

# Stanislaus County Office of Education Grantee Operated Programs

OUR HANDBOOK

# Welcome



SCOE welcomes your family to our  
Head Start & Early Head Start  
Home-Based Program





This handbook was designed to assist families with understanding the requirements to participate in the Head Start & Early Head Start Home Based Program. We look forward to serving you!

We are a public organization funded by federal, state & local governments.



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Mission: Impacting lives & communities by educating children, supporting parents, & developing professionals.

Vision: SCOE Child & Family Services Division (CFS) is seen as a leader, partner, and premiere service provider of early childhood education.

Stanislaus County  
Office of Education  
Child & Family  
Services Division

Open Monday-Friday 8:00-5:00  
(209) 238-6300  
1325 H Street  
Modesto, CA 95354

**Locations, Ages of Children Served, Days & Hours of Operation, Contact Information:**

Ceres Home-Based Program  
Serving Pregnant Women, infants,  
toddlers, & preschool aged children  
(209) 238-6300  
1350 Stonum Rd, Modesto, CA 95351

Patterson Home-Based Program  
Serving Pregnant Women, infants,  
toddlers, & preschool aged children  
(209) 892-7766  
640 M Street Patterson CA, 95363

Oakdale-Riverbank Home-Based  
Program  
Serving Pregnant Women, infants,  
toddlers, & preschool aged children  
(209) 845-8581  
345 N. 6th Avenue Oakdale CA 95361

Modesto Home-Based Program  
Serving Pregnant Women, infants,  
toddlers, & preschool aged children  
(209) 238-6300  
1325 H Street Modesto, CA 95354

### Home-Based Program Option

We commit to establishing and maintaining culturally sensitive, strengths based, individualized, resilient relationships amongst families, community partners and staff. Child & Family Services Home-Based Program will use innovative research- based practices to effectively support families as primary caregivers through developmentally skilled caring staff.



### Equal Access/Non-Discrimination

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

**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.

## Philosophy:

Child & Family Services Home-Based Program commits to establishing and maintaining culturally sensitive, strengths based, individualized, resilient relationships amongst families, community partners and staff. Child & Family Services Home-Based Program will use innovative research based practices to effectively support families as primary caregivers through developmentally skilled caring staff.

The Head Start & Early Head Start Home-Based program option supports children and their families through home visits and playgroup experiences. Home visits provide comprehensive service to support and strengthen the relationships between children and their parents/guardians. The strength and quality of these relationships are essential for optimal child development outcomes during this period of social, emotional, physical, and cognitive development. Parents/guardians are supported to later recreate and build on the activities that are introduced during the home visit.

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



## Home Visits

Each Home-Based Educator (HBE), along with the parent/guardian, will determine a regular day and time in which the home visits will take place. Home visits occur weekly for a minimum of 90 minutes each.

Home visits are planned collaboratively with the parents (or the child's legal guardian) to support parents in their roles as primary caregivers of the child and to facilitate the child's optimal development within the home setting. Home-Based Program regulation requires visits be completed with the child's parents/guardians.

Parents/guardians actively engage with children during home visits. Parents/guardians verify the contents, date and time of the completed home visit with their signature.

In the event a home visit must be rescheduled, the parent must make contact with the HBE. The HBE will attempt to reschedule the visit with the family. If multiple home visits are cancelled due to a child's illness, staff may request a doctor's note.

The HBE will notify the family ahead of time if a visit must be rescheduled.



## Playgroups

Playgroups will be planned twice a month. These socialization activities serve four primary purposes:

- Peer group interaction for the children through age appropriate activities
- Opportunities for parents to observe, participate as volunteers, or engage in activities with focus on interactions that support the child's school readiness goal.
- Provides a different setting from the home to work on specific skills/goals with children.
- Parent meetings

## Health & Social Services:

Our goal is for families to identify their own strengths and needs. We ensure families know where to access community health and social services to meet their unique family needs. Referrals include medical & dental care, mental health, adult education, emergency food/clothing, employment & training, housing and parenting assistance. In addition, staff follow-up with parents to ensure their needs have been met.

We engage with families to help them select family goals, develop strategies to accomplish them and identify how we can provide support.

## Immunizations

All children must comply with State of California entrance requirements. Parents must submit immunization records to verify immunization data.

## Health Records

A Health Record will be initiated and maintained for each child. With written consent from the parent, these records may be transferred to a public or private school.

## Dental Appointment

Children ages 0-2 are required to receive a dental screening as part of their series of well-baby exams.

Please ask us if you need help finding a dentist.

## Fluoride

To promote good Oral Health, parents are encouraged to ensure children brush teeth twice daily under adult supervision. It is recommended that Early Head Start children be introduced to fluoride toothpaste at age 1.

## Mental Health

Provisions are available for mental health referrals and direct services, when needed.

## Physical Assessments

Each child is required to have a physical examination within 30 calendar days of enrollment. This may be provided by the child's family physician or by a CHDP (Child Health Disability & Prevention Program) provider. The assessment covers the following: vision, hearing, dental, height and weight, head circumference, hemoglobin test, lead level, review of body systems, health & developmental history, and tuberculin assessment/screening following the CHDP Periodicity Schedule. Tuberculin testing is required when child reaches age 4.

## Growing Great Kids Curriculum:

This transformative, skill-driven curriculum provides Home-Based Educators with research-informed, strength-based & solution-focused “Home Visit Conversation Guides” for engaging parents, cultivating secure attachments, and bolstering child development, while building parenting, family strengthening & other essential life skills with parents who themselves have experienced childhood adversity and other traumatic events. GGK builds Home Educator competencies for: nurturing parental resiliency; advancing individual & family functioning; reducing a child’s exposure to toxic stress; nurturing parents’ problem-solving skills; strengthening the families’ support networks; and enabling parents to construct protective buffers around their children.

## Screening & Assessment

Families and educators collaborate to complete developmental and social emotional screening for all children using Ages & Stages tools within 45 day of enrollment. Results are shared with families and used to determine the need for an educational referral. We use an assessment called the Desired Results Developmental Profile (DRDP) to assess the development of children

- Children are assessed within 90 days of enrollment & 6 months later.
- 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.

Families and educators collaborate to share observations to contribute to the DRDP and establish school readiness goals for children along with strategies for home and school. Progress on school readiness goals is discussed and plans are adjusted to meet children’s developmental needs.





Environment:

## Nutrition Services:

Our goal is to ensure children have nutritious meals/snacks during playgroups. Meals and snacks that are culturally and developmentally appropriate and meet the USDA Child Care Food Program and National School Lunch Program nutritional requirements.

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

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!

Mothers who wish to breastfeed their infants at our center are encouraged to do so. A private area will be provided.

## Information on Women, Infants & Children Program (WIC)

WIC, the Women, Infants, and Children program, is a nutrition program that helps pregnant women, mothers with infants, infants and young children eat well, be active, and stay healthy. You can participate if you are pregnant, are breastfeeding a baby under 1 year of age, have children under 5 years of age and have a family income within WIC Guidelines. Visit [www.wicworks.ca.gov](http://www.wicworks.ca.gov) or call 1-888-942-9675



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

## Staff Qualifications & Development:

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

Our program makes professional development of individuals working with children and families a priority. All Home Based Educators hold the appropriate child development permit and attend ongoing trainings related to child development.

## Continuous Improvement:

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

- Assessment of the program by parents using the Parent Survey
- Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile.
- Based on the results, goals and action steps are developed and implemented.



### 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 HBE or Family Service Worker. There are resources available to help you, at no charge



### Standards of Conduct—All Adults

All parents, guardians, and all other adults present at the center will follow basic Standards of Conduct. These standards must be followed during all interactions.

The Standards of Conduct are as follows:

1. Remember that the decisions made and actions taken benefit the children that are served;
2. Be courteous;
3. Maintain order;
4. Show respect of others;
5. Take responsibility for your own actions;
6. Be punctual; and
7. Communicate effectively.

### Code of Ethical Conduct:

As a staff or parent/guardian of a child enrolled with SCOE CFS I certify that while present at the program I will demonstrate that:

- I respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
- I will follow program confidentiality policies concerning information about children, families, and other staff members;
- I will not leave a child alone or unsupervised while under my care; and I will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, I will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

SCOE CFS parent/guardian violating the Standards and/or Code of Ethical Conduct may be prohibited from being present at the site.

## Transition

We will assist you and your child in facilitating smooth transitions into the program and into their next setting including toddler's transition to preschool. Together, we'll develop a transition plan for your child and family that includes:

- Assistance with registering your child for the program or kindergarten
- Suggested activities for your child to support a smooth transition
- Scheduling time for your child to visit the new setting
- Strategies on how you can continue being actively involved in your child's education in elementary school

## Fundraising

Due to Head Start Performance Standards staff is prohibited from participating in and organizing fundraising activities. Head Start equipment, supplies, and other resources are also prohibited from being used for the purpose of fundraising. If you have further questions please contact the Center Supervisor at the site.

## Transportation

Transportation is not provided by the program to and from school. If you have transportation needs, contact your Home Based Educator so that he/she can provide you with a referral and information about local transportation resources.

## Holiday Celebrations

Our curriculum is based, in part, on children's ideas and interests. Rather than focusing exclusively on holidays we explore multicultural observances. All program activities are geared to children's ages and developmental levels and respect individual family practices.



## Child Supervision:

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

Staff will:

- Actively ensure that our environments are safe and no child will be left alone or unsupervised at any time.
- Develop a Child Active Supervision Plan which describes how staff actively ensures that our environments are safe and that children are actively supervised during playgroups.
- Participate in training and monitoring support compliance.

Parents will:

- Ensure gate and door is closed and secured.
- Follow no Cell Phone policy when attending playgroups. Phones can be distracting. Give your child your undivided attention.
- Ensure your child is safe and actively supervised by you during playgroups.
- 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.

Children will:

- Follow safety rules.
- Always stay with an adult.
- Help keep self and others safe.

## Child Safety in Car

- California Law requires that children be secured in an appropriate child passenger restraint (safety seat or booster seat), until they are at least 8 years old OR at least 4'9" or taller.
- Newborns and infants to 2 years of age must be secured in a rear facing seat until they weigh at least 40 pounds or are at least 40 inches tall
- Kaitlyn's Law—It's against California law to leave a child under the age of seven alone in the car without the supervision of a person at least 12 years old if the keys are in the ignition or the car is running or there is a significant risk to the child. For each child under 16 who is not properly secured, parents (if in the car) or drivers can be fined more than \$500 and get a point on their driving records.



### **Playgroup Health Screening & Exclusion:**

In order to help prevent the spread of children's diseases, regulations require that each child receive a health check prior to starting the playgroup or home visit.

The adult accompanying the child to the Playgroup or Home Visit must remain with the child at all times

Staff will check children's temperatures and interview the family regarding possible symptoms in the household.

Children or adults who become ill will need to leave the playgroup immediately.

Should any child or adult become ill during a Home Visit, the visit will be ended.

### **Children will be excluded from the playgroup if they have the following symptoms:**

- **Gastro-Intestinal:** two or more episodes of vomiting, diarrhea, or any sign of bloody stools within the last 24 hours that are not explained by a dietary change, medication, or noncontagious medical, or mental health related condition that has been previously identified and verified by child's healthcare provider.
- **Throat, neck, and mouth:** Red, inflamed tonsils with white spots or severe sore throat or swollen glands with fever of 100.4F or above.
- **Eyes:** Red or swollen eyelids with discharge, eye pain, and/ fever (no exclusion needed without fever, eye pain or behavior change).
- **Skin:** Rashes, spots, eruptions, with fever or behavior changes. Exclude if exposed sore or rash is leaking fluid and cannot be covered with waterproof dressing.
- **Hair:** Lice and nits.
- **Nose and Ears:** Excessive Discharge with additional symptoms such as fever, extreme coughing with difficulty breathing, or "extreme" tiredness/lethargy (note: a "runny" nose or mild cold or cough with no other symptoms is not a reason to exclude).
- **Temperature:** Fever over 100.4F within the last 24 hours before any fever reducing medication is given (e.g. child's Tylenol, Ibuprofen).





## Field Trips:

Field trips have an educational purpose that are incorporated into the playgroup plans. Children are only allowed to participate in field trips when the parent's attends.

## Emergencies:

We will collect information from you regarding who you would like us to contact in the event of an emergency.

## Diapers:

The program provides diapers/pull ups while children are at playgroups for children who are not yet potty-trained.

## Napping:

If children need to nap during playgroups, an age appropriate space will be provided for them.

## Safe Sleep:

Infants have their own individualized nap schedule. All infants must have a sleep environment that prevents injury and decreases the risk of Sudden infant death syndrome (SIDS)

- Nothing is covering the infant's head
- Sleeping on his or her back
- Dressed in sleep clothing, such as a one-piece sleeper.
- No blanket, pillows, toys or loose objects.
- Parents will supervise napping children at all times during program activities

## Pest Control--Centers

The Healthy Schools Act requires all California school districts to notify parents and guardians of pesticides they expect to apply during the year. We anticipate having our facilities treated quarterly and as needed. We expect to use the following pesticides in your school this year:

Name of Pesticide Product	Active Ingredients
•Round-up Pro (EPA 524-475)	Glyphosate
•Round-up ProMax (EPA 524-579)	Glyphosate
•Tengard (EPA 70506-6)	Permethrin
•Termidor (EPA 7969-210)	Fipronil
•Evergreen (EPA 1021-2560)	Pyrethrum
•Essentria IC3 (EPA Exempt)	Rosemary oil, Geraniol, Peppermint oil
•Maxxthor (EPA 81824-5)	Bifenthrin
•Onslaught (EPA 1021-1815)	Cyano methyl
•Phantom (EPA 241-392)	Chlorfenapyr
•PT Wasp Freeze (EPA 499-362)	d-trans Allethrin/Phenothrin
•Suspend (EPA 432-763)	Deltamethrin
•Terro Ant Bait (149-8-64405)	Borax

You can find more information regarding these pesticides and additional pesticides that may be used, as well as pesticide use reduction at the [Department of Pesticide Regulation's Website: www.cdpr.ca.gov](http://www.cdpr.ca.gov)

You may view a copy of SCOE's integrated pest management plan on our website: <https://www.stancoe.org/divisions/business-services/operations-and-support>

By law, SCOE must post notices at the site 24 hours prior to the application of pesticides and leave the notices up for 72 hours following their application. Parents have the right to be placed on a registry to be informed of planned pesticide use 72 hours prior to their application. Please ask the sites' staff for a Request for Pesticide Application Notification form if you would like to be placed on the registry to receive the notice 72 hours ahead of the pesticide application. If you elect not to be placed on the registry, you will be informed by the site postings 24 hours prior to pesticide application.



## Waiting List:

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

## Head Start Selection Criteria:

Selection for services is based on family eligibility

based on income and other factors. The COPA databased assigns points based on factors including those below:

1. Income Eligible (includes public assistance (TANF/SNAP, SSI, Foster and Homeless)
2. Transition between RHS/EHS programs (without a break in service in any SCOE Delegate/Grantee Operated EHS/RHS program within the same program year)
3. Re-enrollee (prior enrollment in any SCOE EHS/RHS or CCMHS program)
4. 4-year-old (receive priority in RHS program)
5. Current IEP/IFSP (this could apply for a pregnant woman with an IEP)
6. Homeless (automatically eligible)
7. Child Protective Services /Court Referral
8. At Risk of Abuse/Neglect / Exploitation /or Domestic Violence (written referral dated within 6 months from legal, medical, social service agency or shelter with required elements)
9. Foster Child/Independent Living (Foster System) (automatically eligible)
9. Teen Parent (compulsory school age)
10. Non-parental guardianship
11. High Risk Pregnancy Diagnosed by doctor or Mental Health professional (for enrollment of pregnant woman only)
12. Transition between agency's state funded Child Development Program and RHS/EHS program (without a break in service in any EHS/RHS program of SCOE or its delegate agencies within the same program year)
13. Resides in District to include housing communities
14. Prior IEP/IFSP
15. Sibling of a child currently enrolled in a SCOE RHS/EHS program
16. Over Income

## Three Ways to Apply

Online: <https://www.findchildcarestanislaus.org/>

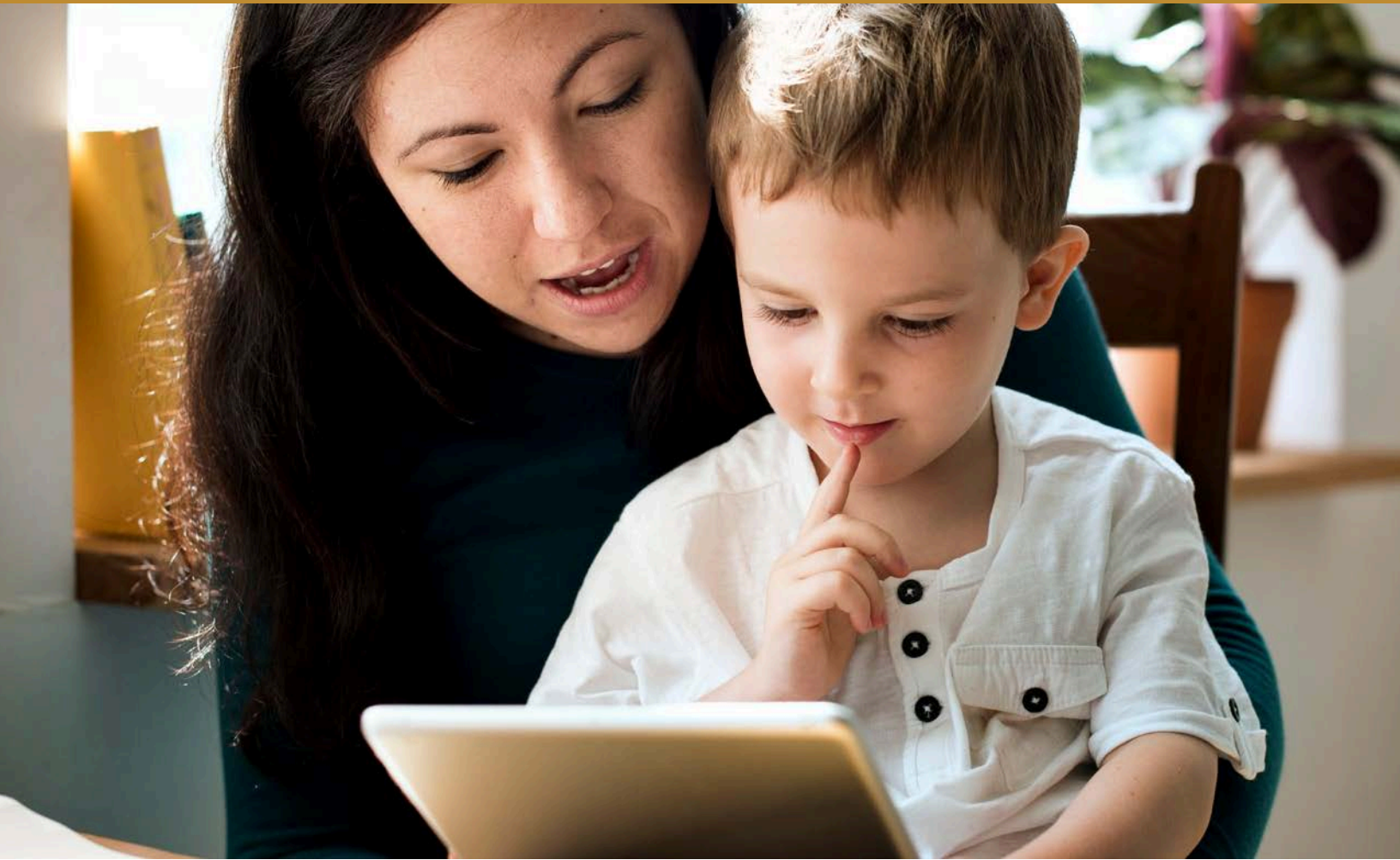
Call: (209) 238 – 6400

In-person: At any site

**Step 1: Families interested in applying will be interviewed and advised of eligibility.** Children and families who are over income and not categorically eligible will be advised that eligible children and families receive priority and will be referred to the California Alternative Payment Program. Over-income families wishing to proceed with completing a Head Start Application will proceed to step 2.



The program has limited openings for eligible pregnant women and children ages 0-2



## Step 2: Complete Application Packet and submit documentation


Complete forms, gather documents listed on the checklist and submit them.

A Family Eligibility Worker/FES will review the packet and contact you to complete your Head Start application. You will now be on the eligibility list.


These Steps may be completed Online or In-Person

Importance of Attendance/Participation:


**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**

Missed Home Visits without Notification

When families miss home visits without notifying the HBE will make every effort to work with families to implement a plan to improve home visit participation, including providing needed referrals. Family's individual needs are considered in regard to improving participation in home visits and maintaining enrollment. It is our goal to maintain enrollment of families and communication is key When visits are cancelled without notification, HBE will attempt to contact the family by phone, when unable to reach the family by phone twice, HBE will conduct a home visit.

In the event the family misses home visits without notifying the HBE:

1. First visit—HBE will attempt to call to reschedule the home visit with the family.
2. Second visit—HBE will attempt to call to reschedule the home visit with the family. HBE and family will develop a Home-Based Participation Improvement Action Plan.
3. Third visit—HBE will attempt to call to reschedule the home visit with the family. HBE, family & Home-Based Supervisor will meet to review/update the Home-Based Participation Improvement Action Plan.

If the family does not agree to meet to develop or does not follow the Home-Based Participation Action Plan, services will be suspended, and the family will be notified that they are being placed on the waiting list.

## Family Request to Disenroll:

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

## Agency Disenrollment Policy:

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.
- Misrepresentation of income and/or eligibility.
- Non-compliance of agency policies.
- Excessive Unexcused Absences.
- Failure to adhere to Home Visit Participation Action Plan.
- Threatening, yelling, cussing or acting unethically towards any staff member, other parent or child.
- Violation of the Safe School & Harassment policy. Our office and centers are alcohol, drug and weapon free zones.
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of admission priority.



### Fraud

SCOE is responsible to manage public funds for families who meet the need and eligibility requirements of the Federal Government and State of California.

To make sure only those families who are eligible to receive services are enrolled, SCOE works very closely with other agencies that provide subsidized assistance to families, regulatory agencies such as Community Care Licensing, law enforcement and local, state and federal government investigators who investigate and prosecute suspected child care fraud. SCOE actively cooperate with these agencies in their investigations of suspected fraud and, when requested, will share parent information including, but not limited to, income, need, family size and attendance records. Fraud is knowingly misrepresenting facts that are material to an issue, made with the intent to obtain benefits or payment to which one is not entitled.

Fraud exists when an individual:

- Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or an increase in benefits, or to avoid a reduction of benefits
- Knowingly, and with intent, fails to disclose a fact which, if disclosed, could result in denial, reduction, or discontinuance of benefits
- Knowingly accepts benefits that the individual is not entitled to or are greater than what the individual is entitled.

Child care fraud includes but is not limited to:

- A participant knowingly has received, or is continuing to receive, child care services that the participant is not eligible to receive
- A parent knowingly has falsified documents used to determine eligibility
- A provider knowingly has falsified documentation for reimbursement

Any fraudulent, false or misleading information provided to SCOE staff regarding attendance, employment, self-employment, seeking employment, seeking permanent housing, homelessness, enrollment in an education or vocational training program, parental incapacity, income, family size, or any other information related to participant eligibility and/or need, will be grounds for termination.

When SCOE suspects fraud, the case is referred to local, state and federal government investigators. This may result in charges being filed, repayment of ineligible child care services received and/or subject the participant to prosecution under State and/or Federal criminal statutes. Any participant who is actively under investigation for fraud will be prohibited from participating in any of SCOE child care reimbursement programs.

Any participant who has committed fraud will be prohibited from participating in any of SCOE's child care and development programs until:

- Two (2) years after a determination has been made by SCOE and/or local, state and federal government investigators that fraud or misrepresentation occurred

## Program Complaints

Our staff work to ensure that you and your family have a positive experience in the program. If you have concerns with any aspect of the program and would like to make a complaint, please follow the escalation process, where appropriate, so that those concerns can be addressed and resolved in the correct manner.

- Level 1: Complaint is brought to the attention of the Home-Based Educator (HBE), health staff, or Family Eligibility Worker.
- Level 2: If complaint is not resolved by the HBE, health staff, or family service worker, it is brought to the attention of the Center Supervisor or Home-Based Supervisor.
- Level 3: If complaint is not resolved by the Center Supervisor/Home Based Supervisor (HBS), it is brought to the attention of the Director of Grantee Operated Programs.
- Level 4: If complaint is not resolved by the Director of Grantee Operated programs, it is brought to the attention of the Head Start Director.
- Level 5: If complaint is not resolved by the Head Start Director, it is brought to the attention of the Executive Director.
- Level 6: If complaint is not resolved by the Executive Director, it is brought to the attention of the County Superintendent's designee, the Division Administrator of Human Resources.

Note that you always have the option to skip levels if you feel it to be appropriate; however, the Head Start/Early Head Start/Preschool program encourages you to follow the process described so that staff have the opportunity to work with you to resolve any concerns you may have. When a complaint is brought to Level 5, you must follow SCOE's Uniform Complaint Procedure which begins by completing a Complaint Form through SCOE's Human Resources Department.

## Uniform Complaints

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. See Attachment A for information regarding SCOE's Uniform Complaint Process.

## Williams Settlement Complaints

Complaints regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and HBE vacancy or miss assignment. Williams Settlement complaint forms are available at each center.

## Attachment A Uniform Complaint Procedure

Stanislaus COE Administrative Regulation  
AR 1312.3

### Community Relations Uniform Complaint Procedures Compliance Officers

The Stanislaus County Superintendent of Schools designates the following compliance officer(s) to receive and investigate complaints and to ensure County Office of Education compliance with law: Mike Berhorst Division Administrator, Human Resources 1100 H Street Modesto, CA 95354 (209) 238-1600 The Compliance Officer shall ensure that employees designated to investigate complaints are knowledgeable about the laws and programs for which they are responsible. Designated employees may have access to legal counsel as determined by the County Superintendent or designee. (cf. 9124 - Attorney) Notifications The County Superintendent or designee shall annually provide written notification of the County Office's uniform complaint procedures to students, employees, parents, the County Office advisory committee, school advisory committees, appropriate private school officials or representatives, and other interested parties. (5 CCR 4622) The County Superintendent or designee shall make available copies of the County Office's uniform complaint procedures free of charge. (5 CCR 4622) The notice shall: Identify the person(s), position(s), or unit(s) responsible for receiving complaints Advise the complainant of any civil law remedies that may be available to him/her under state or federal discrimination laws, if applicable Advise the complainant of the appeal process pursuant to Education Code 262.3, including the complainant's right to take a complaint directly to the California Department of Social Services (CDSS) or to pursue remedies before civil courts or other public agencies Include statements that:

- The County Office is primarily responsible for compliance with state and federal laws and regulations The complaint review shall be completed within 60 calendar days from the date of receipt of the complaint unless the complainant agrees in writing to an extension of the timeline
  - An unlawful discrimination complaint must be filed not later than six months from the date the alleged discrimination occurs, or six months from the date the complainant first obtains knowledge of the facts of the alleged discrimination The complainant has a right to appeal the County Office's decision to the CDSS by filing a written appeal within 15 days of receiving the County Office's decision The appeal to the CDSS must include a copy of the complaint filed with the County Office and a copy of the County Office's decision
- (cf. 5145.6 - Parental Notifications)

## Attachment A Uniform Complaint Procedure

### Procedures

The following procedures shall be used to address all complaints that allege that the County Office has violated federal or state laws or regulations governing educational programs. Compliance officers shall maintain a record of each complaint and subsequent related actions, including all information required for compliance with 5 CCR 4631 and 4633.

All parties involved in allegations shall be notified when a complaint is filed, when a complaint meeting or hearing is scheduled, and when a decision or ruling is made.

#### Step 1: Filing of Complaint

Any individual, public agency or organization may file a written complaint of alleged noncompliance by the County Office. (5 CCR 4630)

A complaint alleging unlawful discrimination shall be initiated no later than six months from the date when the alleged discrimination occurred, or six months from the date when the complainant first obtained knowledge of the facts of the alleged discrimination. A complaint may be filed by a person who alleges that he/she personally suffered unlawful discrimination or by a person who believes that an individual or any specific class of individuals has been subjected to unlawful discrimination. (5 CCR 4630)

The complaint shall be presented to the compliance officer who shall maintain a log of complaints received, providing each with a code number and a date stamp.

If a complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, County Office staff shall assist him/her in the filing of the complaint. (5 CCR 4600)

#### Step 2: Mediation

Within three days of receiving the complaint, the compliance officer may informally discuss with the complainant the possibility of using mediation. If the complainant agrees to mediation, the compliance officer shall make all arrangements for this process.

Before initiating the mediation of a discrimination complaint, the compliance officer shall ensure that all parties agree to make the mediator a party to related confidential information.

If the mediation process does not resolve the problem within the parameters of law, the compliance officer shall proceed with his/her investigation of the complaint.

The use of mediation shall not extend the County Office's timelines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time. (5 CCR 4631)

#### Step 3: Investigation of Complaint

The compliance officer is encouraged to hold an investigative meeting within five days of receiving the complaint or an unsuccessful attempt to mediate the complaint. This meeting shall provide an opportunity for the complainant and/or his/her representative to repeat the complaint orally.

The complainant and/or his/her representative shall have an opportunity to present the complaint and evidence or information leading to evidence to support the allegations in the complaint. (5 CCR 4631)

A complainant's refusal to provide the County Office's investigator with documents or other evidence related to the allegations in the complaint, or his/her failure or refusal to cooperate in the investigation or his/her engagement in any other obstruction of the investigation, may result in the dismissal of the complaint because of a lack of evidence to support the allegation. (5 CCR 4631)

The County Office's refusal to provide the investigator with access to records and/or other information related to the allegation in the complaint, or its failure or refusal to cooperate in the investigation or its engagement in any other obstruction of the investigation, may result in a finding, based on evidence collected, that a violation has occurred and may result in the imposition of a remedy in favor of the complainant. (5 CCR 4631)

## Attachment A Uniform Complaint Procedure

### Step 4: Response

Unless extended by written agreement with the complainant, the compliance officer shall prepare and send to the complainant a written report of the County Office's investigation and decision, as described in Step #5 below, within 60 days of the County Office's receipt of the complaint. (5 CCR 4631) Step 5: Final Written Decision The County Office's decision shall be in writing and sent to the complainant. (5 CCR 4631) The County Offices' decision shall be written in English and in the language of the complainant whenever feasible or as required by law.

#### **The decision shall include:**

1. The findings of fact based on the evidence gathered (5 CCR 4631)
2. The conclusion(s) of law (5 CCR 4631)
3. Disposition of the complaint (5 CCR 4631)
4. Rationale for such disposition (5 CCR 4631)
5. Corrective actions, if any are warranted (5 CCR 4631)
6. Notice of the complainant's right to appeal the County Office's decision within 15 days to the CDE and procedures to be followed for initiating such an appeal (5 CCR 4631)
7. For discrimination complaints, notice that the complainant must wait until 60 days have elapsed from the filing of an appeal with the CDE before pursuing civil law remedies (Education Code 262.3)

If an employee is disciplined as a result of the complaint, the decision shall simply state that effective action was taken and that the employee was informed of County Office expectations. The report shall not give any further information as to the nature of the disciplinary action.

#### **Appeals to the California Department of Education**

If dissatisfied with the County Office's decision, the complainant may appeal in writing to the CDE within 15 days of receiving the County Office's decision. When appealing to the CDE, the complainant must specify the basis for the appeal of the decision and whether the facts are incorrect and/or the law has been misapplied. The appeal shall be accompanied by a copy of the locally filed complaint and a copy of the County Office's decision. (5 CCR 4632)

Upon notification by the CDE that the complainant has appealed the County Office's decision, the County Superintendent or designee shall forward the following documents to the CDE: (5 CCR 4633)

1. A copy of the original complaint
2. A copy of the decision
3. A summary of the nature and extent of the investigation conducted by the County Office, if not covered by the decision
4. A copy of the investigation file, including but not limited to all notes, interviews, and documents submitted by the parties and gathered by the investigator
5. A report of any action taken to resolve the complaint
6. A copy of the County Office's complaint procedures
7. Other relevant information requested by the CDE

The CDE may directly intervene in the complaint without waiting for action by the County Office when one of the conditions listed in 5 CCR 4650 exists, including cases in which the County Office has not taken action within 60 days of the date the complaint was filed with the County Office.

## Attachment A Uniform Complaint Procedure

### Civil Law Remedies

A complainant may pursue available civil law remedies outside of the County Office's complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For discrimination complaints, however, a complainant must wait until 60 days have elapsed from the filing of an appeal with the CDE before pursuing civil law remedies. The moratorium does not apply to injunctive relief and is applicable only if the County Office has appropriately, and in a timely manner, apprised the complainant of his/her right to file a complaint in accordance with 5 CCR 4622.

### Regulation:

STANISLAUS COUNTY OFFICE OF EDUCATION

Approved: November 9, 2006 Modesto, California

## Organizations throughout Stanislaus County operate State and/or Federally funded programs that provide care for infants, toddler and preschool age children.

The programs that operate in this county include:

- General Child Care: Provides services to enhance the development of children including an educational component that is developmentally, culturally, and linguistically appropriate. Services provided in center-based setting for infants/toddlers and family child care home setting for children 6 weeks to school-age.
- Early Head Start: Promote healthy prenatal outcomes for pregnant women, enhance the development of infants/toddlers, and promote healthy family functioning. Services provided in center-based, home-based and family child care homes.
- Regional Head Start: Provide a range of individualized services for preschool children in the areas of education and early childhood development, medical, dental, mental health, nutrition, and parent involvement. Services provided in center-based part-day and full-day programs
- Migrant Head Start: Children ages six weeks to school-age whose parents work in agricultural are served in a child care center or a family child care home. Hours and days of operation are based on the ebb and flow of the local agricultural industry. The program is more holistic in nature and ensures that children's health, nutritional, dental, social-emotional needs are addressed.
- Alternative Payment: Provides services and child care reimbursement for children birth to 13 years of age who need care. Children incapable of caring for themselves may be served to age 21. Families have the right to choose child care that is most appropriate to their needs, as long as the child care provider works within the regulations of the programs.
- State Preschool: Provide a range of individualized services for preschool children in the areas of education and early childhood development and encourages parent involvement. Services provided in center-based part- day and full-day programs.
- Migrant Child Care: Children ages six weeks to school-age whose parents work in agricultural are served in a child care center. Hours and days of operation are based on the ebb and flow of the local agricultural industry.



# Resources!

Program Forms, Pay Family Fees,  
Handbooks & Orientation Videos

Available online at

[www.findchildcarestanislaus.org](http://www.findchildcarestanislaus.org) or at our office

located at 1325 H. Street Modesto CA, 95354

United Way

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 childcare providers

Call (209) 238-6400 or go online at

[monarchparents.com/childcareoptions](http://monarchparents.com/childcareoptions)

We look forward to serving you!