

MCUM Program Committee Handbook

Reviewed January, 2021

Excerpts from Executive Director Handbook

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Program Evaluations

Each year, the Program Committee of the board oversees program evaluation, with help and input from the Executive Director and program directors.

The Compass Family Survey is distributed in October as to coincide with parent-teacher conferences and get a high response rate. This also allows for the evaluation of the year to be completed and analyzed prior to January 1 of the next year. Results are typically shared with the Board in December after the Program Committee reviews them in November.

The survey can be found here: <\\Mcumserver\ChildcarePub\SURVEY>

The Self-Sufficiency Center is in need of a new method of program evaluation. Currently, the only evaluation underway on a regular basis is the pantry survey, which clients fill out each time they visit the pantry. It reports their satisfaction with our services and selection that day.

Agency Overview Updated 6/2019

About Monroe County United Ministries (MCUM)

- The corporate title is Monroe County United Ministries, Inc. Monroe County United Ministries is an action arm of member religious organizations, agencies, service organizations and individuals in Bloomington and Monroe County.
- The Board of Directors of Monroe County United Ministries is composed of fourteen (14) members; four (4) of whom are elected annually to serve for three (3) years or until their successors are elected and have accepted; two whom are appointed by Church Women United and Opportunity House, respectively. The government and policy making responsibilities of Monroe County United Ministries is vested in the Board of Directors, which shall control its property, be responsible for its finances and direct its affairs.
- Monroe County United Ministries as the “Bloomington Day Nursery” was established in 1939, and has operated community programs for children, families, and senior citizens ever since. Monroe County United Ministries' efforts are community based and serve lower income families and emergency needs situations from those of young babies to those of aging adults. A complete history is available online at www.mcum.org/about.
- Currently Compass Early Learning Center, MCUM's childcare program, can provide care for up to 104 preschool children. Self-Sufficiency services are provided each year for persons needing food, clothing, and financial aid for rent or utilities as well as longer-term financial coaching and stability-building plans.

Mission Statement

Monroe County United Ministries creates lasting solutions to economic, educational and social injustice in our community through quality services, collaboration and innovation.

Statement of Philosophy

Monroe County United Ministries perceives itself as a community based organization. As such, we feel a strong commitment to the individuals and families served by Monroe County United Ministries. In joining efforts with one another and with various religious and philanthropic organizations, we attempt to bring resources to bear on human personal needs and social problems that arise within the Monroe County community.

Political Neutrality

This agency shall at all times remain politically neutral. The agency shall at no time engage in lobbying. The agency shall not participate in, intervene in or make any statement with the intent of influencing any political campaign on behalf of or in opposition to any candidate for public office.

Religious Neutrality

Monroe County United Ministries' employees, volunteer workers, board members and those who are served, shall be put to no religious test, nor shall they be required to endorse any specific creed or article of faith, nor shall they proselytize in favor of any specific creed or article of faith while working as a representative of or receiving the services of Monroe County United Ministries.

Compass Early Learning Center Overview Updated 1/2021

Compass Early Learning Center provides high-quality, affordable childcare primarily for children from low-income families.

Fees are determined on a sliding scale based on family size and income. Providing high-quality childcare in our center costs \$210 per child per week for children in the 3-5 year-old range, and \$250 per child per week for 2 year olds. The average family on MCUM's sliding scale pays \$63 per week, and *a discount is available to families with more than one child enrolled*. Eligible families are asked to apply for support through the Child Care Development Fund (CCDF) and On My Way Pre-K – which enable families to enroll their child(ren) at Compass without (or with a very small) fee.

The teachers use a variety of resources for planning the developmentally appropriate activities they offer the children. The curriculum guides teachers' development and intentional implementation of learning opportunities consistent with MCUM's goals and objectives. The Creative Curriculum is one of our main idea sources and has proven to be a highly successful approach to early childhood teaching. The teachers also use a variety of learning resources including the internet, resource books and their own creativity. Every teacher is introduced to the Indiana Department of Education's "Foundations for Young Children", the Indiana Academic Standards. The curriculum guides teachers to integrate assessment information with curriculum goals to support individualized learning. Our program has established goals that we strive to reach each year for each child. Some of these goals include: fostering a positive self-identity, developing social skills, encouraging children to think, reason, question, and experiment (which promotes learning in math, science and social studies), enhancing physical development, and a respect for cultural

diversity. Long-range and daily curriculum plans reflect these goals, which can be met through an integrated curriculum approach.

Enrollment Eligibility

- 1) Residency - Services under the sliding fee scale are only available to residents of Monroe County. Residency is determined by the actual address of the enrolling custodial parent. Proof of residency (copy of lease or utility bill in parent name may be requested).
- 2) Ratio of City to County – Due to funding restrictions MCUM must maintain a certain ratio of children who reside within Bloomington city limits. Therefore, some children will be put on a waiting list while others will be enrolled immediately.
- 3) Employment/School - All parents whose children are enrolled must have a verifiable need for the child care services.
 - employed 25 hour or more per week or
 - enrolled in an accredited educational program full-time or
 - combination of part-time employment (20 hours)/part-time school (6 credit hours)
 - If two parent household, both parents must meet the above requirements.
 - Priority enrollment is given to lowest income families.
 - Only accredited educational programs qualify for coursework and must meet State voucher program standards.

To enroll a child, parents must bring

- certified copy of the child's birth certificate (it must have a raised seal on it),
- child's social security number
- insurance card or Hoosier Healthwise card
- paycheck stubs for the previous 30 days or class schedule confirmation (if enrolling under the combination work/school eligibility, both documents are required)
- child support documentation (if you pay child support through the clerk of the court and can produce a document showing regular payments, we can give you a deduction on your fees)
- any other income (SSI, rental income, unemployment, etc.)
- completed forms from Childcare Enrollment Packet
- physical form and immunization record

In order to remain at MCUM, the parents must be meeting the employment/school requirement, stay current in fees, update immunizations and keep the child care current on emergency information for the child. Failure to comply with these requirements may result in termination of services.

If a parent should lose their job, they will be allowed a 20-day job search per year and their fee for each child will be the lowest amount that is on the MCUM sliding fee scale. Parents must stay current with their fee to be eligible for continued enrollment while on job search. The Business Coordinator does income verification to determine sliding fee scale payments twice per year.

General Policies

- Release of children: When a child is enrolled at Compass Early Learning Center, an emergency information form is completed. On this sheet, the enrolling parent is required to list those individuals who may pick up their child(ren). For the child's protection, the child will only be released to those individuals listed on the emergency form. In case of a last minute change, a telephone call to the office will be acceptable.
- Tardiness: Children should arrive at school by 9:30 AM or have called the Site Director by 9:30 AM with an appointment/running late/etc. Children who come to school later than 9:30 without a call will not be admitted.
- Bad weather/snow days: **Generally we will close any time that Monroe County Community School Corporation also closes due to poor weather conditions.** This includes closings that might be announced early in the morning and those that occur mid-day.
- Prohibited on MCUM property: alcohol, illegal substances, smoking, & firearms.
- Child abuse/neglect: It is our policy that the agency will comply with state laws and regulations pertaining to child abuse and neglect. All child care providers are mandated by law to report instances of suspected child abuse or neglect to the Department of Family and Children. We have specific procedures to follow in the event an allegation is made against a staff person. A staff person is put on administrative leave while the claim is investigated. Claims that are substantiated will result in the dismissal of the employee. We will contact State Child Protection Services if an allegation is made known to us, but will also provide this number to any parent who requests it.

Occasionally, the Department of Child Services (DCS), Licensing, Paths to Quality, or other agencies will need to be contacted. The Site Directors will oversee this process and it is their responsibility to notify you when issues arise. When you need to be involved, they will inform you and provide context of the incident.

You can find a full list of policies and protocol in the Compass Handbook, here:
\\Mcumserver\Admin Public\Handbooks

Grievance Procedure

It is the policy of Monroe County United Ministries to provide a means for all participants to use in the event the participant has a complaint. The procedure is as follows:

1. Discuss any complaints with the program director. For Compass parents, this is the Site Director. Self-Sufficiency clients direct their concerns to the Self-Sufficiency Center Program Director. If the participant does not feel that their concern has been resolved, they may follow step 2.
2. Request a meeting with the Executive Director. The Executive Director will listen to your concerns and may discuss your situation with the program Director(s). If you remain unsatisfied with this meeting, follow step 3.
3. Send a letter to the Program Committee of the Monroe County United Ministries Board of Directors. Briefly outline your complaint and the result you desire. A

meeting may be scheduled with the Program Committee, the Executive Director and you. Address your letter in the following manner:

Program Committee Chairperson
Monroe County United Ministries, Inc.
827 W. 14th Ct.
Bloomington, IN 47404

Self-Sufficiency Center General Overview

Updated 6/2019

MCUM's Self-Sufficiency Center values leading clients to financial stability and is proud to also offer direct, basic-needs services to help families through difficult times. Direct services may be provided in the form of food from our food pantry, items from our cleaning/hygiene closet, clothing vouchers, financial assistance, and/or referrals to other agencies.

In January 2019, MCUM launched its new Your Path program. Your Path is targeted toward those who are ready for support in making improvements in one or more stressful areas of their lives pertaining to their household's ability to become and remain self-sufficient. This new program looks at five important and inter-connected topics that contribute to the household's self-sufficiency: family stability, well-being, financial management, education and training, and employment and career. Our primary outcomes are that 100% of clients' goals support one or more of the following themes: increased earnings, increased skillsets and education, and/or increased net assets. During their enrollment in Your Path, clients will also increase their money management skills, improve their social support network(s), increase family stability and wellness, and/or improve their physical and mental health.

You can access information about the SSC and all of the programs it holds, here:
\\Mcumserver\emergpublic

Termination/Suspension of Services

- Services may be terminated if the client or parent falsifies information on intake/enrollment forms or otherwise knowingly falsifies information. Omission of critical information constitutes falsification.
- Services may be terminated if the behavior of the participant is considered to be inappropriate. Foul or abusive language towards others will not be tolerated. Fighting or any form of physical aggression may be grounds for termination.
- Vandalism, maltreatment or destructive action toward Monroe County United Ministries' facilities or property is grounds for termination of services.
- If a participant has a contagious disease, they will be suspended from services until a physician's statement is provided which states they may return.

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Program Committee Overview

Updated 1/2021

Job Description (taken from MCUM's Bylaws):

The Program Committee shall be responsible for issues concerning all Monroe County United Ministries, Inc. programs.

The Committee shall plan and review current programs, using but not limited to, follow-up surveys and measured program outcomes.

The Committee shall develop new programs as needs arise and recommend discontinuing ineffective or obsolete programs.

Annual Tasks:

- Evaluate Compass Program
 - Family Survey is conducted October-November annually, for review by committee in the first quarter of the next year
- Evaluate SSC Program
 - We need an evaluation tool to reflect each of our programs

Ongoing Tasks:

- Approve or reject Compass payment plans
- Review grievances from clients
- Consider program methods, new programs, partnerships, opportunities, etc. as they arise
- Provide oversight to ensure Compass is meeting legal, licensing, quality, & accreditation standards
- Review program handbooks (done by staff) and policies, as needed

