

10A NCAC 09 .3220 FAMILY AND COMMUNITY ENGAGEMENT STANDARDS FOR FAMILY CHILD CARE HOME OPERATORS

(a) This rule shall apply to operators of a family child care home that have earned a two through five-star rated license using the program assessment licensure pathway or the classroom and instructional quality licensure pathway in Rules .3204 and .3206 of this Section. Operators of a family child care home that have earned a two through five-star rated license using the accreditation and Head Start licensure pathway in Rule .3207 of this Section shall comply with standards set forth by those organizations for family and community engagement.

(b) For a family child care home to meet family and community engagement standards for a two-star level, the operator shall implement the following foundational practices:

- (1) Have a plan that will encourage family participation that shall be reviewed with the family on or before the child's first day of attendance. A copy of this plan shall be given to the family at the time of review. The plan shall include the following:
 - (A) a procedure for enrolling a child that encourages families to visit the family child care home prior to the first day of attendance;
 - (B) encouragement of family participation in the family child care home, including information regarding scheduled activities, sharing cultural heritage and volunteer opportunities;
 - (C) opportunities for the operator to meet with families to discuss their child's needs and progress and to exchange information about the family child care home;
 - (D) a procedure for families who need information or who have complaints about the family child care home.
- (2) Provide communication to families regarding family child care home activities in a manner that is responsive to the needs of the families served, such as via text, email, and electronic applications, and considering language comprehension.
- (3) Communicate with families regarding community resources and services that are available, upon request from the family or when a need is identified by the operator.

(c) For a family child care home to meet family and community engagement standards at the three-star level, the operator shall ensure implementation of foundational practices set forth in Paragraph (b) of this Rule plus one additional family and community engagement option from the categories set forth in Subparagraphs (f)(1), (f)(2) and (f)(3) of this Rule.

(d) For a family child care home to meet family and community engagement standards at the four-star level, the operator shall ensure implementation of foundational practices set forth in Paragraph (b) of this Rule plus two additional family and community engagement options from separate categories set forth in Subparagraphs (f)(1), (f)(2) and (f)(3) of this Rule. A single activity shall not be used to meet multiple requirements or categories of engagement.

(e) For a family child care home to meet family and community engagement standards at the five-star level, the operator shall ensure implementation of foundational practices set forth in Paragraph (b) of this Rule plus three additional family and community engagement options, with at least one from each category set forth in Subparagraphs (f)(1), (f)(2), and (f)(3) of this Rule. A single activity shall not be used to meet multiple requirements or categories of engagement.

(f) Categories of family and community engagement shall include the following:

- (1) Communication Options:
 - (A) Two-way communication with families. "Two-way communication" means that the operator shares information with families about their child(ren) and that the families may share information with the operator about their child child(ren) in a manner that is available and is accessible for the families in care.
 - (B) Resources for families are accessible in the family child care home that include information regarding community resources and services that assist families with knowledge, support and advocacy for their child in the languages of the children and families being served by the operator of the family child care home.
 - (C) A family conference with the operator is offered at least twice annually to discuss child needs and progress toward individual goals and to receive feedback from families regarding their child(ren)'s experiences at home and at the family child care home. During the conference, families are offered an opportunity to set a goal(s) for their child. Conferences shall be conducted in a manner that is convenient for the family such as by telephone, virtually or in-person.

- (D) The operator offers families connection to local community services and resources on at least a quarterly basis, such as via newsletters, email, text, electronic applications, community resource websites, and in-person opportunities with local community services.
- (2) Engagement and Leadership Options:
 - (A) The operator has a structured, ongoing process to receive and review suggestions and recommendations from families, including anonymously. The operator considers family feedback for planning within the family child care home.
 - (B) The operator offers an enrollment orientation that includes an opportunity for families and child(ren) to visit the family child care home prior to the first day of enrollment.
 - (C) The operator offers at least one family event annually, which may include activities that are culturally responsive to the heritage and practices of enrolled families.
 - (D) The operator, families, and service providers shall collaboratively plan to ensure children's needs and goals are being addressed during their daily activities, not only during scheduled time with the service provider. Service providers include, but are not limited to, speech therapists, occupational therapists, behavior specialists, physical therapists, and intervention service specialists.
 - (E) The operator offers an annual evaluation or survey to families, including the option to reply anonymously. The operator considers family feedback for reciprocal planning within the family child care home.
 - (F) The operator has a plan for children's transitions that is shared with families at the time of enrollment. The transition plan shall include a child's transition from home to enrollment in the family child care home and a child's transition to another program, including Kindergarten. The operator provides families the opportunity to provide feedback on transition plans to address the individual needs of their child(ren).
 - (G) The operator offers a family council, advisory board, or family representative role to act as a liaison for responsive and reciprocal planning with the family child care home.
- (3) Educational Opportunities Options:
 - (A) The operator communicates with families regarding at least one educational opportunity annually where the operator and families learn together.
 - (B) The operator communicates with families regarding at least one educational opportunity annually where the operator and families learn together about a topic identified as a need for the family child care home based on family feedback.
 - (C) The operator communicates with families regarding at least one educational opportunity annually hosted by a local community resource that the operator and families may attend together.
 - (D) The operator communicates with families regarding at least one educational opportunity annually regarding the following topics: social emotional health; challenging behaviors; or culturally responsive practices.
 - (E) The operator provides supports that anticipate and remove barriers for families and enable family involvement, at the family child care home, such as but not limited to, virtual options with technology support, interpreter services, child appropriate activities, care for children during the event, meals or snacks during the events or providing materials for families to take home related to the event.

History Note: Authority G.S. 110-85(3); 110-88(7); 110-90(4); 143B-168.3; S.L. 2024-34; 42 U.S.C. 9858c; 45 CFR 98.1; 45 CFR 98.16; Eff. July 1, 2025.