



**MOAPA BAND OF PAIUTES**  
**TRIBAL CHILD CARE**

**Las Vegas:** 700 N. Rainbow BLVD Las Vegas, NV 89107  
Office: (702) 333-6565

**Moapa:** #5 Lincoln St. / P.O. Box 572 Moapa, NV 89025  
Office: (702) 861-7206



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# Parent Handbook

## 12- Month Certificate Program

**HOURS OF OPERATION: Monday – Thursday from 9:00 AM to 5:00 PM**

### MBOP Tribal ChildCare Mission Statement:

**Our mission is to provide safe, supportive, high-quality cultural and educational childcare services to Native American/Alaskan Native families both on and off the Moapa Reservation. Providing a healthy childcare experience that encourages each child's social, emotional, and cognitive growth is our purpose.**



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**Welcome and Program Philosophy:** Your children are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual. Parents: Are entitled to individual respect, support, and quality care for their children. Staff: Are entitled to work in an environment that recognizes and respects their training, skills, and commitment to childcare. Under Quality Improvement Guidelines of the CCDF Grant [45 C.F.R. 98.83(1) (2016)], our program strives to provide cultural activities to be made available to children and their families.

**Goals of MBOP Tribal ChildCare:**

**For Children**

- To provide quality childcare wherein native cultures are explored and celebrated
- Promote each child's understanding and pride in their Native Culture and experiences
- To promote the realization that each child produces culture as they design, make, and participate in activities in the tribal childcare program
- To promote each child's healthy cognitive, social-emotional, motor, communication, and adaptive development
- Foster the development of the child by providing an environment consisting of: A warm, friendly atmosphere with trained providers, a safe and healthy facility, a variety of suitable equipment in good repair, and a variety of activities that support the physical, social, emotional, and intellectual needs of the children
- Children will receive safe and consistent care during childcare hours with nutritious snacks and meals

**For Families**

- To provide families with a quality childcare option wherein native culture is explored and celebrated
- To enable the parent to develop positive parenting skills
- To provide communication about care, needs, and development of each child
- To be an emotional support system for parents when issues arise with their children
- To assist parents in acquiring knowledge of normal child development and other child-related information
- Parents will have increased knowledge of their child's development, individual needs, and nutritional requirements
- Parents will have improved parenting skills, including options for managing challenging behavior
- Children with developmental challenges will receive referrals to appropriate support and services



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**Enrollment Process:**

MBOP Tribal ChildCare assists eligible Native American/Alaskan Native families on and off the Moapa Reservation living in Clark County, Nevada. MBOP Tribal ChildCare's 12-Month Certificate subsidy program provides equal opportunity to high-quality, low-cost childcare funded by the Child Care and Development Fund (CCDF) through the U.S. Department of Health and Human Services Administration for Children and Families. MBOP Tribal ChildCare is subject to the requirements of the Child Care and Development Block Grant Administered by the Moapa Band of Paiutes. You may apply in person at (1) of the (2) locations:

- ❖ On the Moapa Indian Reservation: #6 Lincoln St.,  
Moapa NV 89025  
or mail your application to P.O. Box 572, Moapa, NV 89025
- ❖ Las Vegas Location: 700 N. Rainbow Blvd  
Las Vegas, NV 89107
- ❖ Contact our Office: (702) 333-6565 or email [info@mboptribalchildcare.org](mailto:info@mboptribalchildcare.org)
- ❖ or through our website: [www.mboptribalchildcare.org](http://www.mboptribalchildcare.org)
- ❖ Follow Us on our Social Media for updates:  
<https://www.facebook.com/MBOPChildCare>

Children that MBOP Tribal ChildCare provides services to:

- A member of a federally recognized Native American/Alaskan Native tribe, or eligible for membership in a federally recognized Native American/Alaskan Native tribe.
- A descendant of a member of a federally recognized Native American/Alaskan Native tribe that can prove direct descendancy with proper documentation.
- Children residing in the home of a tribal member or descendant of a federally recognized tribe, or who are themselves tribal members or descendants: Our guidelines require that a child must live with a parent, legal guardian, foster parent, or an individual acting in *loco parentis* (meaning “in place of the parent”, referring to someone who assumes parental responsibilities for the child). Individuals acting in *loco parentis* must provide a notarized statement affirming that they have accepted the responsibility of the child. Children who are half-siblings, step children, or in foster care do qualify under this provision. However, children who are under the care of non-Native roommates of the applicant do *not* qualify.



## Eligibility Process:

Applicants must verify the following:

- ❖ Valid Identification: State Identification Card, Driver's License, or Legal Passport.
- ❖ A Clark County Resident:
  - Forms of Applicant's identification listed above must verify that they are Clark County, Nevada resident.
  - If the Applicant's physical address does not match the address on their valid identification, acceptable documents to verify residency include utility bills, rental lease, and mortgage statement in the Applicant's name,
- ❖ Children Age of Eligibility: infancy to (12) years of age
  - All children listed on the file for services *must* have copies of birth certificates.
  - If birth certificates are unavailable at the time of application, we accept other forms of documentation.
- ❖ Children with Special Needs: children that have a significant disability that requires personal care assistance, we cover services up to age (18).
- ❖ Children Under Court Supervision: we cover services from (13-18) years of age.
- ❖ Tribal Verification: to prove Certified Indian Blood (CIB) we accept the following: Tribal Identification Card, Tribal Enrollment Letter, or a CDIB Card issued through the Bureau of Indian Affairs. Tribal affiliation documentation showing direct descendancy from either paternal or maternal family members is also accepted.
- ❖ Assets under \$1,000,000.
- ❖ Not receiving childcare assistance from another subsidy agency.
- ❖ Families that fall under *vulnerable populations* will require additional verification(s) for eligibility and waived co-pays for the following:
  - Families Experienced Homelessness (*automatically waived*)
  - Families Experiencing Addiction
  - Families Experiencing Chronic Health Conditions (SSDI)
  - Families Experiencing Domestic Violence or Abuse/Neglect
  - Children with Special Needs (*automatically waived*)
  - Children under Court Ordered Guardianship or Foster Care (*automatically waived*)
  - Teen Parents
  - The Elderly (SSI)
  - Low Income (*automatically waived*)
- ❖ All other Applicant/Co-Applicant(s) that don't fall under *vulnerable populations* must be employed, attending an educational program, job training, or job search. Those families who are over our 85% granted median income will determine placement by our sliding fee scale, and this will **not** affect your eligibility.
  - Job Related: (2) paycheck stubs, letters from employer, intent to hire, emails to verify job search, and available job search forms
  - Education Program(s): enrollment letter, class, or training schedule (part/full time)

**If you require assistance in obtaining forms for eligibility, your assigned TCC Case Manager will assist you during the orientation/intake process to go over parent/guardian responsibilities.**



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MBOP Tribal ChildCare will request supportive documentation to verify the status of eligibility to ensure compliance. Due to categorical eligibility, any Indian Child in the Tribe’s service area is eligible to receive services regardless of the family’s income, work, or training status.

**12-Month Certificate Program for Child Care Services:**

Now that the Applicant/Co-Applicant has been screened through our eligibility process, it is time to select the following childcare options:

- **Center-Based Care:** A licensed facility, before or after school, or exempt programs that provide child care services in Clark County, Nevada. This includes MBOP Tribal ChildCare’s Tribally Operated Center located on the Moapa Band of Paiutes Reservation.
- **In-Home Provider:** care provided in the child’s own home.
- **Family Care Provider:** care provided outside the child’s home that restricts care by relatives who are (18) years of age or older.

Parents and legal guardians are not eligible to participate in either the In-Home Provider or Family Care Provider program

**MBOP Tribal ChildCare’s Maximum Daily Rates**

**Center Based Care – Full Time for License & Exemption for Infant & Toddler**

Category of Care	Daily Rate
<b>Infant</b> (6) weeks – (11) months	\$80.97
<b>Toddler</b> (12) months – (2) years	\$77.51
<b>Preschool</b> (3) years - (5) years	\$72.11
<b>School Age</b> (6) years – (12) years	\$64.37

**In-Home & Family Care Providers**

Category of Care	Daily Rate
<b>Infant</b> (6) weeks – (11) months	\$45.00
<b>Toddler</b> (12) months – (2) years	\$44.75
<b>Preschool</b> (3) years - (5) years	\$40.00
<b>School Age</b> (6) years – (12) years	\$30.00



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**Exempt: Before & After School Programs – School Age Only**

**Licensed & Exempt Programs:**

<b>Before</b>	<b>After</b>	<b>Before &amp; After</b>
\$30.00	\$35.00	\$40.00

**MBOP Tribal ChildCare provides a full breakdown for daily, weekly, and monthly rates. Please request a copy from your assigned TCC Case Manager.**

❖ Center-Based Child Care:

When evaluating a new center-based provider, families should be aware of key areas that may require advocacy from their TCC Case Manager. All licensed child care centers in Nevada must hold either a provisional or permanent license issued by the Nevada Division of Welfare and Supportive Services Child Care Licensing Program, in accordance with Nevada Administrative Code (NAC) Chapter 432A. If your facility holds an "Exempt Status," a letter of justification is required, and we must retain a copy of their exemption documentation.

A TCC Case Manager's role includes:

- Assist with registering your chosen child care provider with our program.
- Assist in finding a suitable child care program – for applicants that require assistance searching for a child care program in their area.
- Understanding the provider's application and enrollment process.
- Referring you to resources and assisting you in that process.
- Assisting families in negotiating rates for:
  - Before and after-school care
  - School-year break schedules
  - Adjustments due to inflation, fee scale changes, or natural disasters
  - MBOP Tribal ChildCare does *not* cover tuition costs associated with formal education. Rate sheets must clearly reflect child care services, and any preparatory programs offered within the center must be non-accredited.

For families seeking deeper insight into a provider's safety and programming, it is recommended to consult with the MBOP Health & Safety Monitor. This team member can help request additional documentation and clarify any concerns. Licensed centers working with MBOP Tribal ChildCare must provide documentation aligned with the Best Practices for Human Care Regulation, which typically includes the following categories:

- **Application** – clearly identifies all demographic information, disclosure of corporate ownership, and pertinent education or training skills.
- **Background screening** – inclusive of national, state, territory, tribal, and local criminal, abuse and neglect, and sex offender checks, a federal fingerprint check, and employment history verification, etc.
- **Behavior and guidance** – staff-client interactions, positive guidance, prohibited practices.



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- **Environment** – internal and external physical premises such as lighting, flooring, air quality, pest management, and management of hazardous substances.
- **Family engagement** – promote involvement in decisions and program activities.
- **Food preparation and service** – inclusive of kitchen practices as well as food delivery.
- **Health** – safe sleep practices, sanitization, bedding and linens, immunization records, medication administration, first aid and CPR training, the prevention and control of infectious disease, nutrition, and physical activity.
- **Personnel training** – initial and ongoing training requirements, timeframes for completion, required topics, and credential or degree requirements.
- **Ratio and group size** – address square footage, personal space, overall capacity, ratios, and group size appropriate to the activity.
- **Safety requirements** – emergency preparedness, equipment and maintenance, water safety, prevention and response to allergic reactions, and management of toxic and hazardous materials.
- **Supervision** – requirements should be age-appropriate, commensurate with the individual’s abilities, and be both direct and indirect, as applicable. It should prohibit abusive and high-risk behaviors by staff.
- **Transportation** – vehicle safety, maintenance, seat belts, restraints, supervision, field trip requirements, and insurance.

National Association for Regulatory Administration and National Center on Child Care Quality Improvement. 2015. Best practices for human care regulation: NARA licensing curriculum, pp. 31–32, 34.

❖ Center-Based Child Care Requirements:

- A valid 12-Month Certificate signed by the applicant, provider, and TCC Case Manager
- A signed Provider Payment Agreement by the applicant, provider, and TCC Case Manager
- Copy of current Provisional or Permanent License for licensed providers
- Copy of exemption status for exempt programs
- Provider Rates
- W-9 Form – only required for new providers
- Submission of provider invoices to your TCC Case Manager monthly
- Registration & Fees: MBOP Tribal Child Care will pay for registration and application fees—up to \$500 per year. If the fees go over that amount, the parent or guardian must pay the extra cost. MBOP will also cover other fees directly related to your child’s care, such as:
  - Diaper & wipe fees
  - Potty Training fees
  - Meal fees
  - Supply fees

However, MBOP does not cover fees for extracurricular activities (like sports, dance, or field trips). If there are other required fees, they must be reviewed and approved by the Project Director before MBOP can pay for them.



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- **Full Time & Part Time Enrollment:** We encourage families to sign their children up for full-time, high-quality child care whenever possible. If your child only needs part-time care, MBOP Tribal ChildCare will pay based on what you choose—either full-time or part-time enrollment. For school-age children, MBOP only pays for before and/or after school care during the school year. Full-time payments are only available during official school breaks, like spring, summer, and winter.
- **Attendance:** MBOP Tribal Child Care pays providers based on **enrollment**, not daily attendance. This means that if your child occasionally misses a day, it won't affect payment to the Provider. However, if your child is absent more often than expected, please contact your assigned TCC Case Manager right away. We may need to adjust your child's care to part-time.

**Important Notes:**

- MBOP does **not cover late fees** charged by providers. These are the responsibility of the parent or guardian, as explained in your 12-Month Certificate.
- MBOP will **not pay for days** when:
  - The center is closed unexpectedly
  - Your child leaves the program before the end of the month
  - The center is not operating for any reason
- **Co-payment & Overage Fees:** Parents and providers must work together to make sure co-payments and/or overage fees are paid on time. If the provider's rates are higher than what MBOP Tribal ChildCare covers, the parent/guardian must pay the difference. This amount is based on your income and the sliding fee scale listed in your 12-Month Certificate.

**Here's how it works:**

- Co-payments and overages are calculated based on (52) weeks per year
- Parents must pay their portion and send proof of payment to their assigned TCC Case Manager by the 1<sup>st</sup> of each month
- If proof isn't provided, TCC Case Managers may contact the provider to get attendance records, balance statements, or receipts

If you qualify as part of MBOP's *vulnerable populations*, your child care costs should not be more than 10–15% of your gross income. If you don't pay your co-payments and your balance goes over \$500.00, you will be required to switch to a more affordable child care provider—*no exceptions*.

- **Fee Changes:** If your Provider changes their rates because of inflation, they must tell us in writing within (15) days and include a new fee sheet. *If you get a notice about rate changes, please let your TCC Case Manager know right away.* New rates will only apply to the next invoice after we receive the written notice and updated fee sheet. If your provider gives you any discounts or credits on tuition, they must also send us a written



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notice explaining what the discount is and when it starts and ends. We'll subtract those amounts from our payments to make sure we don't duplicate payments.

- Children with Special Needs that require personal care assistance: MBOP Tribal ChildCare may help support children with special needs or behavioral therapy, but only if it improves the quality of care and isn't part of a formal school program. To qualify, the child must have a current Individualized Education Plan (IEP) or a medical evaluation from a licensed specialist. These documents must be updated every year and submitted with the 12-Month Certificate to make sure they match the child's age and care needs. If we don't have a valid IEP on file or if it's expired, we will hold all invoices—*no exceptions*.
- MBOP Tribal ChildCare will only pay for services listed on the 12-Month Certificate once it's signed and dated by the parent/guardian, your assigned TCC Case Manager, and the Provider. We won't cover any child care costs that happen *before the start date* or *after expiration date* on the certificate.
- ❖ In-Home or Family Care Provider Requirements:

MBOP Tribal Child Care permits **In-Home Provider** care (i.e., care provided in the child's own home) that is limited to individuals (18) years of age or older. MBOP Tribal ChildCare also allows for a **Family Care Provider** (i.e., care provided outside the child's home) that restricts care by relatives who are (18) years of age or older. Parents and legal guardians are not eligible to participate in either the In-Home Provider or Family Care Provider program.

Required Documentation to process In-Home or Family Care Providers:

- Copy of State Identification Card or State Driver's License
- Fill out a W-9 Form – this is entered in our vendor system and Providers will receive a 1099 Form at the end of the year to file with your taxes
- Review/Sign the Roles & Responsibilities Form
- Sign the 12-Month Certificate
- Sign Applicant Affidavit of In-Home / Family Care Provider Compliance Agreement

All providers are strongly encouraged to complete an orientation with the MBOP Tribal ChildCare Case Managers and be processed through our MBOP Tribal ChildCare Health & Safety Department to ensure clear understanding of their roles and responsibilities. All providers must complete their orientation, required trainings, and their 1<sup>st</sup> initial inspection before providing child care services and receiving payment.

All providers are required to:

- Undergo and successfully pass a comprehensive background check to be cleared for participation
- Complete the health trainings provided by our TCC Health & Safety Department
- Receive a child care safety package



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- Gain access to additional training and certification opportunities
- Participate in scheduled inspections conducted by our TCC Health & Safety Department

Please note: Unannounced (surprise) inspections may occur if MBOP Tribal ChildCare receives a complaint regarding the provider or care environment.

Background Checks: MBOP Tribal ChildCare requires all providers to undergo (3) separate background checks as part of the eligibility process. Completion of these checks is mandatory before a provider can begin delivering care or receiving payment. If an applicant selects a Family Care Provider (i.e., care provided outside the child's home) all adults residing in the home over the age of (18) must undergo background checks to ensure the safety and well-being of the children served. Refusal to complete the required background checks will result in an automatic denial or termination from the MBOP Tribal ChildCare Program.

Here are the following background checks:

- FBI & In-State Fingerprint Criminal History Check – conducted by B&D Fingerprinting with a process that takes up to (45) days
- NCIC/NSOR National Sex Offender Registry – Immediately
- Child Abuse & Neglect Registry – Process takes up to (15) business days

MBOP Tribal ChildCare may request updated background checks periodically throughout each new CCDF Plan fiscal year to maintain accurate records. These requests will not interrupt child care services or affect provider payments if cleared. If a background check reveals any conviction listed on the Disqualifying Crimes List as defined by NRS 432A.170 and maintained by the Nevada Department of Health & Human Services, Division of Public and Behavioral Health, the provider will be automatically disqualified from participating in the MBOP Tribal ChildCare Program. In such cases, MBOP Tribal ChildCare will terminate the service agreement with existing providers, and the applicant will be required to work with their assigned TCC Case Manager to select an alternative provider.

**Limitations on Care.** MBOP Tribal ChildCare has limitations of care defined in Section 6.2.4 of the CCDF Plan.

Here are the following limitations:

- In-Home Providers must be over the age of (18).
- Family Care Providers must be a relative over the age of (18) – must provide proof of relation.
- All providers are not to exceed (5) days a week to match the schedule of the parent/guardian that do not exceed (9) hours.
- A single caregiver may care between (2) to (6) children.
- If a provider is caring for a child with special needs, we recommend you coordinate with your assigned TCC Case Manager for additional resources.

Please note: primary and secondary providers are not authorized to provide care on duplicate dates.



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**Mandatory Reporters.** MBOP Tribal ChildCare Staff are mandated reporters and are required to report any suspected cases of child abuse, neglect, injury, or truancy involving school-aged children to the appropriate authorities. If providers witness any of the following reportable issues, they are *mandated* to report such occurrences to our TCC Health & Safety Department.

Questions about your case are not authorized after hours or during personal contact outside of the program. All TCC business must be conducted during office hours.

### Family Monthly Fee:

- Your family's placement in a payment tier is based on your family size and income.
- We use the MBOP Tribal ChildCare Sliding Fee Scale to figure out your income level and monthly fee.
- To verify your income, you'll need to provide (2) recent pay stubs or a letter from your employer.
- The monthly fee is for the whole family, not per child.
- You are responsible for paying your monthly fee directly to your provider
- If your provider charges more than what MBOP Tribal ChildCare covers, you must pay the difference. This extra amount is called an *overage fee*.

### 12-Month Certificate Agreement:

Once all required documents are turned in and reviewed by your TCC Case Manager, you'll get a 12 Month Certificate Voucher. This certificate includes your Family and Child Identification Numbers, Family Tier Level, Family Contact Information, Provider Information, Certificate Period, Effective Date, Re-Determination Date, Child(ren) Names, Child(ren) Date of Birth with Age Group, Provider Rates, MBOP Tribal ChildCare Rates, Parent Monthly Fee (co-pay/overages), Average Maximum Payment, and Annual Registration Fees.

**By signing the certificate, you agree to everything listed—like rates, payments, and other rules from MBOP Tribal ChildCare.**

**Provider Changes:** Families have the right to change providers per request.

#### If You Want to Change Your Center-Based Provider:

- Let your TCC Case Manager know in writing (email or letter). You will be prompt to fill out our Provider Change Form.
- Follow your Provider's disenrollment steps if you signed an agreement.
- If there's no signed agreement, send a (2)-week written notice to your Provider and notify your TCC Case Manager.
- Make sure all balances are paid and give proof to your TCC Case Manager.
- If your account is on hold, MBOP Tribal ChildCare won't pay any past-due balances that were your responsibility (co-payments/overages). You'll need to pay those yourself. MBOP Tribal ChildCare will only pay out the amount listed on your 12-Month Certificate.



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- Once everything is settled, your assigned TCC Case Manager will start over the process of selecting your chosen provider undergoing all the steps listed above in Center-Based and In-Home/Family Care Requirements to create a new 12-Month Certificate.
- Your assigned TCC Case Manager will inform you if there were any incidents or license violations about your Provider. It is your *informed choice* if you choose to stay with that Provider.
- You can report Provider complaints by phone, mail, or email: [info@mboptribalchildcare.org](mailto:info@mboptribalchildcare.org) or your assigned TCC Case Manager.

**If You Want to Change Your In-Home/Family Care Provider:**

- Let your TCC Case Manager know in writing (email or letter). You will be prompt to fill out our Provider Change Form.
- Make sure all co-pay balances are paid and give proof to your TCC Case Manager. MBOP Tribal ChildCare is not responsible for paying co-pays to your Provider according to your 12-Month Certificate Agreement. MBOP Tribal ChildCare will ensure to payout any remaining invoices to your Provider.
- Once everything is settled, your assigned TCC Case Manager will start over the process of selecting your chosen provider undergoing all the steps listed above in Center-Based and In-Home/Family Care Requirements to create a new 12-Month Certificate.
- You can report Provider complaints by phone, mail, or email: [info@mboptribalchildcare.org](mailto:info@mboptribalchildcare.org) or your assigned TCC Case Manager.

**Re-Determination:**

- Your Re-Determination date is listed on your 12-Month Certificate Voucher. Around the 10<sup>th</sup> month of your coverage, you'll need to submit updated documents. Once everything is received, a new certificate will be issued. Please ensure that you complete your documentation in time because last minute submissions *may* cause delays.
- The new 12- Month Certificate must be signed by the applicant, your provider, and your TCC Case Manager before any payments can be made. Payments may be delayed if your submission is after the expiration date listed on your 12-Month Certificate. MBOP Tribal ChildCare cannot cover payments that are not covered by a valid 12-Month Certificate Voucher.
- It's your responsibility to let your TCC Case Manager and provider know right away if anything changes. This includes changes to your address, phone number, job, or school schedule. You can send updates by mail, email, or in person. Your assigned TCC Case Manager will make any needed updates to help avoid interruptions in your child care services.
- While enrolled in the MBOP Tribal ChildCare Program, you *cannot* sign up for any other child care assistance programs.



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### **MBOP Tribal ChildCare Invoices:**

Providers must send invoices to their assigned TCC Case Manager to get paid. Invoices can be submitted by email, mail, or dropped off in person.

- **Center-Based Providers:** Submit invoices once a month
- **In-Home/Family Providers:** Submit invoices every (2) weeks  
(Please send (1) invoice per child. Leave the “For Official Use Only” box blank.)

MBOP Tribal ChildCare has up to (21) days to process payments, and checks may take at least (1) week to be mailed. If there are any delays in checks, you will be notified by your assigned TCC Case Manager.

To help payments go out on time:

- Submit invoices by Tuesday at 3:00 PM
- If you have questions about your check, contact your assigned TCC Case Manager—not the Moapa Band of Paiutes Administrative Offices, as they cannot release checks without processing them through our program.
- Let your Case Manager know if you’d prefer your check to be mailed or picked up.

### **Parent Responsibilities:**

- Applicant(s) must follow the MBOP Tribal ChildCare Parent Handbook, agree to all forms during orientation, and follow their Provider’s rules and policies. Our orientation forms consist of the following: Applicant Responsibilities, Confidentiality Agreement, Payment Policy, Discharge & Termination, and our Provider Payment Agreements.
- Keep all scheduled appointments and stay in touch with your assigned TCC Case Manager as needed.
- Be involved in creating your child care plan to receive your first 12-Month Certificate and submit all required documents on time.
- Meet with your TCC Case Manager during your Re-Determination period to make sure your new 12-Month Certificate is processed without delays.
- Applicant(s) are responsible for paying your monthly fee (co-pays or overages) directly to your Provider.
- Let your TCC Case Manager know right away if anything changes, like your address, phone number, job, or income—especially if you need to add a new child or remove a child who has turned (12).

### **Non-Compliance:**

Failure to adhere to the MBOP Tribal ChildCare Program standards can result in the following, based on your TCC Case Manager’s discretion:

- Verbal non-compliance
- Written non-compliance
- 30-day suspension
- Indefinite suspension
- Any violations listed on the Discharge & Termination Agreement



**MOAPA BAND OF PAIUTES**  
**TRIBAL CHILD CARE**

**Las Vegas:** 700 N. Rainbow BLVD Las Vegas, NV 89107  
 Office: (702) 333-6565

**Moapa:** #5 Lincoln St. / P.O. Box 572 Moapa, NV 89025  
 Office: (702) 861-7206

Fraud:

An applicant and/or Provider may be denied, suspended, or have their MBOP Tribal ChildCare 12-Month Certificate revoked if found to have engaged in fraud, collusion, misrepresentation, or deceit in the application process or in obtaining child care services through the MBOP Tribal ChildCare subsidy program.

- a. Participant Fraud
  - i. Failure to include all income (earned and/or unearned) on the application.
  - ii. Household composition (ex. Failure to include spouse)
  - iii. Providing false information on the application (ex. Child is not the responsibility of the applicant)
- b. Provider Fraud
  - i. Billing for an ineligible child for care services
  - ii. Credentialing or licensing schemes
  - iii. Invoice Altering (fixing invoices) MBOP Tribal ChildCare will not accept different rates than they charge to the general public.
  - iv. “Double Dipping” - receiving double payments from (2) subsidy programs.
- c. Participant/Provider Collusion
  - i. Ghosting – splitting subsidy payments and the child never attending the center.
  - ii. Falsifying the child’s age for increased payment/rates
  - iii. Provider assisting the parent in falsifying verification documents.
  - iv. Provider assisting in any activities listed above in Sections A and B.

**Fraud cases are considered a severe offense and will be reported to the Moapa Band of Paiutes Tribal Court.**

**Moapa Band of Paiutes Closures/Holidays:**

MBOP Tribal Child Care is closed for statutory holidays in accordance with the Moapa Band of Paiutes holiday schedule, staff development days, in the event of a natural disaster, building maintenance, or unforeseen circumstances. You will be formally notified if such instances occur, or posted on our social media.

<b>New Year’s Eve (1/2 Day) and New Year’s Day</b>	<b>Martin Luther King Day</b>	<b>President’s Day</b>	<b>Native American Day</b>	<b>Memorial Day</b>	<b>Juneteenth</b>	<b>Independence Day</b>
<b>Labor Day</b>	<b>State Indian Day, Nevada Day</b>	<b>Indigenous Peoples’ Day</b>	<b>Nevada Day Thanksgiving Day</b>	<b>Veteran’s Day</b>	<b>Thanksgiving Day</b>	<b>Family Day</b>
<b>Christmas Eve</b>	<b>Christmas Day</b>					



### **No Smoking Policy:**

- Inside the building
- Within (25) feet of any doors, windows, or air vents of our facilities
- In MBOP Tribal ChildCare vehicles

Tobacco products like cigarettes, ashtrays, or cigarette butts must not be anywhere children can see or reach them. There are designated smoking areas outside our facilities for those who need them.

### **Drug and Alcohol Policy:**

Drugs and alcohol are strictly not allowed at MBOP Tribal ChildCare.

This means:

- No illegal drugs on the property.
- No drinking alcohol on the property.
- No being under the influence of alcohol, marijuana, illegal drugs, or misused prescription drugs on the property.

**Weapons Policy:** No firearms or dangerous weapons allowed in our facilities.

**If you or anyone else appears to be under the influence while on-site, you will be asked to leave immediately.**

**Disrespectful, abusive, and disruptive behavior towards MBOP Tribal ChildCare Staff will not be allowed. If anyone in our facility refuses to leave or causes a violent situation that compromises the safety of others, the police will be called. We ask all Applicant(s) and visitors to treat our staff with respect and follow the rules so we can provide safe quality care for all families.**

### **Complaints:**

Every family has the right to speak up if they have concerns and participate in *due process*. If you're worried about your child's care, your Provider, or any MBOP Tribal Child Care staff, you can file a complaint. Once we receive your complaint, we'll contact you to schedule a meeting with TCC Upper Management to talk through your questions, concerns, or suggestions and work toward a solution.

You can submit your complaint in writing by:

- Filling out a complaint form
- Writing a formal letter
- Sending an email to your assigned TCC Case Manager or TCC Upper Management



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**Report to the following MBOP Tribal ChildCare TCC Upper Management by telephone or email:**  
 (chain of command)

Name	Title	Contact Number	Email
Ashly M. Osborne	Project Director	(702) 371-9087	<a href="mailto:aosborne@mbopchildtribalcare.org">aosborne@mbopchildtribalcare.org</a>
Loretta Seweingyawma	TCC Assistant Director	(702) 533-2871	<a href="mailto:lsewingawma@mboptribalchildcare.org">lsewingawma@mboptribalchildcare.org</a>
Maricia Calabaza	TCC Health & Safety	(702) 533-4917	<a href="mailto:mcalabaza@mboptribalchildcare.org">mcalabaza@mboptribalchildcare.org</a>
Tammie Rodriquez	TCC Lead Case Manager	(702) 803-0238	<a href="mailto:trodriquez@mboptribalchildcare.org">trodriquez@mboptribalchildcare.org</a>

**\*If you contact us after office hours, messages will be returned the following day during office hours**

**Confidentiality**

MBOP Tribal ChildCare keeps personal information about families and children in a secure system. This includes names, case numbers, birth certificates, and other details used to identify each family. We keep an active file for each family while they’re receiving services. Once services end, the file is stored for (5) years after the final federal reports are submitted for that year. If you’d like to learn more about how we protect your information, you can ask to review our confidentiality policy at any time.

Our Confidentiality Agreement states the following:

*“All information received by the TCC Case Manager from the applicant shall be held in strict confidence by both the applicant and the program. This includes all and any information received verbally, electronically, in writing, or any other form of communication. All such information shall remain confidential after the TCC Case Manager relationship has ended. I understand that any information that is requested by other agencies on my behalf that is required for my eligibility and/or co-serving my case with an affiliated agency MUST have my written permission with a valid Release of Information in my file.”*

**CONFIDENTIALITY FORM MUST BE FILLED OUT BY APPLICANT/CO-APPLICANT in agreement with our confidentiality policy.**

**Records are protected under Federal Confidentiality Regulations (42 CFR, part 2) and cannot be disclosed without written consent unless otherwise provided for in the regulations.**

**Child Abuse and Neglect:**

MBOP Tribal ChildCare Staff are legally required to report any suspected or disclosed abuse. Our team members are “mandated reporters,” which means they must report any signs or statements of abuse. Not reporting can lead to legal consequences under the Family and Child Services Act. While our staff are not expected to diagnose or investigate abuse, they are trained to recognize common signs of physical and emotional harm and will report anything concerning. If your case is under investigation, staff cannot discuss it unless a representative from Department of Social Services (ICWA) or Police Officer is present.



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If an applicant, Provider, family member, emergency contact, or authorized person tells TCC Staff about possible abuse, TCC Staff are still required to report it.

**What is Child Abuse?**

Child abuse includes physical, sexual, psychological, and emotional abuse. Other components of abuse include shaken baby syndrome/acute head trauma and repeated exposure to violence, including domestic violence. Neglect occurs when the parent/guardian/caregiver does not meet the child's basic needs and include physical, medical, educational, and emotional neglect.

Mandatory reporting to the appropriate authorities also applies if a case manager is aware or suspects that the parent/guardian(s) are having their children not attend school or not enrolled in a public or private school. School-aged children must verify enrollment with the Clark County School District of Nevada, which requires children to attend school, and parents whose children are absent too often could be subject to misdemeanor criminal charges. [NRS 392.040, et seq]



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**Parent Handbook Acknowledgement**

**By signing below, I confirm that I have received and reviewed the MBOP Tribal ChildCare Parent Handbook. I understand and agree to the policies, procedures, rates, payments, and expectations outlined by MBOP Tribal ChildCare. I give my consent to follow these guidelines as part of my participation in the program.**

I acknowledge the receipt of a copy of the MBOP Tribal ChildCare Parent Handbook and understand the procedures included therein.

**Signature:**

<b>Applicant</b>	<b>Co-Applicant</b>
<b>Print Name:</b>	<b>Print Name:</b>
<b>Date:</b>	<b>Date:</b>

**Authorized MBOP Tribal ChildCare  
 Signature:**

<b>Print Name:</b>
<b>Title:</b>
<b>Date:</b>