

Community Services Bureau  
2017 Policies & Procedures  
Summary of Changes

Part I: Program Governance → Governance
<ul style="list-style-type: none"> <li>Updated Appendix A+ for Board and Policy Council Approvals</li> <li>Updated Community Assessment procedures to be only reviewed by PC; no longer needs approval</li> </ul>
Part I: Program Governance → Communications
<ul style="list-style-type: none"> <li>Added SMS Texting system</li> </ul>
Part 2: Program Operations → ERSEA
<ul style="list-style-type: none"> <li>Updated process on electronic file on CLOUDS</li> <li>Updated Out-of-Service Area policies and Memorandum of Understanding (MOU)</li> <li>Updated procedure for new 9600 form with initials on Section V of application</li> <li>Updated policies on attendance <ul style="list-style-type: none"> <li>Reporting of absences within timeframe and text messaging system</li> <li>Reaching out to families within timeframe for absences and/or concerns</li> <li>Monitoring for 10% absences</li> <li>Updated policies for electronic attendance (FCC's signing in and out, tablets)</li> <li>Updated policies for delinquent fees</li> </ul> </li> </ul>
Part 2: Program Operations → Planning
<ul style="list-style-type: none"> <li>Updated Community Assessment to be conducted once every five years instead of three</li> </ul>
Part 2: Program Operations → Education
<ul style="list-style-type: none"> <li>Revised section on individualization to reflect new process implemented in the 2016 program year.</li> <li>Added a statement that materials in the classroom must be changed intentionally and periodically and documented through the use of a material rotation chart.</li> <li>Added information regarding napping that states children are encouraged to nap but not forced. (Alternate quiet learning activities must be provided for non-nappers)</li> <li>Updated home visiting process/timelines</li> <li>Updated the Positive Guidance section regarding process and policy</li> <li>Updated information on program transition services</li> </ul>
Part 2: Program Operations → Health Program Services
<ul style="list-style-type: none"> <li>Changed verbiage "case management" to "family meetings" and updated procedures for family meetings</li> <li>Updated information on nutrition anemia and lead blood levels</li> <li>Updated policies to obtain Parent Refusal of Health Services (CSB298)</li> <li>Updated referral process</li> <li>Updated dental/tooth brushing policies</li> <li>Updated medication administration including EpiPen</li> </ul>
Part 2: Program Operations → Family and Community Engagement Program Services
<ul style="list-style-type: none"> <li>Updated recommendation for family goals (SMART)</li> </ul>
Part 2: Program Operations → Additional Services for Children with Disabilities
<ul style="list-style-type: none"> <li>Removed service plans</li> <li>Updated behavioral screening tools (ASQSE and ASQ-3)</li> <li>Updated 504 information for the Rehabilitation Act</li> </ul>

## Community Services Bureau

### 2017 Policies & Procedures

#### Summary of Changes

<ul style="list-style-type: none"><li>• Change verbiage from Positive Discipline to Positive Guidance</li></ul>
Part 2: Program Operations → Human Resources Management
<ul style="list-style-type: none"><li>• Updated background check for employees to be every five years</li><li>• Updated interview and hiring procedures for management positions</li><li>• Updated education qualifications and credentials for staff to reflect 1302.91</li><li>• Updated immunization policy for employees and volunteers</li><li>• Updated standards of conduct for employees, consultants, and volunteer</li><li>• Updated policies for California Family Rights Act (CFRA), Pregnancy Disability Leave Act (PDL), State Disability Insurance (SDI), and Family Medical Leave Act (FMLA)</li><li>• Updated verbiage for probationary period for staff</li><li>• Updated information for SMART trainings and on the job trainings for staff</li></ul>
Part 3: Alternative Payment Program
<ul style="list-style-type: none"><li>• Added information about Confidentiality</li></ul>
Part 5: Financial & Administrative Requirements → Administrative Requirements
<ul style="list-style-type: none"><li>• Updated monitoring procedures</li><li>• Added client concern tracking</li></ul>
Part 5: Financial & Administrative Requirements → Business Systems
<ul style="list-style-type: none"><li>• Added procedures for two-way radio</li><li>• Updated cell phone policies to reflect on new California's hands-free law</li><li>• Updated child passenger seat laws</li><li>• Added Emergency Procedures</li></ul>