



February 7, 2019

Dear Kids' Country Families:

Kids' Country is excited to announce that we are going paperless! We've listened to your feedback and have been working hard to implement some changes that will make managing your account so much simpler. In addition, we have some new program offerings that we hope will help serve our community better.

For Summer Camp 2019 and the upcoming school year, all registration, payments and account management will be done online. This system will not only be more efficient for families; it will be more efficient for our staff who would much rather be spending time with your children versus doing paperwork.

After viewing demonstrations of all of the available software options, we've elected to implement an out-of-the-box system called *SchoolCare Works*. We are very excited about the capabilities of the new system!

Here are some of the highlights of the new system and program structure:

- **Lower unlimited care rates!**
- **ACH and Automatic Credit Card payments accepted**
- American Express now accepted in addition to Visa, Discover and MasterCard
- NEW options such as "Before School Only" (BSO) for late start students (TK/K/1st), Full Care Days, Winter and Spring Break only, Afterschool only care
- Ability to change your child's program every month with no fee (by the 15th of the month prior)
- No more managing daily/monthly hours or extra hour fees, conference weeks included!
- Flexibility with "unscheduled days"
- Ability to split payments between responsible parties, if needed
- iPad sign-in and out
- Automated "no-show" communications to parents (via text or email)

We do understand that this is a big change for many of our clients and our Site Directors and the rest of the management team are committed to walking you through what the best option will be for your family's individual needs. We appreciate your patience as we all navigate the new system and billing structure.

If you have any questions or comments regarding the changes, please review the attached FAQ. You may also call our Main Office at (925) 743-9108, email us at info-kidscountry@kidscountry.org or attend one of our Town Hall meetings on February 20th at Bollinger Canyon Kids' Country or February 21st at John Baldwin Kids' Country. Both Town Hall meetings will begin at 6:30 p.m. and childcare, pizza and snacks will be provided.

Thank you for being a valued member of the Kids' Country family!

Best Regards,

Stacy Litteral
Executive Director