



Subsidized Child Care Program

# GUIDE TO PARTICIPATION FOR PARENTS AND PROVIDERS



These written materials identify the policies and procedures of CRC's Alternative Payment Programs. Any changes or exceptions to the policies and/or procedures contained in this handbook may only be made with prior authorization from the Executive Director or the Board of Directors.

The CRC Board of Directors approved these policies on July 19, 2018.

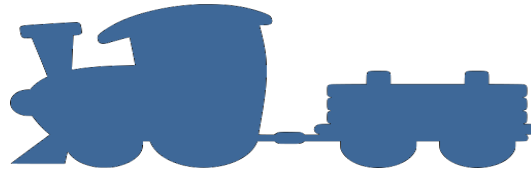
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## Introduction



Community Resources for Children is a non-profit, community based organization. The mission of Community Resources for Children is to provide resources for the early care and education of children in Napa County. One of the most important services we provide is child care payment assistance.

CRC operates voucher-based child care payment assistance programs in Napa County. Those programs are referred to as Alternative Payment Programs. These programs help qualifying low and moderate-income families pay for their child care costs while the parents continue their employment, education, or training.

CRC does not provide direct child care services. The major emphasis of our program is placed on helping parents choose the child care provider who best meets the needs of the family and child. We have a Resource & Referral Program that can help parents in our community find licensed child care providers. It is the parent's responsibility to select the child care provider who best meets their family's needs; however, all providers must meet certain requirements according to Federal, State, and Local laws and guidelines. CRC can make payments to Licensed Family Child Care Providers, Licensed Centers and Pre-Schools, and eligible license-exempt/TrustLine registered providers who meet these requirements.

CRC's staff is available to give information to parents and providers about program requirements/policies and to help complete forms.

Parents, providers, and the public are encouraged to attend workshops on Child Development, Parenting Skills, Health & Safety, and other child care related topics offered.

Other services available at Community Resources for Children, free of charge, include the Toy Library and Early Learning Center and family events. Please refer to our website at [www.crcnapa.org](http://www.crcnapa.org); or call (707)253-0376 to obtain more information.

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program. CRC shall permit the review by the child's parent(s) or parent's authorized representative, upon written request and at reasonable times and places.





## Program Goals

CRC's Alternative Payment Programs are based on a philosophy that strives toward four important program goals:

### Parental Choice

CRC can provide parents with consumer education materials to assist them in making a high quality informed choice of care, but it is essential that the parent make the final decision. This is because no one else knows any child as well as that child's mother or father. The range of choice includes Head Start and Title 5 programs, informal care such as relatives, eligible licensed exempt providers as well as licensed Family Child Care Homes and Centers. The parent has the right to change child care settings. If a parent is interested in enrollment at a Head Start or Title 5 program their case manager can assist them with the application process for those programs.

### Encouragement of Quality Child Care Services

At CRC, we believe one of the best ways we can support families and children is by doing our best to be sure those wonderful people who care for children are paid the right amount and on time. We realize the importance of stable, consistent child care that makes it possible for a parent to achieve self-sufficiency. In addition to paying providers for child care services, CRC offers training, technical assistance, and Toy/Resource Library services. All of these services are provided in an effort to further enhance the quality of child care services in Napa County.

### Parent Involvement

We are always ready to hear what parents (and providers) think about the services we offer. Some of the best program policies we now have come from parents who shared their thoughts with us. We value your input!

### Accurate Paperwork

This may not sound like a very glamorous goal, but the only way CRC can continue to receive government funds which pay for these important services is to make sure we adequately document every reimbursement we make. Whether you are a parent or a provider, you can help us continue to help you by completing your portion of the paperwork carefully and on time.

The balance of this handbook will give you much more specific information about our Alternative Payment Program. All of the policies and procedures, which follow, have been designed to accommodate one or more of these four important goals.



## Definitions

"Because you  
CARE for each  
CHILD like a  
different  
FLOWER,



together they  
make a  
BEAUTIFUL  
GARDEN"

**Broadly Consistent:** Child care attendance, as recorded on the attendance form, should reflect a pattern that is consistent with the parents certified need for services. If it is determined that there is a notable pattern of difference in the utilization of child care, parents will be contacted immediately (within 5 calendar days) to discuss their utilization in order to ensure that the Early Learning and Care experience for their child/children is being fully maximized.

**Child Care Fraud:** Is the crime of obtaining money or child care services by deliberate deception.

**Co-payments:** Are any usual and customary provider charges that exceed the maximum subsidy amount. The family shall be responsible to pay the provider the difference between the provider's rate and the maximum subsidy amount. The contractor shall not be responsible for collecting the family's co-payment. A parent may have to pay a co-payment and, at the same time, have to pay family fees. One does not offset the other.

**Days:** Calendar days unless otherwise noted.

**Days of Non-Operation:** Days that a child care provider would normally be open for business, but due to the provider's holiday, vacation, or staff development day, the facility is closed for business.

**Delinquent Fees:** Family fees are considered delinquent (late) if they are at least three (3) days overdue. Parents will receive a Delinquent Fee Notice if this is the case.

**Exceptional Needs Children:** Children who have an active Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP), and are receiving early intervention services or appropriate special education and services, and require the special attention of an adult in a child care setting.

**Excessive Absences:** Two (2) consecutive weeks of absences or non-attendance will be considered excessive absences. CRC will not be responsible for payment beyond two (2) consecutive weeks of non-attendance.

**Family Fees:** A family fee chart is prepared by the California Department of Education to have parents share in the cost of child care and to expand services to other families in need of subsidized child care services. The amount of the fee the family is expected to pay is based on the countable gross monthly income of the family and the size of the



family. These fees are paid by the parent, directly to his/her child care provider. A parent may have to pay a family fee and, at the same time, have to pay the provider a co-payment. One does not offset the other.

**Fiscal Year:** CRC runs on the State’s Fiscal Year calendar, which starts on July 1<sup>st</sup> and ends on June 30th of each year.

**Funding Terms & Conditions (FT&Cs):** Refers to a booklet, which contains a summary of the regulations that govern our contracts funded by the state & federal governments. This booklet is issued to CRC by the State Department of Education, Early Education and Support Division.

**HHS:** Napa County Health and Human Services Agency – commonly known as CalWORKs or the Welfare Department.

**Notice of Action (NOA):** A written notification issued by CRC that informs parents of CRC’s decision to approve or deny child care and development services. NOAs are also issued to inform parents that they no longer meet our program’s “need” and “eligibility” requirements, or that their services will change. If a parent disagrees with the contractor’s action, the parent has the right to appeal and request a hearing. Parents can designate an authorized representative to attend hearings on their behalf.

**Notice to Provider:** A written notification issued by CRC that informs providers and parents of an action being taken by CRC, which may affect payment to the provider.

**Parent:** A person living with a child who is responsible for the care and welfare of that child. This could be a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, legal guardian, domestic partner of the parent, or any other adult living with a child.

**Provider:** A person (other than the parent) who takes care of a child for a fee.

**Provisional Provider:** A provisional provider may be used in a situation where there is an “immediate need” and there are no eligible providers available. The provisional provider must first complete a Trustline application and submit fingerprints. In order to be eligible for reimbursement, provisional providers must be Trustline registered (cleared) within 30 days.

**Recertification:** Recertification is the process of determining a family’s continued need and eligibility for child care services. Failure to complete the recertification process within the timeframe will result in termination of child care services.

**RMR (Regional Market Rates):** The average rates charged for various types of child care services, as determined by a statewide survey of providers. The results of this



survey determine the maximum we are allowed to pay providers for child care services based on the county they provide care in.

**TrustLine:** The TrustLine Registry is made up of child care providers who have submitted an application to CDSS and their fingerprints to the Dept. of Justice background clearance process. Individuals listed on the TrustLine Registry do not have any disqualifying criminal convictions or substantiated reports of child abuse.

## Uniform Complaint Procedures

It is the intent that CRC programs fully comply with all applicable state and federal laws and regulations.

Uniform Complaint Procedures were developed and established to handle complaints against Community Resources for Children that involve specific programs which are conducted with state or federal funds or that regard charges that Community Resources for Children has unlawfully discrimination (Ed Code sections 200-220 and Government Code section 11135) in any program or activity funded directly by the state or receiving federal or state financial assistance.

Any person, organization, or public agency concerned about a violation of state or federal regulations governing Community Resources for Children is to file in writing a signed complaint with:

The State Department of Education  
Early Education and Support Division  
Complaint Coordinator  
1430 N. Street, Suite 3410  
Sacramento, CA 95814

If the complainant 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 orders, or other remedies or orders.



## Parent Eligibility

Community Resources for Children provides full or partial payment for child care services for qualifying families. The Alternative Payment Program receives support from a variety of sources including major federal and state funding through the California Department of Education, Early Education and Support Division and the Napa County Health and Human Services Agency. The Alternative Payment Program is operated on a non-discriminatory basis without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, HIV status, creed, marital status, registered domestic partner status, transgender, veteran status, or mental or physical disability. Participant’s rights to confidentiality are fully respected.

CalWORKs-linked child care services are referred by Napa County Health and Human Services.

For other programs, CRC maintains a centralized eligibility list using priorities set by the California Department of Education. Applications are prioritized according to the eligibility criteria for each program. Applicants must be income eligible and also meet the need criteria of: vocational training leading directly to a recognized trade, para-profession, or profession; employment or seeking employment; seeking permanent housing for family stability; or incapacitation. Families remain on the list until they are enrolled, or they stop updating their eligibility information.

### Family Size Documentation

The parent must provide supporting documentation regarding the number of children and parents in the family.

### Eligibility & Need for Child Care Services

Eligibility and need for child care services is determined by guidelines established by the funding source (State Department of Education, Early Education and Support Division; Department of Social Services; Napa County Health and Human Services Department, etc.)

### Verification of Need

Parents must provide verification of their need for child care in at least one of the following categories:

#### 1. Employment

When the parent is approved to use child care services while he/she is working, the hours of care may cover the parent’s work hours including the lunch break.

Documentation of employment may include, but is not limited to employer issued paystubs and employment verification. The case manager will determine the reasonableness of the need for child care.





## 2. Self-Employment

CRC will require the parent to submit a Self-Employment Declaration of need that describes the employment and an estimate of days and hours worked each week, signed under penalty of perjury. CRC will also require documentation to demonstrate the days and hours worked using: appointment logs, client receipts, job logs, mileage logs, a list of clients with contact information, and a copy of his/her business license or permit as applicable. The case manager will determine the reasonableness of the need for child care.

## 3. Seeking Employment (non-CalWORKs participants)

Child care services are provided for parents who are seeking employment. Reimbursable hours of care will be limited to no more than five (5) days per week and for less than thirty (30) hours per week. A plan to gain employment must be completed before job search will be approved as an activity.

## 4. Seeking Permanent Housing

With a qualified written referral or parental declaration child care services for parents seeking permanent housing can be approved. Reimbursable hours of care will be limited to no more than five (5) days per week and for less than thirty (30) hours per week.

## 5. Vocational Training

Parents training toward a vocational goal will have a limited length of time to complete their training program or education degree that leads to gainful employment.

The parent will be required to provide documentation of:

1. The days and hours of the vocational training
2. The name of the training institution
3. The dates that the current quarter, semester, or training period will begin and end
4. Current class schedule
5. Statement of Vocational Goals and anticipated date of completion

At recertification CRC will require proof of progress. Student parents must maintain at least a “C”: (2.0) average. Failure to do so may result in termination of child care services while the parent participates in a school/training program. When parents are enrolled in classes that do not use letter grades, it is required that the program’s requirements are met in at least 50% of the classes or meet the training institution’s standard for making adequate progress.

Parents will be given an extra term/semester to successfully complete any incomplete, failed, or dropped courses from the previous term/semester/training period. If successful completion is not achieved within this timeframe, child care services will terminate. However, services may continue if the parent has another qualifying need for child care.

CRC may pay for child care services until the parent reaches their vocational goal, up through a Bachelor's Degree, for a total of six years or 24 semester units after the attainment of a Bachelor's Degree.

## 6. Parental Incapacity

In some cases, CRC can approve child care for a parent who is not able to care for his/her child without assistance due to a mental or physical condition. In such cases, a legally qualified professional must complete a form (supplied by CRC) describing why services are needed and for the number of hours per week.

Documentation of Parental Incapacity must include all of the following:

- A description of the nature of the incapacitation;
- A statement that the incapacitation prevents the parent from caring for the child for some part of the day;
- The number of hours that child care is needed each day because of the incapacitation, not to exceed 50 hours per week;
- The name, address, telephone number, license/credential number, and signature of the legally qualified professional who is rendering the opinion of incapacitation.

## 7. Child Protective Services/AT RISK Children

Families with children who have been abused or neglected, or are at risk of abuse or neglect, may be eligible to receive child care services as part of the family's plan to reduce the children's risk. In these cases, CRC needs a written referral for Child Protective Services/At-Risk child care from a legal, medical, or social service agency which includes the name of the agency, the name of the child needing services, number of child care hours being requested, and the probable duration of services.



## Admission /Certification



“YOUR ENCOURAGEMENT  
ALLOWS KIDS TO DO MORE &  
BE MORE THAN THEY EVER  
THOUGHT POSSIBLE”

1. Admission – Eligible Napa County Families are admitted into the program based on certification by Community Resources for Children.
2. Applications – Entrance forms must be completed, signed by the parent, and on file here at Community Resources for Children. These include:
  - a. Emergency and Identification Information
  - b. Child care schedule
  - c. Birth Certificates/Birth Records (documentation that indicates the relationship of the child to the parent/parents)
  - d. Physician’s Statement and immunization records
  - e. Parent’s Report/Health History
  - f. Liability Disclaimer
  - g. Needs Assessment
  - h. The application (CD 9600) must be signed by the parent and the Case Manager before the application process will be considered complete
  - i. Release of Information (the parent will be required to complete a Release of Information form, which will be used by program staff to obtain and verify the family’s income, need status, grant status, and any other necessary information in order to determine eligibility for child care services. CRC will contact employers, school administrators, social service agencies, doctors, etc. as needed)
  - j. Accountability form
  - k. Upon transfer from Stage 1 to Stage 2, parents will be required to review, sign, and return the Transfer of Enrollment sheet within 30 days

### Income Verification

Parents are responsible for providing income documentation including but not limited to:

- All gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings
- Wages for migrant, agricultural, or seasonal work
- Public cash assistance
- Gross income from self-employment
- Disability, unemployment, or workers compensation
- Spousal support or child support
- Dividends, interest or bonds, income from estates or trusts, net rental income, or royalties



- Foster care grants
- Veterans pensions
- Pensions or annuities
- Inheritance
- Allowances for housing or automobiles provided as compensation
- Portion of student grants or scholarships not identified for educational purposes as tuition, books, or supplies
- Insurance or court settlements for lost wages or punitive damage
- Other enterprise for gain

### Continued Eligibility and Recertification Requirements

Once initial eligibility is established a family shall be considered to meet all eligibility and need requirements for services for not less than 12 months.

It is required that when a change in family income occurs that will exceed 85% of State Median Income (adjusted for family size) that the increase in income is reported to CRC within 30 calendar days.

Parents may at any time voluntarily report a change to reduce family fees or increase services.

At the completion of each 12-month eligibility period, parents are required to complete a face-to-face recertification. If determination of continued need and eligibility is not met services will be terminated.

Failure to complete recertification will result in termination of services.

## Utilization of Child Care

It is the intention of the program that families maximize their child/children's Early Learning and Care experience by utilizing child care as authorized at the time of certification and recertification.

If upon review of the monthly attendance log, it is determined that your child care utilization was not "**broadly consistent**" with your certified need for care, you will be contacted by a CRC case manager for clarification.

If upon clarification, it is determined that there is a need for the parent to voluntarily **increase** their approved services, the parent will be asked to:



1. Submit documentation that supports the requested change  
-or-

If upon clarification, it is determined that the parent would like to **voluntarily decrease** their approved hours of service, the parent will be required to request the reduction in writing. The written request shall include:

1. Days and hours per day requested
2. Effective date of proposed reduction of service level
3. An acknowledgement that the parent understands that they may retain their current service level

**The Alternative Payment Program will not be responsible for payment beyond two consecutive weeks of absence/non-attendance.**

### Abandonment of Care

If upon review of attendance logs it is determined that the child/children did not return to care after 2 weeks of non-attendance, clients will be contacted by their Case Manager for clarification. If upon clarification it is determined that parent voluntarily decides they no longer wish to utilize services we will proceed with termination of services. If we are unable to reach the parent or parent fails to respond to inquiry it will be determined that the parent has abandoned care and we will proceed with termination.

### Fraud

1. If child care funds are obtained by providing fraudulent information, Community Resources for Children shall actively pursue recovering funds paid out for child care services.
2. Any fraudulent, false, or misleading information provided to CRC regarding the parent's employment, income, status as a student, or eligibility relating to medical incapacitation will be grounds for termination and cause for CRC to recover funds. CRC requires a general release form be signed by the client to verify information directly from the appropriate individual(s) from health care, social, employment or education based institution or agency. If fraud is suspected CRC will require a parent to use licensed child care.
3. If fraud is substantiated repayment of funds is required before future service can begin.



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## Family Fee and Delinquent Fee Payment Policy

Families enrolled in the Alternative Payment Program will be required to pay a fee once their total income reaches a fee-paying level. These family fees are determined by family size and gross income and are based on the State Department of Education sliding fee scale.

Families will be assessed either a flat monthly full-time fee or a part time fee based on the family's certified need for care. Families with a certified need of less than 130 hours per month will be assessed a part-time monthly fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee. (Fees are based on the schedule of the child in each family enrolled for the greatest number of hours.)

Community Resources for Children will assess the fee and send an invoice to the parent and a receipt to the provider.

The fee will be collected monthly, in advance, by the child care facility/provider. **Under no circumstance will monthly fees be recalculated based on a child's actual attendance.** Calculation of fees is based on certified need for child care.

Family fees are paid directly to the provider, and providers must submit a receipt proving evidence of payment.

Fees are due on the first day of the month for which the child care fees are assessed. Fees will be considered delinquent if receipt of payment is not received with the corresponding months attendance log in which the family fees have been assessed for. Failure to pay the family fee will result in a delinquent family fee Notice of Action proposing the termination of child care services. The family is responsible to pay the family fee before the effective date on the Notice of Action, thereby remaining in compliance. Failure to pay the fee will result in termination of services.

### Co-Payment

If parent chooses a provider with a usual and customary rate exceeding the applicable Regional Market Rate (RMR) ceiling established by statute for the type of care provided, the parent may receive services from that provider and assumes the responsibility for the difference between RMR and the provider's rate.



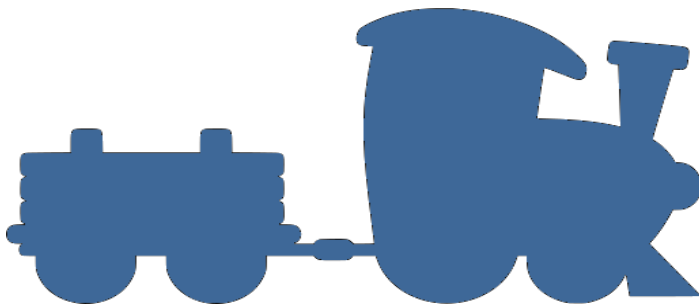
## Parent Termination Policy

All parents participating in the Alternative Payment Program are required to follow all laws, regulations, and guidelines which govern the operation of these programs. Failure to do so may result in termination of child care services. Services may also be terminated at the parent's request.

If subsidized child care funding becomes limited or unavailable, CRC will un-enroll families as directed by the State Department of Education, Early Education and Support Division and the Napa County Health and Human Services Department.

Parents will no longer be eligible for child care (including the following but not limited to the list below) if:

- a. The parent does not meet continued eligibility and need criteria based on the program they are currently enrolled in.
- b. They knowingly give false or inaccurate information to an Alternative Payment Program Case Manager.
- c. They fail to make payment of family fees due for child care services as determined by the State Department of Education sliding fee scale.
- d. They fail to submit the required medical information.
- e. The parent fails to complete, sign, or submit required documentation.
- f. The parent fails to complete the recertification process.
- g. They fail to make satisfactory progress towards their vocation goals
- h. Their child reaches thirteen (13) years of age. Arrangements may be made for older children with exceptional needs. Services for a child turning 13 will be provided through the 12-month eligibility period in which they turn 13.
- i. They fail to report increases in income that exceed 85% of State Median Income (adjusted for family size) within 30 calendar days.



"ONE hundred years from NOW, it won't matter what kind of CAR or HOUSE you had, but the WORLD WILL BE BETTER because YOU were important in the LIFE of a Child"



## **Notice of Action (NOA)**

Whenever CRC takes an action (approving, denying, or terminating services) or intends to change (reduce or increase) a client’s child care services, this action is communicated through a Notice of Action (NOA). The main message to the parent appears at the bottom of the NOA under Reason for Action. **The parent must read this section carefully.**

**Information in the Notice of Action is extremely important and may affect the family’s ability to receive or continue to receive services. If the information is received in a language that is not parent’s home language it is imperative that the parent find someone who can translate the information.**

Close attention should be paid to the Effective Date on the NOA as this is the date that the action will take effect unless the parent files an appeal by the due date. Both the Effective Date and the Appeal Date appear on the upper right-hand corner of the NOA.

When a Notice of Action is sent informing the parent of termination, a Notice to Provider is also sent to inform the provider of termination of payment for child care services.

If a parent has any questions or does not agree with the decision being made, the parent should contact the agency representative that issued the NOA right away.

Some termination Notice of Actions may be rescinded if the action is correctable and the corrective action was taken prior to the Effective Date.

## **Parental Appeal Rights**

There is a Fair Hearing Procedure for grievance of program actions.

If the parent does not agree with an action taken by Community Resources for Children, the parent has the right to appeal the agency’s decision and request a hearing. CRC must receive the parent’s appeal/request for hearing in writing no later than the Appeal Date on the NOA. The appeal process is described on the back of the NOA.

CRC will contact the parent within ten (10) days of receiving the hearing request with the time and the place of the hearing. Parents may reschedule the hearing a maximum of two times.

Parents can have an authorized representative attend the hearing with them or on their behalf.





If the parent or the parents authorized representative do not attend the hearing, they will have abandoned their rights to an appeal, and the action of the agency will be implemented.

## Scheduling of Hours and Attendance of Children

1. Hours – There will be an agreement between the parent, the provider, and the Alternative Payment Program Case Manager as to the hours of care and the rate of payments. Hours the child(ren) is/are in care must closely parallel the parents’ work, training, or school hours. An allowance may be made for study, sleep and travel time.

- Study time-determined on course of study
- Incapacity - limited to 50 hours per week
- Seeking Housing –up to 5 days per week and for less than 30 hours per week.
- Seeking Employment – up to 5 days per week and for less than 30 hours per week.

2. Attendance Logs - (please refer to sample at the back of this handbook.) Adults (18 years or older) are required to accompany children into the center or day care home, and document the time upon arrival and departure each day using actual times. This is a legal requirement for the protection of the child and parent as well as the provider. Signing in daily indicates that child care was provided as agreed upon. Children attending day care after school may be signed in by the adult who brings them to the day care i.e.; daycare provider, car pool driver, etc.

3. Absences – As a courtesy to the child’s Early Learning and Care program, it is requested that parents call the center or provider as soon as possible in the event of an absence. When the child returns to care, the parent is asked to clarify the reason for absence by indicating specifically why the child did not attend.

4. Unscheduled absences –The Alternative Payment Program will not be responsible for payment beyond the two (2) consecutive weeks of absence. Providers are encouraged to notify CRC when a child is absent for more than 2 consecutive days without an explanation from parent.

5. Providers should enter into a contract with our parents as they would private fee paying families as there may be expenses that CRC cannot incur that would become the parent’s co-pay.

6. Providers are requested to inform parents and CRC as far in advance as possible of any days of non-operation in their home or center.



CRC can pay an alternative provider for illness or days of non-operation by primary provider not to exceed 10 days per child per fiscal year.

### **Clarification of Absences**

CRC may be able to pay for absences if it is the provider's practice to charge for such absences, and the provider has submitted their usual and customary policies regarding payments for absences as charged to non-subsidized families. Parents are required to clarify day or days of absence with a specific reason for the absence.

## **Provider Participation**

This is a parental choice program. CRC gives parents referrals for child care; then, as with fee-paying parents, the parent and provider discuss mutual needs and requirements. If an arrangement is mutually satisfactory, a CRC Case Manager will complete a contract with the provider on behalf of the parent.

### **Licensed Providers**

Parents can choose licensed providers that are in good standing with Community Care Licensing with the following stipulations that are required by regulations:

- a. Chosen provider is required to have a statement of their child care rates, vacation and termination policies (house rules), signed provider participation form, and a copy of their license on file at the CRC office.
- b. Chosen providers **must** post their rate sheet next to their license.
- c. Chosen providers must sign a statement that rates charged CRC are the same as charged to fee paying parents. (CDE regulations will be used to address discrepancies).
- d. Chosen providers are required to show their social security card to the provider specialist who completes their required paperwork for CRC.

### **Informal or Exempt Care Givers**

Parents may choose Eligible *Informal caregivers* (friends, neighbors, or relatives caring for only one family's children other than their own, not currently licensed by the Department of Social Services) for most programs. To be eligible for reimbursement an individual exempt from licensing must be:

- The Aunt, Uncle or Grandparent of the child receiving services
- A registered Trustline Provider: or
- A provisional child care provider who becomes Trustline registered within 30 days

The parent and the caregiver must complete the Health and Safety Self-Certification or exemption.

We will not contract with:

- Anyone who has been denied TrustLine.
- An adult sibling residing in the same residence.
- A provider who has been found fraudulent.

**TRUSTLINE** was created to offer a reference service for parents who want license exempt providers to care for their children. This process includes completing and turning in a TrustLine application, fingerprinting of the provider using the LiveScan process, and a criminal background investigation, including a Child Abuse Index check through the Department of Justice.

**TrustLine providers can only care for the children of one (1) family at a time who are not related to the provider by blood, marriage, or court decree.**

California *Health and Safety Code* sections 1596.60 – 1596.68 requires that child care providers who are exempt from licensure and not the child’s grandparent, aunt, or uncle to be TrustLine registered to be eligible to receive a child care subsidy payment. TrustLine registration is a process by which persons, exempt from licensure, submit an application and their fingerprints. The fingerprints are checked by the Department of Justice (DOJ) against state and federal criminal records and child abuse records. Persons with a criminal or child abuse record are further screened by the California Department of Social Services (CDSS) Community Care Licensing Division. A person is entered into the TrustLine registry once they have been cleared by DOJ and CDSS.

**Stage 1 CalWORKs:** Providers who care for children in Stage 1 cannot be paid for the child care until the TrustLine clearance is complete and CRC is notified of the clearance. TrustLine registered providers may be retroactively paid for child care from the time services were both authorized and provided through the date on the clearance letter (stating that the person is now TrustLine registered). The total amount of retroactive time that can be paid back will not exceed 120 days.

In all other programs parents can only choose a Provisional Provider if there is an immediate need. The case manager can determine that there is an immediate need if:

1. The parent is employed, training towards a vocational goal, or participating in a CalWORKs activity and we have verification of their activity plan.
- AND**
2. It has been determined that there are no eligible providers reasonably available.

Other Information



- In-home exempt providers must care for 4 or more children. If parent chooses in-home care they become responsible for all legal financial reporting requirements as the employer. Payment from CRC will be made to the parent after the tax id number is obtained.
- If the parent chooses in-home care (where the provider cares for the child in the child's own home) the parent is responsible to pay appropriate State and Federal taxes as the employer of the caregiver. CRC will pay the parent in these instances. This will give the parent the opportunity to figure the appropriate minimum wage, social security, etc. and then pay the caregiver as their employee.
- CRC cannot pay parents, legal guardians or members of the assistance unit for child care.

### Important

Providers are not employees of CRC. They are considered independent contractors. They are responsible for reporting income and paying applicable federal and state income taxes. CRC does not withhold taxes from payments. Every January, CRC will issue a 1099-MISC Form to the provider, which includes the total income earned in the prior calendar year. This income is reported to the IRS, the California State Franchise Tax Board, and the Employment Development Department.

**Please Note:** For further tax information, please see a tax consultant

Other Requirements for informal caregivers include:

- a. Copy of a valid California Driver's License or Identification card.
- b. Provider must show original social security card to the provider specialist.
- c. The caregiver must submit a current (dated within in the last 12 months from start of care) Tuberculosis clearance to be kept on file at CRC.
- d. The caregiver must be at least 18 years of age.
- e. Proof of residential address (utility bills, lease or mortgage papers), as needed to clarify household composition.
- f. Verification of relationship to the child or children, as needed for clarification.

All providers must allow parents unlimited access to their children and to providers caring for their children during normal hours of operation and whenever the children are in the care of the provider.

On a case-by-case basis CRC will honor a notice to any licensed provider to be terminated if provider has same policy for fee-paying parents (up to 2-weeks). There are exceptions in cases of substantiated licensing violations. If provider terminates care, no two-week notice will be given. If a provider is permanently removed from CRC's referral file then Alternative Payment Program parents who have children attending may be required to find alternative care.



If a provider is found to be interfering with a parent's ability to complete the daily attendance record, or the provider is fraudulently completing the daily attendance record CRC may terminate the business relationship with the provider.

Providers with complaints concerning the Alternative Payment Program will be given a hearing with CRC's Executive Director or Designee within ten (10) days.



## Provider Reimbursement

As required by regulations:

All providers must have a rate sheet on file at CRC that states the rates they charge non-subsidized children. In addition, every child on CRC's program must have a child care certificate stating the days/hours of authorized care and the agreed upon rate of reimbursement for that child.

1. Reimbursements to providers may not exceed a single Regional Market Rate (RMR) ceiling for type of care provided for the area in which child care is being provided. If the provider's usual rate exceeds the rate ceiling, the parent is responsible for paying the difference directly to the provider (co-payment).
2. The Alternative Payment Program shall make payments to licensed providers at the usual and customary rate charged for similar services to non-subsidized families. Providers must submit documentation of their rates. CRC will pay providers for days of non-operation, not to exceed 10 days per fiscal year, if paid days of closure are included and detailed as part of their contract. CRC cannot pay a provider for care of a school-age child for hours that overlap public school or private school hours. An exception may be made, with the proper documentation, if the child is in care because he/she is not permitted to be at school.
3. Payment to providers shall not exceed the allowable maximum amount provided by law. An exception can be made for special needs children as defined by the California Education Code 8265.5 for "children with exceptional needs who are 0-21 years of age" Children with exceptional needs means children with either an active IEP or IFSP who are receiving appropriate special education/early intervention services. These children may be developmentally disabled, hard of hearing, deaf, speech impaired, visually handicapped, seriously emotionally disturbed, orthopedically impaired, other health impaired, deaf-blind, multi-handicapped or children with specific learning disabilities, who require the special attention of adults in a child care setting. "Severely handicapped children" means children with either an active IEP or IFSP who, in addition, require instruction and training in programs serving pupils with the following profound disabilities: autism, blindness, deafness,



severe orthopedic impairments, serious emotional disturbance or severe developmental disability. CRC will not reimburse providers a categorically higher rate for children with disabilities. Providers may request consideration of this exception if they care for a child who needs special accommodations.

4. In-home exempt providers are required to care for at least children.
5. CRC requests that rate increases be received prior to the first of the month in which the rate change will become effective.
6. CRC can only honor a rate change one time per fiscal year. The provider must submit their rates to both the Alternative Payment Program and to Resource and Referral when updating rates.
7. Completed Attendance Logs are due in CRC's office by the third working day after the month ends. Attendance Logs that are filled out completely as per instructions will be processed and direct deposit reimbursements made by the 20<sup>th</sup> of the month.

For example:

- a. child care services are provided from September 1-30 attendance logs must be turned into CRC no later than the 3<sup>rd</sup> working day in October
  - b. Reimbursement by direct deposit will be made to provider by October 20<sup>th</sup>
8. It is the intent of this office to pay providers in full and as quickly as possible; however, the Alternative Payment Program may be unable to process or pay attendance logs that are incomplete, or submitted after the due date.
  9. Regardless of provider's contract status, Attendance Logs that are more than 60 days late may not be eligible for payment.
  10. Providers can receive payments either by direct deposit to a checking/savings account or by Debit Card.
  11. No 2-week notice will be given for care lasting less than 30 days.
  12. Upon discovery of under/overpayments CRC will make adjustments as needed during the next payment cycle.

**Attendance logs are required to be completed on a daily basis with accurate times in & out.**

By signing the bottom of the attendance log, providers and parents understand that they are certifying that the information is correct and also declaring, under penalty of perjury of all laws, that the care was provided as recorded. Providers and parents should also understand that any overpayments resulting from false attendance logs may be prosecuted as fraud.

### Fiscal Year Deadlines

**CRC's fiscal year closes on June 30<sup>th</sup>.** Attendance Logs for services provided up through June 30<sup>th</sup> must be received at CRC by the 3<sup>rd</sup> business day in July in order to be paid. All child care provided in the fiscal year (July 1 – June 30<sup>th</sup>) must be claimed by July 10<sup>th</sup>. Any discrepancies in payments must also be settled by July 10<sup>th</sup>. If the 10<sup>th</sup> falls on a weekend, the due date will be the next business day.

### Delay in Payment or Non-Payment of Child Care Services

In the event that we do not receive our money from the state in a timely manner, we may have to delay payments to providers. Should such a delay occur, providers will be notified as early as possible.

IF YOU HAVE ANY QUESTIONS regarding the completion of the attendance log please call the case manager's number as listed in the upper righthand section of the attendance log.

## Attendance Log Procedures

1. Forms are due NO LATER than the 3<sup>rd</sup> working day of each month. Reimbursements will be issued by the 20<sup>th</sup> of each month. ATTENDANCE LOGS RECEIVED LATER THAN 60 DAYS AFTER THE DUE DATE MAY NOT BE CONSIDERED FOR PAYMENT and no payment will be made for prior months once fiscal year (July 1 – June 30) ends.
2. Attendance Logs with accurate times in and times out must be done on a DAILY basis and kept in the care of the provider. Actual times IN INK are required by the parent or adult bringing or picking up child.
3. Attendance logs are legal documents. For that reason, altering times and signatures with white out or correction tape is prohibited. If you need to make an adjustment, please line through the original notation, make the correction and initial the change. The use of white out or correction tape on attendance logs is prohibited.
4. Providers and Parents must sign IN INK at the end of each month in the space provided. By signing, providers and parents understand that they are certifying that the information is correct and also declare, under penalty of perjury of all



laws, that the care was provided. Providers and parents should also understand that any overpayments resulting from false attendance logs may be prosecuted as fraud.

5. Attendance Logs for families who are assessed a monthly family fee will have a family fee receipt incorporated into them. The receipt is located on the lower back side of the attendance form and notes the fee owed for the corresponding month of service. Providers are asked to complete the receipt section confirming timely receipt of family fee payments.
6. If the child is absent for any of the regular contracted days, parents are required to clarify the reason for the absence. Please be specific.
7. Providers are asked to notify CRC when a child is absent for more than three consecutive days without an explanation from the parent.
8. Parents are responsible for the completeness and accuracy of the daily attendance records.
9. If a provider is found to be interfering with a parent's ability to complete the daily attendance record, or the provider is fraudulently completing the daily attendance record CRC may terminate the business relationship with the provider.
10. When errors or inconsistencies on attendance logs are found CRC will contact parents to remind them of their obligation to complete daily attendance logs. The parent will be contacted by mail or by phone to receive technical assistance regarding attendance log procedures.
11. CRC will contact parent if attendance records indicate that the services utilized are not broadly consistent with the certified need for care.

