

Contra Costa County
Employment & Human Services Department
Community Services Bureau

CalWORKs Stage 2 and CAPP Child Care
Participation Program Handbook
For Participants and Providers



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Dear Participant,

Welcome to Community Services Bureau (CSB) Alternative Payment Program! We look forward to this opportunity to work with you and your selected child care provider.

Our program is designed to maximize parental choice in selecting child care that meets the needs of your child and family. CSB operates the CalWORKs Stage 2 & CAPP child program in accordance with all applicable state laws issued and directed by the California Department of Education Title 5 Regulations.

This participation handbook will guide you through our program and explain how to successfully meet all of the requirements to maintain your enrollment. It will also provide information for your selected provider to ensure that they are eligible to be reimbursed for child care services rendered.

Please read the participation handbook carefully and call us with any questions.

We can be reached at: (925) 681-6360 or Stage2childcare@ehsd.cccounty.us.

Again, welcome to our program!

Sincerely,

Unit Supervisor

CalWORKs Stage 2 & CAPP Child Care Program



Beverly Brown

Unit Supervisor



Nelly Ige

Program Manager

Table of Contents

Introduction to Community Services Bureau (CSB)	1
CSB Mission Statement	1
Program Overview	1
Program Philosophy	2
Maximizing Parental Choice	2
Parent Participation	4
How to Qualify for Services	4
How families are selected for the programs	4
Enrollment Process	5
Who is Eligible?	6
Share of Cost	10
How to Maintain Enrollment	12
Policies and Procedures	15
Reimbursement Policy	18
Temporary Suspension of Services	18
Confidentiality	18
Release of Information	18
Fraud Policy	19
Grievance Procedure	19
Uniform Complaint Procedure	19
Sexual Harassment	20
Zero Tolerance	20
Disenrollment Policy	20
Notice of Action	20
Provider Participation	22
Parental Choice	22
Oliver's Law	24
Rate Sheet	24
Reimbursement Policy	25
Child Care Agreement	25
References to Written Information	25
Limitations on Child Care Reimbursements	26
Multiple/Alternate Providers	26
Participant's Rights to Change Providers and Rights to Terminate Services	26
Providers Right's to Terminate Services	27
CSB's Right to Terminate a Provider	27
Sample of a Valid Attendance Sheet (CCare5)	28
Acknowledgement of Receipt of the Written Policies	30
Participation Handbook Acknowledgment of Receipt (attached)	

Introduction to Community Services Bureau (CSB)

CSB Mission Statement

Contra Costa County Community Services Bureau's (CSB) mission is to support individuals and families to thrive as contributing members of the community by providing high quality services and learning opportunities.

Program Overview

The purpose of this program is to provide subsidized child care for eligible children and families living in Contra Costa County and to provide a wide range of child care choices for participants. The CalWORKs Stage 2 child care program is limited to those participants who are in receipt of or have received CalWORKs cash assistance within the last twenty four (24) months. Our California Alternative Payment Program (CAPP) assists families referred by Children and Family Services and low-income families. Both of these programs support families in their child care decisions and make timely payments to their chosen child care providers.

CSB operates in accordance with all applicable state and federal laws governing human service agencies. Directed by the California Department of Education Title 5 regulations, CSB administers the child care subsidy program on a non-discriminatory basis, giving equal treatment and access to services without regard to race, color, creed religion, age, sex, national origin, sexual orientation, disabilities, or any other category that is prohibited by law.

For participants/families/providers that do not speak English, the Child Care Assistant Manager will provide, if available, translated materials, or upon request will provide an interpreter to explain the materials in the language the participants/family/provider prefers.

Children can be served from birth up until their 13th birthday, or up to age 21 if special needs are verified with appropriate documentation.

CSB CalWORKs Stage 2 & CAPP child care program administers subsidized child care through a vendor approach, providing full or partial payments for child care of eligible participants. These programs are designed to maximize parental choice in selecting child care. Participants may select child care services from licensed centers and preschools, licensed family child care homes, or license-exempt providers. Subsidized child care does NOT pay for private schooling.

The policies contained in this handbook are intended to outline the responsibilities of participants who receive child care supportive services from CSB and ensure providers understand the requirements and responsibilities for participation in the program. It is the policy of this bureau to make sure participants understand their options, make participants aware of available child care resources and upon receipt of required documentation and monthly request for payment forms, provide accurate and timely services and payments to providers.

Our office is located at: 1470 Civic Court, Suite 200, Concord, CA 94520. We are open Monday-Friday from 8AM-5PM. Appointments are encouraged and can be made by calling: (925) 681-6360. You may also contact us through email at Stage2childcare@ehsd.cccounty.us.

Program Philosophy

Our goal is to deliver supportive services to the families of Contra Costa County, where participants can achieve their educational and/or career milestones while their children are thriving in their chosen child care programs. We will support parental choice and encourage all child care providers to continue their training in child development and health and safety. CSB will make every effort to accommodate the participant's choice of either licensed or license-exempt providers. However, CSB reserves the right to limit choice to assure the health and safety of the child(ren).

CSB will provide child care services to help support families and children in need. In providing these child care services, CSB is promoting independence, personal responsibility and self-sufficiency on the part of the participant(s).

All participants will be treated with dignity and respect. The Child Care Assistant Manager will work with the participant to develop the best plan for the family.

We work closely through collaborative partnerships within the communities of Contra Costa County to inform and empower participants about their child care decisions. Our staff is trained to uphold the state regulations of these programs and is continually encouraged to attend professional development activities. We perform annual staff reviews and value communication as a necessary tool for success.

The CalWORKs Stage 2 & CAPP child care program performs an annual self-review that includes, but is not limited to, parent surveys and staff assessments of the overall program.

Maximizing Parental Choice

CSB policies provide for parental choice in selecting child care services. Participant(s) are responsible for selecting the type of care, which they feel best meet the needs of the family. The following are ranges of child care programs offered throughout Contra Costa County;

Head Start

- ❖ **Early Head Start** – Nurturing care is provided for infants and toddlers ages birth to three (0-3) as well as services to pregnant women.
- ❖ **Early Head Start Child Care Partnership** – Enhancement services for children ages zero-three (0-3) combining Early Head Start and Child Development Services in a selected licensed center or family day care home.
- ❖ **Head Start and Child Development Preschool** – High quality part day and full day options are available for children ages three-five (3-5) and their qualifying families.

CalWORKs Child Care Program

- ❖ **CalWORKs Stage 1 Child Care** - The first stage of CalWORKs child care services. Stage 1 child care services are administered by the Department of Social Services through county welfare departments. Stage 1 child care begins upon entry of a family into the CalWORKs assistance program that participates in an approved welfare to work activity by their Employment Specialist.
- ❖ **CalWORKs Stage 2 Child Care** - The second stage of CalWORKs child care services. Stage 2 child care services are administered by the CDE through contracts with Alternative Payment program providers. Stage 2 child care begins when the county welfare department determines that a CalWORKs family is stable and transfers the family to a Stage 2 child care contractor for child care services, or a family applies and is found eligible for Stage 2 services.

- ❖ **CalWORKs Stage 3 Child Care** – The third stage of CalWORKs child care services. Stage 3 child care services are administered by the CDE through contracts with Alternative Payment Program providers. CalWORKs Stage 3 child care begins when a CalWORKs Stage 2 family receiving child care services has fully utilized the family’s twenty-four (24) months of eligibility and has been transferred directly to CalWORKs Stage 3. CalWORKs Stage 2 Families receiving child care services through CSB will be transferred to Child Care Council prior to the family’s ineligibility date.

Alternative Payment Program (CAPP)

- ❖ **Alternative Payment Program (CAPP):** Families may be eligible for CAPP funding based on need and eligibility criteria (such as low income working families), with first priority for those children currently receiving child protective services, or those children who are considered at risk of abuse, neglect or exploitation by a legally qualified professional. Participants must maintain eligibility and need while enrolled in CAPP. Enrollment is based on available funding.

After School Programs

- ❖ **The California Department of Education’s After School Education and Safety (ASES) Program:** The ASES program involves collaboration among parents, youth, representatives from schools and governmental agencies, such as local law enforcement and local parks and recreation departments, and individuals from community-based organizations and the private sector. Programs are created through partnerships between schools and local community resources to provide literacy, academic enrichment, and safe, constructive alternatives for students in grades K-9.
- ❖ **The 21st Century Community Learning Centers (CCLC) Program:** Funds the establishments or expansion of before and after school programs for K-12 students. The purpose of 21st CCLCP Program is to provide opportunities for communities to establish or expand activities that focus on:
 - Improved academic achievement
 - Enrichment services that reinforce and complement the academic program
 - Family literacy and related educational development services.

Contra Costa County Resource & Referral Agency

For the contact information of the programs mentioned above and other child care programs offered throughout Contra Costa County,, please contact CocoKids at:

- ❖ **CocoKids for East County: (925) 778-KIDS or (925) 778-5437**
- ❖ **CocoKids for Central County: (925) 676-KIDS or (925) 676-5437**
- ❖ **CocoKids for West County: (510) 758-KIDY or (510) 758-5439**

Participants may also contact CocoKids for a listing of licensed providers throughout Contra Costa County.

Parent Participation

How to Qualify For Services

There are various ways that families can qualify for our programs. There are two distinctly subsidized programs that CSB administers, CalWORKs Stage 2 and CAPP (California Alternative Payment Program).

CalWORKs Stage 2 – This program is the second out of three stages from the CalWORKs child care services. CalWORKs Stage 2 child care services begins when the county welfare department determines that a CalWORKs Stage 1 family is stable and transfers the family to our CalWORKs Stage 2 program for continuation of child care services.

Families that are not participating in CalWORKs Stage 1 child care services may be eligible in receiving CalWORKs Stage 2 if a family applies and is found eligible by meeting the following criteria:

- Family is and remains income eligible *and*
- Participant is responsible for the care of the child needing child care services *and*
- Participant is a CalWORKs cash aid recipient or a former case aid recipient who received cash aid within the last 24 months *or*
- Participant is determined eligible for diversion services by the county welfare department.
- *And* Participants must have a documented need(s) for child care

The twenty-four (24) month period begins when the participant leaves cash aid. For example, if a participant's last date of cash aid was January 31st, 2019, the participant is eligible in receiving CalWORKs Stage 2 until January 31st, 2021 (as long as family remains income eligible and maintains a need for child care). Upon approaching the twenty-four month period, families will be transferred to CalWORKs Stage 3 child care. It will be the responsibility of the Child Care Assistant Manager to work with the participant to determine the appropriate stage for child care services. The twenty-four (24) month period resets when the participant begins receiving CalWORKs cash aid.

Please Note: Families receiving CalWORKs cash aid for child aid only are not eligible for CalWORKs Stage 2. Families that are not eligible for CalWORKs Stage 2, will be placed on a waiting list for CAPP, if funding is not available.

CAPP (California Alternative Payment Program) – Families may be eligible for CAPP funding based on need and eligibility criteria (such as low income working families), with first priority for those children currently receiving child protective services, or those children who are considered at risk of abuse, neglect or exploitation by a legally qualified professional. Participants must maintain eligibility and need while enrolled in CAPP. Enrollment is based on available funding.

How Families Are Selected For The Programs

There are various ways that families may be selected to participate in one of our programs. Families are enrolled based on the following (*all enrollments are subject to availability of funding*):

1. Families may be referred to CSB for enrollment from *Children and Family Services (CFS)*, if child is receiving child protective services and it is stated on referral that child care is deemed a necessary part of the service plan.

2. Families may be enrolled through an eligibility list maintained by CSB for families wanting to participate in subsidized child care. These lists rank families on their income and family size to ensure the most eligible family is being served at the time of enrollment. (All families with CPS, or at-risk referrals, will be enrolled as 1st priority.)
3. Families may be transferred to Stage 2 child care services from the Stage 1 child care unit upon discontinuance of cash assistance or when families have been considered stable by their previous child care worker. Families may also be enrolled directly into Stage 2 child care if the family is deemed Stage 2 eligible and meet the eligibility and need criteria.

Enrollment Process

Based on the availability of funding, families will be notified by phone if they are selected to participate in our program. For those families referred by Children and Family Services or for those deemed At-Risk, our office will contact the referring individual to verify the child's need and begin communication regarding enrollment to better support the needs of the family.

Pre-Applications for the CalWORKs Stage 2 & CAPP Child Care Program will be mailed to the participant applying for services. They will be scheduled for an appointment to review all documents being submitted. Participant must provide all requested information and documentation to determine initial and ongoing eligibility within the timeframe given.

At the time of appointment, participants will be required to bring documentation that may include, but is not limited to, the following:

- Birth records for all children counted in the family size
- One month current/consecutive paycheck stubs
- Any other income received such as Cash Aid, Unemployment, Disability, etc.
- Verification of need for child care such as employment, vocational training, or parental incapacity
- Immunization records for non-school age children (if chosen provider is non-licensed)
- If applicable, an active individual family service plan (IFSP) or individualized education program (IEP) for children with special needs that includes a statement signed by a legally qualified professional that the child requires the special attention of adults in a child care setting which also includes the name, address, license number and telephone number of the legally qualified professional who is rendering the opinion
- Any other verification documentation as requested by the Child Care Assistant Manager to determine the families need and eligibility for services.
- Provider Packet (see Provider Participation section)

Upon completion of the Child Care Application, the assigned Child Care Assistant Manager will review and verify the information provided by the participant.

Once services are reviewed, verified and approved, the Child Care Assistant Manager will issue a *Notice of Action* (NOA) to the participant and a copy to the chosen provider within thirty (30) days.. The participant will also receive one *Child Care Agreement* per child. The *Child Care Agreement(s)* will outline the following:

- ✓ The effective date of the Child Care Agreement
- ✓ The end date of the Child Care Agreement
- ✓ Name of the Participant
- ✓ Name of the Child
- ✓ Monthly Family Fee *if applicable* (See Family Fee section for more information)
- ✓ Authorized Days

- ✓ Authorized Hours
- ✓ Payment Rate
- ✓ Maximum Payment Amount CSB can reimburse
- ✓ Co-payment *if applicable* (See Co-Payment section for more information)
- ✓ Authorized Child Care Provider
- ✓ Type of Child Care Provider
- ✓ Registration Fee *if applicable* (Licensed Providers only)

If Child Care Application is denied, a Notice of Action (NOA) will be issued to the participant within thirty (30) days from the date participant signed the Child Care Application.

Important! If child care starts before child care services or provider has been approved by the Child Care Assistant Manager, it will be you, the participant’s responsibility to pay the provider directly for any child care services rendered before child care services has been approved.

For those families transferred from CalWORKs Stage 1 to our CalWORKs Stage 2 child care program, a *Welcome Packet* will be mailed to the participant explaining the transfer has occurred. The packet will contain a letter indicating the effective date of transfer, and the contact information for the family’s assigned Child Care Assistant Manager. The following documents in the Welcome Packet will include: Welcome Letter, Child Care Agreement(s), the Participation Handbook, attendance sheets, and any other documents pertaining to the case. A copy will be mailed to the child care provider(s) on file.

Who Is Eligible?

Eligibility - Eligibility is determined at the time of enrollment, recertification or upon an update on the participant’s application because of a reported change. The participant is required to provide to the Child Care Assistant Manager the appropriate documentation to prove their eligibility and continued eligibility for child care. One or more of the following criteria determines their eligibility for child care services.

1. **Income Eligibility:** If the income is equal to or less than 85 percent of the state median income released by California Department of Education Early Learning and Care Division. Participants will be required to provide supporting documentation for all total countable income. Listed below are the income guidelines by family size:

Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8
\$5,343	\$5,802	\$6,719	\$7,794	\$8,869	\$9,070	\$9,272

The Child Care Assistant Managers will calculate the total gross monthly income of the family based on, but not limited to, the following:

- ✓ Gross wages or salaries, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings
- ✓ Wages for migrant, agricultural, or seasonal work
- ✓ Public cash assistance (TANF/Cash Aid)
- ✓ Gross income from self-employment less business expenses with the exception of wage draws
- ✓ Portion of student grants or scholarships not identified for educational purposes as tuition, books, or supplies
- ✓ Disability or unemployment compensation
- ✓ Workers compensation

- ✓ Spousal and/or child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support
 - ✓ Foster care grants, payments or clothing allowance for children placed through child welfare services
 - ✓ Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
2. **Homelessness:** If the basis of eligibility is homelessness, documentation is needed stating that the participant is homeless and a description of the family's situation from a local shelter, a legally qualified professional from a medical or social service agency, or a written parental declaration written by the participant.
3. **Child Protective Services:** If the basis of eligibility is Child Protective Services, a written referral by the county welfare department must be provided to our agency indicating that the child is currently receiving CPS services and child care is a necessary part of the service plan. The referrals must be dated within six (6) months prior to the date of application for services. The referral must also include:
- ✓ The probable duration of the CPS service plan
 - ✓ The hours approved for child care services
 - ✓ The name and signature of the child welfare services worker who is making the referral, their business address and telephone number
4. **At Risk of Abuse/Neglect:** If the basis of eligibility is that the child is deemed at-risk of abuse/neglect, a written referral by a legally qualified professional from a legal, medical, or social service agency must be provided to our agency indicating that child care is needed to reduce the risk. The referral must be dated within (6) months prior to the date of application for services. The referral must also include:
- ✓ The probable duration of the at risk situation
 - ✓ The hours approved for child care services
 - ✓ The name, signature and license number of the legally qualified professional who is making the referral, their business address and telephone number
5. **Transferring from CalWORKs Stage 1 to CalWORKs Stage 2 child care (Cash aid recipient or discontinuing from cash aid):** If the participant is transferring from Stage 1 to Stage 2, initial documentation (9 data elements) will be required at the time of transfer from Workforce Services Bureau. Upon receiving and verifying the 9 data elements, participant's eligibility for child care will be extended. Participant will be asked to provide documents for recertification **at next recertification.**

Family Size - Upon completion of participant's initial application, recertification or upon an update in family size, participant will need to provide supporting documentation for all children listed in the family. The family members may be documented by the following:

- ✓ Birth records
- ✓ Court ordered child custody agreements
- ✓ Adoption records
- ✓ Foster care placement records
- ✓ School or medical records
- ✓ County welfare department records
- ✓ Any other reliable document indicating the relationship of the child to the parent

When only one (1) parent has signed the child care application and the documentation provided for family size determination indicates the child(ren) in the family has another parent whose name does not appear on the application, then parent may self certify single parent status under penalty of perjury.

If, due to a recent departure of a parent from the family and when participant requests an update, the remaining applicant may submit a self-declaration under penalty of perjury explaining the absence of that parent from the family.

The Child Care Assistant Manager may require further documentation at any time to prove the absence of a parent from family and/or verify the family composition and family size.

Service Need - Families who are income eligible to receive subsidized child care must also have, at minimum, one of the following service need to become enrolled or remain enrolled in our program. All participants/guardians listed in the family size must have a service need. Hours of care provided to the family will be determined by the family's need for services. Below are the service needs:

1. **Child Protective Services (CPS)** – If the need for child care is based on CPS, a written referral by the county welfare department must be provided to our agency indicating that the child is currently receiving CPS services and child care is a necessary part of the service plan. The referrals must be dated within six (6) months prior to the date of application for services. The referral must also include:
 - The probable duration of the CPS service plan
 - The hours approved for child care services
 - The name and signature of the child welfare services worker who is making the referral, their business address and telephone number

2. **At-Risk** – If the need for child care is based on the child(ren) being at risk of abuse, neglect, or exploitation, a written referral by a legally qualified professional from a legal, medical, or social service agency must be provided to our agency indicating that child care is needed to reduce the risk. The referral must be dated within (6) months prior to the date of application for services. The referral must also include:
 - The probable duration of the at risk situation
 - The hours approved for child care services
 - The name, signature and license number of the legally qualified professional who is making the referral, their business address and telephone number

3. **Parental Incapacity** – If the basis of need for child care is parental incapacity (temporary or permanent), documentation shall include a release signed by the incapacitated participant authorizing a legally qualified health professional to disclose information necessary indicating why the participant is incapable of providing care and supervision for the child(ren). The documentation must also include the following:
 - The days and hours per week that services are recommended (Child care services cannot exceed 50 hours per week)
 - The name, business address, telephone number, professional license number and signature of the legally qualified health professional.

4. **Employment** – If the basis of need for child care is employment, families may receive child care services during the time they are working and traveling to and from work. To qualify for child care services under this need, participants would need to submit the following documentation:
 - ✓ An employment verification form – completed and signed by the participant consenting CSB staff to contact their employer to verify employment.
 - ✓ One month's worth of current and consecutive pay stubs (*if new employment, income will initially be assessed based on the employment verification form upon verifying employment with employer*)

- ✓ If participant is paid in cash by their employer, participant will provide a letter from the employer verifying the following:
 - An employment verification form – completed and signed by the participant’s consenting CSB staff to contact their employer to verify employment.
 - Statement declaring employee is paid in cash only
 - Self-certification of income from participant

- ✓ If the participant is self-employed, the participant will provide the following:
 - A declaration under penalty of perjury that includes a description of the nature of their employment and an estimated number of days and hours worked per week
 - Copies of appointment logs, client receipts and/or mileage logs to demonstrate the days and hours worked
 - Copy of their business license if available, or workspace rental agreement
 - List of clients with contact information if available
 - Provide documentation to establish income (*may include but not limited to, a list of clients and amounts paid, the most recently completed tax returns, other records of income to support the reported income, along with a self-certification of income*)

- ✓ If the participant’s employment is in a family’s home or on the property that includes the family’s home, the participant must provide the following documentation:
 - Justification for requesting child care services based on the type of work being done and its requirement
 - The age of the family’s child for whom services are needed (if the child is more than five (5) years old, the specific child care needs.

- ✓ If the participant is a licensed family day care home provider or an individual license-exempt provider, the participant is not eligible for child care services during the participant’s business hours because the participant’s employment does not preclude the supervision of the family’s child.

Please Note: Participants employed by child care centers, or assisting family care home providers may receive services, but those participants who are licensed providers registered with Community Care licensing are not eligible to receive child care services for their own child(ren).

5. **Approved Welfare to Work Activity** (*For Stage 2 Participants receiving Cash Assistance*) – The Welfare-to-Work (WTW) Program is a comprehensive Employment and Training Program designed to promote self-sufficiency. CalWORKs recipients are assessed to determine the best course of action, whether it is immediate placement into a job, placement into an education or training program, or both.

CalWORKs recipients must participate in the Welfare-to-Work Program or be employed in order to determine need for CalWORKs Stage 2. All Welfare-to-Work participants receive an orientation to the program and appraisal of their education and employment background, followed by the development of a Welfare-to-Work plan designed to assist individuals with obtaining employment. Employment Specialist will forward a referral to the Child Care Assistant Manager in order for child care services to be approved. For any additional hours of child care, the participant must communicate with their Employment Specialist in order for activity to be approved by their worker as well as approval for child care services.

6. **Training Towards Vocational Goal** – If the basis of need for child care is training towards a vocational goal, families may be eligible for child care services if the participant(s) are enrolled in a program that will directly lead to a recognized trade or profession. There is a six (6) year limitation for services under this need and the participant must continue to make adequate progress towards their goal. Regardless of the length of

time a participant needs to complete their training, child care services must not exceed the six (6) year time limit. To qualify for child care under this need, participants must submit the following documentation:

- ✓ Training Verification Form to be signed by registrar (or designee of program). This form includes such information as name and location of school/training institute, days and hours of class/training schedule, vocational goal of parent, etc. *If a printout of current class schedule is available, registrar does not need to sign.*
- ✓ A copy of the current class schedule if available in electronic print, if not this information may be indicated on the verification form listed above.
- ✓ The anticipated completion date of all required courses/trainings to meet the vocational goal of the parent.
- ✓ At recertification, participant will be required to submit their most recent grades to show they are meeting adequate progress towards their vocational goal. To make adequate progress, the participant shall obtain from the school one of the following:
 - In a graded program, earn a 2.0 grade point average, or
 - In a non-graded program, pass the program's requirements in at least 50 percent of the classes or meet the training institution's standard for making adequate progress.
- ✓ Services may be provided for classes related to the General Education Development (GED) test or English language acquisition if such courses support the attainment of the parent's vocational goal.
- ✓ Participant may request hours for study time for any academic course(s) enrolled. Participant and Child Care Assistant Manager will discuss the hours of study time.

Participant may voluntarily report any changes to their schedule. The first time the participant does not meet the condition of adequate progress, the participant may be recertified and continue to receive ongoing services for Vocational Training. At the conclusion of the eligibility period, the participant shall provide documentation indicating adequate progress has been made. If no progress was made, participant will be disenrolled. Services based on vocational training may be reconsidered after six (6) months after the date of disenrollment (based on program enrolled in).

7. **Actively Seeking Employment** – If the basis of need for child care is seeking employment, each participant in the home may qualify for child care services during the time they are actively seeking employment. Services must not exceed more than five (5) days per week and for less than thirty (30) hours of child care per week. Participants seeking employment will be required to submit a self- declaration under penalty of perjury that they are currently looking for employment. This declaration will include their plan to secure, change or increase employment and a general description of the child care hours necessary during this time. The Child Care Assistant Manager may request verification of the job search and/or interviews at any time.
8. **Seeking Permanent Housing** – If the basis of need for child care is seeking permanent housing, each participant in the home may qualify for child care services during the time they are actively seeking permanent housing. Services must not exceed more than five (5) days per week and for less than thirty (30) hours of child care per week. The participants will be required to submit a self- declaration under penalty of perjury that describes their plan to secure adequate housing for the family and a general description of the child care hours necessary during this time.

Share of Cost

Family Fees – Some families may be required to pay a portion of their child care costs, this is called the “family fee”. These fees are paid by the participant directly to their child care provider. Family fees are determined using the

“Family Fee Schedule” provided by the California Department of Education (CDE). The following determines a participant’s family fee:

- ✓ Family’s gross monthly income
- ✓ Family Size
- ✓ Child’s Certified Need

Based on the above criteria, families will be assessed either a flat monthly full-time fee or a flat monthly part-time fee based on participant’s certified need. If certified need is 130 hours or more per month, the Full-Time Monthly Fee will be assessed to the participant. If the certified need is less than 130 hours per month, the Part-Time Monthly Fee will be assessed to the participant.

***Example:** If you are approved on the 20th of the month and are certified for 8 hours per day, your certified need for the month you were approved will be less than 130 hours. Therefore a flat Part-Time Monthly Fee will be assessed for the month you were enrolled and a flat Full-Time Monthly Fee will be assessed on the following month and thereafter.*

If there is more than one child enrolled in the program, the child who uses the most hours of child care will be assessed the monthly fee. Monthly fees cannot under any circumstances, be recalculated based on a child’s actual attendance. Family Fees are only to be assessed at initial certification, recertification or when a participant voluntarily reports a change to reduce their family fees. The collected family fee is part of the provider’s reimbursement. The family fee is deducted from the provider’s reimbursement each month. The Child Care Assistant Manager will issue a notice of action anytime there is a decrease, an increase or a new family fee with the effective date of change along with the updated Child Care Agreement. An informational copy will be sent to the provider.

***Example:** If you voluntarily report a change in your income and request a decrease in family fee to the Child Care Assistant Manager, your Child Care Assistant Manager will reassess your income. If at the time of updating your income, it is determined that you will no longer have a family fee, the Child Care Assistant Manager will issue a Notice of Action to you. The family fee will be effective on the first day of the month that follows the issue date of the Notice of Action. For example, if a Notice of Action is issued on July 28, 2019, the effective date of the reduced fee would be August 1, 2019.*

Monthly Fees are due at the beginning of each month. The participant and provider may work out a payment schedule. Provider will declare on the monthly attendance record that the monthly fee have been paid for the month of services rendered. The provider shall issue a receipt to the participant of the amount family fees were paid and attach a copy to the monthly attendance sheet. At minimum, the copy of the receipt shall include the following:

- ✓ A pre-numbered receipt
- ✓ Name of parent paying fee
- ✓ Name of provider issuing receipt
- ✓ Amount paid
- ✓ Date of payment
- ✓ Service month paid

The monthly fee assessed by the Child Care Assistant Manager will still be deducted from the provider’s reimbursement each month.

Fees are delinquent seven (7) calendar days after first date of each month. Child care services will be disenrolled unless participant pays their family fees before their termination date or if a reasonable repayment plan has been created by the participant and provider. The participant must comply with the repayment plan in order for child care to be continued. For more information, please read Fee Payment/Repayment Plan.

The following exceptions apply in paying family fees:

- ✓ Families with children at risk of abuse, neglect or exploitation as determined by a legally qualified professional in a legal, medical, or social services agency or emergency shelter (limitation is up to three (3) months).
- ✓ Child Protective Services (CPS) families may be exempt from paying a fee if child development services are determined to be necessary by the county welfare department (limitation is up to twelve [12] cumulative months)
- ✓ Families receiving CalWORKs (limitation is as long as family is receiving cash aid)

Co-Payments – A participant may choose a child care provider regardless of the provider’s rates. If the participant chooses a provider who charges more than the maximum subsidy amount CSB can reimburse, the participant will be responsible to pay the difference directly to the provider. This difference is referred to as a “co-payment”. The maximum subsidy amount CSB can reimburse is determined by the California Department of Education (CDE) reimbursement ceiling guidelines. It will be the provider’s responsibility to collect payment from the participant. If applicable, the provider will declare on the monthly attendance sheet that co-payments have been paid for the month of services rendered.

***Example:** Your approved certified need for child care is 25 hours per week for your two (2) year old. Your child care provider who is a Licensed Family Day Care Home charges \$210 per week for Part-Time Care (less than 30 hours per week). Based on your certified need, CSB will only be able to reimburse the maximum subsidy amount of \$205.50 per week for Part-Time care. Therefore, you will be responsible to pay your provider the difference of what we cannot cover which is \$4.50 per week.*

Please Note: Family Fees and Co-payments are two different shares of costs. If participant has a Family Fee **and** a Co-Payment, participant will be responsible in reimbursing both the Family Fee and Co-Payment directly to their provider. Failure to reimburse any shares of cost mentioned above to the child care provider, may result in disenrollment.

How to Maintain Enrollment

Recertification - After initial approval, participants are required to recertify their child care services for not less than twenty-four (24) months (with the exception of seeking employment).

CSB Staff will mail a *Recertification Packet* to be completed within a specified amount of time. Participants are responsible to ensure that all requested documents are submitted before the due date. If participant submits an incomplete recertification packet by the due date requested, their child care services may be denied. CSB staff will attempt to request the missing documentation before the participant’s certification end date

If a recertification packet is not submitted within the timeframe given, a Notice of Action will be issued to the participant terminating their child care services at the end of their contract period. If a recertification packet is submitted after the termination Notice of Action has been mailed out to the participant, the packet may be viewed as a reapplication of child care services. Application will be forwarded to the intake specialist to be reviewed and determine approval or denial of care. There may be a lapse in services if application before the participant’s certification end date.

Reporting Changes - The participant may voluntarily report changes to their family size, income, if participant has been discontinued from cash aid, need for services, address, contact phone numbers, or any other information with regards to their need and eligibility. Examples of change in need for services may include but are not limited to: a change in employment, a change of hours in employment, starting or ending a training, loss of employment, child’s school schedule change, leave of absence from employment due to incapacitation, etc. To better accommodate a participant’s child care needs, participants are encouraged to report any significant to the Child Care Assistant Manager. Changes may be reported to your Child Care Assistant Manager verbally or in writing.

To request a reduction of family fees or increase of child care service hours: Upon notifying the Child Care Assistant Manager, the Child Care Assistant Manager may:

- ✓ Use the information as applicable to reduce the family fee or increase the family's services.
- ✓ Request written documentation to be submitted by the participant within ten (10) calendar days from the date letter was mailed. It is the participant's responsibility to submit the requested documents within the due date. Otherwise, reported change may not be updated accordingly.
- ✓ Not later than ten (10) business days after receipt of applicable documentation, issue a Notice of Action. The Child Care Assistant Manager will not use any information received to make any other changes to the child care agreement unless it is an increase in child care hours or decrease in family fees.

To request a reduction of child care service hours: A participant may at any time voluntarily request a reduction to their child care service hours. Before a Child Care Assistant Manager may make any reductions to the child care hours, participant will:

- Submit a written request or complete a Request for Reduction in Services form (CSB1125) that includes:
 - ✓ Days and hours per day requested;
 - ✓ Effective date of proposed reduction of child care service hours; and
 - ✓ Acknowledge in writing that they understand that they may retain their current child care service hours.

Upon receipt of the parent's written request, the Child Care Assistant Manager will:

- ✓ Notify the family in writing of the parent's right to continue to bring their child pursuant to the original certified service hours
- ✓ Collect additional documentation to support the changes requested, and
- ✓ Not later than ten (10) business days after receipt of applicable documentation, issue a Notice of Action. The Child Care Assistant Manager will not use any information received to make any other changes to the child care agreement unless it is an increase.

To report when income exceeds 85% income threshold: When a participant is initially certified or recertified on the basis of income eligibility, the participant shall, within thirty (30) calendar days, report changes to ongoing income that causes their adjusted monthly income, adjusted for family size to exceed ongoing income eligibility. The Child Care Assistant Manager will:

- ✓ At initial certification and recertification, notify the participant in writing of the following:
- ✓ Of the adjusted monthly income amount, based on the family size, that would render the family ineligible for services, based on ongoing income eligibility requirements
- ✓ Of the requirement to notify the Child Care Assistant Manager, within thirty (30) calendar days, of any change in ongoing income that causes the family's adjusted monthly income to exceed eighty-five (85%) percent of the State Medium Income.

If the family does not meet another basis for eligibility, the Child Care Assistant Manager shall issue a Notice of Action to dis-enroll the family.

Important for Participants! It is your responsibility to submit the requested documents within the due date. Otherwise, reported change will not be updated accordingly. Any unauthorized care will be your responsibility to reimburse your child care provider. If you have any questions concerning your child care and/or hours approved, please contact your Child Care Assistant Manager.

Fee Payment/Repayment Plans - All family fees are to be collected by the child care provider. Due dates for these fees will be at the beginning of each month, and payment will be acknowledged on the monthly attendance sheets along with a copy of receipt. Fees are delinquent seven (7) calendar days from the due date. It is the provider's responsibility to collect all fees from the participant and notify the Child Care Assistant Manager

if fees are not paid. Upon receipt of notification that the participant has outstanding fees due to the provider, the Child Care Assistant Manager will issue a Notice of Action disenrolling child care services for Delinquent Family Fees. Participant will have nineteen (19) days to pay the debt owed to the provider, or submit a written reasonable repayment plan signed off by both the participant and provider. If repayment plan is submitted within the nineteen (19) days of the disenrollment notice, child care services will be rescinded. However, if the provider notifies the Child Care Assistant Manager that the participant is failing to comply with the repayment plan, the family will be disenrolled from the program.

Policies and Procedures - By abiding to the policies and procedures outlined in the Participation Handbook, participant may retain their child care services as long as they are eligible to participate. Any violation of the program regulations may result in disenrollment from the program.

Policies and Procedures

Reimbursement Policy

Attendance Sheets (CCARE5) - Participants are responsible for the accurate completion of the CSB attendance sheets (CCARE5). Attendance Sheets are provider's form of reimbursement. CSB can only reimburse for childcare services, not private school tuition, educational fees, transportation, diapers, clothing items, or other expenses that are not part of the basic child care cost.

Below are criteria for accurate and reimbursable attendance sheets:

- ✓ Only original attendance sheets will be accepted (**one attendance sheet per child and provider**). You may request additional attendance sheets by calling the main office or your Child Care Assistant Manager. Photocopies of an attendance sheets and faxed copies will not be accepted without prior approval from Unit Supervisor
- ✓ The full name of the child receiving services must be provided on the attendance sheets.
- ✓ The month/year must be reflected on the attendance sheet
- ✓ The specific dates services were provided must be entered on the attendance sheets.
- ✓ Attendance sheets must be filled out DAILY. This means each day the participant (or authorized adult) must record the ACTUAL TIME IN when dropping off the child, and again record the ACTUAL TIME OUT when picking up the child.

Do not round off the time, the actual time must be recorded.

- ✓ For school age child(ren) only or split schedule: The provider must sign school age children in and out from school on the attendance sheet using the exact drop off/pick up times.
- ✓ The participant must state the reason of child's absence from care (*see absence policy for further information*).
- ✓ Signatures and/or date of signatures of both the provider and the participant at the end of each month, attesting under penalty of perjury, that the information provided on the attendance sheet is accurate
- ✓ Should you make a mistake on the attendance sheet, simply cross out the error, initial it and write in the correct information. Please do not use correction tape, or transfer information to a new sheet. The original attendance sheet must be submitted for reimbursement.

Please Note: See attached sample of a valid attendance sheet on pages 28-33.

Complete and accurate attendance sheets are due by 5pm on the fifth (5th) day of each month following the month in which services were rendered. If the fifth (5th) day falls on a weekend, or holiday, attendance sheets will be due by 5pm on the next business day following the fifth (5th).

Payments for correct and accurate attendance sheets received by the fifth (5th) of the month will be processed no later than the last day of the month. Any attendance sheet submitted **after 5pm** on the fifth (5th) day of the month may be processed no later than the last day of the following month. For example, an attendance sheet submitted on August 7th may not be processed and mailed until September 30th.

Incomplete Attendance Sheet(s) - If an attendance sheet is incomplete, a **Provider Reimbursement Notice (PRN)** will be issued to the participant and a copy to provider indicating that the reimbursement was not made because of the following reason:

- Missing Signature from either the participant or the provider at the end of each month, attesting under penalty of perjury, that the information provided on the attendance sheet is accurate
- The full name of the child receiving services must be provided on the attendance sheets (if it occurs more than once, participant or provider must come into the office for completion)
- The month/year is not reflected on the attendance sheet (if it occurs more than once, participant or provider must come into the office for completion)

Important! If an attendance sheet is received on or before the fifth (5th) of the month, but is missing one or more of the items listed above, and depending upon the date of completion, the attendance sheet will be considered late and may be processed the following month.

Invalid Attendance Sheet(s) - The California Department of Education (CDE) code of regulations 10865(b)(1) requires that attendance sheets be filled out properly by the participant or other adult authorized by the participant. CDE has directed all child care contractors to develop a policy to ensure that attendance sheets are completed on a daily basis using actual times. This policy will be strictly enforced when attendance sheets are submitted that appears to have not been filled out on a **daily** basis with ACTUAL TIME IN and ACTUAL TIME OUT.

In an effort to support participants and providers and to comply with all regulations, the following four step policy shall be implemented when suspect attendance sheets are received:

Step 1: Participant will be contacted by the Child Care Assistant Manager to verbally warn them the problem with the attendance sheet and explain how to complete the form correctly. Participants will be advised the next time this occurs, they will receive an advisory letter.

Step 2: An Advisory Letter will be sent to the participant, and copied to the provider, that explains the exact problem with the attendance sheet and includes information on how to complete the form correctly. Participants will be advised the next time this occurs they will be asked to come in to the office to review attendance sheet procedures with their Child Care Assistant Manager.

Step 3: An appointment will be set up between the participant and Child Care Assistant Manager to review attendance sheet policies. The participant will be advised should the problem occur a fourth time, they will be disenrolled from the program for failure to comply with program policies. At this time the provider will be mailed a letter indicating the participant has been to our office or via telephone to review policies and has been warned of possible disenrollment.

Step 4: Participant will be disenrolled from the child care program. Participant and provider will receive appropriate documentation regarding disenrollment.

At the beginning of each fiscal year (July 1st), any steps participant previously had will reset. Participant will start at Step 1.

Definition of Broadly Consistent - In an effort to ensure the full use of the certified child care, participant's hours of care on the attendance sheet must be broadly consistent with the child care agreement. Broadly consistent is

defined as participant's utilization for child care being between eighty (80%) to one hundred twenty (120%) percent from the certified child care agreement.

***Example:** If the certified need for the month of February is a maximum of 180 hours per month, utilization for child care must be no less than 144 and no greater than 216 hours for February in order for CSB to reimburse without contacting you.*

For participants with a fixed schedule and when utilization of the certified child care agreement falls below the 80% or over 120% threshold, the following four step policy shall be implemented:

Step 1: Participant will be contacted by the Child Care Assistant Manager to discuss the low or high usage of child care hours based on the monthly attendance sheet submitted and certified hours. Upon next occurrence, participants will be informed that the next step will be an advisory letter.

Step 2: An Advisory Letter will be mailed to the participant, and copied to the provider, that explains low or high usage of child care hours based on the monthly attendance sheet submitted and certified hours. Participants will be advised upon next occurrence, they will be asked to come in to the office to discuss with their Child Care Assistant Manager.

Step 3: An appointment will be set up between the participant and Child Care Assistant Manager to discuss Broadly Consistent policies and remind participant of other options such as voluntarily reporting changes. The participant will be advised should the problem occur a fourth time, they will be disenrolled from the program for failure to comply with program policies. In addition, the provider will be mailed a letter indicating the participant has been warned of possible disenrollment.

Step 4: Participant will be disenrolled from the child care program. Participant and provider will receive appropriate documentation regarding disenrollment.

At the beginning of each fiscal year (July 1st), any steps participant previously had will reset. Participant will start at Step 1.

For participants with a variable schedule and/or unpredictable schedule, reimbursement will be based on the actual days and hours for which services were provided, but **no more than the maximum certified need for services**.

Reduction in Reimbursement – It is the intent of CSB to reimburse child care providers for the care provided. However, there are limitations in which CSB cannot reimburse child care providers. The following are possible examples that reimbursement will be reduced by CSB:

- ✓ Participant started child care services prior to approval from the Child Care Assistant Manager
- ✓ Provider was NOT available to provide child care (includes when the provider is sick, days not listed on the Provider Self Declaration, etc.)
- ✓ Any child care used by the participant when the hours and/or days of child care fall outside of the Child Care Agreement

The provider must notify CSB if a participant withdraws from care without advance notice, has been absent for five (5) or more days without knowledge.

The provider may charge the participant and obtain payment directly from the participant for these absences. It is the participant's responsibility to pay any charges for unauthorized care to the provider.

A **Provider Reimbursement Notice (PRN)** will be issued to the participant and a copy to provider regarding a reduction for the above reasons.

Denial of Reimbursement(s) - Attendance sheets **will not** be reimbursed and will be denied by CSB for any, but not limited to, the following reasons:

- They are received sixty (60) days after the month of which services were rendered, no exceptions. (*I.e. an April attendance sheet received in July will not be reimbursed.*)
- If after sixty (60) days after the month of which services were rendered, parent or provider fails to complete the full name of the child receiving services on the attendance sheet.
- If after sixty (60) days after the month of which services were rendered, parent or provider fails to complete the month/year on the attendance sheet.
- If after sixty (60) days after the month of which services were rendered, parent and/or provider fails to sign or date under penalty of perjury, that the information provided on the attendance sheet is accurate.
- Provider was not approved at the time child care services were provided
- Participant or child were not approved at the time child care services were provided

A **Provider Reimbursement Notice** (PRN) will be issued to the participant and a copy to provider regarding a non-reimbursement for the above reasons. Exceptions may apply to some of the above reasons, however, must be approved by a supervisor prior to reimbursement.

Temporary Suspension of Services

A family may request a leave of absence from the program if the family temporarily does not have a need for subsidized child care. They may contact their Child Care Assistant Manager to request the leave over the phone or submit a written request for a temporary leave from services. CSB may grant the family a temporary suspension of services for no more than twelve (12) consecutive weeks, except when the participant is on a maternity or medical related leave of absence from his/her employment or vocational training.

Maternity leave, or medical limited term service leave, shall not exceed sixteen (16) consecutive weeks in duration. During this time no child care services shall be provided nor be claimed for reimbursement. Participants may be required to provide documentation from their physician prior to going on leave and again when released.

At the time of authorized reinstatement, when the service leave ends, CSB cannot pay another registration or other new provider charges.

Please Note: It is important to remember that providers do not have to hold child care spaces throughout the leave and participants may need to seek a new child care provider(s) upon their return from leave.

Confidentiality

The use or disclosure of information about the child and his/her family is limited to purposes directly connected with administering the program. When helping participants/families move to another subsidized program, information about the participant/family may be exchanged and the other program or provider is then bound by these same confidentiality guidelines. Participant or their authorized representatives may review the case file upon request and at the time and place considered reasonable by CSB. Participant may only review the forms or other documentation/information that they have provided CSB and are in their own case file.

Release of Information

CSB is authorized to discuss information regarding the family's child care services and eligibility with other agencies as appropriate. Examples may include but not limited to other Social Services Programs, CFS, employers, schools, child care providers, licensed physicians. Prior written consent from the participant may be asked by CSB. The participant's eligibility may be reviewed by representatives of the State of California, the Federal Government, independent auditors, or others as necessary for the administration of the program.

Fraud Policy

Fraud is the knowing misrepresentation of facts made with the intent to obtain something to which one is not entitled. Fraud exists when an individual:

- Makes a false statement or representation to obtain benefits, or continuation of benefits that they are not eligible to receive
- Fails to disclose information, which if disclosed would result in denial, reduction, discontinuance of child care benefits
- Accepts benefits knowing she/he is not entitled to them

The California Department of Education (CDE) requires that CSB create a Fraud Policy, which applies to program participants and providers receiving reimbursements through CSB. If fraud is suspected, CSB will initiate investigation, pursue collection of payments and may seek legal assistance made through fraudulent participant and/or provider action.

Any participant or provider whose participation is disenrolled under the Fraud Policy will not be eligible to participate in the CSB CalWORKs Stage 2 & CAPP Child Care Program for a minimum of twelve (12) months. Any past debts or expenses must be paid in full prior to return.

Grievance Procedures

It is the policy of CSB to resolve any participant or provider grievances. What is a grievance? A grievance is a complaint over a situation or an action to be deemed wrong or unfair. There will be no retaliation, formal or informal, against the participant and/or provider who file a grievance. All participants and/or providers are encouraged to first speak with the Child Care Assistant Managers to attempt to resolve any issues that may arise. If the issue is not resolved to the participant and/or provider's satisfaction, the participant and/or provider may file a written request within ten (10) calendar days from the date of complaint. The written request should be submitted to the Program Supervisor.

Upon receiving participant and/or provider's written request, the Program Supervisor will review the complaint and meet with the participant and/or provider by phone, or by appointment, to discuss the issue within ten (10) calendar days of receiving the complaint. If the participant and/or provider still feels dissatisfied, they may submit a written request for the issue to be elevated to a staff at least one level higher than the Program Supervisor who made the contested decision. The participant and/or provider will be contacted within ten (10) calendar days of receiving the complaint and given an opportunity to present their concerns. The decision at this level will be final.

Uniform Complaint Policy

It is the intent of the Community Services Bureau to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Community Services alleged violations of federal and/or state laws. This includes allegations of unlawful discrimination (ED Code Sections 200 and 220 and Government Code Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance. Complaints must be signed and filed in writing with:

The California State Department of Education
Early Education and Support Division
Complaint Coordinator
1430 N Street, Suite 3410

If the complaint is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining order, or other remedies or orders.

Sexual Harassment

It is the policy of Contra Costa County to maintain a work, service and program environment free of discrimination, harassment, or intimidation based on sex, gender, age, race, religion, national origin, ancestry, marital status, sexual orientation, disability or medical condition. These policies are also mandated by state and federal law. It is the policy of the Community Services Bureau to comply with all applicable state and federal statutes and regulations prohibiting discrimination in employment, contracting, buildings, facilities, and provision of services. Reports of violations of these policies will be promptly investigated and appropriate disciplinary action taken if warranted.

Zero Tolerance

CSB prohibits inappropriate behavior towards staff, or in the presence of families, children or providers on the program. Such use of abusive/foul language, intimidating actions (including belligerent emails and voicemails), physical harassment, destruction of property, threats to staff, etc., will be documented and may lead to termination from the program.

Disenrollment Policies

Child Care services may be disenrolled for any, but not limited to, the following reasons:

- ✓ Failure to maintain required ongoing need and/or eligibility at recertification
- ✓ Failure to recertify in a timely manner
- ✓ Failure to pay family fee or co-payment
- ✓ Failure to make payments to licensed exempt in-home providers in a timely manner
- ✓ Violation of the Zero Tolerance policy towards staff
- ✓ Failure to comply with the State mandates requirements of the program
- ✓ Families income exceeds the 85% state medium income ceiling (if the basis of eligibility is income)
- ✓ Children are no longer age appropriate for the program with which they are enrolled, and family cannot provide required documentation to maintain services past that age (i.e. IEP)
- ✓ Failure to maintain a 2.0 GPA if services are based on a vocational training need
- ✓ Failure to abide by attendance polices and reimbursement guidelines (such as Broadly Consistent and Invalid Attendance Sheet policies)
- ✓ Contract funding has been exhausted

Notice of Action and Appeal Process

Whenever CSB approves, denies, terminates or updates a change regarding participant's child care, CSB will issue the participant a Notice of Action and send an informational copy to the provider(s). The Notice of Action will notify the participant of the following:

- ✓ Tell participant what action is being taken (approval, denial, recertification, change or termination)
- ✓ The reason for the action

- ✓ The effective date of the action
- ✓ The date participant has to appeal CSB's action

If a participant disagrees with an action taken by CSB, the participant may file an appeal request for a hearing with Employment and Human Services Department Appeals Unit. To request a hearing, participant must complete the back page of the Notice of Action no later than the appeal's date on the first page of the notice and mail or deliver the notice to the following address:

Office of Appeals Coordinator
400 Ellinwood Way
Pleasant Hill, CA 94523
(925) 677-2900

At the local hearing, the Appeals Officer will explain the reason for the hearing and will ask both CSB representative and participant to swear under oath. The hearing will be recorded by the Appeals Officer. CSB will state the reason for the Notice of Action and provide any supporting documentation that supports their action. The participant or authorized representative will be able to explain the reason why they think the action on the Notice of Action is wrong. The participant may bring any documentation that supports their reason why the action was wrong.

The Appeals Officer will make a decision based on the information provided at the hearing. Within ten (10) calendar days after the local hearing, the Appeals Officer will mail their written decision.

If the participant disagrees with the written decision of the local hearing, the participant may request a review of the local decision by the California Department of Education. The request must include the following information:

- ✓ A copy of both sides of the original Notice of Action with which participant disagrees
- ✓ A copy of the written decision letter from the local hearing; and
- ✓ A statement explaining why participant disagrees with the local Appeals Officer's decision.

Participant may mail, fax or deliver their request within fourteen (14) calendar days from the date of local agency's decision letter to the following address:

California Department of Education
Early Education and Support Division
ATTN: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Phone: (916) 322-6233
Fax: (916) 323-6853

CDE will review the information provided and may contact the participant or CSB if necessary. CDE will have thirty (30) calendar days to make a decision and mail a final decision letter to the participant and CSB. CDE's decision is the final administrative decision and CSB will follow CDE's decision.

Provider Participation

Parental Choice

CSB policies provide for parental choice in selecting a child care provider. Participants are responsible for selecting the child care provider and the type of care, which they feel best meets the needs of the family and meets enrollment requirements. However, CSB may reserve the right to deny or terminate a provider for the health and safety of the child/ren. Participants also have the right to change providers (up to two [2] changes per fiscal year) while they are participating in the child care program (unless the participant can provide reasonable concerns for more changes). Participants may choose the following types of care while enrolled in one of our programs:

a. **Licensed Child Care Centers, Licensed Exempt Centers & Licensed Family Child Care Homes**

Child care centers and family child care homes are all licensed by the California Department of Social Services Community Care Licensing division, which ensures all standards of health and safety criteria are being met. These programs will be required to submit and comply with the following:

- ✓ A complete Child Care Provider & Parent Statement by both the participant and provider
- ✓ A complete Agreement For Direct Payments To Child Care Providers by both the participant and provider
- ✓ A complete Provider Self Declaration listing a maximum of ten (10) non-operational days charged to families
- ✓ A copy of their current license
- ✓ A copy of their current policies, rules and rates
- ✓ A complete W-9 Form (request for Taxpayer Identification Number and Certification)
- ✓ Provide services to all eligible children on a non-discriminatory basis, giving equal treatment and access to services without regard to race, color, creed, religion, sex, national origin, or any other category that is prohibited by law
- ✓ Providers must report observed and/or suspected child abuse to the local police departments and/or Children and Family Services and refrain from all forms of punishment, cruelty, and/or physical/corporal punishment
- ✓ Providers must maintain confidential child and family records and other information with the exception of authorized disclosures to CSB staff or other authorized State or Federal agency staff in accordance with the law
- ✓ Allow CSB to visit licensed facilities if requested
- ✓ Provide care for children only during the period authorized
- ✓ Enter into Child Care Provider Agreement with CSB as an **independent contractor and in no way be considered an employee of CSB or any of its funding sources**
- ✓ Hold CSB harmless for any damages to person(s), or property, which arise out of the delivery of services under agreement with CSB
- ✓ A statement signed by the provider that the child care and development services being provided do not include religious instruction or worship. Exception applies to participants enrolled in the Alternative Payment Program (CAPP).
- ✓ Sign the Stage 2 & CAPP Child Care Participation Program Handbook Acknowledgement of Receipt understanding and following CSB's policies

b. License-Exempt Providers

License-exempt providers are not licensed by the State of California. Participants are responsible for hiring, terminating services, and setting up the days and hours when care will be used. License-exempt child care providers must be on the Trustline Registry or be exempt from Trustline in order to participate as an approved child care provider. The following are types of License-Exempt Providers:

a. License Exempt Providers Exempt from Trustline

Who are exempt from Trustline? Providers who are the child/ren's grandparent, aunt or uncle by blood, marriage or court decree are exempt from the Trustline registration. Participant and provider must complete the Trustline Exemption Form as well as provide proof of relationship between the child and the provider.

Example: If the chosen provider is the child's grandparent, the participant may submit their birth certificate to demonstrate that provider is their parent and therefore the child/ren's grandparent.

If no documentation can be provided, the grandparent, aunt or uncle must complete the Trustline Registration Process and be cleared and placed on the Trustline Registry before services can be approved by the Child Care Assistant Manager.

b. License Exempt Providers not exempt from Trustline

License exempt providers not exempt from Trustline, must go through the Trustline Registration Process to get fingerprinted through the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The provider must be cleared and placed on the Trustline Registry prior to child care services being approved. Participants must contact their Child Care Assistant Manager to request a Trustline Application.

c. Provisional License Exempt Providers (not exempt from Trustline)

In cases where the participant has an immediate need for child care services, the participant is allowed to select a provisional child care provider. However, the Provisional child care provider must go through the Trustline Application Process to get fingerprinted through the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The provider **MUST** be cleared and placed on the Trustline Registry **within thirty (30) days** in order to be eligible for reimbursement. If the provider is not cleared within the thirty (30) days, no reimbursement can be given for any child care services provided. Services will be approved on the day provider was cleared and placed on the Trustline Registry.

Participants must also submit the following documentation regarding their chosen license exempt provider:

- ✓ A complete Child Care Provider & Parent Statement by both the participant and provider (indicating the hours and rate of pay for child care)
- ✓ A complete Agreement For Direct Payments To Child Care Providers by both the participant and provider
- ✓ Health and Safety Self-Certification Form indicating the following:
 - The provider's name, date of birth, address, phone number and social security number
 - A description of the provider's qualifications and experience
 - A health statement, including Tuberculosis clearance
 - A statement from the parent that he/she has interviewed and approve of the provider
 - Names and ages of all other adults residing in the home where the child care is provided

- All forms signed by both the parent and provider, as appropriate
- The location where the care is to be provided
- ✓ Health & Safety Facility Checklist (a supplement to the Health & Safety Self Certification form)
- ✓ A complete W-9 Form (request for Taxpayer Identification Number and Certification)
- ✓ A copy of provider's California driver's license or a valid California ID verifying the provider to be at least eighteen (18) years of age
- ✓ A copy of provider's Social Security Card
- ✓ Provide care for one (1) family at a time and only during the period authorized
- ✓ Enter into Child Care Provider Agreement with CSB as an **independent contractor and in no way be considered an employee of CSB or any of its funding sources**
- ✓ Hold CSB harmless for any damages to person(s), or property, which arise out of the delivery of services under agreement with CSB
- ✓ Sign the Stage 2 & CAPP Child Care Participation Program Handbook Acknowledgement of Receipt understanding and following CSB's policies

License-exempt providers must only provide care for only **ONE** family at one time other than their own. If it is found that a license-exempt provider is providing care for two (2) or more families at one time, they may be terminated as a provider and the families will need to find an alternate provider.

In Home Licensed Exempt Providers – Since child care providers are independent contractors and therefore not employees of CSB, CSB is not held responsible for federal and state tax obligations. If it is determined that the child care provider performs child care in the home where the child resides, the participant may be considered to be the employer of the child care provider (domestic worker) and will be responsible to ensure the child care provider receives minimum wage, social security taxes, state worker's compensation and unemployment requirements. In order to ensure that minimum wage is being met, the participant must have a combination of **at least three (3) to four (4) children** depending on child's age, receiving child care services. In-home licensed exempt child care may be subject to Federal and California laws pertaining to household employees.

Please Note: Families transferring directly from CalWORKs Stage 1 to CalWORKs Stage 2 that have an In Home Licensed Exempt Provider will be given a timeframe to find alternate child care.

1099 Hotline - Please contact (877) 375-0312, during tax season if 1099 is not received.

Oliver's Law

Participants have the right to receive information regarding any substantiated or inconclusive complaint about any licensed child care provider. That information is public and can be acquired by calling Contra Costa County's local licensing office at (510) 622-2602.

Rate Sheets

Licensed Providers shall submit a statement of their current rates to CSB. Rates must be the same for both subsidized and private paying families. If the provider charges more than the current Regional Market Rate allows CSB to pay, the participant will be responsible to pay the difference directly to the provider. At minimum, rate sheet should include the following:

- Business Name (if applicable)
- Full Name
- Complete Address
- Phone Number

- Facility License Number (if applicable)
- Email Address (if applicable)
- Business Hours and Days
- Effective date
- Rates
- If a provider offers any discount for siblings, the subsidized family will offered the same discount.

Providers must submit a written thirty (30) day advanced notice addressed to the Program Supervisor of any changes to their rates; all rate increases are subject to availability of funds. New rate increases will take in effect thirty (30) days after receipt of notice. CSB will only accept **one (1)** rate change from providers per fiscal year (July 1st – June 30th).

Reimbursement Policy

See pages 16-20.

Child Care Agreement

Upon approval or update of child care services, the Child Care Assistant Manager will issue a Notice of Action indicating initial approval for services or change in services and will be accompanied by a *Child Care Agreement* that will outline the schedule approved for services as well as indicate if the child has a Family Fee and/or Co-payment. It is the participant's responsibility to review the approved child care agreement and notify the Child Care Assistant Manager of any questions.

Important! If provider starts providing services before the agreement has been approved, you, as the participant in this program, will be responsible to reimburse for any services rendered before the certificate start date on the *Child Care Agreement*.

References to Written Information

All providers are subject to the general policies described in this Participation Handbook Policies and Procedures. Providers are encouraged to become familiar with the parental requirements, as well as those identified for child care providers.

Limitations on Child Care Reimbursement

Regional Market Rate Ceiling (RMR) - Beginning January 1st, 2018, California Department of Education required all agencies to implement ceilings at the 75th percentile of the 2016 Regional Market Rate Survey reduced by 10.11. Licensed exempt child care is reimbursed up to 70% of the Family Child Care Home rates. This is referred to as the Regional Market Rate (RMR). *This rate is subject to change, if directed from the California Department of Education (CDE).*

Children attending less than thirty (30) hours of child care per week will be reimbursed at the part-time benefit ceiling and children attending thirty (30) hours or more will be reimbursed at the full time benefit ceiling. Those families that have variable schedules will be assessed by the Child Care Assistant Manager and assigned the most appropriate ceiling for their needs.

Should the participant choose a provider with a rate exceeding that exceeds the maximum subsidy amount, the participant will be responsible in paying the difference. This is referred to as a co-payment. This is paid by the participant to the provider directly and not accounted for by CSB (see example on page 12).

If the provider has a registration fee (*licensed providers only*) the rate for reimbursement will be determined by State guidelines and may be paid no more than once a fiscal year if the provider meets eligibility requirements.

Provider Days Of Non-Operation (for Licensed Providers Only) - CSB will only reimburse for up to ten (10) days of non-operation (per fiscal year) to a licensed provider when the center, or family child care home, is closed if they fall on a contracted day. The provider **MUST** list the days of non-operation on the ***Provider Self Declaration*** form to be eligible to receive payment. If more than ten (10) days are listed, Child Care Assistant Managers will review the non-operational days with provider to determine which of the ten (10) would be reimbursed. Days of non-operation may include, but are not limited to the following:

- Holiday (i.e. New Year's Day, Christmas, Labor Day)
- Provider Vacation Days
- Staff Training/Development Days

Instructional Minutes for School Age Children - Providers will **NOT** be reimbursed for child care provided for a school age child/ren care during instructional minutes, whether they are attending public or private schools.

Reduction or Denial of Reimbursement – *See Reimbursement Policy.*

Multiple/Alternate Providers

CSB can only reimburse one provider per child for child care services. However, there are some exceptions:

1. If a family's need exceeds the hours of operation of the first provider, the participant may add an alternate provider to cover the hours the primary provider is closed. Child Care Assistant Manager must approve the alternate child care provider prior to the use of care. CSB will contract separately with the alternate provider for child care services. If participant begins the use of alternate provider before approval from Child Care Assistant Manager, participant must reimburse alternate provider for any unauthorized care.
2. If a child's usual child care provider is closed, or if the child is sick and cannot attend the usual care, the participant may request to seek an alternate child care provider. Child Care Assistant Manager must approve the alternate child care provider prior to the use of care. CSB will contract separately with the alternate provider for child care services. Upon approval of the alternate provider, reimbursement for alternate provider when primary provider is closed is limited to 10 days per fiscal year. Reimbursement for alternate provider when child is sick and cannot attend primary provider is also limited up to 10 days per fiscal year. **CSB may make an exception based on the illness and if participant provides written documentation from physician.**

Participant's Rights to Change Providers & Rights to Terminate Services

Participants have the right to change their providers, up to two (2) per fiscal year, unless they can provide the Child Care Assistant Manager with reasonable concerns for more changes. CSB asks all participant to provide a written (preferable), or verbal, two (2) week notice to their **licensed** provider regarding the termination of care. The Child Care Assistant Manager will follow up with any notifications necessary.

Should the participant not give a two (2) week notice to the licensed provider, CSB will work with the licensed provider and offer any reimbursement as required by the licensed provider's established policies and procedures submitted with the initial approval of care (not to exceed two [2] weeks). Participants may be disenrolled from the program due to abandonment of care.

IMPORTANT: The attendance sheet must meet the minimum requirements in order to honor the two week notice when the participant does not give a two week notice to their child care provider. *See Reimbursement Policy.*

Provider's Rights to Terminate Services

A licensed provider may terminate services with cause in adherence to his/her established policies and procedures and with a two (2) week advance notification to the participant and the Child Care Assistant Manager. Should a licensed provider terminate a family without notification, CSB will not reimburse any days past the child's last day of care.

CSB's Right to Terminate a Provider

CSB reserves the right to terminate a provider from participation with or without a two weeks' notice. Reasons for termination may include but are not limited to the following:

- ✓ Child/ren's health and safety is at risk (*all providers*)
- ✓ Closure or denial of Trustline Registry (*license-exempt providers*)
- ✓ Child care license revoked (*licensed providers only*)
- ✓ Falsifying attendance sheets in any manner (*all providers*)
- ✓ Charging subsidized families more than non-subsidized families (*licensed providers only*)
- ✓ Providing care for more than one family other than their own at one time (*licensed-exempt providers*)
- ✓ Using abusive language and behavior to staff, children or participants (*all providers*)

**SAMPLE OF A VALID
CHILD CARE ATTENDANCE & REIMBURSEMENT SHEET**

WORKER'S NAME: CHILD CARE	WORKER'S PCN: XXXX	REIMBURSEMENT MONTH/YEAR: 12/2014
WORKER'S ADDRESS: 1470 CIVIC COURT, SUITE 200, CONCORD, CA 94520		
PARENT'S FULL NAME: Julia Childs		
CHILD'S FULL NAME: Christopher Childs	CHILD'S BIRTHDATE: 08/20/08	
PROVIDER'S NAME: Lisa Childs-Martinez		Child's Full Name is written

DAY OF THE MONTH	TIME IN INDICATE AM or PM	SCHOOL-AGED CHILDREN OR SPLIT SCHEDULE ONLY		TIME OUT INDICATE AM or PM	COMMENTS	FOR COUNTY USE ONLY TOTAL HOURS
		TIME OUT	TIME IN			
1	7:21 AM	8:20 AM	11:36 AM	4:52 PM		
2	7:30 AM	8:25 AM	11:35 AM	4:48 PM		
3	7:25 AM	8:30 AM	11:32 AM	4:42 PM		
4	7:27 AM	8:32 AM	11:40 AM	4:50 PM		
5	7:10 AM	8:29 AM	11:31 AM	4:38 PM		
6						
7						
8	7:22 AM	8:27 AM	11:37 AM	4:52 PM		
9	7:37 AM	8:28 AM	11:40 AM	4:48 PM		
10	7:29 AM	8:25 AM	11:33 AM	4:45 PM		
11	7:42 AM	8:29 AM	11:36 AM	4: 50PM		
12						
13						
14						
15	-	-	11:37	5:30 PM		
16	-	-	-	-		
17	7:31 AM	8:22 AM	11:32 AM	2:35 PM		
18	7:47 AM	8:20 AM	11:37 AM	4:50 PM		
19	7:43 AM	8:33 AM	11:30 AM	5:00 PM		
20						
21						
22	-			-	PARENT OFF	
23	7:37 AM	-	-	4:55 PM	SCHOOL BREAK	
24	7:32 AM	-	-	4:37 PM	SCHOOL BREAK	
25	7:45 AM	-	-	4:50 PM	SCHOOL BREAK	
26	7:40 AM	-	-	5:02 PM	SCHOOL BREAK	
27						
28						
29	7:20 AM	-	-	5:30 PM	SCHOOL BREAK	
30	7:23 AM	-	-	4:47 PM	SCHOOL BREAK	
31	7:16 AM	-	-	4:50 PM	SCHOOL BREAK	

Month & Year are listed on the attendance sheet

Actual Times being used

PARENT OFF
SCHOOL BREAK
SCHOOL BREAK
SCHOOL BREAK
SCHOOL BREAK

Other comments listed

- ✓ Complete one form per child.
- ✓ The name of the child receiving services.
- ✓ The specific dates services were provided.
- ✓ The actual times the child entered and the actual times the child left care for each day services were provided, and recorded on a daily basis.

- ✓ Signatures of both the provider and the parent at the end of each month, attesting under penalty of perjury that the information provided on the Attendance & If required, a [Completed by the participant.]
- ✓ If required, a [Completed by the participant.]

ATTENTION: NO REIMBURSEMENT WILL BE MADE ON ANY ATTENDANCE SHEET RECEIVED IN OUR OFFICE 60 DAYS AFTER THE MONTH SERVICES WERE RENDERED.

SECTION TO BE COMPLETED BY THE PARENT:

PARENT'S NAME (LAST, FIRST, MIDDLE) Childs, Julia	PHONE NUMBER (925) 335-8910	WORK PHONE NUMBER (925) 555-5555
DO YOU HAVE A NEW ADDRESS? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		HAVE YOU NOTIFIED YOUR CHILD CARE WORKER? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
IF YES, WRITE IN YOUR NEW ADDRESS BELOW (STREET, CITY, STATE, ZIP CODE): 2530 Arnold Drive, Ste. 360, Martinez CA 94553		
PLEASE COMPLETE: <input checked="" type="checkbox"/> There are NO CHANGES to report.		<input type="checkbox"/> An adult in the home became employed or lost a job.
<input type="checkbox"/> The child's other parent has returned or left the home.	<input type="checkbox"/> An adult in the home has started or stopped school or training.	
<input type="checkbox"/> My income has changed.	<input type="checkbox"/> A child(ren) has moved in or out of the home.	
Any checked, please explain what happened:		
Have you notified your worker within 5 days? YES <input type="checkbox"/> NO <input type="checkbox"/>		Date of participant's signature must be dated at the end of the month or beginning of the following month services were rendered.
I am receiving free child care from another source. YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If "YES" please describe:		
My signature on this form confirms I understand that:		
<ul style="list-style-type: none"> • Any statements made on this form are subject to investigation and verification. • The information on this form may be shared with other state and federal agencies, including the Internal Revenue Service (IRS), alternative programs, resource and referral program and the Franchise Tax Board. • The county does not act as my employer or have a business relationship with the child care provider when I get a child care reimbursement. • I must pay back any child care reimbursements I receive as a result of a false or incorrect claim form. I must pay back any child care reimbursement that I am not entitled to receive. 		
Signature of the participant signing under penalty of perjury that the attendance sheet is correct.		
I declare under penalty of perjury under the laws of the State of California that the information contained on the front and back of this attendance sheet is true and correct. I further declare that I have paid my fee share and/or co-payment to the provider.		
SIGNATURE OF THE PARENT X Julia Childs		DATE (Cannot be prior to last day of services) 01/02/15

SECTION TO BE COMPLETED BY THE PROVIDER:

PROVIDER NAME (please print clearly) Lisa Childs	SOCIAL SECURITY NUMBER/TAX ID NUMBER XXX-XX-XXX	PHONE NUMBER (925) 335-8905
DO YOU HAVE A NEW ADDRESS? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		HAVE YOU NOTIFIED CHILD CARE WORKER? YES <input type="checkbox"/> NO <input type="checkbox"/>
IF YES, WRITE IN YOUR NEW ADDRESS BELOW (STREET, CITY, STATE, ZIP CODE):		
Provider completes if parent has paid any family fees or co-payments.		in below if appropriate or check here: <input checked="" type="checkbox"/> Parent has no Fees or Co-Payments
I declare that I am at least 18 years of age and that the hours of care and total charges are true and correct.		
I declare that I provided the child care services and that the information on this form is true and correct.		
I understand that my social security number and/or Medi-Cal benefits and the information on this form may be shared with other state and federal agencies, including the Internal Revenue Service and the Franchise Tax Board (FTB).		
I understand that the County does not act as my employer or have a business relationship with me when I get a child care reimbursement.		
I understand that failing to report facts or giving wrong or incomplete facts on this report can result in legal prosecution with penalties of imprisonment or both.		
I agree to reimburse the Employment & Human Services Department for any reimbursement that I am not entitled to receive.		
I hereby certify under penalty of perjury under the laws of the State of California that the information contained on the front and back of this attendance sheet is true and correct AND that the child named on the front of this form received my services for the hours listed.		
SIGNATURE OF THE PROVIDER X Lisa Childs-Martinez		DATE (Cannot be prior to last day of services) 12/31/14

Acknowledgement of Receipt of the Written Policies

Attached one (1) copy of Acknowledgement of Receipt (Participant/Provider)

By signing and returning the receipt, the participant and provider are acknowledging that they have read and agreed to all policies in the handbook. The Child Care Assistant Manager will keep copy of receipt on file for both the participant and provider.

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CalWORKs Stage 2 & CAPP Child Care

Participation Program Handbook Acknowledgement of Receipt

I hereby declare that I have received the Stage 2 & CAPP Child Care Participation Program Handbook. I have read and understand the policies that both a participant and selected provider must follow in order to receive and maintain subsidized child care from Community Services Bureau.

I understand I may voluntarily report any changes to increase/decrease child care services or to decrease family fees. However, if my eligibility is based on income, I understand I must report within thirty (30) days when my income exceeds the income ceilings in which I was approved.

Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8
\$5,343	\$5,802	\$6,719	\$7,794	\$8,869	\$9,070	\$9,272

I certify under penalty of perjury, that the above information is true and correct to the best of my knowledge.

I am the Participant:

Participant's Signature: _____ Date: _____

Please Print Your Name: _____

Or/And

I am the Provider:

Provider's Signature: _____ Date: _____

Please Print Your Name: _____

Name of your child/ren receiving subsidized child care: _____

For County Use:

Program Enrolled: Stage 2 CAPP

Staff Signature: _____ Date: _____

