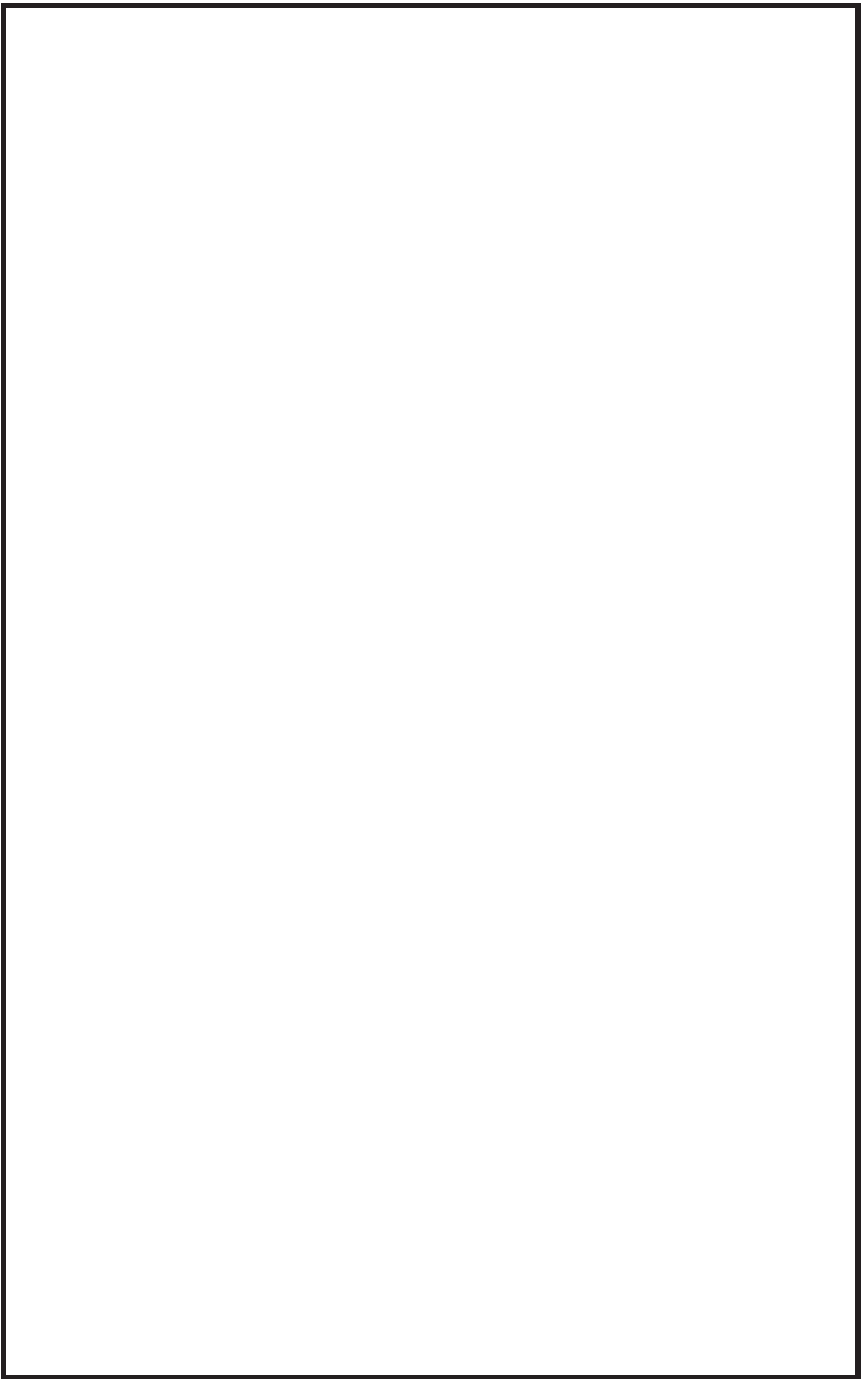




UNITED STATES ARMY
CHILD & YOUTH SERVICES

Fort Eisenhower Parent Handbook





CONTACT INFORMATION

Parent Central Services (PCS) (Registration for all programs)

Building 44401, 44th Street

Monday - Friday: 0800-1630

Appointments Available/Recommended

DSN: 780-4722 • CIV: 706-791-4722, 706-791-4455

MCC: www.militarychildcare.com

Child Development Center Main (CDC Main)

Building 45300, 45th Street

Monday-Friday: 05:15-18:00

DSN: 780-6761 • CIV: 706-791-6761, 706-791-2701

Child Development Center East (CDC East)

Building 290, East Hospital Road

Monday-Friday: 05:15-18:00

DSN: 780-8507 • CIV: 706-791-8507, 706-791-8707

Child Development Center West (CDC West)

Building 18407, 19th Street

Monday-Friday: 05:15-18:00

DSN: 780-0718 • CIV: 706-791-0718, 706-791-0732

School-Age-Center (SAC)

Building 45410, 46th Street

Monday-Friday: 05:15-09:00 & 14:30-18:00

School out Days, All Camps: 05:15-18:00

DSN: 780-7575 • CIV: 706-791-7575

Middle School and Teen Center (MST)

Building 41503, 165 Brainard Avenue

Hours: Monday-Friday 13:00-18:00

Open Recreation: Monday-Friday: 13:00-18:00

DSN: 780-6500 • CIV: 706-791-6500

Youth Sports & Fitness

Building 45400, 46th Street

Monday-Friday: 09:00 - 18:00

DSN: 780-1306 • CIV: 706-791-1306, 706-791-1398

Family Child Care (FCC)

Building 44401, 44th Street Monday-Friday: 08:00-16:30

DSN: 780-4722 • CIV: 706-791-4722

School Liaison Officers (SLO)

Building 44401, 44th Street

Monday-Friday: 08:00-16:30

DSN: 780-7270 • CIV: 706-791-7270, 706-791-4168

CYS Nurse Consultant

Building 44401, 44th Street

DSN: 780-6494 • CIV: 706-791-6494, 706-791-6498

CYS Nutritionist

Building 44401, 44th Street

DSN: 780-322 • CIV: 706-791-7322

NOTE: CYS Programs are closed on all Federal Holidays; the day after Thanksgiving and either Christmas Eve or the day after Christmas. CYS closes one day twice a year, Feb & Oct, for mandatory staff training.

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- Home School Support
- Army Educational Outreach Program – <http://www.usaeop.com>
- Back To School Army Performance Triad Toolkit - <http://glwach.amedd.army.mil/Documents/PerformanceTriad.pdf>
- Department of Defense Education Activity – <http://www.dodea.edu>
- March2Success – <https://www.march2success.com>
- Military Child Education Coalition – <http://www.militarychild.org>
- Military Installations - <http://www.militaryinstallations.dod.mil/MOS/f?p=MI:ENTRY:0>
- Military Interstate Children's Compact Commission – <https://mic3.net/>
- Military One Source - <http://www.militaryonesource.mil/>
- Military Kids Connect - <http://militarykidsconnect.dcoe.mil/>
- National Center for Education Statistics - https://nces.ed.gov/global_allocator/
- National Assessment for Education Progress (NAEP) - <https://nces.ed.gov/nationsreportcard/>
- Tutor.com - <http://military.tutor.com/home>

Welcome Letter

Dear Parents,

Welcome to Fort Eisenhower, Child and Youth Services (CYS)! We recognize the strength of our Soldiers comes from the strength of their Families. We consider it an honor and look forward to supporting your Family's readiness. CYS is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrisons in accordance of Department of Defense (DoD) Child Care Priority Policy. Our highly trained staff is committed to providing a safe and nurturing environment that meets the holistic needs of Children and Youth ages four weeks to 18 years old.

CYS believes that parents are the most influential individuals in the lives of their Child/Youth. For this reason, our facilities and programs strive to create a Family friendly environment where parents and staff work in partnership in the positive development of their Child/Youth. Research shows that when Families and teachers work together in support of learning, it results in the Child/Youth remaining in school longer, performing better in school and possessing a higher sense of self-esteem.

We thank you for partnering with Fort Eisenhower CYS in the growth and development of your Child/Youth. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers, in the home of your provider or in the comfort and convenience of your own home.

Again, thank you for considering Fort Eisenhower, Child and Youth Services (CYS)!

Sincerely,

Angela Davis

Angela Davis
Chief, Child and Youth Services

CUSTOMER SERVICE

CAREGIVERS CREED

I am an Army Caregiver, a professional trained in my duties. I serve Department of Defense Families who protect the nation by protecting their children/youth. I will always provide a safe, nurturing, enriching environment and ensure accountability for children/youth in my care. Never will I put children/youth in harm's way or allow others to do so. I will build trust with parents so they can concentrate on their mission. I will always treat Families with the dignity and respect they deserve. Army Caregivers are key members of the Army Team. I am an Army Caregiver.



Leadership Pledge

Taking care of our customers begins with taking care of our most valuable asset – our IMCOM Professionals. IMCOM Leaders will provide our Team Members the same concern, respect and caring attitude that we expect them to share with our Customers – Soldiers, Families, Civilians and Retirees.

We pledge to position you for success with:

- an impactful on-boarding and orientation experience to welcome you to the IMCOM Team
- clear performance standards; to include standards for service excellence
- an Individual Development Plan (IDP) developed with your supervisor; reviewed during periodic counseling
- opportunities for personal growth and professional development
- a recognition program to reward service and performance excellence
- engaged Leaders who seek and welcome your input and take action to continuously improve the organization
- an organization that embraces the concept of team, teamwork and empowerment
- a promise to hold ourselves and each other accountable

Vision: CYS programs are dedicated to providing:

- Seamless delivery systems for Child/Youth enrolled in CYS Family Childcare Homes and Child Development Centers.
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Staff, Child/Youth and Parents
- Satisfied customers – Child/Youth, Parents, Army and Community
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

Goals:

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.
- **Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Army Family.
- **Quality:** To support the growth and developmental needs of every Child/Youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.
- **Accountability:** To safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

Philosophy: CYS programs are designed to help your Child/Youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your Child/Youth can resolve conflicts through learning age appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and self-respect for self and others; reinforce character building and encourage positive parenting.

Families: Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.

Confidentiality: Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

Diversity/Non-Discrimination: In accordance with Federal Law, Title VII, the Department of Army, Child and Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.

Open Door Policy: CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/ guardians to drop in to visit or observe their Child/Youth.

Communication/Feedback: Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so at the following email address: www.contactus@armymwr.com. You may also complete an Interactive Customer Evaluation (ICE) survey on your garrison's website: <https://ice.disa.mil>

Chain of Command: The most effective way to resolve issues is to channel them through the CYS Chain of Command. Should all attempts at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command in the order below:

Primary Program Assistant (Classroom Lead Teacher)

Supervisor Program Specialist

Assistant Director

Facility Director

CYS Administrator: 706-791-6498

Chief, Child and Youth Services Division: 706-791-6494

Director, Family and Morale Welfare & Recreation (FMWR): 706-791-6491

Deputy Garrison Commander: 706-791-6300

Garrison Commander: 706-791-6300



CHAPTER 1- SAFETY & RISK MANAGEMENT

Child Abuse and Neglect: DoD defines reportable child abuse and neglect as follows: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible.

Child Abuse Reporting *All CYS personnel are knowledgeable and considered "mandated reporters" who are required by law to report suspicions of child abuse or neglect.* If CYS personnel notice suspicious bruises, cuts or burns on a child, they must:

- a) Report incident to the installation Reporting Point of Contact (RPOC). The RPOC # is: MP Station 911 from Installation land-line, or 706-791-4380.
- b) Notify the appropriate CYS program director after notification to RPOC.
- c) Report the incident to State of GA Child Abuse Hot-line 1-855-422-4453 (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1-877-790-1197 or OCONUS: 571-372-5348 (call collect).

Background Clearances: All individuals who regularly interact with children under 18 years of age in Army-sponsored and sanctioned programs are required to undergo detailed initial background checks as well as periodic reinvestigation.

LOSS in CYS Programs: LOSS is a management tool that is used to monitor individuals for whom a substantial portion of the background check process has been favorably completed, allowing them to work with children in CYS programs. The policy clarifies that LOSS is provided by means of the video surveillance system, vision panels within interior doors and windows, and/or management-level staff members regularly monitoring the individual under LOSS. There are many existing safeguards in place to ensure the safety and well-being of children participating in CYS programs and activities.

Staff under LOSS will be identified by name-tags with first and last names and red/burgundy scrub tops or red bib aprons or red polo shirts. Staff who have completed background checks will be identified by name-tags with first and last names and green scrub tops or green bib aprons or green polo shirt. Classroom leads will be identified by name-tags with first and last names and blue scrub tops or blue bib aprons or blue polo shirts.

Sign In/Out of Facilities: To maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their Child/Youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom and at the front desk.

Guidance and Discipline

- Helping a Child/Youth understand and make appropriate choices is the basis for CYS guidance. CYS implements Positive Guidance to help children/youth develop self-control, learn to respect others, and follow directions and rules. . Positive Guidance is a belief that children should be treated with respect, free from fear of violence and shame and guided with loving encouragement.
- CYS staff practice discipline based on an understanding of the individual child/youth needs and developmental level. CYS staff use constructive discipline techniques using reinforcements and role model appropriate behavior.
- TOUCH POLICY: CYS Touch Policy outlines boundaries between appropriate touch and inappropriate touch as to "what is acceptable" vs "what is not acceptable." Appropriate touching involves all forms of positive contact. If physical restraint is necessary to prevent injury to self or others, staff will notify another team member to be present as a witness or attempt to call for help prior to using restraint. Inappropriate touching will be investigated and may be grounds for immediate closure of the FCC home or removal of a CYS staff member, contract employee or volunteer.

Behavior Support

In presence of persistent unsafe behavior, program and families will collaborate to implement behavior support according to the Army CYS Operational Guidance for Behavior Support. During this process, families may be referred to developmental screening and developmental services. CYS requires family support in this process, and refusal to participate in behavior support may lead to denial of services. If unsafe behavior poses a risk of danger to self and others, a parent/guardian will be notified for a pick up within an hour.

The ultimate goals of behavior support are to reduce problematic behavior and to help successfully participate in a group setting while ensuring the safety and accountability of all children and youth in our programs.

Problematic Sexual Behavior: When a child/youth displays inappropriate or abnormal sexual behavior, the Family Advocacy Program (FAP) and CYS will collaborate for accurate identification and resources.

Bullying: Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

Video Surveillance System (CCTV) : All CYS program facilities utilize a comprehensive video surveillance system. CCTV is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and Parents with "peace of mind" and support CYS management staff in the exercise of program oversight. The cameras are 360 degree vision and sound capabilities that records in most activity areas in the interior and exterior of the buildings. You may request to view a portion of your child's/youth's time with the facility manager. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. Recordings are released only to authorized personnel such as the MPI and CID for official business.

Adult/Child Ratios: Staff-to-Child/Youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 and IMCOM Regulation 608-10-1 for more information). The intent is to always be at ratio and not over or under ratio. Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may not be used to supplement the ratio.

All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth (e.g. two ratios of preschoolers = 20; a ratio of infants and a ratio of pre-toddlers =9).

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is 1:15 at all times indoors and outdoors. The National Governing Body rules determine adult staff/youth ratio for specific activities. Please consult youth director for additional information.

Adult/Child Ratios are:

Childcare/SAC Center (Facilities)	
Adult/Child	Age
Infants 1:4	6 weeks-12 months
Pre-toddlers 1:5	13-24 months
Toddlers 1:7	24-36 months
Preschoolers 1:10	3-5 years
Kindergartners 1:12	5-6 years
School-Age 1:15	1st-12th grade

Family Child Care	
Adult/Child	Age
Multi-age 1:6	4 weeks-12 years
Infant/Toddler 1:3	4 weeks-3 years
Newborns 1:3	Birth-12 months
School-Age 1:8	5 years-12 years

Training & Professional Development: All CYs personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age appropriate guidance and discipline; parent and family relations; health and sanitation procedures and position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYs professionals (directors, cooks, etc) complete an orientation and ongoing training as well.

Parent Involvement: Parent/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation and Parent Advisory Boards (PAB). These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their child care. For detailed information on the various ways parent/guardians can participate in CYs programs and activities, contact your Parent Advisory Board (PAB) representative or facility director.

Regulations & Inspections: Regulations and services apply uniformly throughout the Army; however, commanders have the discretion to modify specified guidance to meet the appropriate requirements. In order to provide consistency, all Army CYs programs are inspected annually and required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

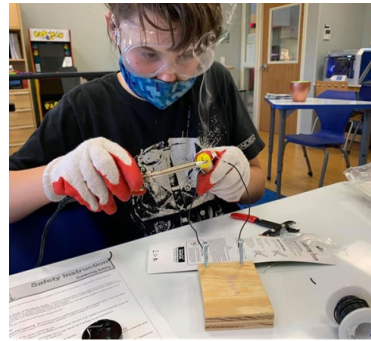
Installation Level Child and Youth Services Inspection
AR 608-10-1, Child Development Services
IMCOM Regulation 608-10-1

AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
DoDI 1015.2 MWR Programs
DoDI 6060.2, Child Development Programs
DoDI 6060.3, School-Age Programs
DoDI 6060.4, Youth Services Programs
DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings
DoDI 6025.18-R Privacy of Health Information
PL 101-647 Crime Control Act
PL 106-104 Youth Sponsorship
PL 104-106 – Military Child Care Act
PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs
PL 106-65, Sec 584, Expanded Child Care and Youth program services
PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/ Access to Military Child Care
PL 101-366 American with Disabilities Act

Accreditation: Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School Age Centers as well as many of our FCC Homes are fully accredited programs through the following entities:

- National Association for the Education of Young Children (NAEYC) sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.
- The Council on Accreditation (COA): Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

- National Association for Family Child Care (NAFCC) - Awarded to family child care providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family child care program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family child care providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance reviews.



CHAPTER 2 – REGISTRATION PROCESSES & PROCEDURES

Global Data Transfer (GDT): This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival the Parent Central Services at the new duty station need only import the patron's information (e.g. names, birth date, child's health records, etc.) is stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

Patron Eligibility: CY5 accepts children as young as four weeks in Family childcare homes and through eighteen years old in CY5 programs. Eligibility is contingent on the sponsor status. Eligible patrons include active duty military personnel; DoD Civilian employees paid from either APF or NAF; reserve component military personnel on active duty or inactive duty training status; combat related wounded warriors; surviving spouses of military members who died from a combat-related incident; those acting in loco parentis for the dependent child of an otherwise eligible patron; eligible employees of DoD contractors; and others authorized on a space-available basis. In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children are eligible for child care only when they reside with the military service member or eligible civilian sponsor at least 25 percent of the time in a month that a child receives child care through an Army program.

Note: In an in loco parentis relationship, a person takes on the role of a lawful parent by assuming the obligations and discharging the duties of a parent without formally becoming an adoptive parent or legal guardian. The child(ren) must reside with and be supported by the person. A special power of attorney to act in loco parentis is required to be on file.

The purpose of the Child Development Center (CDC) and School Age Center (SAC) programs offered by the DoD Components is to assist DoD military and civilian personnel in balancing the competing demands of family life and the accomplishment of the DoD mission, and to improve the economic viability of the family unit. Child Care and SAC are not considered an entitlement.

(Reference: DODI 6060.2 and 6060.3, #4 Policy.)

Foreign Military Service members assigned to the Installation/serving the Department of Defense will pay the child and youth fee based on their Total Family Income (TFI). The eligibility criteria and priority are the same as any other Active Duty Soldier or DoD Civilian.

Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander

grants privileges in the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer back to AR 608-10).

Coast Guard when activated are eligible patrons. The eligibility criteria and priority is the same as any other Active Duty soldier. Fees are based on their TFI.

Retiree's eligibility is limited to the use of Middle School Teen Center, Sports and Fitness programs. Fees are not based on TFI.

Parent Central Services (PCS): Parent Central Services, commonly referred to as the "Gateway to CYS," is the first place a Family visits at a new installation to obtain information and register for CYS programs. CYS Parent Central Services:

1. Verifies a patron's eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders)
2. Determines services patrons needs (Wait list, hourly, part day, full day, SAC, MS/T, Sports ,etc.)
3. Explains age appropriate programs associated with patron's children; Assist with Military Childcare.com.account.
4. Conducts initial and re-registration of patrons into all CYS programs explains wait list polices and assists with wait list placement determines patron fee category IAW with the latest fee policy.
5. Schedules new patrons for program orientations.
6. Sends eNews publications and messages and contributes to websites of interest to parents.

Items Required for Child/Youth Registration: Children/Youth must be fully registered before they can use any CYS programs. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited "walk-in" services may also be available.

To expedite or avoid delay of the registration process, please have the following available:

1. Identification Card (Sponsor or Spouse)
2. Proof of Child Eligibility (DEERS form, Dependent ID Card, Birth Certificate).
3. Immunization Record or transcription (Due Before Care).
4. Proof of Income: (i.e. Leave and Earning Statements/Pay Vouchers or proof of full-time school enrollment).
5. Health Assessment/Sports Physical Statement.
6. Local Emergency and Child Release Designee (minimum of three).
7. Family Care Plan (Dual/Single Military Only – due within 30 days of registration).
8. Both Sponsor and Spouse must sign DoD child care fee form.

**ALL FORMS MUST BE SIGNED AND DATED TO
COMPLETE REGISTRATION!**

DD FORM 2652	Application for DoD Child Care Fees
	Teen Self Registration Form
	CYMS Profile Print
	Family Care Plan (dual/single military only)
	Health Assessment /Sport Physical Statement
	Health Screening Tool (SNAP) Form/MAPS

Immunizations:

(a) Children enrolling in or currently enrolled in Army CYS programs must provide written documentation of immunizations appropriate for the child's age. CYS programs will follow the immunization recommendations of the Advisory Committee on Immunization Practices and comply with generally accepted practices endorsed by the American Academy of Pediatrics and the U.S. Centers for Disease Control and Prevention, as well as the latest guidance from the Office of Family Policy/ Children and Youth. Children who have not received their age appropriate immunizations before enrollment and who do not have documented and approved religious waivers or medical exemptions from routine childhood immunizations will show evidence of an appointment for immunizations before care can begin in the program. The required immunization series must be initiated within 30 days of the due date of missing required immunization.

(b) Immunization documentation for children in school-age care is not required if they are enrolled in local public school systems where proof of current vaccinations is required. All other children must provide proof of immunization. Children's records will be updated annually or as needed for their health, safety, or well-being.

(c) The only exceptions to the immunization requirement are for documented medical reasons from a health care provider or an approved religious objection waiver. If an immunization is not administered because of a parent's religious beliefs, the parent must provide a written request for waiver explaining the objection to the vaccination based on religious beliefs. Philosophical exemptions are not permitted. Parents must reapply for a new medical or religious exemption annually.

(d) The CYS Coordinator is the approval authority for all medical and religious exemption requests for that installation. The CYS Coordinator may seek advice from the supporting Army Public

Health Nurse/Health Consultant or the Staff Judge Advocate Office on any particular waiver requests. The Army Public Health Nurse will be apprised of all approved waivers. In the event of an outbreak of an immunization-preventable disease, the CYS Coordinator will exclude children who have been granted immunization waivers from CYS programs. Although the flu is a seasonal/annual immunization, the same guidelines and limitations apply to the flu shot and any outbreak of the flu in CYS programs.

Tool #1/Sports Physical Statement: A current health assessment/sports physical statement, within one (1) year of registration is required. If a current health assessment/sports physical statement is not available at registration, an appointment slip is required and Physical completed with-in 30 days or prior to the first day of practice. Health Assessments/Sports Physical Statements are only good for one year.

School athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year. ***Children/youth participating only in the middle school/teen program are exempt from this requirement.*** Tri-Care or other health insurance organizations will only authorize and pay for one Child/Youth health/sports physical assessment per calendar year.

Sports Physical: No Child/Youth will be authorized to play, practice or participate in games until a valid physical has been furnished. The form must be signed by a licensed health professional and certify the Child/Youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. The sports physical must remain current throughout the season.

Special Needs Identification: The Army Child and Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your Child/Youth has a disability or other special needs, the parent/guardian will be asked to participate in the Multi-Disciplinary Inclusion Action Team (MIAT).

Addition statement is needed: CYS may also require the Screening Tool be completed when a child has a significant change in health status OR if a child is assessed to have a significant need that may not have been identified or disclosed during the initial registration.

Children and youth with the following conditions might be referred to the MIAT/ Inclusion Action Team:

- Allergies
- Special Diets
- Respiratory
- Epilepsy/Seizure Disorder
- Diabetes
- Behavior Concerns
- Other

Multi-Disciplinary Inclusion Action Team (MIAT): The MIAT is a multidisciplinary group that explores installation child care and youth supervision options for children/youth that have been diagnosed with life-threatening, behavioral or psychological conditions and/or functional limitations. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support Child/Youth needs. Parent participation is crucial to the success of the MIAT. Every effort is made to accommodate children/youth with special needs.

Special Diet: Children/youth with food allergies or special dietary needs must provide a signed and dated statement from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested and (3) if applicable, any allowable food substitutions. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must have a representative from their religious institution provide a signed statement specifying which foods should be eliminated as well as allowable substitutions. For more information, please contact Parent Central Services.

Medical Action Plan (MAP):

Maintaining the health and safety of every participating Child/Youth in CYS programs is of utmost importance. If the Child/Youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans (MAPs, 7625-3) are valid for one year or until notified of health status changes, based on the date signed by licensed health care provider (Dr., NP & PA) (MAPs). This plan is completed by the child's/youth's licensed health care provider to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the Child/Youth. Once submitted to Parent Central Services, final approval of MAPs may take up to 10 business days.

Reasonable Accommodation: These are basic adjustments, supports and/or modifications that may be needed by a Child/Youth with special needs to facilitate access to a program on an equal basis to their non-disabled peers.

Accommodation for children/youth with special needs is not considered reasonable if it imposes an undue hardship on the operation of the program, requires fundamental alteration of the program or poses a direct threat to the health or safety of the Child/Youth with special needs or others.

Wait List: Placement on this list is determined by sponsor priority and the date of application. Children are placed on the respective wait list using www.militarychildcare.com . Patrons can access this wait list by going on www.militarychildcare.com and/or calling 855-696-2934 to get registered with MCC. Please use an email address that you check frequently so that you may receive an updated status on request.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by checking your email and reconfirming the request with Military Child Care. Failure to do so will result in removal from the wait list.

When a space is offered in a viable care option (CDC, FCC, etc) parent/guardians are given twenty-four (24) hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be moved to the bottom of the wait list you are on. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible Child/Youth on the wait list. Contact Parent Central Services to discuss the available wait list options.

Viable Child Care Option: Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, etc.) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be (CDC, FCC, SAC, PCS) at any location convenient to either the home or work.

Middle School/Teen Registration: Middle school/teens may self-register as a guest for CYS programs by completing one page registration form. Forms are available at youth facilities. Youth may attend the regular Youth Programs (not field trips or special events until registration is complete) as a guest member for 3 visits. Parent/guardian must validate and complete registration with Parent Central Services. Once registration is completed an annual pass will be issued to youth to attend the program.

Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental permission must be granted before a youth is allowed to participate. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

CHAPTER 3 – DAILY OPERATIONS

Daily Admission Arrival & Departure Procedures: Under no circumstance will a Child/Youth be released to any person who is not authorized to pick up the Child/Youth. Positive control of Child/Youth will be maintained at the classroom level.

Upon entering the CYS facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the classroom, the parent/designated representative will sign the child in, annotating his/her name, date, time and signature.

Middle School/Teens (MST) youth participate in an open recreation program and enter and depart the facility without a parent/designated representative. MST youth will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

If anyone other than a parent or legal guardian must pick up a child, the following will be applied:

- ◆ If the pick-up person is a child release designee noted on the child's record, the individual must present a valid picture ID (driver's license, military ID, etc.)
- ◆ If the pick-up person is not noted on the child's record as a child release designee, we must have written permission with a verifiable signature from a parent or legal guardian and the pick-up person must present a valid picture ID (driver's license, military ID, etc.) before the child can be released.

Children may not be released to siblings or other children under age 13 unless approved by the program director on a case-by-case basis.

No parent may be denied access to a child, including the right to pick up a child from a CYS program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file.

Updating Records: It is the responsibility of a parent/guardian to keep the child's record updated. Any change of address, duty assignment, emergency contacts and child release designees or telephone numbers must be reported. It is imperative to keep the child's records accurate in the event of an emergency. Sponsor will be asked to review the child's record periodically to ensure that your contact information is up to date.

Health Screening & Criteria for Denial of Service: CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. Parents/guardians must pick up their Child/Youth that becomes ill while in care within 1 hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission. One of the following symptoms may be the reason for denial of service:

- Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0° F (38.3° C) for children older than 3 months.
- Impetigo – Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies – Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm – Flat, spreading ring-shaped lesions.
- Chicken pox – Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
- Head lice–nits – Whitish-grey clot attached to hair shafts.
- Culture – proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye) – Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, or strep infections.
- Pinworm infestation.

Readmission Criteria: CYS staff will provide Parent/ Guardian with an illness/injury readmission form (AE Form 608-10-1B) detailing instructions for readmission. The Child/Youth's health care provider should use the form to indicate when it's safe for the Child/Youth to return to the program. However, a note alone from the health care provider will not automatically re-admit the Child/Youth into the program or override Army regulations. The Child/Youth may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours without the use of fever-reducing agents.
- Nausea, vomiting or diarrhea has stopped for 24 hours without the use of medication.
- The appropriate number of doses of an antibiotic has been given over a 24 hour period for known strep or other bacterial infection.

- Chicken pox lesions have all crusted, usually 5-6 days after onset.
- Scabies is under treatment and a physician's note.
- Lice are under treatment and no nits or lice is advisable.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a physician's note. The lesions must be covered. If lesions cannot be covered, Child/Youth will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging.
- The Child/Youth has completed the contagious stage of the illness and a physician's note.
- The Child/Youth is able to participate in the normal daily activities.
- Hand and foot mouth disease – fever subsides usually 2 to 3 days; rash is not contagious.

Basic Care Items: Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag. All basic care items will be applied/administered based on the product manufacturer's labeling. Any other use of an item must be accompanied by a licensed provider's prescription or formal/verifiable documentation.

Administration of Medication: Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to Child/Youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label and be accompanied by proper dosing syringe/cup/spoon. A Child/Youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical

Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered. This policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Self-Medication: School age youth can self-medicate if the Child/Youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance.

Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the presence of CYS staff who will then document the incident. If a youth (6th–12th grade) cannot self-medicate, then a MIAT review is required.

Rest and Nap Periods: Child/Youth enrolled in CDC and FCC full-day programs or hourly care will have a rest period, usually following lunch. Child/Youth wishing to nap can do so, while other Child/Youths engage in some other quiet activity (e.g. read a book, coloring, etc). Infants are allowed to follow their own resting/naping patterns.

Personal Items & Dress Code:

- Clothing: Children should come to the center dressed appropriately for the weather (e.g) jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school-age are recommended. All clothing and accessories should be labeled with your child's full name.
- Shoes: Children's footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, open heels with / without straps, open toe shoes or wedged heels are not allowed.
- Jewelry: accessories such as earrings, beads, rings, bracelets, necklaces, and barrettes are not permitted for children under three or children who are in multiage rooms with children under three.
- Sleep Aids: If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program.

Children younger than 12 months cannot sleep with soft toys or blankets. Every child will have his or her own sleep sack. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

Diapering/Toileting Training:

- Diapers: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a licensed health care provider's statement to that effect and a MIAT would need to be completed. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.
- Toilet Training: Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

Transitions: Children are supervised closely at all times and environment facilitates staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employees shift changes

Birthdays & Holidays Celebrations: CYS recognizes and welcomes all familial values and cultural traditions! ONLY store bought food items for special occasions are allowed in CYS programs. The food items must be in sealed original containers with labels of ingredients. It is strongly recommended to provide substitute items for children/youth with diet restrictions or food allergies to promote inclusion. No balloons are allowed in facilities.

Special Events: Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for child care are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent Central Services.

Emergencies Closures/Evacuation/Mobilization: In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency Plan. Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and military police will be notified. Specific information can be obtained from your local CYS program.

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.

In the event of illness, emergency or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the Child/Youth, the following procedure will be put into action:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.
- If none of the designees can be contacted, the military police will be notified and their procedure will be followed in reference to locating the parent and custody of the Child/Youth.

Minor Accident/Emergencies: In the event of a minor accident resulting in injury to a Child/Youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the Child/Youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the Child/Youth until the parent/guardian arrives at the emergency room.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your Child/Youth is in our care to include emergency situations. Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

Transportation Policy: CYS staff is trained to operate government vehicles to safely transport children/youth on and off post. Our safe passenger rules must be adhered to at all times, please review them with your Child/Youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors to and from school at CYS expense.

- Seat belts must be worn at all times in mini-buses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- Inside voice is to be used at all times in vehicles.
- Eating, chewing and drinking are prohibited in vehicles.
- No objects (including body limbs) shall be extended out a window.
- Littering is prohibited. Trash should be placed in designated trash containers.

Field Trips: As part of the curriculum, field trips and nature walks are scheduled to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to augment the developmental program. All field trips receive input from Families, Child/Youth and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each Child/Youth participating in the trip.

Ratios must be maintained by paid staff. Ratios for high risk activities must follow guidance. Please consult the program director for additional information on high risk activities.

Food and Nutrition: FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child's first and last name.

Glass bottles are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MAIT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children

over 12 months. Infants (under 12 months) will be fed individually and according to the infant's feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child's physician or other qualified health professional.

Family Style Dining: With the exception of SAC and YC programs that serve buffet-style meals, CYS programs sit and dine "family style" with children/youth in FCC homes and centers. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

Parent Participation Program: The Military Child Care Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on post, off post or in the comfort of the parent's home. ***Parent/guardians who wish to take advantage of this cost saving opportunity will receive a 10% monthly fee reduction.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

Parent Education: Monthly classes are offered at three of the Child Development Centers. They offer classes on topics such as "Conflict Resolution", "Helping Children Manage Anger", "Effective Discipline", and many more topics. Guest speakers come and speak on topics that are helpful to parents.

Parent Advisory Board (PAB): The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Board members are nominated and voted by other parents/guardians. Each program has one or two representative who attends the meetings and provide input on information gathered in programs. The PAB committee consist of a chairperson, secretary and program representative. Elections are held yearly for new PAB members.

Parent Conferences: Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

Mission Related Extended Hours: Provided at no additional cost for short term child care (generally up to 3 hours/day) CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) supports unit requirements for childcare during training exercises, and alerts to the extent possible. CDC operating hours for full-day care will reflect installation variable duty hours. Another childcare program that provides for extended hours is FCC Extended Hours and Long Term Care homes. Extended hours per operations are according to the Installation's Child Youth Operations Plan (ICOP).

Families are not charged for approved Army mission related extended hours care. Soldiers must provide written validation confirming the mission related extended hours care. The Soldier's Unit/Sponsor's Supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

After Hour Care: Children/youth must be picked up by posted closing time. When a Child/Youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the Child/Youth has not been picked up within 1 hour of posted closing time, CYS will develop local Standing Operation Procedures to address alternate childcare placement.



CHAPTER 4 – PAYMENTS AND REFUNDS

Tax Liability: All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the \$5,000 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any dependent Care flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,000 or \$2,500 amount, which would be considered potentially taxable income.

Total Family Income (TFI) is all earned income including wages, salaries, tips, special duty pay (flight pay, active duty demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Current BAH chart is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>

DOCUMENTATION NEEDED TO DETERMINE TFI:

- a. Military Sponsor's current Leave and Earnings Statement (LES).
- b. Civilian Sponsor's current LES.
- c. Spouse/Partner's LES, W-2 forms, and/or other income documentation.
- d. Schedule C (IRS return) from previous year to demonstrate wages from self-employments.
- e. Letter from employer if Spouse/Partner has not worked one full month.
The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

Families who fail to show proof of TFI required information will delay the processing and approval of child care services and could result in denial of child care services.

Fees for Blended Families AND Fees for Legally Separated Families will be based on the TFI of the household.

Fees for Legally Separated Families are contingent on a legal separation document or a notarized statement stating the Sponsor is legally separated.

Annual TFI **will not** be adjusted unless:

- Unemployed spouse/partner finds paid employment
- Family is granted a Financial Hardship/Extenuating Circumstances Reduction
- Annual Internal Review Audit documents inaccurate documentation of TFI or Fee changes
- Special circumstances (Furlough)

Parent fees **will be** adjusted when:

- The Family moves to a new TFI Category.
- Child/Youth transition between programs with different fees, e.g., full day care to kindergarten, Full Day to Part Day, After School to Summer Camp, Child Development Center to Family Child Care, etc.
- Army Fee policy directs a fee change.
- A Financial Hardship Waiver is approved.
- The Family relocates to another installation with different fees
- Special circumstances (Furlough)
- Divorce or separation
- Losing employment
- Adult member no longer in school full time, but gains employment

Program Fees: Are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the child care space offered by the CYS Parent Central Services Office.

Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.

- Hourly Care fees: The Standard Army-wide hourly care rate is \$8 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. Multiple Child Reductions do not apply to hourly care. Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.
- CYS WEBTRAC Payments: Some CYS programs allow

patrons to make online payments. Please contact your local Parent Central Services for availability of WebTrac payment options.

Other Payment Options: Payments may be made with cash, check, credit card, or through WebTrac. Personal checks will be accepted in the amount due only.

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$1.00 per child, per site for the remainder of the hour and then \$8.00 per child, per site for each hour thereafter. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend child care are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.
- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5th business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly).

When late or non-payments have been identified, the procedures as outlined in the OPS, Subject: "Non-Payment of Child Care Fees, Collection of Delinquent Accounts and Denial of Services" will be followed which include:

- **Verbal Warning.** By Front Desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- **Personal Follow-Up.** By Program Manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.
- **Written Notice of Non-Payment/Potential Termination.** By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage

them to seek assistance if warranted. If payment is not made in full on the last working day of the month child care will be terminated.

Note: When payment is not received, garnishment of wages will be initiated.

Financial Hardship Waiver: Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS . The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review. Contact the Outreach Services director at your childcare facility for assistance in filing a hardship.

Leave/Vacation Options: Family Child Care Fees are annualized during registration for a 2 or 4 week Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/ Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of one week increments. Families must provide advance notice prior to taking leave/ vacation. Leave vacation options are available to patrons enrolled in CDC/ FCC programs ONLY.

Withdrawal/Out-processing: Parents are required to provide a month (30 days) notice in writing prior to withdrawal. This notice should be given to the Facility Director, Assistant Director or administrative support staff. Failure to submit written notification will result in a charge equal to the 30 days of care being applied to your account

Absenteeism: No credits or refunds are issued for Child/Youth absenteeism due to: (a) regular childhood illnesses or injuries (two weeks or less) (b) CYS program closures due to inclement weather, staffing training, or special installation circumstances determined by the Garrison Commander (GC), (c) withdrawal except in situations approved by the CYS Coordinator where the Child/Youth has not started the class and for (d) unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the garrison commander.

Refunds: Refunds are authorized for: (a) program closures for repair or renovation when an alternate care setting is not provided (b) unexpected

prolonged child absence due to Family emergency or extended illnesses (c) withdrawal from a regularly scheduled child care programs upon receipt of PCS orders and (4) withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders. Forms are available at Parent Central Services or at your program facility.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Parents receive a 20 percent deployment reduction for regularly scheduled child care and reductions for other deployment support services once they meet the eligibility criteria referenced in EXORD of CYS fee policy, Annex F.

Army Wounded Warriors, Warriors in Transition and Survivors of Fallen Soldiers will receive limited free hourly care and/or a 20 percent reduction in regularly scheduled child care fees for deployment support services once they meet the eligibility criteria referenced in EXORD of CYS fee policy, ANNEX F.

Please contact Parent Central Services for additional information regarding Deployment Support Services

Parent Participation Fee Reduction: Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child per month. Patrons are no longer required to use points as soon as they earned. Patrons may save points for future use. SAC patrons may use points weekly during camp weeks. Parent Participation points may one be used for regularly scheduled programs (e.g. Full Day Care, Part Day Care, Part Day Preschool, Before/ After School Age Care, and School Break Camps). Parent Participation points will not be used to reduce hourly care fees.

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs (CDC, FCC, SAC, and MST) youth sports. MCRs for child care and youth sports are determined separately and may not be combined. MCRs are not applied to Hourly Care, SKIES Unlimited fees, or School Age occasional user fees.

Seasonal youth sports: MCR applies to Families with more than one child enrolled in any Youth Sport during the same sport season. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in a youth sport occurring in the same season.

Regularly scheduled child care programs (Full-day, Part day, FCC home, Before and After School Age, etc.): MCR applies to Families with more than one child enrolled in ongoing child care programs.

The child enrolled in the highest cost care option is considered the first child and pays full fee. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in regular ongoing child care program.

Family Child Care Fee Incentive: FCC Parent Fee Assistance represents a savings to Families over Army CDC and SAC fees for designated Total Family Income Categories. This savings is an efficiency incentive to encourage more Families to use FCC Homes as their primary source of child care. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

Extended Duty Child Care Fee Assistance: Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor to the FCC Provider to qualify.

Mission Related Extended Duty 24/7 Fee Assistance: Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 days for Extended Duty Child Care per year.



CHAPTER 5 – CURRICULUM AND PROGRAMS

CORE CURRICULUM:

CHILD DEVELOPMENT CENTERS (CDC)/FAMILY CHILD CARE (FCC) HOMES

The Creative Curriculum is the authorized curriculum used in CDCs/FCC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, Checkpoints, will be used to document the progress of children. All activities will be developmental in nature and recognize children's individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.

Typical child routines such as meal times, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

SCHOOL AGE CARE (SAC)

Curriculum and programming centers around the school age four services areas: Sports & Fitness, Fine Arts, Citizenship & Leadership, and Leisure & Recreation. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group.

Program activities are offered in Life Skills, Citizenship and Leadership Programming. A variety of clubs and committees will be available to expand children's interpersonal, speaking, and leadership skills. Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

MIDDLE SCHOOL/TEENS (MST)

The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of Four Service Areas to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

Program opportunities will be offered in life skills, citizenship and leadership in the following program areas:

- Youth Councils, which will provide opportunities for youth to actively participate in planning and conducting youth programs.
- Volunteer Community Service will provide opportunities for youth to actively learn through service to their community.
- Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce.
- Youth Technology Lab. Provides opportunities for youth to explore interests, enhance technology skills, and research information.

We encourage our Families to share their culture, heritage and home language throughout all curriculum.

Sports & Fitness

CYS Youth Sports and Fitness Program utilizes a comprehensive framework to ensure the physical, cognitive, social and emotional needs of youth are addressed:

- The System is comprised of Four Service Areas to meet the core requirements:
 - * Team Sports
 - * Individual Sports
 - * Fitness and Health
 - * Outreach
- Team Sports are offered for all children ages five and above in the following sports:
 - * Baseball/T-Ball
 - * Soccer
 - * Basketball
 - * A minimum of two additional teams sports offered at any time of

the year (volleyball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests).

- Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.
- Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS system. **Functional Fitness** is a comprehensive health, fitness and wellness campaign to increase children and youth's physical activity and teach them healthy lifestyle techniques. The Functional Fitness initiative is executed in School Age Care, Middle School/Teen Programs (MST), and Child & Youth Sports & Fitness (CYSF). All children and youth enrolled in SAC, MST, and CYSF have daily opportunities to participate in self-directed and staff-facilitated physical fitness activities while earning a recognition from the President's Challenge Physical Activity & Fitness Awards Program. CYS staff and parents are also able to participate in this initiative, thus setting great examples and serving as role models for children and youth.
- Nutrition, Counseling or Health activities/event at least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

Outreach programs are offered in CDC, SAC, MST and FCC in four areas throughout the year.

- Intramural (SAC/MST)
- Motor Skill Activities (CDC/SAC) i.e. Start Smart
- Skill Building Clinics (all)
- MWR Partnerships (SAC/MST) i.e. Gymnasium, Outdoor Recreation

Programs:

Child Development Centers (CDCs): (Ages 6 weeks-5 years) Offers on-post full-day, part-day, hourly child care, extended duty day care("We've Got You Covered") and the Strong Beginnings Pre-Kindergarten program.



Introduction to Strong Beginnings

Strong Beginnings is a pre-k program designed to prepare children to be successfully start school. Children must be four years old by September 1 of the academic school year to register for Strong Beginnings. **The Creative Curriculum for Preschool** is the only authorized curriculum for Strong Beginnings supplemented by **Teaching Strategies** Literacy, Social Studies, and Math publications.

The Creative Curriculum is the most widely used Curriculum for Pre-K programs in the US. The curriculum focuses on the social, emotional, and physical development of children; and equips them for the kindergarten readiness. The Strong Beginnings program builds foundations for learning in the following learning domains:

- ❖ Language & Literacy
- ❖ Mathematics
- ❖ Science
- ❖ Social Studies
- ❖ The Arts
- ❖ Motor Development

School Age Center (SACs): (Ages 6-12 years) SAC offers before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Research proven curriculum from 4-H, BGCA, and Character Counts are incorporated into our daily programming. Care is provided by trained staff and operations are subject to DoD Certification.



BOYS & GIRLS CLUB

Youth Center (YC): (Ages 11-18 years) Offers comprehensive, supervised Middle School and Teen Programs that are affordable and easily accessible for eligible youth in grades 6 through 12, who are generally 11-18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the Four Service Areas. Through formal partnership agreements with several nationally- recognized youth-serving organizations, such as **United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA)**, youth have access to programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification.

Family Child Care (FCC): (Ages 4 weeks-12 years) FCC offers full-day, part-day, and hourly child care to include extended duty day, weekend care, 24-hour care as needed in a home environment. Care for up to eight children (depending on mix of ages) is provided by trained, certified, and monitored Family Child Care Providers in their own homes (privately owned and government owned or leased housing) and is subject to DoD Certification.

Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS CY5 offers; youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

- **National Alliance for Youth Sports (NAYS):** NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS, Child and Youth Services offers; youth sports coaches' certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

Parent and Outreach Services Programs (P&OS):

- **Parent Central Services:** (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CY5 Parent Advisory Board, non-traditional outreach services, and Parents On Site volunteer program. Provides program information, sends messages, and contributes to web sites of interest to parents and the Child and Youth Services Facebook page.
- **Kids On Site/Short Term Alternative Child Care:** (Ages 6 weeks-12 years) Offers short term hourly child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided by CY5 employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, Armories, etc. Parents remain on site or are immediately available in an adjacent facility.
- **Parents On Site/Parent Co-Ops:** (Ages 6 weeks-12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CY5 staff assistance and operations are subject to DoD Certification.
- **CY5 Sitters/Trained Babysitters:** (Ages 6 weeks-12 years). Offer formal training for teens and adults who provide short term hourly child care in Families' own homes. CY5 Sitters Training covers skill needed

to safely and appropriately care for children and includes First Aid and CPR, program activities and the “business” of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS’ babysitter referral list at <http://www.sittercity.com>.

Deployment Support Services

- Operation Military Child Care (OMCC): Supports the child care needs of Active Duty, National Guard and Reserve Soldier parents who are mobilized or deployed. OMCC helps eligible Families locate child care options in local communities. Sites must be licensed and be inspected annually.
- Child Behavior Consultants: Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps.
- Respite Child Care: Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.
- “We’ve Got You Covered:” Offers extended hours in designated CYS operations to ensure child care is available for enrolled full day children at no additional cost to Soldiers who have mission requirements beyond normal duty hours.

Community Based Programs

- School Support Services: (Grades K-12): The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth.

School Liaison Officers (SLOs)

Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families. Homeschool Support: Provided to Families who choose to home school their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.

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- Homework Centers (K-12 grades): Create a safe and familiar before- and after-school academic support environment in school-age centers and youth centers.
- School Youth Sponsorship Programs: Ease school transitions in CONUS and OCONUS schools.
- Tutor.Com: (K-1st Yr College): Offers free, online tutoring services to dependent children of active duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/ Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part-time Army.

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