culturally appropriate. Our program is inclusive of children with special needs and children who are dual language learners.

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

- Assessed within 60 days of enrollment & every 6 months
- Parent's input is a necessary component of this assessment
- Assessment outcomes are used to plan and conduct age and developmentally appropriate activities for children

Physical development is supported by:

- Promoting physical activity
- Providing sufficient time to move within the indoor and outdoor spaces
- Providing equipment, materials and guidelines for active play and movement

Social/Emotional development is supported by:

- Building trust
- Planning routines and transitions so they can occur in a predictable and unhurried manner
- Help children develop emotional security and facilitate social relationships

Cognitive & Language skills are supported by:

- Various strategies, including experimentation, inquiry, observation, play and exploration
- Providing opportunities for creative self-expression through activities such as art, music, movement and dialogue
- Promoting interaction and language use among children and between children and adults
- Supporting emerging literacy and numeracy development



Group Sizes

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

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



Staff Qualifications

Our goal is to implement a staff development program that adequately equips each staff member with the information necessary to carry out his or her assigned duties.

Professional development is a priority for the individuals working with children and families. All teachers hold the appropriate child development permit and attend ongoing trainings related to child development.

Program Self Evaluations

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

The annual self-evaluation process includes:

- Assessment of the program by parents using the Desired Results Parent Survey
- Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile, and Environmental Rating Scale tools

Based on the results of the program self-evaluation, goals and action steps are developed and implemented.

Environment

Our goal is for each of our classrooms to achieve a minimum average score of “Good” on each subscale of the Environment Rating Scale tool. This scale is completed by site staff. Site staff work collaboratively to develop and take action steps on any subscales scored below a “Good” rating.

In addition, our environments are set-up to encourage exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.



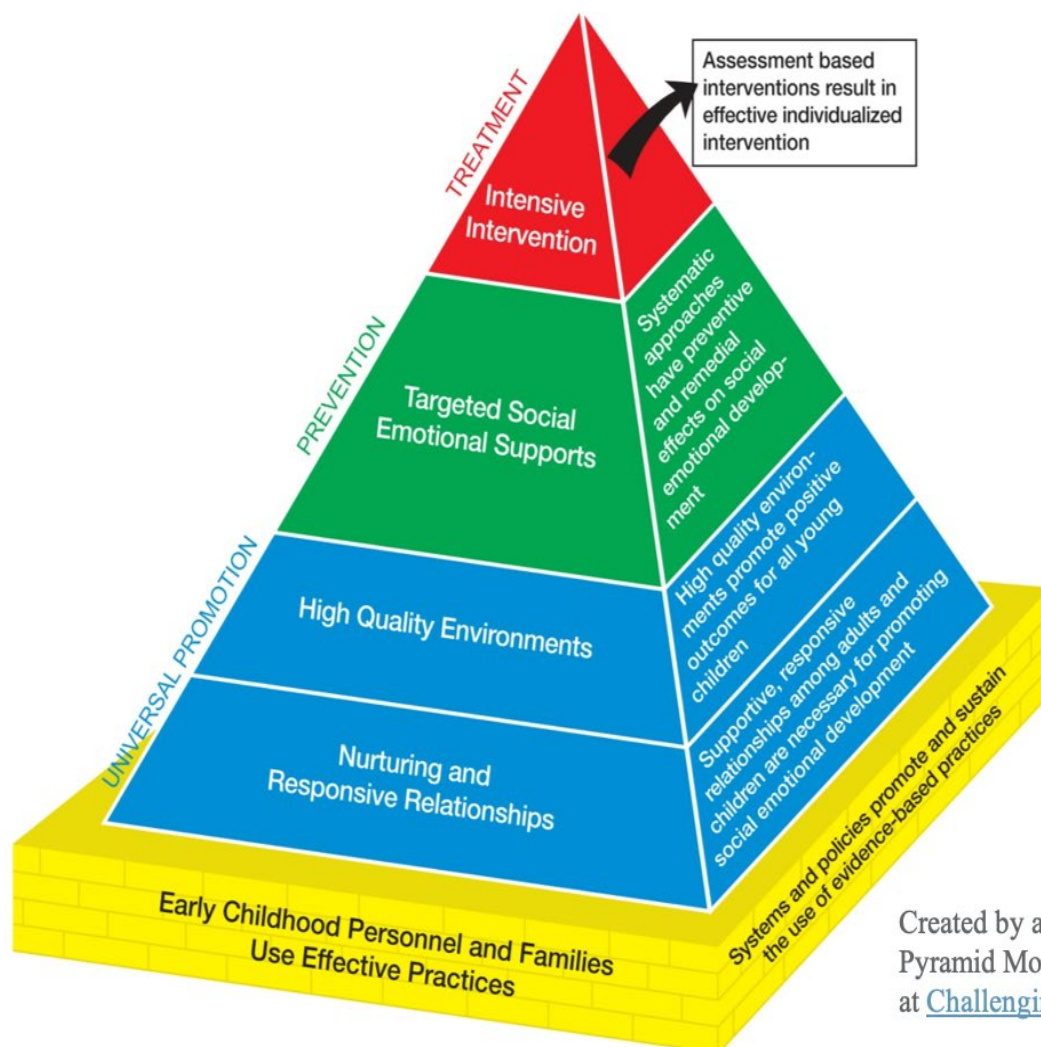
Discipline & Guidance

The Teaching Pyramid approach provides a systematic framework that promotes social and emotional development, provides support for children's appropriate behavior, prevents challenging behavior, and addresses problematic behavior.

Rules and limits are set to keep the children safe and help them get along with other children and adults. Positive methods of guidance and re-direction is used with a big focus on social-emotional development to help children gain social skills that allow them to relate and communicate with others in a healthy way.

Staff work to build a positive relationship with every child. Every effort will be made to handle discipline problems through redirection, problem solving, re-arrangement of the environment, and staff - parent collaboration. Open-communication with each other is key.

There will be no use of corporal punishment or violation of personal rights.



Created by and available from the National Center for Pyramid Model Innovations (NCPMI) at ChallengingBehavior.org



The Early Learning Matters (ELM) Curriculum, developed by Purdue University, promotes positive outcomes in all areas of development from birth to age 5 years. It is based on the latest research on child development and best practices in early education and care. ELM offers a comprehensive, developmentally appropriate approach to meaningful learning for all children.



We use Zoo-phonics to supplement our letter instruction. Zoo-phonics is a kinesthetic, multi-modal approach to learning on phonics and phonemic awareness



Second Step is our social emotional curriculum. Second Step helps our littlest learners harness their energy and potential by teaching them to:

- Listen
 - Pay attention
 - Manage their behavior
 - Get along with others
-



LANGUAGE
LEARNING
— PROJECT —

At enrollment, you will complete a family language survey, identification of your child as a dual language learner in CSPP means that your child will benefit from additional support from the program to develop their home language and English language skills. Language Learning Project (LLP) is based on innovative practices to support young Dual Language Learners including Personalized Oral Language(s) Learning (POLL) strategies, which are concrete approaches that support learning in all environments for children birth to five years of age.

Parent Involvement



Our goal is to provide a welcoming environment for families and invite them to participate as equal partners in the education of their children. We have an **open door** policy and we welcome parents to volunteer in the classroom, we will continue to follow state and local public health guidelines to maintain the safety of students and staff. If you would like to volunteer in the classroom, please talk to your child's teacher.

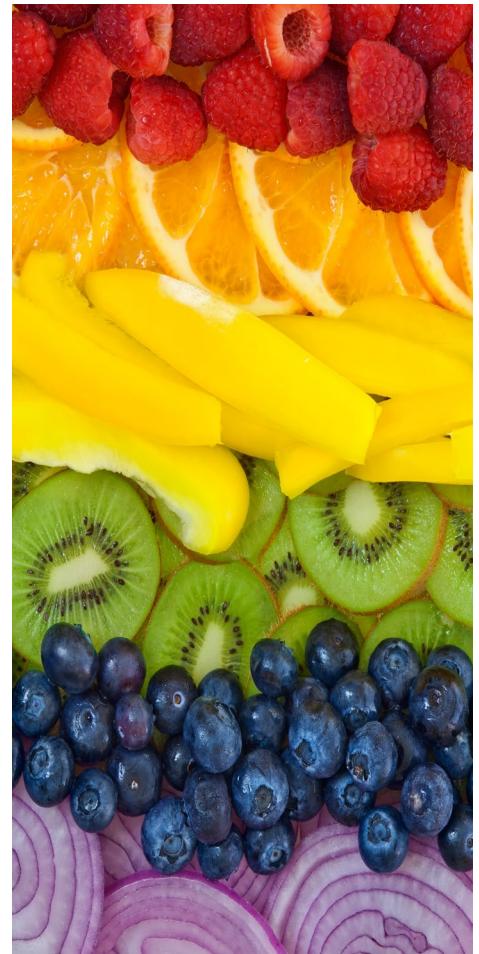
Opportunities to participate include, but are not limited to:

- **Parent/Teacher conferences** are held twice per year. Conferences provide an opportunity for parents to collaborate with the teacher to develop goals for their child.
- **Monthly Parent meetings.** Meetings provide an opportunity to learn about child development, share topics identified in the parent survey, and parenting strategies. This provides a great time to network with program staff and other parents.
- **Parent Advisory Committee** meetings provide an opportunity for parents to provide input on the nature and operation of the program and support fundraising opportunities.
- **Volunteering in the Classroom** We encourage families to volunteer in the classroom once a month for 3 hours. This helps families learn more about their child's education and how they can support their child's development at home. If a family is unable to support during class hours, they may contact the teacher to find creative ways to support the classroom.

Nutrition

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

- Mealtime is a learning experience for our children. It's a time for talking about color, taste, texture, the name of foods, and where produce comes from; including school gardens. It is an opportunity for practicing manners by watching adults and socializing with other children.
- Balanced nutritious meals include breakfast, lunch and an afternoon snack. Monthly menus are posted on the bulletin board. Candy, gum and soda are not allowed in the classroom!
- Meals vary based on hours of operation. Part-day preschool provide only snacks.



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

Health and Social Services

Our goal is for families to know where to access community health and social services to meet their unique family needs.

A Family Needs Assessment form is completed at the time of enrollment and annually thereafter. This form helps to identify the needs of both the child & family, so that the child may be successful in care and school.

Based on the responses of the assessment, staff provide parents with referrals to other agencies in the community. In addition, staff follow-up with parents to ensure their needs have been met.



Daily Health Screening & Exclusion

In order to help prevent the spread of children’s diseases, including Covid -19, staff will conduct a wellness upon children’s arrival. The person bringing the child to the center must remain until the wellness check has been completed and the child is accepted. **Children may be excluded from entering the facility if they are showing any signs or symptoms of Covid and or are experiencing any of the illnesses as shown below.**

- Fever or chills

Cough

Shortness of breath or difficulty breathing

Fatigue

Muscle or body aches

Headache
- New loss of taste or smell

Sore throat

Congestion or runny nose

Nausea or vomiting (within the last 24 hrs)

Diarrhea (within the last 24 hrs)

Licensing Requirements	When Children will be send home/excluded	When Child May Return
Head Lice	When Nits/eggs are present send child home at end of day and give parents A Parents Guide to Head Lice	When child has received treatment
Chicken Pox	When lesions are noticed/present	When all lesions are dried and crusted. Typically takes 6+ days
Diaper Rash	If sores are oozing and bodily fluid leak outside of diaper	When issue resolves and there are no more symptoms
Hand, Foot, Mouth Syndrome	When lesions are noticed, present, typically, hand feet, mouth	When issue resolves and there are no more symptoms or with healthcare provider clearance

***Illness policies are subject to change based on local health orders and/or guidance from state and county public health departments.**

Medication

If your child needs to take medication, a staff member may only give it to your child if your doctor provides written instructions. If your child is taking prescribed medications that must be given during class, you and your doctor must complete and submit an authorization form first.

Medications must be in the original container with your child’s name on the pharmacy label. Always give medications directly to the teacher and do not leave it in your child’s bag.



An inclusive classroom is a general education classroom where students with and without learning differences learn together. Inclusive classrooms are welcoming and support the diverse academic, social, emotional, and communication needs of all students. When inclusion is done well, everyone in the class benefits. It strengthens the ability of all kids to work together, understand and value different points of view, think critically, and be successful learners.

All of the classrooms in our program are inclusive, however, at our Young Learners State Preschool and Santa Ynez State Preschool, our Early Care and Education staff and special education staff work together to support the needs of all students in the classroom.

Other General Policies

Field Trips

Field trips have an educational purpose that are incorporated into the classroom activity plans prior to going on the trip as well as after the field trip occurs. Children are expected to attend fieldtrips but are only allowed to participate in field trips with parent's written consent.



Emergency Plans and Emergency Closures

Each centers emergency plan is posted in the classroom and emergency drills are conducted monthly. Should there be an emergency or emergency closure at your child's school site you may be notified by one of the following ways :

- ParentSquare
- Arriving at the preschool and receiving a written or verbal notice
- Receiving a phone call or text message from teacher, coordinator, or other program staff

Clothing and Items from Home

Your child will be very active during classroom activities and should dress in comfortable and washable clothes. Shoes must be worn at all times. Tennis shoes are great.

Please send a change of clothes for your child in case of a spill or accident. If your child is toilet training. Please provide more than one set of extra clothes.

Please discuss your ideas for sharing home materials with your child's teacher ahead of time. Toy guns and knives are not allowed in the center. The center is not responsible for any lost or damaged personal items.

Toilet Training Policy

Mastering toilet training is a milestone in child development. You and your child's teacher will work together to develop a plan that will help you and your child during the toilet training process.

While at school, children will be encouraged and supported as they learn to attend to their toileting needs themselves, by pulling down their own clothing, wiping themselves, and pulling up their clothing. Staff will assist children when necessary. While children are at home, children should continue to attend to their own toileting needs to maintain consistency from home to school.

Enrollment Process

1

First step to access services is call our Lompoc Office at 104 South C St Suite H Lompoc Phone (805)735-2064 ext 100 to be placed on our waiting list

2

Based on admission priorities, we will contact families and inform families of the documentation needed for enrollment and schedule an enrollment appointment.

3

Bring all required documentation to your scheduled enrollment appointment. We will review documents and verify eligibility. The enrollment appointment will take about 30-45 minutes.

Enrollment Documentation Checklist

Income Eligibility Verification (any of the following for both working parents in the home)

☐ Check stubs verifying income for the month of: _____

If paid :

- **Weekly:** 4 check stubs paid in the month
- **Every 2 weeks:** 2 check stubs paid in the month
- **Twice monthly:** 2 check stubs paid in the month

☐ Employer letter with verification of gross monthly income, rate of pay, days and hours (If needed)

☐ Public Cash Assistance amount for the month of _____

☐ Student loan (living expenses)

☐ Unemployment income for the full month of _____

☐ Child support for the month(s) of _____

☐ Self-employment income documents for the month(s) of _____

Family Size Documentation

☐ Birth Certificates for your children under 18 years of age, if 18 must show proof of enrollment in high school

☐ Proof of Guardianship

Proof of address (any of the following)

☐ Utility bill

☐ Rental agreement

☐ Any mail showing name and address

Child Information

☐ Copy of child's immunization records for enrolling child

☐ Copy of child's Medi-Cal card-number

☐ Copy of child's IEP **(if applicable)**

☐ Copy of child's most recent physical or due within 30 days of child's first day of enrollment

Countable and Non-Countable Income

Countable Income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.	Non-Countable Income is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.
<ol style="list-style-type: none"> 1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings 2. Wages for migrant, agricultural, or seasonal work 3. CalWORKs cash aid 4. Gross income from self-employment less business expenses with the exception of wage draws 5. Disability or unemployment compensation 6. Worker's compensation 7. Spousal support, child support from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support 8. Survivor (i.e., SSA) and retirement benefits 9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties 10. Rent for room within the family's residence 11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent 12. Veteran's pension 13. Pension or annuities 14. Inheritance 15. Allowances for housing or automobiles provided as part of compensation 16. Insurance or court settlements for lost wages or punitive damages 17. Net proceeds from the sale of real property, stocks or inherited property 18. Other enterprise for gain 	<ol style="list-style-type: none"> 1. Earnings of child under eighteen (18) years 2. Loans 3. Grants or scholarships to students for educational purposes 4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance 5. Earned Income Tax Credit or tax refund 6. Foster care grants, payment or clothing allowances for children placed through child welfare services 7. Relative Caregiver Funding Program 8. California Guaranteed Income Pilot Program 9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay 10. Adoption assistance payments 11. Non-cash assistance or gifts 12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits 13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages 14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging 15. Business expenses for self-employed family members 16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay 17. Disaster relief grants or payments, except any portion for rental assistance or unemployment 18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants

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

Full Day CSPP Program Eligibility

Eligibility Criteria:

Eligibility is based on either child or family eligibility. Participants must provide documentation of eligibility in **1** or more of these categories:

CHILD ELIGIBILITY

- Child protective services (Referral letter from CPS unit)
- At-risk of abuse, neglect or exploitation (Referral letter from legal, medical, social service agency or emergency shelter)
- Child with Exceptional needs (must have IFSP or IEP on file)- Please Note 5% of CSPP funded enrollment is reserved for children with special needs

FAMILY ELIGIBILITY

- Homelessness (Referral Letter or Parental Declaration/ Services may be provided for the first 30 days while family obtains the required documentation)
- CalWORKs cash aid recipient (Proof of current aid)
- Reside within approved FRPM elementary school boundary (4 year old only)
- Income eligible & 15% above income threshold (Documentation of all countable income)
 - **Regular & Steady Income:** Total countable income from either month of the 2-month window immediately preceding certification (*Note: For income eligibility, we will determine which 4 week window within the preceding 2 months benefits the family the most*)
 - **Fluctuating or Inconsistent Income:** Total countable income from 12 months immediately preceding certification
 - **Guardian/Foster:** Full month of current income received for the child & related siblings



Family Size	CSPP 100% of SMI	CSPP 15% above SMI
1-2	7,068	8,128
3	8,049	9,257
4	9,342	10,743
5	10,837	12,462
6	12,332	14,182
7	12,612	14,504
8	12,892	14,826
9	13,172	15,148
10	13,453	15,470
11	13,733	15,793
12	14,013	16,115

Participants whose eligibility is based on income must notify our agency **within 30 days** if their total countable monthly income, at any time during their certification period, exceeds the maximum income threshold for ongoing eligibility.

Need Forms can be picked up our office located at 104 South C St. Suite H, Lompoc,
Phone: 805-735-2064 ext 100

Full Day CSPP Admission Priorities



Enrollment Priorities:

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

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

Second: Child with exceptional needs from income eligible family AND family meets a need criteria.(Enroll in income ranking order)

Third: Eligible 4-year-old not enrolled in TK AND family meets a need criteria. Within each income ranking prioritize as follows:

- 1) Exceptional needs child
- 2) Earliest application date

Fourth: Eligible 3-year-old AND family meets a need criteria. Within each income ranking prioritize as follows:

- 1) Exceptional needs child
- 2) Earliest application date

Fifth: Family income is not more than 15% above income threshold AND family meets a need criteria. Prioritize as follows: (limited to 10% of funded enrollment)

- 1) Exceptional needs child
- 2) 4-year-old child
- 3) 3-year-old child

Sixth: Family meets eligibility criteria but does not meet a need criteria. Prioritize as follows:

- 1) 4-year-old income ranking order
- 2) 3-year-old income ranking order

Seventh: Approved CSPP site operating within attendance boundaries of a qualified Free or Reduced Price Meals school, 3- or 4-year-old child may be enrolled without establishing eligibility or need

Maximum Income for 2nd, 3rd, 4th, & 6th Priorities:

Family Size	Total Countable Monthly Income
1-2	7,068
3	8,049
4	9,342
5	10,837
6	12,332
7	12,612
8	12,892

Maximum Income for 5th Priority:

Family Size	Total Countable Monthly Income
1-2	8,128
3	9,257
4	10,743
5	12,462
6	14,182
7	14,504
8	14,826

Needs for Services

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

Need Exceptions:

The following families are not required to have an established need for services:

- State Preschool child enrolled within an Enrollment priority that does not require a family to meet a need criteria

Need Criteria:

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

- Family's whose eligibility criteria is CPS or At Risk
- Employment Verification
- Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification (Training leading to a vocational goal & must make adequate progress. In addition, services are limited for up to 6 years from the date participant starts classes **or** until participant reaches 24 units after the attainment of a bachelors degree)
- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate. In addition, services are limited for up to 6 years from the date participant starts classes)
- Request & Plan to Seek Permanent Housing (Max 5 days per week, for less than 30 hours per week)
- Homelessness Referral Letter (Max 5 days per week, for less than 30 hours per week)
- Statement of Parental Incapacity (Max of 50 hours per week)
- Welfare to Work Plan Activity Assignment (CalWORKs programs)
- No Established Need: Parent Request form (State Preschool only)



Need Forms can be picked up at our office located at 104 South C st Lompoc, Ca 93436

Family Fees

Some families enrolled in the program may have a family fee based on their total countable income, family size and certified hours of care. In response to the COVID-19 pandemic, **family fees are waived for all childcare and development programs from July 1, 2022 through June 30, 2023.** You will be notified by your Enrollment Specialist if and when you are responsible for paying a family fee.

Family fees will always be assessed according to the child who uses the most monthly hours of care, regardless of the number of children enrolled on the program.

Family fees are determined using the family fee schedule approved by the California Department of Finance.

Family Fee Exemptions

The following are exemptions:

- Families with children receiving part-day California state preschool program services or severely disabled CHAN programs.
- Families receiving CalWORKs cash aid
- Families with children that have been identified as being at-risk or who are receiving Child Protective Services may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary

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

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

Predictable schedules - The total monthly certified hours of care are used to determine if the family will have a full-time or part-time fee.

Unpredictable schedules - The average hours of a participant's verified work schedule for the 4 months immediately preceding the certification are used to determine if the family will have a full-time or part-time fee.

No work history – The verified hours the participant is expected to work will be used to determine if the family will have a full-time or part-time fee.



Family Fees

Assessment of Family Fees Family fees are assessed at :

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

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

When center is not open for an entire month that results in services being available for less than 130 hours, families shall be assessed both a monthly full-time & part-time fee.

Fees change yearly

Monthly Part-time Fee	Monthly Full-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$36	\$71	2,827	3,220	3,737	4,335	4,933	5,045	5,157
\$44	\$87	2,898	3,300	3,830	4,443	5,056	5,171	5,286
\$52	\$104	2,969	3,381	3,924	4,551	5,180	5,297	5,415
\$61	\$122	3,039	3,461	4,017	4,660	5,303	5,423	5,544
\$78	\$155	3,110	3,542	4,111	4,768	5,426	5,549	5,673
\$88	\$175	3,181	3,622	4,204	4,877	5,550	5,675	5,801
\$98	\$195	3,251	3,703	4,297	4,985	5,673	5,801	5,930
\$108	\$216	3,322	3,783	4,391	5,093	5,796	5,928	6,059
\$119	\$237	3,393	3,864	4,484	5,202	5,920	6,054	6,188
\$130	\$260	3,463	3,944	4,578	5,310	6,043	6,180	6,317
\$142	\$283	3,534	4,025	4,671	5,418	6,166	6,306	6,446
\$153	\$306	3,605	4,105	4,764	5,527	6,290	6,432	6,575
\$166	\$331	3,675	4,186	4,858	5,635	6,413	6,558	6,704
\$178	\$356	3,746	4,266	4,951	5,744	6,536	6,684	6,833
\$182	\$363	3,817	4,347	5,045	5,852	6,660	6,810	6,962
\$185	\$369	3,887	4,427	5,138	5,960	6,783	6,936	7,091
\$188	\$376	3,958	4,508	5,232	6,069	6,906	7,063	7,220
\$192	\$383	4,029	4,588	5,325	6,177	7,030	7,189	7,348
\$203	\$406	4,100	4,669	5,418	6,285	7,153	7,315	7,477
\$207	\$413	4,170	4,749	5,512	6,394	7,276	7,441	7,606
\$210	\$420	4,241	4,830	5,605	6,502	7,399	7,567	7,735
\$214	\$427	4,312	4,910	5,699	6,610	7,523	7,693	7,864
\$217	\$434	4,382	4,990	5,792	6,719	7,646	7,819	7,993
\$221	\$441	4,453	5,071	5,886	6,827	7,769	7,945	8,122
\$224	\$448	4,524	5,151	5,979	6,936	7,893	8,072	8,251
\$228	\$455	4,594	5,232	6,072	7,044	8,016	8,198	8,380
\$231	\$462	4,665	5,312	6,166	7,152	8,139	8,324	8,509
\$235	\$469	4,736	5,393	6,259	7,261	8,263	8,450	8,638
\$238	\$476	4,806	5,473	6,353	7,369	8,386	8,576	8,767
\$242	\$483	4,877	5,554	6,446	7,477	8,509	8,702	8,896
\$245	\$490	4,948	5,634	6,539	7,586	8,633	8,828	9,024
\$252	\$504	5,089	5,795	6,726	7,803	8,879	9,081	9,282
\$259	\$518	5,230	5,956	6,913	8,019	9,126	9,333	9,540
\$266	\$532	5,372	6,117	7,100	8,236	9,373	9,585	9,798
\$273	\$546	5,513	6,278	7,287	8,453	9,619	9,837	10,056
\$280	\$560	5,655	6,439	7,474	8,669	9,866	10,089	10,314
\$287	\$574	5,796	6,600	7,661	8,886	10,113	10,342	10,572
\$291	\$581	5,867	6,681	7,754	8,995	10,236	10,468	10,700
\$294	\$588	5,937	6,761	7,847	9,103	10,359	10,594	10,829
\$298	\$595	6,008	6,842	7,941	9,211	10,482	10,720	10,958

Credit for Fees Paid:

If our agency cannot meet all of a family's needs for child care, we can grant a fee credit equal to the amount paid to your other provider who is providing child care & development services.

- Copies of receipts or cancelled checks must be submitted in order to receive a credit for fees paid to another provider
- We will apply the fee credit to the family's subsequent billing period (Example: Submit receipt for May & a credit for June will be applied)
- We do not allow carry over of any fee credits beyond the subsequent billing period



Payment Process

Family fees are **due in advance** of providing services

Fees are considered **delinquent after 7 calendar days** from the date the fees were due

Family fees may be paid by cash or money order at the school site or our office located at 104 South C. Suite H, Lompoc

Money orders should be made out to SBCEO

A receipt of payment will be given at the time payment is received.

Delinquent Family Fee Policy:

Fees are considered delinquent after 7 calendar days from the date the fees were due. Upon disenrollment for nonpayment of delinquent fees, the family is ineligible for future child care services until all fees are paid.

First Delinquent Fee: If delinquent fees are paid by the effective date, the disenrollment of services will be rescinded. If the fees are unpaid, services will be discontinued.

Second Delinquent Fee: If fees are delinquent a second time, the parent will be required to attend a meeting with their Enrollment Specialist to review the family fee policy and create a plan of correction; outlining how they will pay on time in the future. Family must also pay delinquent fees by the effective date of the disenrollment to be rescinded. If the fees are unpaid and parent does not attend a meeting, services will be discontinued.

Third Delinquent Fee: If fees are delinquent a third time, the disenrollment of services will stand. If the parent/guardian disagrees with the agencies action, they may appeal the action to end services.

We can accept a **REASONABLE REPAYMENT PLAN** from the participant for payment of delinquent fees.

We will continue to provide services to the child, provided the participant pays current fees when due & complies with the provisions of the repayment plan.

Determining a Child's Schedule



Services are available when:

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

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

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

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

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

Voluntarily Reporting Changes

Right to Voluntarily Report Changes

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


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

- Request to Change Services Form **and**
- Documentation to support the request

After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action within 10 business days indicating the outcome of your request.

No other changes will be made to your service agreement, other than the requested change(s).





Santa Barbara County Education Office
4400 Cathedral Oaks Rd, PO Box 6307 Santa Barbara, CA 93160-6307
Telephone: (805) 964-4711 • Fax: (805) 964-4712 • sbceo.org

Susan C. Salcido, Superintendent of Schools

VOLUNTARY REQUEST CHANGE IN SERVICE

Parent Name: _____ Date: _____

I am voluntarily requesting changes to my childcare services and for the following information to be updated in my file:

- ☐ My family income has decreased since my last re-certification
- ☐ My childcare hours have increased
- ☐ My childcare hours have decreased
- ☐ My family income has exceeded the 85%SMI
- ☐ Gap in Childcare Services
- ☐ Disenrollment from the program due to no longer needing services

Reason: _____

My signature below, acknowledges my right to voluntarily report the change(s) listed above & that I understand I have the right to continue bringing my child to care based on the original certified service level. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct.

Parent Signature/Guardian

Date

Request to Change Services Forms can be picked up at our Lompoc Office at 104 South C St Lompoc, Ca 93436

Please notify your child's teacher if your address or telephone number changes at anytime to ensure we are able to contact you

Certification of Eligibility:

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

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

Family Data File:

A family data file is maintained for each family receiving services. When a child's residence alternates between the homes of separated or divorced parents eligibility must be determined separately for each household in which the child is residing during the time services are needed.



Proof of Residency

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

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

If enrolled as a FRPM CSPP 3 or 4-Year Old additional Proof of Residency is required:

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

Family Language Instrument

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

Exceptional Needs Child

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

- Individualized Education Program (IEP)

Attendance

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



Infant/Toddler

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



Preschooler

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



Elementary

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



Middle or High Schooler

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



Adult

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

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

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

Children are **expected to attend early care and education services based on their established schedule.**

A family may be disenrolled from the program if the child has "excessive" unexcused absences. *Please see absence policy on next page.*

Regular and consistent attendance is important. It allows the family to maximize the benefits of the child's early learning and care experience.

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

By making your child's attendance a priority, you will be taking an important step in supporting your child's school success and setting a good foundation.

Absence Policy

Participants are Expected to:

- **Know** their currently approved/certified days & hours of care
- **Notify Site Supervisor/Enrollment Specialist** in advance if family needs to request a change in their service level during their certification period.
- **Use care that is broadly consistent** with certified days & hours of care
 - Broadly consistent attendance is defined as care that reflects a pattern that is consistent with the participants certified level of services.
 - Inconsistent attendance that is temporary in nature, such as when a child has an excused absence is not considered broadly inconsistent.



Absence Policy

When a child is absent from regularly scheduled care at any time during the month the participant or staff member must record the absence type on the attendance record. Absence types are as follows:

Excused Absence

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine
- Appointment of child or parent/guardian, which includes doctor, dentist, mental health, counseling or therapy
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)
- Family emergency for unplanned situations of a temporary nature including court appearance, death, accident, hospitalization of a family member, no transportation, illness of sibling or due to sheltering in-place

Unexcused Absence

- Child did not feel like coming to school
- Parent or child overslept
- Any absence not falling in the excused absence category
- Absences exceeding 10 “best interest” day limit

Abandonment of Care

The program does not allow families to be enrolled in a program if they are not using services. Your child(ren) will be disenrolled when there has been no communication with the center for 30 consecutive calendar days.

Best Interest Days (maximum of 10 days per program year between July 1-June 30):

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

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

Late Pick-up:

- If a child is picked up late chronically, SBCEO reserves the right to impose a late fee.
- If a child is not picked up within 60 minutes, CPS or law enforcement will be contacted.

NOT FOR VARYING SCHEDULES

To report an absence: Please call your site to report an absence or you can send a personal message to your child’s teacher through ParentSquare

Drop off and Pick up Policies

Authorized Pick up from the Center

Only the parent, or those designated on the emergency card, may pick up a child from the center. It is the parent's responsibility to keep the emergency card updated at all times.

A child cannot be released to a person who places a child at risk. If the parent or other authorized person is obviously under the influence of alcohol or drugs, the child will not be released.

Pick up by an older sibling (under 18 years of age) may be approved at the discretion of the site supervisor/teacher. The parent/authorized representative must complete a transportation agreement.



Child Supervision during Drop off and Pick up

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

Parents must:

- Ensure gate and door is closed and secured.
- No Cell Phone policy when dropping off/picking-up your child. This can be distracting. Give your child your undivided attention.
- Ensure your child is signed in and out every day with your full legal signature and exact time.
- Hold your child's hand in the road and parking lot.
- Encourage children to follow safety rules.
- Report safety and supervision concerns **to staff immediately**. Please do not confront the child or parent directly.

MSign – Our Digital Attendance Application

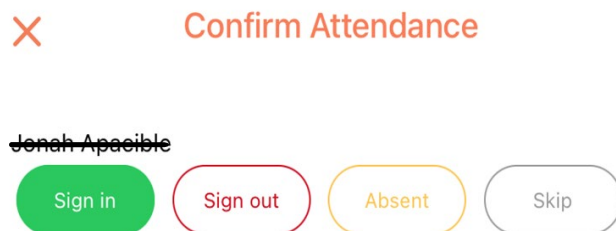
Msign is a digital attendance application that records information via electronic signatures. Each adult that is listed on your child's emergency card will be given a unique PIN number to use when dropping off or picking up your child. When you arrive at your child's site, there will be an Ipad available or you can use your cell phone to open the school sites QR code.

Step 1- You will be greeted with a PIN screen where you can enter your unique PIN code, then press the "GO"



Step 2- After pressing "GO", you will be asked to confirm your attendance selection for your child to return

When **sign in** is selected, **(green bubble)** this means you are signing in your child.



When **sign out** is selected, **(red bubble)** this means you are signing out your child

Step 3- After you have confirmed your attendance selections, you must sign to submit the attendance selection. Your signature is proof of authorized pick up or drop off. A full legal signature is required, we cannot accept initials





ParentSquare

Stay connected with your child's teacher using our communications tool -- ParentSquare. This will streamline communications from your school and teachers to keep you informed and connected this year.

ParentSquare provides a safe way for our coordinator, teachers, staff and parents to receive important school and teacher communication -- all in one place.



ParentSquare Tips for Parents

1 Activate Account

Click the link in your invitation email/text or sign up on ParentSquare.com or via the ParentSquare app.

2 Download App

It's easy to stay in the loop with the ParentSquare app. Download it now from the App store or Google Play.

3 Set Preferences

Click your name in the top right to visit your account page and set your notification and language preferences.

4 Get Photos & Files

Click 'Photos & Files' in sidebar to easily access pictures, forms and documents that have been shared with you.

5 Appreciate Posts

Click 'Appreciate' in your email/ app or website to thank a teacher or staff for a post. Teachers love the appreciation.

6 Comment or Reply

Click 'Comment' in app or website to privately ask a question about the post that your teacher or school sent.

7 Participate

Click 'Sign Ups & RSVPs' in the sidebar to see available opportunities. Click bell on top to check your commitments.

8 Join a Group

Click 'Groups' in the sidebar to join a group or committee at your school to participate or to stay up-to-date.

9 Find People

Click 'Directory' in the sidebar to find contact information for teachers and parents (not available at all schools).

10 Get in Touch

Click 'Messages' in the sidebar to privately get in touch with staff, teachers and parent leaders.



Disenrollment Policy

When a family chooses to disenroll from the program, they are required to notify the program in writing at least 2 weeks in advance of the last day of attendance

Families will be issued a Notice of Action at least 19-days if mailed or 14-days if hand delivered prior to disenrollment from the program. The program may deny services or disenroll a family for any of the following reasons, which include, but are not limited to:

- Falsification or providing misleading information or inaccurate documentation
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- Non-compliance of the program policies
- Abandoned childcare for 30 consecutive days without notice. The program does not allow families to be enrolled in the program if they are not using childcare.
- Failure to complete the recertification process within the designated 50 day recertification period
- Failure to adhere to Child Attendance Success Plan
- Failure to provide current and correct information at the time of certification or recertification
- Failure to use certified care as agreed upon
- Delinquency in the payment of family fees
- Failure to complete attendance claims accurately and on a daily basis
- Incomplete or inaccurate attendance record
- Falsification of or refusal to sign attendance record
- Family income exceeds the maximum income threshold
- Misrepresentation of income and/or eligibility
- Failure to keep appointments
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of admission priority.
- Threatening, yelling, using profanity, or acting unethically towards any staff member.
- Violation of the Safe School & Harassment policy. Our office and childcare facilities are alcohol, drug and weapon free zones

Grievance/Complaint Procedures

Complaints Regarding Program Staff:

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

Level 1:

Complaint is brought to the attention of the Teacher.

Level 2:

If complaint is not resolved by the Teacher, it is brought to the attention of the Supervisor.

Level 3:

If complaint is not resolved by the Supervisor, it is brought to the attention of the Coordinator Tisha Carlon 805-770-9709

We strive to ensure your family has positive experience in our program.

General Policies

Code of Ethical Conduct:

All families must commit to demonstrate the following core standards/values during all interactions while enrolled in our program:

- Communicate effectively in a calm manner
- Be courteous
- Maintain order
- Show respect of others
- Take responsibility for own actions
- Be punctual
- Respect the dignity, worth, and uniqueness of each individual present at the center
- Respect diversity
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect



Safe School & Harassment Policy:

The following behaviors will not be tolerated and are **prohibited** at any of our facilities and may result in disenrollment:

- Behavior which threatens the safety, welfare or morals of others
- Under the influence of and/or possession of alcohol, marijuana or drugs
- The possession of any weapon, look alike weapon (toy), or any object which ejects whether functional or not
- Behavior which would cause, attempt, threaten, or conspire to cause damage to personal or real property or person through arson, burglary, extortion, larceny (stealing), criminal mischief, battery (hitting people), assault (making a person fearful of hitting), harassment (threat to commit an illegal act), sexual harassment, sexual intimidation, hazing (actions intended to endanger or embarrass others.)
- Use of obscene and profane language.



Suspected Child Abuse:

Our staff are mandated reporters. The safety and well being of your child always comes first. State law requires that staff report known or suspected instances of a child abuse to Child Protective Services or to local police officials. This abuse includes physical abuse, sexual abuse, emotional abuse or neglect.

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

There are resources available to help you, at no charge



Uniform Complaint Procedure

Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint using the Uniform Complaint Procedures. The Uniform Complaint Procedure policy and Uniform Complaint form can be accessed via the QR codes found below



Uniform Complaint
Form



Uniform Complaint
Procedure



Sexual Harassment Policy

The County Board of Education and the County Superintendent are committed to maintaining a safe school environment that is free from harassment and discrimination. The County Board of Education and the County Superintendent prohibit, at school or at school-sponsored or school-related activities, sexual harassment targeted at any student by anyone. The County Board of Education and the County Superintendent prohibit retaliatory behavior or action against any person who reports, files a complaint or testifies about, or otherwise supports a complainant in alleging sexual harassment.



Sexual
Harassment
Policy

Program Complaints (Disagree with Notice of Action)

Notice of Action – Parent Appeal Process

Parents enrolled in a State funded program have the right to a fair and unbiased hearing if they disagree with a proposed action. Upon receipt of an on-time request for an appeal hearing, the intended action will be suspended and child care services will continue until the appeal process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process. The Appeal Hearing process is as follows:

Step 1: Request Hearing

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

Santa Barbara County Education Office
Attention: Bridget Baublits
4400 Cathedral Oaks Road, P.O. Box 6307
Santa Barbara, Ca 93160-6307
Telephone (805) 964-4711
khollis@sbceo.org

Step 2: Schedule Hearing

Within 10 days of receiving a parent's hearing request, the parent will be notified of the time and place of the hearing. To the extent possible, the hearing date and time will be convenient for the parent(s). The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the parent to schedule the hearing. In the event that a parent or parent's Authorized Representative cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date one 1 time.

Note: At any reasonable time, including before a hearing, a parent has the right to review the data file

Step 3: Conduct Hearing

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." Hearings will be conducted at Santa Barbara County Education Office. In the event that a parent is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the parent and hearing officer. For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of support documentation. The hearing will be audio recorded. During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that you disagree with the proposed action indicated by the referenced NOA should not be carried out.

This will be a formal hearing, and the parent must comply with the directions of the hearing officer during the course of the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. A parent designating an Authorized Representative to be present must inform SBCEO in writing prior to the hearing. Please do not bring people to the hearing unless they are a designated Authorized Representative. No children are allowed to be present during the hearing.

If parent fails to appear, it will be deemed that the parent has abandoned their appeal and care will end immediately.

Step 4: Hearing Decision

Hearing officer will send notification in writing, of the decision within 10 calendar days after the hearing. If parent disagrees with the written decision, they have 14 days from the date of the written decision to file an appeal with the California Department of Education (CDE), Early Education and Support Division (EESD) located at 1430 N Street, Suite 3410, Sacramento, CA 95814. The appeal to CDE must include a written statement specifying the reasons the parent believes SBCEO's decision was incorrect, a copy of the decision letter and a copy of both sides of the NOA. Within 30 calendar days after the receipt of the appeal, EESD will issue a written decision to you and the agency. Once EESD has rendered a decision, the decision is final.

Refrain from Religious Instruction:

Our programs refrain from religious instruction & worship.

Confidentiality:

The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of the program. No other use of the information will be made without prior written consent or through a subpoena. Participants shall have access to information in their basic data file within 5 business days after the program receives a written request.

Equal Access/Non-Discrimination Statement:

No person will be subjected to discrimination, or any other form of illegal bias, including harassment. We give equal access to services without regard to sex, sexual orientation, gender, gender identification, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.





Resources



Program Forms, Pay Family Fees, and Handbooks

Available at school sites or our Lompoc Office
104 South C St.
Lompoc, CA 93436

Helpline

2-1-1 provides referrals to hundreds
of resources
Call 2-1-1 or go online at 211.org

Child Care Resource & Referral Program

Links parents to licensed child care providers
South County (805) 963-6631
North County (805) 925-6701

We look forward to serving your family!