

FAQS - Frequently Asked Questions - SERRF On-line Registration 2021/2022

Do I need to fill out a separate registration form for each child?

- Yes

All fields must be filled in, otherwise enter N/A

What if I did not register my child on the day registration opened?

- You can register anytime starting May 24th for all SERRF sites, students are taken into the program in the order registrations are received.
- If you do not receive an email with your registration confirmation within 24 hours, your form was not properly submitted, you will need to re-submit the registration.

I received my registration confirmation and my number was 2021-__ __ __, is that my enrollment placement?

- 2021 is the year.
- The next number is a cumulative number of all enrollments received for all schools. It will have no reflection on your enrollment placement of waiting list placement.

Will paper registration forms be available?

- Yes - Paper forms will be available June 1st.
- Paper forms will be available at the Tehama County Department of Education – 530-528-7381, and at all school sites.
- On-line registration will have priority log-in and paper registrations will be entered as received.

Where can I mail or drop off signed registration forms?

- Tehama Co. Dept. of Ed Attention: SERRF
1135 Lincoln Street, Red Bluff, CA 96080
- Phone 530-528-7381
- Or at any school site until the last day of school in June 2021.
- At any school site once schools open in August 2021.
- Please do not drop off 21/22 registrations at school sites during summer break.

What if I am not sure what school my child will be attending?

- You will need to complete a separate registration for each school you child might attend.
- You must notify the SERRF office prior to the start of school as to which school the student will be attending.

What verification is needed for foster students?

- Document from foster agency, stating student is a foster child in your home. Attach documentation to a completed Fee Adjustment Request Form, available from the SERRF Office.

When will I know if my child has been accepted into the SERRF program?

- We will notify families of their child(ren)'s status by August 1st.
- Parents will be notified by email, please be certain you enter the correct email on the student registration form.

What if I have more than two emergency contact numbers?

- List two now and at the start of program, notify the Site Facilitator or call the SERRF office to update your information.

Student Fees:

- Sites with monthly fees are charged September through May, or the month student starts attending the program through May, no fees are charged for August or June. All fees for 21/22 must be paid in full by May 31, 2022.
- Payments must be made each month, failure to make regular payments may result in student being dropped from the program.
- At registration only sites, the \$80.00 fee may be paid in full with one payment, or payments may be made each month until the fee is paid in full. All fees must be paid in full by May 31, 2022.
- Bills are sent out each month through the school site. It is your responsibility to insure all fees are paid, if you do not receive a billing statement, contact the Site Facilitator or the SERRF office.
- Payments may be made on-line, follow the link on our website – www.tehamaschools.org > SERRF > Payments. Payments may be made at the school site by check or money order only, or mailed to SERRF – TCDE/SERRF 1135 Lincoln Street, Red Bluff, CA 96080.

What if I still have a balance due from 2020/2021?

- All fees from 2020/2021 must be paid in full or payment arrangements must be made through the SERRF office by May 31st. Otherwise, student(s) will be placed on the waiting list for 2021/2022. Once payment in full is made, that will be the date used for registration purposes.
- Payments may be made on-line through our website or mailed to the SERRF office.
- If paying fees for 2020/2021 be sure to click on 2020/2021 monthly fee or registration fee link.

What if I cannot afford the current fee?

- For monthly fee sites only, if there is a financial hardship you will need to request a “*Fee Adjustment Request Form*”. These will be available from the SERRF office and SERRF sites in August 2021. You must submit verification of income with the form. You will be notified by email once approved. Fee adjustments are NOT retroactive and will start the month the form is submitted and approved. If submitted in November, the full amount of the student fee would be due for September and October, the reduced fee would start in November.

Do I need to reapply for a Fee Reduction every year?

- Yes, you need to submit a new Fee Adjustment Request Form with verification each year. Reduced fees do not carry over from the previous year.

What if I have a change to my address or phone number after I submit the registration?

- Contact the SERRF office at 528-7381 so your information can be updated.

What if I do not have insurance information?

- Put in N/A and submit information to the SERRF office as soon as you have the information.

Why do you want my email address?

- Your email will NOT be shared with any other agencies. The email will only be used to notify you of upcoming important SERRF related information, SERRF events, registration information and fee information.

Where can I obtain a copy of the Parent Handbook?

- Handbooks are available on the SERRF website, www.tehamaschools.org
- Handbooks will be available at the SERRF sites once school opens.
- Handbooks will be available at TCDE.