



MENTORING ALLIANCE
Tangible Help. Eternal Hope.™

AFTER SCHOOL

FAMILY HANDBOOK

2026 - 2027 School Year





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WELCOME TO AFTER SCHOOL!

Thank you for registering your child for Mentoring Alliance After School! We are eager to serve your family this year and we hope that this packet equips you with all the information you need for a fun and smooth experience.

If you have any questions or concerns, please do not hesitate to reach out!

Prior to the first week of school and for any payment or registration related questions, please direct all communication to our main office:

info@thementoringalliance.com

1-877-469-2986

Once school has begun, please direct communication as follows:

All non-payment, non-registration questions:

Please contact the specific after school location your child is enrolled at. This contact information is available online, or in-person at each site.

PAYMENT INFORMATION

Paying for After School

There are 3 ways to pay for after school:

- Set up automatic drafts using a debit card or checking account (Best option)
- Pay online through your parent portal
- Pay in person at our office with a card or money order

Upon enrollment, there is a non-refundable registration fee.

Financial Aid & Discounts

Mentoring Alliance offers income-based financial aid. The easiest way to apply is to select the financial aid option during the enrollment process. You will be asked to upload a recent copy of your 1040 tax return**. Our team will review your application and reach out. Mentoring Alliance also offers other discounts for multiple children enrolled, teachers and more.

**Families with CCS Assistance may contact us to see if your child's site is eligible to receive CCS payments. If CCS is not available, families are welcome to apply for our financial aid, which in most cases is equal or better.

PAYMENT INFORMATION

Payment Due Dates

Payments are due two Fridays before the enrolled week of after school. You will receive an invoice one week prior to each payment due date.

Please refer to the payment chart on the following page, or log in to your parent portal to see when your payment(s) will be due.

Late Payments

If a payment is not received by the due date, we will attempt to contact you via phone and email.

If payment has not been received by 12 P.M (noon). on the Wednesday after the due date, your child will be un-enrolled from the After School program.

If you choose to re-enroll, any past due balances must be paid and an additional registration fee will be due at the point of re-enrollment. Please note, repeated failure to keep accounts current could be grounds for discontinuing any financial assistance or discounts.

If you have a unique circumstance or need, please contact us as early as possible.

PAYMENT SCHEDULE

Payments are due bi-weekly, on or before the following dates:

MAAS Fall Break Districts			
Connally, Rapoport, Waco			
Wk	Invoice Send Date	Payment Due Date	Monthly?
1	7/24/2026	7/31/26 (1 Wk Only)	X
2	8/7/2026	8/14/2026	X
3	8/21/2026	8/28/2026	
4	9/4/2026	9/11/2026	X
5	9/18/2026	9/25/2026	
6	10/9/2026	10/16/2026	X
7	10/23/2026	10/30/2026	
8	11/6/2026	11/13/2026	X
9	11/27/2026	12/4/2026	
10	12/25/2026	1/1/2027	X
11	1/8/2027	1/15/2027	
12	1/22/2027	1/29/2027	X
13	2/5/2027	2/12/2027	
14	2/19/2027	2/26/2027	X
15	3/12/2027	3/19/2027	
16	3/26/2027	4/2/2027	X
17	4/9/2027	4/16/2027	
18	4/23/2027	4/30/2027	X
19	5/7/2027	5/14/2027	

MAAS Early Ending Districts			
Bullard, Lindale, Midway, Robinson, Tyler, Wylie			
Wk	Invoice Send Date	Payment Due Date	Monthly?
1	7/24/2026	7/31/26 (1 Wk Only)	X
2	8/7/2026	8/14/2026	X
3	8/21/2026	8/28/2026	
4	9/4/2026	9/11/2026	X
5	9/18/2026	9/25/2026	
6	10/2/2026	10/9/2026	X
7	10/16/2026	10/23/2026	
8	10/30/2026	11/6/2026	X
9	11/20/2026	11/27/2026	
10	12/4/2026	12/11/2026	X
11	1/1/2027	1/8/2027	
12	1/15/2027	1/22/2027	X
13	1/29/2027	2/5/2027	
14	2/12/2027	2/19/2027	X
15	3/5/2027	3/12/2027	
16	3/19/2027	3/26/2027	X
17	4/2/2027	4/9/2027	
18	4/16/2027	4/23/2027	X
19	4/30/2027	5/7/2027	

MAAS Late Starts Districts			
Abilene, Brownsboro, Chapel Hill, Friendswood, Longview, Whitehouse			
Wk	Invoice Send Date	Payment Due Date	Monthly?
1	7/31/2026	8/7/26 (1 Wk Only)	X
2	8/14/2026	8/21/2026	X
3	8/28/2026	9/4/2026	
4	9/11/2026	9/18/2026	X
5	9/25/2026	10/2/2026	
6	10/9/2026	10/16/2026	X
7	10/23/2026	10/30/2026	
8	11/6/2026	11/13/2026	X
9	11/27/2026	12/4/2026	
10	12/25/2026	1/1/2027	X
11	1/8/2027	1/15/2027	
12	1/22/2027	1/29/2027	X
13	2/5/2027	2/12/2027	
14	2/19/2027	2/26/2027	X
15	3/12/2027	3/19/2027	
16	3/26/2027	4/2/2027	X
17	4/9/2027	4/16/2027	
18	4/23/2027	4/30/2027	X
19	5/7/2027	5/14/2027	

Brook Hill			
Brook Hill			
Wk	Invoice Send Date	Payment Due Date	Monthly?
1	7/31/2026	8/7/2026	X
2	8/14/2026	8/21/2026	
3	8/28/2026	9/4/2026	X
4	9/11/2026	9/18/2026	
5	9/25/2026	10/2/2026	X
6	10/9/2026	10/16/2026	
7	10/23/2026	10/30/2026	X
8	11/6/2026	11/13/2026	
9	11/27/2026	12/4/2026	X
10	1/1/2027	1/8/2027	
11	1/15/2027	1/22/2027	X
12	1/29/2027	2/5/2027	
13	2/12/2027	2/19/2027	X
14	3/5/2027	3/12/2027	
15	3/19/2027	3/26/2027	X
16	4/2/2027	4/9/2027	
17	4/16/2027	4/23/2027	X
18	4/30/2027	5/7/2027	

ENROLLMENT INFORMATION

Waitlist

If the specific after school location you want is full, you can be put on a waitlist. If a spot opens up, we will contact waitlisted parents in order.

These openings are time-sensitive; if you are contacted about an available spot, you have a limited amount of time to respond. Please respond promptly.

Absences

Refunds or credits are not offered for partial weeks attended. The After School program is not billed on a per-day basis; the weekly fee is the same regardless of how many days your child attends that week.

If your child needs to miss a week or more of After School, please contact us.

Enrollment Changes or Cancellations

Any enrollment changes or cancellations must be communicated at least two weeks in advance in order to receive a refund. This allows us time to contact families from the waitlist.

Transportation

In most cases, our After School programs are limited to students who attend that school during the day; however, in some cases transportation may be provided for students from other school campuses. If your child will be transported to another campus to attend After School, please notify your child's school of this change before their first day of attendance.

WHAT YOU NEED TO KNOW FOR A DAY AT AFTER SCHOOL

What does a day at After School look like?

The daily schedule will differ depending on your location and other factors such as age of your child. But generally, here is what you can expect:

- An afternoon snack
- Time to play games and have fun with friends
- Daily homework assistance, reading time, or academic enrichment activities
- Weekly social-emotional development lessons
- Weekly small group Bible study time (if opted in during enrollment)

Pick-up Information

The After School program operates from 3:00 PM to 6:00 PM, and you may pick up your child at any time during the program. Most of our locations dismiss from the cafeteria of the school; park next to our A-frame sign and call or text the posted phone number, and we will bring your child out to you!

Note: Until we get to know you, please have your ID ready during pick-up. Students will only be released to authorized pick-ups who are 16 years of age or older. You can add or remove authorized pick-ups through your parent portal.

WHAT TO BRING & WHAT NOT TO BRING

What to send with your child every day:

Please label all items with your child's name.

What to Bring	Description
Backpack and other school items	Anything your child brings with them from the school day will be stored until they need it.
Seasonally appropriate clothing	As weather permits, we will have outdoor play time daily. Please ensure your child is appropriately dressed for the season.
Water bottle (optional)	All of our sites have access to water fountains, but your child may prefer to carry their own water bottle.
Snack (optional)	A snack is provided daily, but you may send an alternative (or additional) snack for your child. No peanuts or tree nuts - see next page.
Bible (optional)	If opted in during enrollment, each student will participate in a small group Bible study.

If you have any emergency medication to drop off, please let our staff know directly. Please do not send medication in your child's backpack.

Items not allowed at After School:

- Cash
- Cell phones, iPads or other electronic devices
- Pocket knives or other sharp objects
- Toys
- Heelys, skateboards, etc

Personal objects at After School:

Please do not send your child to After School with an object that you do not want to be potentially lost, broken, or dirty. Any valuables or sentimental items are safest at home.

MEDICAL INFORMATION

Nut-Free Program

To protect students with severe nut allergies, Mentoring Alliance After School is nut-free. This includes anything made from or containing peanuts or tree nuts, such as peanut butter or almond butter.

Medical Care

If your student is injured or becomes ill at After School, our staff are first-aid and CPR certified and are available to tend to their needs. If a child becomes ill during the program, parents will be contacted for prompt pick-up. In the event of a medical emergency, we will call 911 and notify parents immediately.

Medication

MA After School is only permitted to store and administer epi-pens and inhalers.

Medication must be registered during enrollment and in the original container and clearly labeled with the child's name, the medication name, dosage and instructions, and the name of the prescribing physician. We cannot accept or administer expired medications.

Sick Students

For the health and safety of all students and staff, we ask that you do not send your child to school and/or after school if they have the following symptoms:

- A fever of 100 F or higher
- Vomiting
- Diarrhea

If a student becomes sick during the after school program, they will need to be picked up. Sick children may return when they have been symptom-free for 24 hours without the use of medication.

Lice

MA After School will defer to the lice policy in place at each host school. If you know that your child has lice or nits, please keep them home until the problem is resolved.

ADDITIONAL INFORMATION

Mandated Reporting

State law requires anyone who suspects child abuse or neglect to report their concerns to the Department of Family and Protective Services or a local law enforcement agency. Mentoring Alliance adheres to state law and will promptly report any suspected abuse or neglect.

Severe Weather & Extreme Temperatures

In the event of severe weather or extreme temperatures, MA After School will take all necessary steps to ensure students are kept safe and healthy, such as providing more frequent water breaks and changing activity schedules to limit or eliminate time outside.

Right to Dismiss

Mentoring Alliance reserves the right to suspend or dismiss a student from any of our programs for any reason.

These decisions are made as a last resort to protect safety after other interventions have been attempted, or if a child's behavior poses immediate danger. Please see the behavior and action overview and the student code of conduct on the next page.



CAMPER EXPECTATIONS + BEHAVIOR POLICY

At Mentoring Alliance After School, I will...

Follow Directions
Quickly

Stay with My
Group

Use Kind Words
& Actions

Have Safe
Hands & Feet

These rules serve as baseline expectations for Mentoring Alliance students. Safety is our number one priority, and these rules help us accomplish the goal of hosting a safe program experience for your child.

When these rules are broken, our staff will communicate with families based on the response protocol on the next page. Our goal is to partner with you to serve your child well and keep all students safe.

Our staff all adhere to the "Rule of Three". This means that at all times, each child will have at least 2 other people with them, including at least one adult.

Accommodations we can offer:

- Visual schedules, extra prompts, and transition support
- Calming breaks or simplified tasks within group activities
- Collaboration with parents and other professionals to understand needs
- Consistent staffing and clear expectations to increase predictability

We cannot make changes that would:

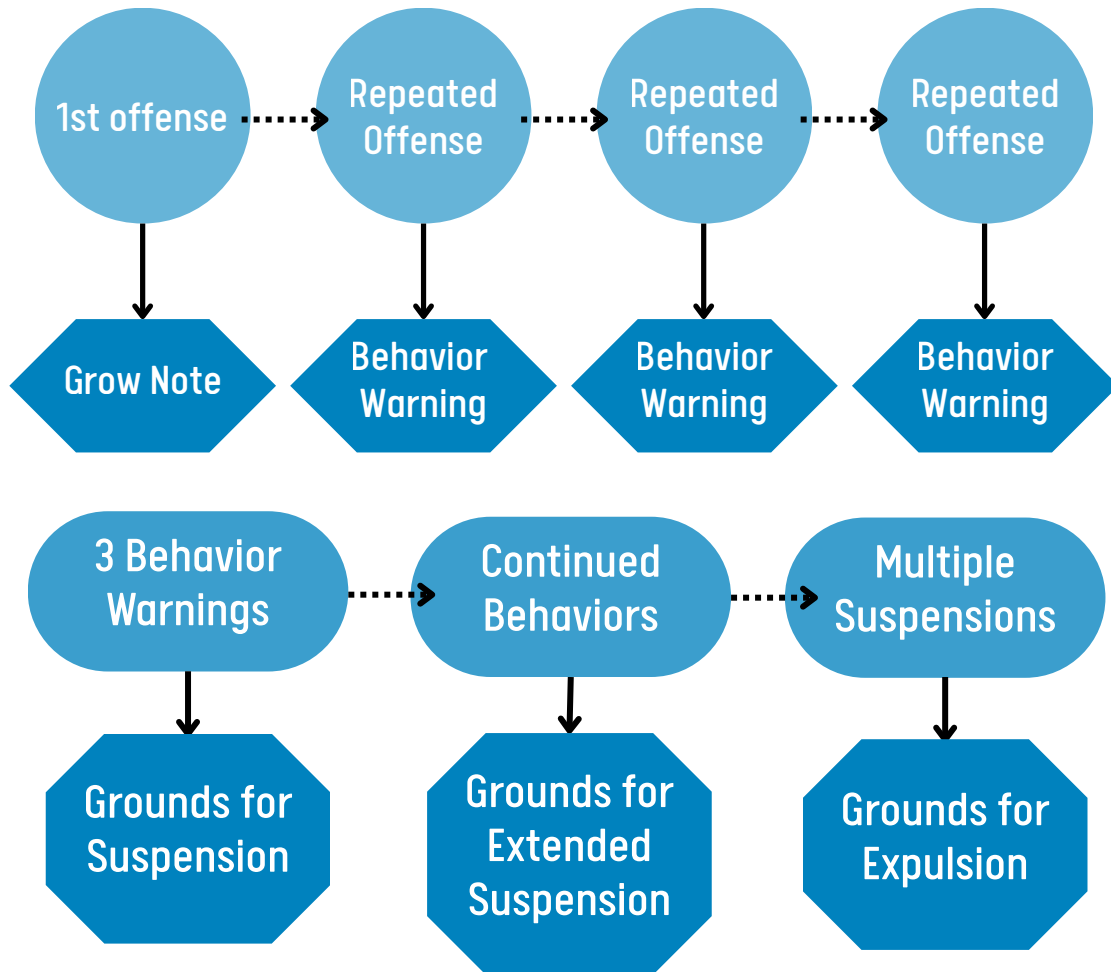
- Remove core program elements (activities, group model, daily schedule)
- Require 1-on-1 support
- Create safety risks for the student or others

If a student needs more support than our structure allows, we will partner with the family to explore better-fit options.

Families, please discuss these rules and policies with your child.

STUDENT EXPECTATIONS + BEHAVIOR POLICY

When a student does not follow our behavior expectations, we will follow this process:



Final decisions regarding response to student behavior will be at the discretion of the Area Director and Director of After School. They reserve the right to adjust the behavior response process based on the needs of their site.

Student suspensions must be approved by the Director of After School. Student expulsions must be approved by the Executive Director of the region.

Grounds for automatic suspension:
Uncontrollable violent behavior
Harm to another child or staff
Significant property damage

Grounds for automatic expulsion:
Bringing drugs, alcohol, or weapons to program
Any attempted sexual activity, violence, or abuse

FREQUENTLY ASKED QUESTIONS

When does the program operate?

Mentoring Alliance After School runs Monday-Friday, August-May, following the host school's calendar. We are closed on school holidays. Please refer to your school's academic calendar for exact dates.

How do I enroll or update my information?

Enrollment is completed through a secure online portal, accessible through our website. All required information—including emergency contacts and pick-up permissions—must be completed before attendance.

If Mentoring Alliance policies change at any point during a child's enrollment, parents will be notified via the contact information provided during the enrollment process.

Are immunizations required?

We follow school district immunization requirements. Because students already meet school requirements, we do not collect separate immunization records.

Are immunizations required for staff?

Mentoring Alliance defers to local health authorities regarding required vaccinations for child care employees. At this time, Mentoring Alliance staff are not required to disclose their vaccination history.

Are snacks provided?

Yes. Snacks follow approved food safety procedures. Staff handling food are trained, and allergy awareness is a priority. Questions can be directed to your Site Director.

FREQUENTLY ASKED QUESTIONS

Does Mentoring Alliance maintain unassigned Epi-Pens?

Mentoring Alliance does not maintain or administer unassigned epinephrine auto-injectors.

How does Mentoring Alliance prepare for emergencies?

Sites conduct monthly drills (fire, weather, lockdown, and first aid kit inventory) and follow the host school's emergency plans.

How does Mentoring Alliance handle behavior and discipline?

We use positive, age-appropriate guidance such as redirection, clear expectations, and restorative practices. Corporal punishment, shaming, or withholding basic needs is never permitted.

How are children with special care needs supported?

We partner with families to provide reasonable accommodations within our group-based program structure. Please contact your After School Director to discuss your child's needs and program fit.

How are parents notified about health issues or other incidents?

Parents are notified promptly about:

- Illness or exclusion from care
- Injuries
- Significant behavior concerns
- Any serious incident or emergency

Written reports are provided when these issues or incidents occur.

FREQUENTLY ASKED QUESTIONS

How can I ask questions or raise concerns?

Start with your local After School Director (contact info is on our website). If needed, families may escalate to the Regional Executive Director or the Mentoring Alliance main office.

Can I visit my child's program site?

Yes. Parents may visit at any time during operating hours. Visitors must check in, wear a badge, and be escorted by site leadership.

Is the program licensed?

Some districts are licensed through Texas Child Care Regulation and others maintain an exempt status, but all program sites maintain rigorous safety standards. For licensed sites, state inspection reports are available on-site and Texas Minimum Standards can be found at www.hhs.texas.gov. For exempt and licensed sites, parents are welcome to contact their local After School Director to discuss internal safety audit reports.

How can I contact Child Care Licensing?

Parents can contact Texas Child Care Regulation to ask a question, file a complaint, or request information by calling 800-862-5252 during business hours or sending an email to CCRQuestions@hhs.texas.gov.



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