



Children's Paradise[®]
preschool and infant centers



PARENT GUIDE
assistance & subsidies

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Each child
deserves a chance
to realize their
true potential
through high-quality
early education.





ABOUT OUR TUITION ASSISTANCE PROGRAMS

At Children’s Paradise we believe that each child, regardless of their background, deserves a chance to realize their true potential through high-quality early education. With this commitment, we help families apply for financial assistance and we work to maintain that support while the child attends Children’s Paradise.

LOCATIONS

Children’s Paradise currently has locations across San Diego County with additional sites opening soon! Tuition assistance programs/subsidy programs vary by location. Please contact us at 800-650-CARE to determine which site best meets your family’s needs.

PARENT INVOLVEMENT AND EDUCATION

Children’s Paradise invites parents to participate in their child’s learning in a variety of ways. We provide an orientation that includes topics such as program philosophy, goals and objectives, activities, eligibility criteria, priorities for enrollment, fee requirements, and due process procedures.

HEALTH AND SOCIAL SERVICES

Children’s Paradise believes that early childhood education is not just about educating your child. Our services also include connecting the family to community health and sustainability resources which result in the information your family needs to thrive throughout the early years and beyond.



HOW TO QUALIFY FOR TUITION ASSISTANCE

We offer and accept a variety of tuition assistance programs to support every child. If you receive other assistance not listed, please contact us for further information.

PROGRAMS

California State Preschool Program (CSPP) serves children ages 3–5 in full day, part day and extended learning and care options for preschool and kindergarten children.

General Child Care and Development (CCTR) serves children ages 6 weeks through 3 years and school-age children, ages 5–12.

Head Start / Early Head Start serves children ages 0–5, at various locations, and provides enhanced health and social services.

Alternative Payment Programs provides Children’s Paradise reimbursement based on a family’s need for child care.

Smarty Patch provides short-term tuition assistance for families receiving services though Children’s Paradise based on family needs.

OTHER PROGRAMS

Children’s Paradise offers other programs that may vary in eligibility requirements, selection and enrollment process, continuity and policies. A Family Services staff member will outline any differences, if applicable.



HOW TO QUALIFY FOR THE CALIFORNIA STATE PRESCHOOL PROGRAM (CSPP)

The full-day and part-day California State Preschool Program serves children whose 3rd or 4th birthday is on or before December 1 of the program year enrolling; if the child's 3rd birthday is on or after December 1, then upon the child's 3rd birthday.

The full-day preschool program operates for a minimum of 246 days per year and covers full-day hours as determined by the needs of the family. In the event the family also qualifies to participate in the Head Start Program, as funding is available, then Head Start funding covers the enhanced services required to meet the daily needs of the family as identified.

The part-day preschool program operates for a minimum of 175 days per year and provides three and a half hours (3.5) of core educational time for the preschool child and only requires a family to meet income guidelines.

CSPP ELIGIBILITY

Eligibility for Children's Paradise State Preschool Program (CSPP) is established by one of the following as defined by the California Department of Education and subject to change:

- Age-eligible (3rd or 4th birthday is on or before December 1 of the program year enrolling; if the child's 3rd birthday is on or after December 1, then upon the child's 3rd birthday)
- Children with disabilities (exceptional needs)
- Recipients of Child Welfare Services or who are at risk of neglect or exploitation (referral required)

- Family homelessness
- Receiving benefits from the following Governmental Means-Tested Programs: CalWORKS, CalFresh/SNAP, Medi-Cal, California Food Assistance Program, Special Supplement Nutrition Program for Women, Infants, and Children (WIC), Early Head Start, Head Start, or Food Distribution Program on Indian Reservation
- Parents must be income eligible based on state median income (SMI) guidelines identified by the Schedule of Income Ceilings as determined by the California Department of Finance
- Reside within an approved Free and Reduced Price Meal Neighborhood School Boundary (only approved CSPP locations)

CSPP SELECTION AND ENROLLMENT

- Families are selected for enrollment from the Priority Waitlist (priorities listed below based on full or part-day selection), as defined by the California Department of Education (CSPP) and is subject to change.
- Parents/Guardians must qualify based on above stated eligibility requirements.

CSPP FULL-DAY ENROLLMENT PRIORITY (PRESCHOOL AGE CHILDREN)

- First priority for enrollment is age-eligible children who are recipients of Child Welfare Services and/or are at risk of abuse, neglect, or exploitation (referral must be provided).
- Second priority is given to children with exceptional needs from income-eligible families that also meet a need criterion.



- Third priority is given to eligible 3 or 4-year-olds who are not enrolled in Transitional Kindergarten (TK) and meet a need criterion.
- Fourth priority is given to families that are no more than 15% above the state income threshold and meet a need criterion: children with exceptional needs, 4-year-olds then 3-year-olds.
- Fifth priority is given to a family that meets eligibility criteria but does not have a need: 4-year-olds, then 3-year-olds.
- Sixth priority is given to a family that resides in an approved Free and Reduced-Price Meal Neighborhood School Boundary: 4-year-olds, then 3-year-olds.

CSPP FULL-DAY ENROLLMENT NEED-BASED REQUIREMENTS

For full-day services, the need shall be established by one of the factors below:

- Is a recipient of, or referred by Child Welfare Services (CWS) or is at risk of neglect or exploitation
- Employed or seeking employment
- Participating in vocational training leading directly to a recognized trade, paraprofessional, or profession
- Seeking permanent housing for family stability
- Incapacitated
- Pursuing a General Education Degree (GED), High School Diploma or English as a second language classes

CSPP PART-DAY ENROLLMENT PRIORITY

- First priority for enrollment is age-eligible children who are recipients of Child Welfare Services and/or are at risk of abuse, neglect, or exploitation (referral must be provided).
- Second priority is given to children with exceptional needs from income-eligible families.
- Third priority is given to eligible 3 or 4-year-olds not enrolled in TK.
- Fourth priority is given to families that are no more than 15% above the state income threshold: children with exceptional needs, 4-year-olds then 3-year-olds.



- Fifth priority is given to a family that resides in an approved Free and Reduced-Price Meal Neighborhood School Boundary.
- Sixth priority is given to a child enrolled in TK or Kindergarten (must still meet eligibility) to provide expanded learning and care.

CSPP PART-DAY ENROLLMENT REQUIREMENTS

- Part-day has no need requirement to be enrolled.

CSPP SUSPENSION AND EXPULSION

Our program prohibits or severely limits the use of suspension and expulsion because of a child's behaviors. In addition, the program cannot persuade or encourage a child's parents or legal guardians to voluntarily unenroll, reduce hours, or pick up early from the program due to



a child's behavior. The program will coordinate with parents/caregivers, teachers, and other support staff to address a child's challenging behaviors, with the goal being to aid the child's safe participation in the program.

In the event that a child is suspended or expelled due to persistent and serious behaviors that impact the safety of the child or others, Children's Paradise will issue a Notice of Action 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.

A 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.

Note that the child may not attend the program during the appeal process. The appeal must be filed directly to:

Mail: California Department of Education (CDE)
 Early Education Division
 Attn: Appeals Coordinator
 1430 N Street, Suite 3410
 Sacramento, CA 95814
 Email: ELCDAppeals@cde.ca.gov
 Telephone: 916-322-1273
 Fax: 916-323-6853

NOTE: For further information regarding steps taken to address a child's challenging behaviors, please talk with your Site Director.



Coordination with all parties can help address a child's challenging behaviors and aid in safe participation in the program.

HOW TO QUALIFY FOR THE INFANT, TODDLER, AND SCHOOL-AGE PROGRAM (CCTR)

The General Childcare and Development (CCTR) program serves children 6 weeks through 3 years of age and school-age children 5–12.

This full-day program (CCTR) operates for a minimum of 246 days per year and covers full-day hours as determined by the needs of the family. In the event the family also qualifies to participate in the Head Start Program, as funding is available, then Head Start funding covers the enhanced services required to meet the daily needs of the family as identified.

CCTR ELIGIBILITY

Eligibility for Children's Paradise General Child Care and Development Program (CCTR) is established by one of the following, as defined by the CA Department of Social Services and is subject to change:

- Age-eligible (birth through 3 years of age and ages 5–12)
- Recipients of Child Welfare Services or who are at risk of neglect or exploitation (referral required)
- Homelessness
- Parents must be income eligible based on state median income (SMI) guidelines identified by the Schedule of Income Ceilings as determined by the California Department of Finance.
- Receiving benefits from the following Governmental Means-Tested Programs (CalWORKS, CalFresh/SNAP, Medi-Cal, California Food Assistance Program, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Early Head Start, Head Start, or Food Distribution Program on Indian Reservation)

CCTR SELECTION AND ENROLLMENT

- Families are selected for enrollment from the Priority Waitlist, in order based upon the following, as defined by the Department of Social Services (CCTR) and subject to change.
- Parents/Guardians must qualify based on state median income (SMI) guidelines to qualify for the General Child Care and Development



Program or the SMI for State-Preschool Program as identified by the Schedule of Income Ceilings determined by the California Department of Finance.

CCTR ENROLLMENT PRIORITY — FULL-DAY PROGRAM

- First priority for enrollment is age-eligible children who are recipients of Child Welfare Services and/or are at risk of abuse, neglect, or exploitation (referral must be provided).
- Second priority is given to families that meet a need criterion within each income bracket: children with exceptional needs, dual language learners, and earliest wait list date.





CCTR FULL-DAY ENROLLMENT NEED-BASED REQUIREMENTS

For full-day services, the need shall be established by one of the factors below:

- Is a recipient of, or referred by Child Welfare Services (CWS) or is at risk of neglect or exploitation
- Employed or seeking employment
- Participating in vocational training leading directly to a recognized trade, paraprofessional, or profession
- Seeking permanent housing for family stability
- Incapacitated
- Pursuing a General Education Degree (GED), High School Diploma or English as a Second Language classes

CCTR SUSPENSION AND EXPULSION

Our program prohibits or severely limits the use of suspension and expulsion because of a child's behaviors. In addition, the program cannot persuade or encourage a child's parents or legal guardians to voluntarily unenroll, reduce hours, or pick up early from the program due to a child's behavior. The program will coordinate with parents/caregivers, teachers, and other support staff 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 that impact the safety of the child or others, Children's Paradise will issue a Notice of Action 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.

A 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. Note that the child may not attend the program during the appeal process. The appeal must be filed directly to:

Mail: California Department of Social Services (CDSS) | Child Care & Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-8-351
Sacramento, Ca 95814
Email: CCDDAppeals@dss.ca.gov
Telephone: 833-559-2420
Fax: 916-654-1048

NOTE: For further information regarding steps taken to address a child's challenging behaviors, please talk with your Site Director.

CSPP AND CCTR PROGRAM POLICIES

ENROLLMENT DOCUMENTATION

Prior to enrollment, parents/guardians are required to provide all necessary documentation, including but not limited to the following, to determine eligibility and enrollment for care:

- Proof of family size
- Proof of income
- Employment and income verification such as paycheck stubs or employer verification on company letterhead
- Proof of child support, public assistance, or any other income documentation
- Statement of incapacitation by medical professional
- Seeking permanent housing documentation
- Proof of residency: utility bill, rental agreement, paycheck that includes your address on it, or any other evidence of your street address.
- Copy of child's IEP/IFSP
- Proof of Government Means Tested Programs

CERTIFICATION PROCESS

Completion of the Application for Service can only be signed once all required documentation has been provided. This document must be signed and dated by both parent and agency representative.

NOTIFICATION PROCESS

Upon enrollment into the State Preschool Program (CSPP) or General Child Care and Development (CCTR) program, families will receive a Notice of Action (NOA) document. This informative document will detail the days and hours of the approved enrollment as well as any family fees. The NOA will also detail the term of enrollment based upon the current documentation package provided by the parent throughout the eligibility determination process.

APPLICATION FOR SERVICES

The Notice of Action (NOA) form is used to communicate confirmation of the application for services with the date services begin or if services have been denied. The NOA is also used to communicate any changes in service, recertification, disenrollment, or if the family fee is delinquent.

The NOA is a legal document and will contain information on a child's participation in the State Preschool Program and General Child Care and Development program that indicates the hours you are authorized for care, notification of monthly fees and/or any additional information Children's Paradise needs to convey about childcare services. This form also represents acceptance into the State Preschool Program or General Child Care and Development Program.



FAMILY FEES

A monthly "Family Fee" will be assessed and collected based on income and family size and no adjustments will be made for excused or unexcused absences. Credit for fees paid to other service providers, when not able to meet all the family's need have been established, a receipt or canceled check is required. Credit is for subsequent billing period.

CONTINUED ENROLLMENT

RECERTIFICATION

All families must be recertified after 24-months of services, unless a parent requests to recertify services to extend their eligibility, or the family is no longer age eligible for the program. For recertification, families are required to provide documentation to support continued eligibility and need for services. Families will be notified in advance of the date recertification is due; if recertification is not completed, a NOA for termination of services will be issued.

NOTIFICATION OF CHANGES

Parent must notify Children's Paradise when their income exceeds the state medium income for CCTR programs and CSPP programs. A family has the right to voluntarily request changes at any time to reduce their fee or increase/decrease hours of service. Additional proof will be needed to increase hours.

APPEAL PROCESS

Once a parent receives the Notice of Action, the parent has the right to appeal the decision by submitting the second page of the notice completed within fourteen (14) days if received directly OR nineteen (19) days if received by mail. If for any reason a parent disagrees with a Notice of Action (termination, change in service hours, delinquent fees, etc.) the parent has the right to appeal the decision. The agency has ten (10) calendar days within receipt of this appeal notice to set an appeal hearing. Within ten (10) days of the hearing, the agency shall mail or deliver a written decision to the parent.



PARENT ADVISORY COMMITTEE

The State Preschool Program and General Child Care Parent Advisory Committee and the Head Start Policy Council meetings as applicable are held together. Representatives are elected at the parent center committee meetings to serve on the Parent Advisory Committee. The Committee agenda includes the following items to ensure that State Preschool Program and General Child Care and Development Program issues and policies are addressed:

- Updates from the California Department of Education and Social Services
- Parent Education and Community Resources

Additionally, there is a Center Parent Meeting regarding curriculum and center activities. Parent trainings are provided during these meetings, as well. Additional information can be found in the Children's Paradise Parent Guide.

CONFIDENTIALITY OF RECORDS

5 CCR, Section 18117 requires that the use or disclosure of all information pertaining to the child and his/her family is restricted to purposes directly connected with the administration of the subsidized childcare program.

DIAPERS

Parents are required to provide diapers and wipes as necessary unless you have been notified these are provided by the program reimbursement included in your subsidy.

FIELD TRIPS

Field trips are not covered by any applicable family fees. If you are unable to participate in the costs of a Center field trip, please work with your Center Director Team to secure a Smarty Patch Foundation scholarship or other assistance, as may be required, to insure your child can participate in all school activities without interruption.

TERMINATION POLICY ADDENDUM

Children's Paradise retains the right to disenroll a child from the program after all efforts have been exhausted. The parent will be offered another program option that meets their needs if a vacancy is available or placed back on the priority list. A Notice of Action will be mailed or delivered to the parent on the effective date of the intended action with the reason of the action. The decision to drop a child from the program shall be implemented in accordance with, but not limited to, the following:

- Failure to meet subsidy requirements
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- Violation of agencies policies and procedures
- State/Federal contract funding ends
- Person whose behavior presents a risk to children and staff (parent using profane language, threats, destroying property)
- Person who is engaging in any kind of behavior which is disruptive to the business of Children's Paradise
- The staff received notification from parent, that the parent no longer wants the services
- Failure to comply with the Absence Policy
- Abandonment of Care



- Failure to comply with Head Start Enhanced requirements
- Failure to comply with all Quality Preschool Initiative Requirements
- A child poses a safety threat to themselves, or other children enrolled

FRAUD POLICY

Fraud is defined as knowingly or intentionally withholding pertinent materials or information, making any false statements, or presenting any false materials or information, as a means of obtaining state-funded child development services. Fraudulent, false, incomplete, deceitful, or misleading information provided to Children's Paradise regarding income, family size, employee seeking employment, school/training program enrollment and for medical incapacitation that is used to determine initial or on-going eligibility for subsidize child development services or parent fees may be grounds for termination of child development services.



PARENT COMPLAINT PROCEDURES

QR COMPLAINT CODE AND FORM

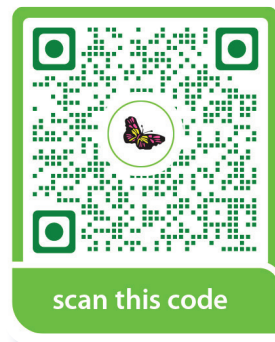
Children's Paradise recognizes the need to quickly and fairly resolve parent concerns or complaints that arise within program operations.

First and foremost, parents are encouraged to address their concerns by speaking with their child's teacher or Center Director. Parents can request a meeting at any time. If issues cannot be resolved at the site level, parents may choose to use our digital complaint form.

The Complaint QR code appears here and is posted on the Big Resource Board at each center. When scanned, the QR code gives parents direct access to an electronic complaint form to fill out. You can also obtain a parent complaint form at your center and return it to the Center Director.

Every effort will be made to maintain confidentiality of all parties concerned when dealing with this matter. Please note, the complaint form does not apply to personnel issues.

The QR code gives parents direct access to an electronic form to fill out.



UNIFORM COMPLAINT PROCEDURES

Please use the Parent Complaint Procedures outlined here to begin your problem resolution. If unsuccessful, you should then move forward with the Uniform Complaint Procedures outlined below.

It is the intent of Children's Paradise to fully comply with all applicable state and federal laws and regulations.

California Department of Social Services (CCTR) or California Department of Education-California State Preschool Program (CSPP): Individuals, agencies organizations, students and interested third parties have the right to file a complaint with the State Department of Social Service or State Department of Education regarding any alleged violation of federal or state laws. Complaints must be signed and filed in writing. No local hearing will be conducted; a final written decision will be given by the State Department of Social Service or State Department of Education Child Development Division.

**California Department of Social Services
Child Care and Development Division**
Attention: Child Care and Development Division
744 P Street M.S. 9-8-354
Sacramento, CA 95814

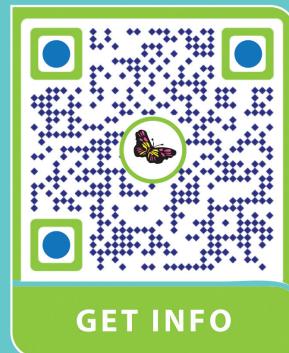
**California Department of Education
Child Development Division**
Attention: Complaint Coordinator
1430 N. Street, Ste. 3410
Sacramento, CA 95814





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800-650-CARE childrensparadise.com



UPK
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PreKindergarten
*California's
Great Start*