



*Child Care Development Fund
(CCDF)*

***Redding Rancheria
Child Care***

Participant Handbook

THE REDDING RANCHERIA CHILD CARE PROGRAM:

Dear Parents,

We're glad you have chosen to participate in the Redding Rancheria Child Care Program. The Subsidized Child Care Program is designed to assist eligible families to pay for child care costs while they work or, in certain circumstances, job search. The policies contained in this handbook answer the most common questions about our program. If you require further information, please ask!

Should you have any questions or concerns, please speak with Head Start and Child Care staff. We are here to help you and your child have the best early childhood education experience we can provide.

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CHILD CARE DEVELOPMENT FUND (CCDF) Redding Rancheria Subsidized Program

1. WHO IS ELIGIBLE FOR THE SUBSIDIZED CHILD CARE PROGRAM?

The program serves Native American families who live within Shasta County and are:

- Working, and fall within the Redding Rancheria Income Scale
- Seeking work (if currently enrolled and have a loss of employment)
- Referred by CPS or ICWA
- Incapacitated

The program serves pre-school children ages 3-5.

2. ANNUAL APPLICATION AND RE-CERTIFICATION

Annually, all families are required to complete an enrollment packet and provide documentation of their income, Native American Status, etc. in order to properly evaluate the family's eligibility. The certification period for all families coincides with the CCDF Grant year and ends September 30th; those children with the highest score are enrolled for the following grant year. Parents re-certify annually in September.

Self-employed parents must also provide income/expense reports at enrollment and every six months; the business must demonstrate viability by showing profits that equal at least minimum wage for the number of child care hours claimed. In two parent families, both

must meet the eligibility requirements for need, i.e. both are working a minimum of 25 hours per week. **Parents are required to inform staff if their employment status changes.**

EMPLOYMENT REQUIREMENTS:

- One full consecutive month of original pay stubs initially; must work a minimum of 25 hours per week.
- Self-employment: Must provide a recent six month profit/loss statement showing income and expenses. Self-employment must reflect a profit; that income minus expenses equals at least minimum wage for the number of hours of employment reported. Further documentation may be required to determine reasonableness of expenses claimed or child care hours requested.

3. FUNDING OF LAST RESORT

The Redding Rancheria CCDF Child Care funding shall be viewed as the funding of last resort. If a family is eligible for other child care funding (other tribes, CAL WORKS child care funding, Tribal TANF, etc.) families are required to seek those funding sources first before accessing the Redding Rancheria CCDF funding.

4. WHAT TYPES OF CHILD CARE ARE AVAILABLE?

The Redding Rancheria offers a full day child care program at our center, which meets the same standards and follows the same curriculum as our Head Start program. Both Head Start and Child Care follow a school year, September – May.

5. TEMPORARY INCAPACITY, JOB SEARCH, AND SHORT TERM LEAVE ARE ALSO ELIGIBLE CATEGORIES:

Temporary Incapacity

If the parent becomes temporarily unable to properly care for the child, and this was determined by a licensed professional, then child care could be approved on a month to month basis.

Job Search:

Parents of currently enrolled children who become unemployed are eligible for child care for up to four months for job search. Beyond that period, child care may be extended on a case by case basis.

Short Term Leave:

Parents who will temporarily have no need for child care, but who do not wish to be dropped from the Redding Rancheria Child Care programs, can request a Short Term Service Leave. Such leaves may be approved for the following reasons:

- Temporary employment layoffs
- Medical or maternity leave
- Illness or injury of parent, child, or immediate family
- Family emergencies (death of a family member, out of town emergency, etc.)
- Temporary changes in child custody (court documents)

6. CAN MY CHILD CARE BE TERMINATED?

YES. A family may be suspended or dropped from any of the child care programs for the following reasons:

- The family no longer meets eligibility or need requirements

- The parent knowingly files false, inaccurate or incomplete information.
- Refusal to pay parent fees or consistent late payment of fees
- Non-attendance
- Excessive unexcused absences
- The program does not have the funds to continue service
- Threatening or disruptive behavior on the part of parents or providers toward each other or towards the Redding Rancheria Child Care Staff
- Failure to provide proof of employment.

7. ONCE I'M APPROVED, DO I NEED TO REAPPLY?

Yes. Annually, all families are required to complete an enrollment packet and provide documentation of their income, Native American Status, etc. in order to properly evaluate the family's eligibility. The certification period for all families coincides with the CCDF Grant year and ends September 30th; those children with the highest score are enrolled for the following grant year. **Because those with the highest score will be enrolled, the Redding Rancheria cannot guarantee your continued participation year to year.**

8. WHAT ARE THE POLICIES FOR CHILD CARE PAYMENTS?

Monthly parent fees are determined at enrollment; your monthly fee remains the Same regardless of attendance, holidays, school closures, etc. The tribe observes the following legal Holidays: New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Indian Day, Veterans Day, Thanksgiving Day and the following Friday. Further the center is closed the last two weeks of December; you are not charged for those weeks. Child Care fees are due the first of each month and are considered late after the fifth; a late fee may apply. Failure to pay child care fees may result in suspension or termination of services.

Parents may request a review of their parent fee if their income is reduced by loss of hours or if their family size increases due to birth of new baby, etc.

9. PARENTS RIGHTS & RESPONSIBILITIES

Parents have access to their child at any time during the program day. Further, parents have access to any and all child files and records, and may copy these records if desired. However, the child record is the property of the Redding Rancheria and may not be removed from site. Parents have the right to review and inspection reports and substantiated complaints pertaining to a child care facility at the facility site.

Parents are responsible for keeping the Redding Rancheria Child Care Program informed of any changes in income, family status or work status. Failure to notify us within 10 days could result in suspension or termination from the Program.

The following criteria apply:

- The Rancheria's child care subsidy is TEMPORARY, based on availability of grant funds
- You give permission for your child care application and family information to be forwarded and information shared with between Redding Rancheria and Cal Works, Shasta County Office of Education (SCOE); and or Tribal TANF
- You are encouraged to remain active on the SCOE and TANF waiting lists, and

- When you qualify for Cal Works, SCOE or TANF funding, you will be required to transfer to that funding. The Redding Rancheria CCDF Grant is considered the funding of last resort.
- For a complete listing of rules and policies, consult Head Start and Child Care Procedures located online at www.redding-rancheria.com .

PARENT AGREEMENT: All parents must sign this agreement as part of the enrollment packet:

1. The undersigned authorizes the Redding Rancheria Child Care Program to:
 - (a) Contact employers or take other steps to verify statements as to income, earnings and employment.
 - (b) Contact school, college or training program for verification.
 - (c) Share information with other funding agencies; SCOE, TANF, etc.
2. If eligibility is to be based on illness or incapacity of parent, the undersigned hereby agrees to furnish the Redding Rancheria Child Care Program verification of incapacity from a physician or other mental health provider.
3. The undersigned understands that the acceptance of child (ren) is tentative, pending the verification of this application, and that notification of acceptance or denial will be given.
4. The undersigned agrees to give the provider and The Redding Rancheria Child Care Program the name, address and telephone numbers of:
 - (a) Person(s) authorized to take child from the place of care.
 - (b) Person(s) who are authorized to assume responsibility for the child in an emergency, if the parent cannot be reached immediately.
 - (c) Physician to be called in an emergency.
5. The undersigned understands that the child (ren) must be signed in and out daily at the place of care and should the child be absent, the reason shall be noted on the sign-in and sign-out time sheet. Parents are expected to call the school when their child is absent.
6. Parents understand that they have unlimited access to their child .
7. The undersigned understands that the monthly parent fee is payable in advance and that parent fees in arrears will result in suspension or termination.
8. Any change in family status or employment shall be reported immediately. If such changes are not in accordance with the eligibility requirements, it is understood that the child care services and status may be suspended or altered.
9. It is understood that the Child Care Subsidized Sliding Scale Fees are not guaranteed and is based on availability of grant funding.

10. APPLYING FOR OTHER CHILD CARE FUNDING

Those applying for subsidized child care programs through the Redding Rancheria, are encouraged to also apply for any other subsidized child care they may be eligible for including from Shasta County and /or Tribal TANF. The Redding Rancheria child care subsidy is intended to be TEMPORARY. The Rancheria's child care subsidy program is

designed to subsidize Native American families while they are on the waiting list for subsidized child care from Shasta County Cal Works, SCOE Alternative Pay, Tribal TANF or other funding sources.

Often the wait for subsidized care through other sources is long. However, it is to your advantage to receive Child Care subsidy from the county, since their parent fees are often lower than ours, and your funding extends until your child turns 13. Furthermore, when you transfer over to the county, you free up the Rancheria's limited funds for another Native American family. SCOE application is submitted online at: www.shastacoe.org. Click on Instructional Services then Early Childhood Services then Eligibility Wait List.

11. COMPLAINT/ GRIEVANCE POLICY

REDDING RANCHERIA
TRIBAL GOVERNMENT POLICIES

Chapter TP 8-222

**Policy Subject: Head Start and Child Care
Community Complaint / Grievance Policy**



Adopted by Tribal Council

April 14, 2015

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SECTION 1: PURPOSE

The purpose of this Policy is to establish a policy to swiftly hear and resolve complaints from residents of the Rancheria, persons directly affected by the operation of the Head Start Program, and parent/guardians of an enrolled student at the Redding Rancheria Head Start and Child Care Center.

This policy is intended to provide recourse to parties wishing to make a complaint regarding the operation, policy or procedures of the Redding Rancheria Head Start and Child Care Center. This policy will not be used to address complaints about employees or volunteers of the Program. Complaints regarding employee or volunteer conduct are not governed by this policy and should be made in writing to the Senior Director of Human Resources, who will follow the Tribe's existing personnel policies and procedures for Corrective Action.

SECTION 2: BACKGROUND AND INTENT

The grievance procedure is a problem-solving mechanism in which every attempt is made to resolve issues at the lowest level of authority, with the least possible amount of program disturbance. A grievance is a written complaint alleging that Head Start or Child Care Regulations, Department Policies and Procedures (if applicable), and/or Center Agency policies and procedures:

- a) were not followed;
- b) were administered in a discriminatory (unequal) fashion; or
- c) were administered in an arbitrary and capricious (unfair) fashion.

SECTION 3: PROTOCOL

The following protocol will be used for the written grievance procedure:

- a) Information is submitted in writing, signed and dated;
- b) No anonymous complaints will be accepted or considered;
- c) Supporting information may be submitted;
- d) The content of all meetings are kept confidential.
- e) Efforts are made to keep the grievance local, involving as few people as possible.
- f) Grievances alleging criminal acts or immediate danger to children are dealt with immediately by program officials, parents, and other authorities as appropriate. Provided that nothing in this policy shall be construed as an alternative to referring allegations of criminal conduct to local law enforcement.

SECTION 4: ADDITIONAL PROTOCOL

- a) Before a grievance is filed by a parent or community member, direct discussion between the person(s) whom the complaint involves is encouraged. All parties involved should note the date and time of the informal discussions.
- b) Failing resolution at that level, the person with the complaint must attempt to resolve problems or concerns at the center level with the Head Start and Child Care Program Manager. More than one meeting with the Program Manager must occur prior to the issue becoming a grievance.
- c) If the complaint is not resolved, or if no action occurs within 10 working days, the complaint shall be presented in writing to the Policy Council, who will review the matter and Policy Council Chairperson shall issue a response within 10 working days.
- d) If the complaint is not resolved, or if no action occurs within the 10 working days, the complaint shall be presented in writing to the Tribal Administration CEO, who will

review the matter and will give a response within ten working days. The CEO's decision is final and shall not be subject to further administrative or judicial review.

SECTION 5: HIERARCHY OF AUTHORITY

The hierarchy of authority to resolve parent and/or community grievances against Head Start and Child Care is as follows:

- (a) Originator (parent or community person) and staff person
- (b) Head Start and Child Care Program Manager
- (c) Policy Council
- (d) Tribal Administrative CEO

SECTION 6: RECORD KEEPING

The Redding Rancheria Head Start and Child Care program will maintain a file of program complaints at its office, listed above. This file may be reviewed by interested parties by request during normal business hours. The contents of the file are the property of the Redding Rancheria and may not be copied.

SECTION 7: REVIEW

The CEO shall review this policy each year and shall such make recommendations, if any, for its amendment as appropriate for the effective administration hereof.

SECTION 8: SOVEREIGN IMMUNITY

Nothing contained within this Policy shall be construed as a waiver of the sovereign immunity of the Redding Rancheria, the Redding Rancheria Head Start and Child Care Center, or any officer, agent or employee thereof, to a suit brought for damages or any other relief in any court.

Legislative History:

Originally Adopted by Tribal Council Resolution #056-06-23-09, dated June 23, 2009.
Amended by Tribal Council Resolution #058-10-09-12, dated October 9, 2012.
Amended by Tribal Council Resolution #029-04-14-15, dated April 14, 2015.

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CHILD CARE ASSISTANCE

SCOE EARLY CHILDHOOD SERVICES
Resource and Referral
43 Hilltop Drive, Redding, CA 96001
(530) 225-2999 ,
(530) 225-2963 - Fax

CHILD & FAMILY SERVICE (CPS)

Shasta County Dept. of Social Services
1313 Yuba Street
Redding, CA 96001
(530) 225-5650 ; 24 hour 530-22-5144

NORTHERN VALLEY CATHOLIC SOCIAL SERVICES

2400 Washington Street
Redding, CA 96001
(530) 241-0552

LICENSING

Community Care Licensing
520 Cohasset Rd., Suite 220
Chico, CA 95926
(530) 895-5033

LOCAL CHILDCARE PLANNING COUNCIL

Call Shasta County CCRE for
Current information
(530) 225-2999

INDIAN HEALTH CLINIC

Redding Rancheria Indian Health Clinic
1441 Liberty Street
Redding, CA 96001
530-224-2700

SMART COMMUNITY EMPLOYMENT CENTERS

1201 Placer Street
Redding, CA 96001
(530) 225-2088

Tribal TANF

2400 Washington Ave #301
Redding, CA 96001
530-710-8021

MENTAL HEALTH

Shasta County Mental Health
2640 Breslauer Way
Redding, CA 96001
530-225-5200

PUBLIC HEALTH

Shasta County Dept. of Public Health
2650 Breslauer Way
Redding, CA 96001
530 225-5591

SHASTA CO. FAMILY DAY CARE ASSOCIATION

Call SCOE Child Care Referral
(530) 225-2999

WELFARE

Shasta County Welfare Department
2460 Breslauer Way
Redding, CA 96001
(530) 225-5767 CalWorks
(530) 225-5500 Food Stamps
(530) 225-5634 TANF

WOMEN/INFANT & CHILDREN (WIC)

Shasta County WIC Program
Downtown Mall
1670 Market St., Suite 248
Redding, CA 96001
(530) 225-5168