



To
Around the Korner
Infant Toddler Child Care Center
Parent Handbook

Around the Korner welcomes
your family to our full-day
center-based programs.



Updated September 2025



This manual was designed to help families understand the requirements for participating in a state-funded full-day center-based program. We look forward to serving you!



We are a private non-profit organization funded by federal, state and local governments.



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Mission: Around the Korner. It is a non-profit organization specializing in early childhood education for children from birth through six years of age. Optimum opportunities for learning and personal growth will be provided for children, parents, and staff in a safe, culturally relevant environment. Strong partnerships between the home, school, and community will promote, enrich, and enhance the quality of life and ultimately produce self-reliance.

Around the Korner Child Care Center

Open Monday-Friday 6:30-6:00p.m
(818) 894-8037
13939 Nordhoff St.
Arleta Ca, 91331

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

Around the Korner Infant Toddler Care Center

Serving Children Newborn – 36 months
Full-Day Site Operating 6:30am – 6:00pm
Office Number: (818) 891-0200
8800 Woodman Ave
Arleta CA, 91331

Tupper Tobias Village

Serving Children Newborn – 24 months
Full-Day Site Operating 6:30am – 6:00pm
Office Number: (747) 236-7012
9273 Tobias St.
Panorama City CA, 91402

Around the Korner Center for School Age Enrichment

Serving Children Ages 3 years – 5 years
Full-Day Site Operating 6:30am – 6:00pm
Phone Number: (818) 890-0200
9757 Arleta Ave
Arleta, CA 91331

Around the Korner Preschool

Serving Children Ages 3 years – 5 years
Full-Day Site Operating 6:30am – 6:00pm
Phone Number: (818) 894-2478
14030 Nordhoff St.
Arleta, CA 91331



Open Door Policy: You may visit your child’s classroom unannounced to observe your child at any time during operational hours. Our program is based upon a partnership with parents of the children enrolled. Parents are highly encouraged to participate in their child’s program.

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



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

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 identification, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

Philosophy:

Around the Korner Infant Toddler Center recognizes the importance of play in the learning process for young children. We also recognize that parents are the primary caregivers and educators of their children.

We work to empower children, promote individuality and develop strong partnerships with families while creating an environment that helps young children attain physical, cognitive, social, language and emotional achievements to be prepared for school.

Each family brings a history of life experience and cultural heritage that is respected and valued within our Centers. Partnerships between families and the Center are essential to the growth and development of each individual child.

Parent Involvement & Education:

Our goal is to provide a welcoming environment for families and invite them to participate as equal partners in the education of their children.

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
- Reading to children during drop-off/pick-up
- Assisting with meal preparation
- Parent Club meets monthly. Meetings provide an opportunity to learn about child development, share topics identified in the parent survey, parenting strategies. A great time to network with Program staff and other parents.
- Quarterly Parent Advisory Committee meetings provide an opportunity for parents to provide input on the nature and operation of the program
- Participating or helping at family festivals/events

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

Note: Parents volunteering in the center must have a recent tuberculosis clearance, immunization & background clearance on file.



Health & 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 Social Service Need Request & Referral 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 results, 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.

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. A program that is inclusive of children with special needs.

We use a tool 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 facility in 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

PROGRAM PHILOSOPHY, GOALS & OBJECTIVES



Environment:

Our goal is for each of our classrooms to provide a safe, healthy and welcoming environment that supports the broad development needs of children.

The Thelma Harms Environment Rating Scale is completed on each classroom annually by an assessor. The assessor and teacher collaboratively develop and take action steps for continuous quality improvement.

In addition, our environments are set-up using our adopted curriculum. **Creative Curriculum** is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.

Nutrition Services:

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 and the name of foods. It is an opportunity for practicing manners by watching adults and socializing with other children.

Meals are provided at no cost to families. 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!



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

Community Involvement:

Our goal is to encourage coordination between the community and our program through:

- Soliciting support from the community including the solicitation of donated goods and services.
- Providing information to the community regarding our services available.
- Facilitating relationships and collaborations with other community agencies.
- The program also invites guests from the community to present to our parents, learners, and staff.

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 teachers 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 Desired Results Parent Survey
- Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile, Environmental Rating Scale tools, and California's Quality and Improvement System

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



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 NOTICE



**ALCOHOL, DRUG AND
WEAPON FREE ZONE.**



Safe School & Harassment Policy:

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

- 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!

Photographs & Video Taping:

The program periodically takes photos and/or videos during special events, and to document a child's developmental progress. If for any reason, you have a concern regarding your child's picture/video being taken, please talk with your child's Teacher immediately.

Daily Schedule:

Classroom daily schedules may vary from classroom to classroom. The daily schedule is posted on the parent bulletin board in each classroom.

Field Trips:

We offer field trips free of charge. 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 only allowed to participate in field trips with parent's written consent.

Biting

Biting is very common among groups of young children, for various reasons. Understanding why the young child bites is the first step in preventing biting as well as teaching the child alternatives to biting.

Clothing & 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.

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.



Discipline & Guidance:

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. We do not spank, punish or threaten our students.

Suspension or Expulsion:

Our program prohibits or severely limits the use of suspension and expulsion because of a child's behaviors. In addition, the program can not persuade or encourage a child's parents or legal guardians to voluntarily unenroll from the program due to a child's behavior.

The program will take many steps to address a child's challenging behaviors, with the goal being to aid the child's safe participation in the program.

In the event a child is suspended or expelled due to persistent and serious behaviors, the program will issue a Notice of Action that is effective 24 hours after the notice is issued.

Persistent and serious challenging behaviors are either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance.

Child Supervision:

Staff actively ensure that our environments are safe and no child will be left alone or unsupervised at any time.

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 child is signed in and out every day with your full legal signature and exact time.
- Hold child's hand in the road and parking lot
- Encourage children to follow safety rules
- Report safety and supervision concerns to staff immediately



NOTE: If a child is suspended or expelled, the parent has the right to file an appeal directly to the State Department no later than 14 calendar days after receipt of the Notice of Action. (For more information, see Grievance/ Complaint Procedures/Program Decision Complaints)

GENERAL POLICIES

Daily Health Screening & Exclusion:

In order to help prevent the spread of children's diseases, licensing requires that each child receive a daily health check upon arrival at the center. No child shall be accepted without contact between center staff and the person bringing the child to the center. The person bringing the child to the center must remain until the health check has been completed and the child is accepted.

Children will be excluded from the center if:

1. **Gastro-intestinal** nausea, vomiting, diarrhea, abdominal pain within the last 24 hours
2. **Throat and neck** redness, spots, sore throat, infected tonsils, swollen glands
3. **Eyes** discharge and/or redness
4. **Skin** rashes, spots, eruptions, etc.
5. **Hair** lice/nits, infected areas on scalp
6. **Nose and ears** discharge with symptoms such as fever, coughing or other symptoms
7. **Temperature** fever over 100 degrees F within the last 24 hours



Child Injury | Sick:

Staff are trained to administer CPR and First Aid. If your child is hurt during the day, staff will administer first aid and provide an injury/incident report.

If your child incurs an injury requiring immediate medical attention you will be contacted and your child will be transported via ambulance to the closest hospital. A staff member will accompany them.

In the event that a child becomes ill or injured while in care:

- Parent will be notified immediately if their child becomes ill or sustains an injury more serious than a minor cut or scratch.
- For less serious injuries, including, but not limited to, minor cuts and scratches requiring assessment and/or first aid by staff, the program will document the injury in the child's record and notify the child's parent of the nature of the injury when the child is picked up from the center.
- If the child becomes ill enough to require isolation, the child's parent will be asked to have the child removed from the center as soon as possible.

Medication:

In the event that 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.

Emergencies:

Each center's emergency plan is posted in the classroom and emergency drills are conducted monthly. In the event of a major disaster or unusual emergency, the automated phone calling system will be used to notify you of the most up to date information regarding the emergency situation.

GENERAL POLICIES

Napping:

Children under the age of 5 each have the opportunity to nap or rest without distraction or disturbance from other activities by providing an individual napping space and a cot or mat.

Any child who chooses not to sleep will be given the opportunity to do a quiet activity of their choosing.

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) that includes:

- Sleeping in safety approved crib
- Firm mattress with tight-fitted sheet
- Nothing is covering the infant's head
- Sleep on back
- No blanket, pillows, toys or loose objects
- Pacifiers cannot have anything attached
- Dressed in sleep clothing, such as a one-piece sleeper
- Never swaddled
- Never forced to sleep

What Safe Sleep Looks Like



Diapers | Toileting:

For non-potty-trained children, the program provides diapers while children are in care.

If your child is not independently toileting, when developmentally appropriate, our staff will work with you to set bathroom goals, expectations and routines. In partnership with you we work toward getting your child to be independent in the bathroom. If an accident occurs, we will support them to change into clean clothing. Please make sure that you bring a fresh change of clothing the day after an accident occurs in class.

Lead Poisoning Prevention:

Currently, there is no known safe level of lead in the body. It is important for parents to become aware and knowledgeable about lead poisoning and preventative measures.

Lead poisoning can potentially become a serious illness that can cause various health concerns in children such as:

- Anemia
- Decreases in intelligence quotient (IQ)
- Behavioral problems
- Decreased auditory function
- Slowed growth

It is important for parents to understand preventative measures by:

Knowing the sources of lead exposure such as:

- Interior/exterior paint
- Soil
- Drinking water (e.g. private well)
- Folk remedies
- Parental occupations (e.g., construction, plumbing, battery manufacturing)

Proper nutrition such as:

- Calcium rich foods (e.g., milk, yogurt, cheese, leafy green vegetables)
- Vitamin C foods (e.g., fruits and vegetables)
- Iron rich foods (e.g., red meats, beans, iron fortified)

Early and Periodic Screening, Diagnostic and Treatment (EPSDT), states that children should undergo clinical diagnosis and assessments that would account for a blood lead level (BLL) count during 12 and 24 months of age in order to measure lead toxicity. Assessments should be given to children at six and nine months of age and thereon after up to the age of six years old.

If a BLL count is $\geq 5 \mu\text{g/dL}$, treatment should be followed upon physician's instructions in order to eliminate lead toxicity. Local public health officials may also assist in finding any lead exposure in surrounding areas of the child's residence for any hazards.



Children under the age of six years old are more vulnerable to being exposed to lead.

SELECTION & ENROLLMENT PROCESS

Waiting List:

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



Ways to Apply:

In Person:

Around the Korner Infant Toddler
8800 Woodman Ave
Arleta, CA 91331

Online:

Visit online at:
aherrera@aroundthekorner.org



Call the Office:

(818) 891-0200

Admission Priorities:

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

General Child Care (CCTR)

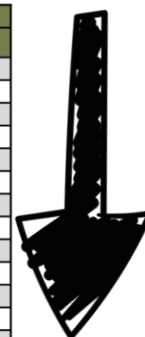
- **First:** Child protective services, or at-risk of abuse, neglect or exploitation
- **Second:** Admission priority based on total countable monthly income & family size.

When multiple families are within the same ranking:

1. Child with exceptional needs within the same ranking is admitted first
2. Dual language learner is admitted second
3. Entry with the earliest wait list date is admitted third

Rank	Family Size											
	1 - 2	3	4	5	6	7	8	9	10	11	12	
1	\$ 81	\$ 92	\$ 106	\$ 123	\$ 140	\$ 143	\$ 146	\$ 150	\$ 153	\$ 156	\$ 159	
2	\$ 161	\$ 183	\$ 212	\$ 246	\$ 280	\$ 287	\$ 293	\$ 299	\$ 306	\$ 312	\$ 318	
3	\$ 242	\$ 275	\$ 318	\$ 369	\$ 420	\$ 430	\$ 439	\$ 449	\$ 458	\$ 468	\$ 478	
4	\$ 323	\$ 366	\$ 424	\$ 492	\$ 560	\$ 573	\$ 586	\$ 598	\$ 611	\$ 624	\$ 637	
5	\$ 404	\$ 458	\$ 531	\$ 615	\$ 700	\$ 716	\$ 732	\$ 748	\$ 764	\$ 780	\$ 796	
6	\$ 484	\$ 550	\$ 637	\$ 739	\$ 840	\$ 859	\$ 879	\$ 898	\$ 917	\$ 936	\$ 955	
7	\$ 565	\$ 641	\$ 743	\$ 862	\$ 981	\$ 1,003	\$ 1,025	\$ 1,047	\$ 1,070	\$ 1,092	\$ 1,114	
8	\$ 646	\$ 733	\$ 849	\$ 981	\$ 1,121	\$ 1,146	\$ 1,172	\$ 1,197	\$ 1,222	\$ 1,248	\$ 1,273	
9	\$ 726	\$ 824	\$ 955	\$ 1,095	\$ 1,261	\$ 1,289	\$ 1,318	\$ 1,347	\$ 1,375	\$ 1,404	\$ 1,433	
10	\$ 807	\$ 916	\$ 1,061	\$ 1,231	\$ 1,401	\$ 1,433	\$ 1,464	\$ 1,496	\$ 1,528	\$ 1,560	\$ 1,592	
11	\$ 888	\$ 1,007	\$ 1,167	\$ 1,354	\$ 1,541	\$ 1,576	\$ 1,611	\$ 1,646	\$ 1,681	\$ 1,716	\$ 1,751	
12	\$ 969	\$ 1,099	\$ 1,273	\$ 1,477	\$ 1,681	\$ 1,719	\$ 1,757	\$ 1,795	\$ 1,834	\$ 1,872	\$ 1,910	
13	\$ 1,049	\$ 1,191	\$ 1,379	\$ 1,600	\$ 1,821	\$ 1,862	\$ 1,904	\$ 1,945	\$ 1,986	\$ 2,028	\$ 2,069	
14	\$ 1,130	\$ 1,282	\$ 1,486	\$ 1,723	\$ 1,961	\$ 2,006	\$ 2,050	\$ 2,095	\$ 2,139	\$ 2,184	\$ 2,228	

SAMPLE (Partial Chart)



Migrant Child Care (CMIG)

- **First: Current Move** (moved within 12 months preceding)
- **Second: Former Move** (qualified under 1st priority in past 5 years & is currently dependent on agricultural work)
- **Third: No Move** (family resides in rural agricultural area)

SELECTION & ENROLLMENT PROCESS

Families screened & selected for potential enrollment from the waiting list will be asked to complete the orientation process and submit documentation to verify eligibility/need for services. The steps are as follows:

Step 1: Learn How to Apply



Pick-Up or Print Enrollment Packet

Click on the appropriate program model to print your pre-enrollment packet.

Packet Pick-up Locations

Full-Day

Download enrollment packet >

Part-Day

Download enrollment packet >

Alternative Payment

Download enrollment packet >

Family Child Care Home Network

Download enrollment packet >

Watch Learn How to Apply Video

Learn How to Apply videos will walk you through the documents needed to apply. You will need an enrollment packet prior to watching the video.



Enrollment Packet: Print or Pickup

Watch How to Apply Video: Online or In-Person

Print Need Form(s)

If enrolling a need-based program, each parent must provide proof & verification of their need for services.

Note: Need forms are not required for Head Start & Part-Day State Preschool Programs

At-Risk Sample Referral Letter

CPS Sample Referral Letter

Declaration of Self-Employment

Educational Program Verification

Need Forms (Full-Day Programs Only): Print or Pickup

SELECTION & ENROLLMENT PROCESS



Step 2: Complete Documentation & Orientation

Complete forms, gather documents listed on the checklist & complete online orientation (instructions are in the packet)

Schedule an appointment with an Enrollment Specialist by calling (818) 891-0200 once your documentation is complete.

Note: If you do not contact us within 2 weeks of being screened from the waiting list, you will not be eligible to apply for this enrollment period.

Step 3: Verify Eligibility

Attend in-person appointment at Around the Korner Infant Toddler Center located at 8800 Woodman Ave Arleta Ca. 91331.

Please note that you will be turned away if your packet/information is not complete at the time of your appointment.

Complete Steps 1 & 2 Online or In-Person:
Online at [Aroundthekorner.org](https://www.aroundthekorner.org) at our central office located at 8800 Woodman Ave Arleta Ca. 91331, or at one of our child development centers.

Certification/Recertification of Eligibility:

Enrollment into a program is determined by specific family eligibility and need criteria. In addition, a child's parent must live in California. Families complete a certification process at initial enrollment and must recertify their eligibility every 24 months thereafter, **with the exception of:**

- Families who are certified as income eligible & during their certification period, their income exceeds the maximum income threshold, which is 85% of the state median income
- Families who do not follow agency policy

NOTE: Children who are 12 years old when certified will receive services for not less than 12 months.

24-month eligibility starts on the date the program representative signs/approves the application for services. Families will be notified 30 days in advance of what is required to recertify and will be required to bring in documentation after the 24-month eligibility period has expired.

Program staff will make every effort to make the certification/recertification process convenient for families. A family will be disenrolled if the recertification process is not completed within the designated 50-day recertification period.

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 may submit declaration of intent to reside in California
- Any evidence of a street address or post office address in California, including the 4-digit zip code extension

Family Language Survey

Identification of your child as a dual language learner 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 our programs, and is different from any identification process or program supports a child might receive as an English learner in Transitional Kindergarten or Kindergarten.



PARTICIPANT QUALIFICATIONS & CONDITIONS

Court Order

If there is a court order that impacts child care services, include in the family data file.

Exceptional Needs Child:

If the provider caring for your exceptional needs child is requesting a rate adjustment the file must contain the following documentation:

- 1) Individual Family Service Plan (IFSP) **OR** Individualized Education Program (IEP)

Exceptional Needs Teen:

If your child with exceptional needs is 13 through 21 years of age. Documentation must include:

- 1) Individual Family Service Plan (IFSP) **OR** Individualized Education Program (IEP) **AND**
- 2) Signed statement by a legally qualified professional that includes:
 - Child requires the special attention of adults in a child care setting, **and**
 - Name, address, license number, & telephone number of the legally qualified professional who is rendering the opinion

Proof of Family Size:

Biological/Adoptive Parent: “Family” shall be considered the parents & the children for whom the parents are responsible, who comprise the household in which the child receiving services is living.

Guardian/Foster Parent: “Family” shall be considered the child & related siblings.

Participants must provide the names of the adults & the names, gender & birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file & indicate the relationship of the child to the parent.

- Birth Certificate or other live birth records
- Child Custody Court order
- Adoption documents
- Foster Care placement records
- School or Medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

Health & Emergency Information:

California’s Child Care Licensing Program provides oversight and enforcement for licensed Child Care Centers. **As part of the enrollment process**, Parents must submit the following licensing documentation/forms:

- Identification and Emergency Information
- Up-to-date Immunization Record
- Physician’s Report (LIC 701) (Medical examination within last 12 months)
- Proof of Tuberculosis Clearance (Results, date given, and date read)
- Notification of Parents’ Rights form (LIC 995)
- Personal Rights Form (LIC 613A)
- Consent for Emergency Medical Treatment form (LIC 627)
- Child’s Preadmission Health History-Parent’s Report (LIC 702)
- Caregiver Background Check Process (LIC 995E)

PARTICIPANT QUALIFICATIONS & CONDITIONS

Eligibility Criteria:

Participants must provide documentation of eligibility in **1** or more of these eligibility categories:

Child is Recipient of Child Protective Services or Child Identified as At-Risk

- Documentation of Monthly Income **AND**
- Referral Letter

Family Experiencing Homelessness

- Documentation of Monthly Income **AND**
- Referral Letter **OR**
- Parental Declaration of Homelessness

Receiving Benefits from Governmental Program

(not applicable to the CMIG program)

CalWORKs, Medi-Cal, CalFresh, California Food Assistance, California Special Supplemental Nutrition Program for Women, Infants and Children (WIC), Food Distribution Program on Indian Reservation, Head Start or Early Head Start.

- Enrollment Documentation, such as Notice of Action | Receipt of Aid | Verification of Benefits **AND**
- Copy of Governmental Program Application **OR**
- If not available, Self-Declaration of Income as declared on the program application

Current Aid Recipient

- Documentation of CalWORKs Cash-Aid
(Example: Notice of Action | Receipt of Cash-Aid | Verification of Benefits)

Income Eligibility

Regular & Steady Income:

Total countable income from either month of the 2-month window immediately preceding certification

Fluctuating or Inconsistent

Income: Total countable income from 12 months immediately preceding certification

- Parent Notification: Requirement to Report Income Over Threshold **AND**

Guardian or Foster Parent(s):

- Documentation of Monthly Income (For child and their related siblings)

Biological or Adopted Parent(s):

- Authorization to Release Employment Information (if applicable) **AND**
- Documentation of Income (ALL sources for ALL parents in family)

Self-Employed Parent(s):

- Combination of documentation to establish income, including Business Revenue **AND** Expenses



NOTE: CMIG family must also be a migrant agricultural worker family

Maximum income threshold:

Family Size	85% of the State Median Income
1-2	6,860
3	7,785
4	9,020
5	10,463
6	11,906
7	12,177
8	12,447
9	12,718
10	12,988
11	13,259
12	13,530

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.

PARTICIPANT QUALIFICATIONS & CONDITIONS

COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET (CDSS Programs)

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.
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	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

Need for Services:

In addition to meeting the eligibility criteria, Parent's must meet at least 1 need criteria.

Need Criteria:

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

- Child Protective Services Referral Letter
- At-Risk Referral Letter
- 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 bachelor's 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)



Need Forms:
Print online at monarchparents.com/enrolled
or pick-up at our office located at 8800 Woodman Ave Arleta Ca. 91331 **or** any Center location



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
 - Child care and development 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. 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 then 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.

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).

Please notify your Enrollment Specialist if your address or telephone number changes at anytime to ensure we are able to contact you



REQUEST TO CHANGE SERVICES: CENTER-BASED

This form is used for the purpose of voluntarily reporting changes during a family’s certification period.

Note: After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action indicating the outcome of your request. No other changes will be made to your service agreement, other than the requested change(s).

REQUEST TO CHANGE SERVICES

I am voluntarily reporting changes in order to:

☐ Reduce my family fees

☐ Disenroll from the program due to no longer needing services

☐ Change my service schedule (days and/or hours of service) as follows:

Effective Date:	Child(ren):
Days & Hours Requested	
Consistent or Variable Child Schedule:	
Child Non-School Days & Hours:	
Child School Days & Hours:	

REASON FOR REQUEST & SUPPORTING DOCUMENTATION

Change in Income	Change in Family Size
Income documentation (all sources): ☐ Regular & Steady Income: Total countable income from either month of the 2-month window immediately preceding ☐ Fluctuating or Inconsistent Income: Total countable income from 12 months immediately preceding ☐ Employment Income Verification Release	☐ Increase in family size: Documentation connecting the parent to the new child, such as a birth certificate ☐ Decrease in family size: In writing, indicate the individuals first & last name, along with reason-
Change in Need	Child Started/Changed School
Employment Verification Training Verification, including Class Schedule Educational Program Verification, including class schedule Request to Actively Seek Employment Statement of Incapacity Request to Seek Permanent Housing	In writing, indicate the child(ren) name, school name & school hours -
Disenrollment of Services	
In writing, indicate the reason for disenrollment, name(s) of child(ren) that no longer need services & the last day services are needed –	

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. If I am requesting a decrease to my certified schedule, I understand the new schedule would replace my current schedule, and if I choose to increase my certified schedule at a later time, I will be required to provide additional documentation. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct.

Parent/Guardian Printed Name

Signature

Date

Courtesy of MonarchLink.com

Request to Change Services Form:
Print online at aroundthekorner.org **or** pick-up at our central office or any of our centers

PARTICIPANT QUALIFICATIONS & CONDITIONS

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

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

Assessment:

Family fees are only 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

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

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

Fees CANNOT, under any circumstances, be recalculated based on a child's actual attendance.

Family Fee Schedule Up to 85% of SMI Effective July 1, 2025									
Monthly Fee		Family Size & Monthly Income							SMI
Part-Time	Full-Time	1 - 2	3	4	5	6	7	8 +	%
\$30.25	\$60.50	6,053	6,869	7,959	9,232	10,505	10,744	10,983	75%
\$30.65	\$61.30	6,134	6,961	8,065	9,355	10,645	10,887	11,129	76%
\$31.05	\$62.10	6,215	7,052	8,171	9,478	10,786	11,031	11,276	77%
\$31.45	\$62.90	6,296	7,144	8,277	9,601	10,926	11,174	11,422	78%
\$31.85	\$63.70	6,376	7,235	8,383	9,724	11,066	11,317	11,569	79%
\$32.25	\$64.50	6,457	7,327	8,489	9,847	11,206	11,460	11,715	80%
\$32.65	\$65.30	6,538	7,419	8,595	9,971	11,346	11,604	11,862	81%
\$33.05	\$66.10	6,618	7,510	8,701	10,094	11,486	11,747	12,008	82%
\$33.45	\$66.90	6,699	7,602	8,808	10,217	11,626	11,890	12,154	83%
\$33.85	\$67.70	6,780	7,693	8,914	10,340	11,766	12,033	12,301	84%
\$34.30	\$68.60	6,860	7,785	9,020	10,463	11,906	12,177	12,447	85%

Exemptions:

The following are exemptions:

- A family, whose income level is less than the first entry on the family fee schedule
- Children receiving child care & development services from Part-Day State Preschool (CSPP) or Severely Handicapped (CHAN)
- Families eligible based on "experiencing homelessness" in counties with approved policy flexibilities (San Francisco and San Mateo)
- 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

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

Payment:

Payments are **due by the 1st of the month** in advance of services. Family fees may be paid online at monarchparents.com/enrolled or by bringing a check or money order to our office located at:

Around the Korner Infant Toddler Center
Main Office
8800 Woodman Ave
Arleta, CA 91331

Note: Cash is not accepted

If paid online, a receipt of payment will be automatically emailed to the payee. If paid in person or by mail, a receipt of payment will be mailed to the participant.



Credit for Fees Paid to Other Service Provider:

When the program cannot meet all of a family's needs for child care, families may receive a credit for payment made for child care services to another service provider. To receive credit, submit within 30 days of making payment:

- Payment record (receipt or cancelled check) that includes:
 - provider's name
 - child name
 - total paid
 - payment date
 - rate of payment, &
 - dates of services provided

NOTE: Fee credit is applied to next fee billing period. In the event that payment to the other service provider is more than the fee amount, the remaining amount will NOT carry to the next billing period

Delinquent Fees:

Family fees are considered **delinquent after 7 calendar days** from the due date.

Families with a delinquent fee plan from previous past due fees must continue to make payment according to their Plan for Payment of Delinquent Fees in addition to their current fees.

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.

Importance of 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

Attendance Expectations/Policy:

Children are **expected to attend child care based on their certified schedule** determined at certification, recertification & when a participant voluntarily requests to change their service level.

A family may be disenrolled from the program for abandonment of care.

Participants may voluntarily request to change their child's service level (See Right to Voluntarily Report Changes).

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

Sign In & Out Procedures:

Parents or authorized adults must sign their child in and out every day, using their full legal signature. Arrival and departure times are also required daily.

Staff will only release children to adults listed on the Emergency Card unless the parent has notified the Site Supervisor or teaching staff in advance and **in writing** that another adult is authorized to pick the child up. If a parent or legal guardian requests that one of the child's parents not be allowed to remove their child from the center, a court order will be required. Otherwise, all parents who can provide proper identification will be allowed to pick their child up from the center.

ATTENDANCE

Reporting Absences & Late Arrivals:

When a child is absent from regularly scheduled care at any time during the month the participant or staff member must record on the attendance record the date(s) of absence, description of absence, and sign sheet with full legal signature. Must be done in writing and include child's name, date of request, date(s) of absence and reason for absence.

Absence Policy:

Excused Absence:

- Illness of child, sibling, or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine
- Appointment due to illness of child or parent/guardian, which includes doctor, dentist, mental health
- Absences related to a child's disability, including services outlined in the child's Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP)
- Absences due to child suspension or expulsion
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)

Best Interest Days (maximum of 10 days per program year between July 1-June 30; except for children enrolled due to protective services or at risk)

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

Planned Absence:

In the event that a child has a planned absence or late arrival advance notice is required to be given to the Teacher.

Unplanned Absence:

In the event that a child is absent or will be late on a contracted day, parent/family is responsible to contact the center by 8:00am.

Family Emergency:

A family emergency is defined as an unplanned situation of a temporary nature that may prevent a child from attending the program. Acceptable circumstances include, but are not limited to:

- Court appearance
- Death, accident or hospitalization of a family member
- Illness or quarantine of sibling
- No transportation
- Utility emergencies impacting the household (e.g., loss of power, water, or gas)
- Severe weather conditions or disasters directly affecting the household, including fire, flood, or shelter-in-place orders
- Extreme family crises, including but not limited to: Loss of housing, domestic violence, being a victim or witness to a crime, or community concerns that make it unsafe for the child to participate in the program

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.

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 attendance

Agency Disenrollment Policy:

Families will be issued a notice 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.
- Failure to provide current and correct information at the time of certification or recertification.
- Failure to complete the recertification process within the designated 50-day recertification period.
- Parent changes residency outside of California as reported by the parent.
- Family income exceeds the maximum income threshold (applicable to a family that is enrolled within the Income Eligible category)
- Non-compliance of agency policies.
- Abandoned child care for 30 consecutive calendar days without notice.
- Failure to complete or falsification of sign-in/out sheets accurately and on a daily basis.
- Threatening, yelling, cussing or acting unethically towards any staff member.
- 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 Enrollment priority.



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 Site Supervisor
Level 3:	If complaint is not resolved by Site Supervisor, it is brought to the attention of the Program Director

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. Procedures are mailed annually to parents or are available anytime by contacting our office.

Food & Nutrition Program Non-Discrimination Statement & Complaint Procedure:

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may 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 complaint of discrimination, complete the USDA Program Discrimination Complaint form (AD-3027) found online at usda.gov/oascr, 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 | 3) Email: program.intake@usda.gov. This institution is an equal opportunity provider.

Program Decision Complaints (Appeal Process):

Parents enrolled in state subsidized programs 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, with the exception of children who have been suspended or expelled. In the event a child is suspended or expelled due to persistent and serious behaviors that impact the safety of children, the child may NOT attend the program during the appeal process. 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 for Appeal Hearing

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, phone number, full address, explanation why parent disagrees with the agency's action and date the request is signed.

Request for hearing may be submitted by mail, in person, phone or e-mail to:

Around the Korner Center
Attention: Executive Director
8800 Woodman Ave
Arleta, CA 91331
Telephone (818) 891-0200
Aroundthekorner.org

In the event that the action taken is due to **child suspension or expulsion**, a request for an appeal hearing is sent directly to the State Department (Skip to Step 5)

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 1 time.

Step 3: Conduct Hearing

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." 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 documentation. The hearing will be recorded. During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that they disagree with the proposed action indicated by the referenced NOA should not be carried out.

**What
you need
to know**

GRIEVANCE / COMPLAINT PROCEDURES

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 the agency 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. For failure to appear, it will be deemed that parent has abandoned the appeal and care ends immediately.

Step 4: Agency Hearing Decision

Hearing officer will send notification in writing, of decision within 10 calendar days after hearing.

Step 5: Request for Appeal Hearing with STATE DEPARTMENT

If parent disagrees with the agency's hearing decision OR if the action taken is due to child suspension or expulsion, the parent has 14 days from date of the written decision/action to file an appeal with the appropriate Department. The appeal(s) must include a written statement specifying the reasons parent disagrees with the agency's action, a copy of the decision letter and a copy of both sides of the NOA.

Request for State Department hearing must be submitted to:

Child Care and Development Programs:

California Department of Social Services (CDSS)

Child Care and Development Division

Attn: Appeals Coordinator

Mail: 744 P Street, MS 9-8-371

Sacramento | CA | 95814

Email: CCDDAppeals@dss.ca.gov

Telephone: 833-559-2417

Fax: 916-654-1048

NOTE: If the parent has children enrolled in both a State Preschool and Child Care & Development programs, our agency will issue two NOAs: one for the child(ren) enrolled in State Preschool and a separate NOA for the child(ren) enrolled in the other program(s)

Step 6: CCDD Hearing Decision

Within 30 calendar days after the receipt of the appeal, CCDD will issue a written decision to the parent and the agency. Once CCDD has rendered a decision, the decision is final.





Resources!

Program Forms, Pay Family Fees, Handbooks & Orientation Videos

Available online at
Aroundthekorner.org/enrolled or at our offices
located at 13939 Nordhoff St. Arleta, Ca 91331
8800 Woodman Ave Arleta, Ca 91331
9273 Tobias Ave. Panorama City Ca, 91402

United Way

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

We look forward to serving you!



Program Handbook: Receipt of Written Policies

My signature below acknowledges that I have received a copy of or have chosen to access online the program handbook. I acknowledge that I have read, understand and agree to abide by these guidelines. I understand that I may be dis-enrolled from the program if I do not follow the program policies.

PARENT | GUARDIAN

Child(ren) Name: _____

Parent/Guardian Printed Name: _____

Legal Signature: _____ Date: _____

Updated September 2025

Please return this page to: Around The Korner Child Care Center
13939 Nordhoff St.
Arleta, CA 91331