

CHILD CARE RESOURCE CENTER PARENT AND PROVIDER HANDBOOK

Effective July 1, 2023

Table of Contents

INTRODUCTION AND WELCOME	1
CCRC Background.....	1
Beginnings.....	1
Vision Statement.....	1
Mission Statement.....	1
Organizational Values	1
PARENTAL CHOICE	2
PROGRAM RULES OVERVIEW	2
General Child Care and Development Programs.....	2
Center-Based Program and Infant Toddler Program (CCTR).....	2
California State Preschool Program (CSPP)	2
Head Start Programs.....	3
Head Start Preschool	3
Early Head Start	3
Subsidized Child Care Programs	3
CalWORKs Stage 1 Child Care (LA County Only	3
Enrolling in a CalWORKs Stage 1 Program.....	4
Recertification Process for CalWORKs Stage 1	5
Transfer to CalWORKs Stage 2.....	5
Discontinuance and Appeal Procedure for CalWORKs Stage 1	5
California Department of Social Services (CDSS) Child Care	5
CDSS Program Eligibility Criteria.....	6
CDSS Income Eligibility Criteria.....	7
CDSS Need Criteria.....	9
Important Program Information.....	13
Dis-enrollment, Appeal Rights, and Re-enrollment.....	14
Procedure for Re-enrollment after Dis-enrollment.....	15
PROVIDER CHOICE	16
Providers that adhere to health and safety requirements:.....	16
Providers that are not subject to either educational or licensing standards:	16
TrustLine Registry	17

Things to Consider Regarding Provider Choice	17
Megan’s Law	17
Oliver’s Law	18
PROVIDER GUIDELINES	18
Provider Relations and Expectations	18
Independent Contractor	18
How Subsidized Care Works	18
Things to Know	18
General Policies for Subsidized Providers	19
Subsidized Provider Document Requirements	19
Moving Child Care Services to a New Location	19
PROVIDER POLICY PROCEDURES	20
Regional Market Rate (RMR)	20
Rates and Policies	20
Rate Process.....	20
Rate Guidelines.....	22
Procedure for Provider Closure Days (Days of Non-Operation) and Payment	23
PROVIDER AUTHORIZATION	24
CCRC PROVIDER PAYMENT POLICIES & PROCEDURES	24
Payment Policies.....	24
Fiscal Year	25
General Attendance Document Procedure	25
General Information about completing Attendance Document	25
Completing the PPR.....	26
Incomplete PPRs	26
Helpful Tips for the Provider to Avoid Payment Delays	26
Completing the Attendance Sheet	27
Incomplete Attendance Sheets	27
Helpful Tips for Providers to Avoid Payment Delays	27
Submitting the Attendance Documents	27
Payment Timelines	27
Payment Procedures.....	28
Set Schedules.....	28
Variable Schedules.....	28

Temporary Schedule Changes for Illness or Suspended Children	28
Child Care Monitoring.....	29
Payment Corrections	29
Child Care Fraud.....	30
PROVIDER COMPLAINTS/ PROVIDER TERMINATION	30
Complaint Policy	30
Complaint Procedure	31
Provider Termination.....	31
Causes for Termination.....	31
Termination without Notice	31
Voluntary Withdrawal from Participation	31
RESOURCE & REFERRAL (R&R).....	32
Referral Services	32
Provider Referral Policy	32
Child Care Referral System	33
Parent Education and Child Development Services	33
Provider Outreach and Training	34
Child Care Initiative Project (CCIP).....	34
CCRC GENERAL POLICIES AND PROCEDURES	35
Equal Opportunity.....	35
Confidentiality.....	35
Behavior Expectations	35
Expressing Appreciation/Gift Giving.....	35
Suspected Fraud	35
Parent Uniform Complaints/Grievances.....	36

INTRODUCTION AND WELCOME

Welcome to the Child Care Resource Center (CCRC). CCRC is committed to promoting optimal child development and family well-being through access to quality child care.

CCRC Background

Beginnings

CCRC began as a volunteer organization in 1975, and when CCRC was incorporated in 1976, it began to offer Resource and Referral (R&R) services. When the California Department of Education (CDE) awarded CCRC a grant in 1976, the agency began to provide subsidies to parents/caregivers with self-reported lower incomes to help with child care costs.

Vision Statement

Healthy and strong children and families living in thriving communities.

Mission Statement

CCRC cultivates child, family, and community well-being.

Organizational Values

The organizational values guide the way CCRC conducts business.

- We strive for **excellence** in all that we do.
- We create new and **innovative** ways to serve our community.
- We live our values through **collaboration**.
- We treat everyone with **respect**.
- We are **dedicated** to every client's success.
- We act with **integrity** in our daily actions.

Diversity, Equity, & Inclusion Statement

To fulfill our mission, we commit to providing resources that promote equal access and opportunity for all people. CCRC's DEI mission is to acknowledge and embrace all backgrounds and identities of people. In all we do, we strive for an equitable future for the children, families, and providers we serve.

PARENTAL CHOICE

CCRC provides federal and state child care subsidies to parents/caregivers in Los Angeles and San Bernardino counties. We offer various child care programs funded through the California Department of Social Services (CDSS) under the Child Care and Development Division (CCDD). CCRC must comply with the regulations that govern these programs. A Parent has a full range of eligible child care programs and settings that are provided, and it is their choice on the type of child care provider they prefer.

PROGRAM RULES OVERVIEW

Parents/caregivers enrolled in any of CCRC's subsidized child care programs must understand and agree to the following rules:

- Parents/caregivers are certified into the CalWORKs programs for at least twelve (12) months of child care services.
- Parents/caregivers are certified into the Alternative Payment programs for at least twenty-four (24) months of child care services.
- Parents/caregivers are recertified to continue eligibility for any subsidized child care program at the end of their certification period.
- Parents/caregivers must complete all eligibility forms and provide required documentation as requested at initial certification and recertification to meet program requirements.
- Parents/caregivers can request changes during the eligibility period through a voluntary request.

General Child Care and Development Programs

Center-Based Program and Infant Toddler Program (CTR)

These programs are available throughout Los Angeles and San Bernardino County, with child care and development services provided at specific sites. The sites must meet quality program standards the California Department of Social Services (CDSS) set and utilize a developmentally appropriate curriculum for instruction. Families access CTR services through the site waitlist. As CTR funding becomes available, the most eligible families from the site waitlist receive assistance first. Families may remain in the CTR program as long as they continue to meet the need and eligibility criteria of the program, follow the program rules and regulations, and funding is available.

California State Preschool Program (CSPP)

These programs are available throughout Los Angeles, with child care and development services provided at specific sites. The sites must follow preschool curriculum standards set by the California Department of Education (CDE). The center-based programs provide part-day and full-day services offering primary lessons that are age-related, culturally, and linguistically appropriate for children of preschool age (3-year-olds and four-year-olds). It also provides parental education and community referrals for participating

families. Families access CSPP services through the site waitlist. As CSPP funding becomes available, the most eligible families from the site waitlist receive assistance first. Families with children enrolled in part-day CSPP must meet the program’s eligibility criteria. Families with children enrolled in full-day CSPP must meet the need and eligibility criteria of the program.

Head Start Programs

By focusing on the whole family, Head Start and Early Head Start programs both focus on giving families the necessary resources to care for their children in healthy and productive ways. CCRC’s Head Start program staff offer medical, dental, mental health, special needs, and nutrition services and many opportunities for parents/caregivers to be involved in their child’s growth, development, and education.

Head Start Preschool

Head Start is for children aged three (3) to five (5) from families with income below the federal poverty level who live in your local service area. The professional staff works with each child to ensure that all necessary medical and dental exams are completed and provides young learners with social and academic skills that prepare them for school. Children with disabilities are integrated into the preschool environment, and parents/caregivers are assisted with any disability services they may need for their child.

Early Head Start

The Early Head Start (EHS) program serves newborns to ages three (3) in a home-based program. EHS is a federally funded community-based program for lower-income families with infants, toddlers, and pregnant women. The program helps families care for their infants and toddlers through early, ongoing, focused, and inclusive services like developmental screenings and home visits. Its mission is simple:

- To promote healthy prenatal outcomes for pregnant women.
- To enhance the development of very young children.
- To promote healthy family functioning.

Subsidized Child Care Programs

CCRC’s subsidized child care offers families federal and state child care vouchers or certificates. Program funding is through the California Department of Social Services (CDSS) under the Child Care and Development Division (CCDD). They must comply with the regulations that govern these programs: County of Los Angeles Stage 1 Contract and Title 5.

CalWORKs Stage 1 Child Care (LA County Only)

The Los Angeles County Department of Public Social Services funds CalWORKs Stage 1 subsidized child care and sets the eligibility criteria. The Stage 1 subsidized child care program may serve families receiving CalWORKs cash aid for themselves. Parents/caregivers are not required to demonstrate a need for child care services to be approved.

Establishing Stage 1 Enrollment Eligibility

To establish eligibility for subsidized child care, parents/caregivers may request child care through their Greater Avenues for Independence (GAIN) Worker, Eligibility Worker, or a CCRC representative. CCRC's Case Management Department will review the request to determine eligibility for child care services using the following criteria:

- Parent/caregiver is receiving cash aid for themselves.
- For two parent/caregiver households, only one parent/caregiver needs to be CalWORKs eligible to access CalWORKs child care services. Parents/caregivers must meet with their GAIN Services Worker or Eligibility Worker to access the Stage 1 child care program.
- There must be at least one eligible child under thirteen (13) years old or a child with appropriately documented special needs through eighteen (18) years old and living in the home.
- Stage 1 parents/caregivers have twelve (12) month eligibility for child care services. Once certified or recertified, child care services will be given for twelve (12) months.

Enrolling in a CalWORKs Stage 1 Program

If eligibility for child care services is determined, CCRC will mail a CalWORKs Stage 1 Child Care Approval Letter. Included with the letter will be a Participant Document Checklist (ST1-10A) that lists the paperwork required for enrollment and the due date for the documents.

CCRC must receive all required paperwork listed on the ST1-10A within thirty (30) calendar days from the date of the original letter confirming the receipt of the request. A twelve (12) month child care approval Notice of Action (NOA) (ST1-12) will be issued if accurate and complete paperwork is received, and eligibility is established.

Eligibility

A. Eligibility

- Parent/caregiver is receiving CalWORKs cash aid for themselves.
- At least one eligible child under thirteen (13) years old or a child with appropriately documented special needs through eighteen (18) years old living in the home.

B. Approved Schedule

The NOA (ST1-12) authorizes twelve (12) months of full-time child care for the family unless part-time child care is requested. CCRC pays for child care costs only:

- During the hours authorized for child care according to the approved schedule. Parents/caregivers are responsible for the cost of care during non-authorized hours.
- If a family enrolls in a program that offers private education, CCRC will only pay for the part of care needed for child care (not tuition).
- Before and after school care for school-age children (public school, homeschooling, etc.). CCRC does not pay for educational hours.

Parents/caregivers may also be responsible for registration fees, co-payments, and any other fees the provider may charge outside of tuition.

Recertification Process for CalWORKs Stage 1

During the yearly recertification, all parents/caregivers still receiving CalWORKs cash aid at the end of their certification period are eligible for recertification in CalWORKs Stage 1. The recertification procedure is as follows:

- A. Before the authorized child care end date, CCRC will contact the parent/caregiver to verify if any changes are necessary for the currently contracted child care schedule.
- B. Once the Case Specialist has confirmed the parents/caregiver's provider choice and child care schedule, CCRC may reauthorize the case for another twelve (12) months.
- C. Parents/caregivers who no longer receive CalWORKs cash aid are asked to provide information to their Case Specialist to transfer their case to CalWORKs Stage 2.

Transfer to CalWORKs Stage 2

When a parent/caregiver is cash aid terminated, they are contacted by the Case Specialist in preparation for the transfer to CalWORKs Stage 2.

To transfer the case, the following may be requested:

- Current gross monthly income
- Need for child care services (Employment, School, Seeking Employment, etc.)

Once this information is collected, child care services will continue in CalWORKs Stage 2 for an additional twelve (12) months.

Discontinuance and Appeal Procedure for CalWORKs Stage 1

A. Discontinuance

If a parent/caregiver does not comply with DPSS or CCRC regulations, CCRC may terminate the subsidized child care approval and/or take other action.

B. Appeal Procedure

If a parent/caregiver disagrees with any action taken by CCRC/DPSS, they will have ninety (90) days to ask for an appeal hearing. The ninety (90) days will start the day after CCRC/DPSS gives or mails the notice. Please see the back of the NOA and complete it as directed.

California Department of Social Services (CDSS) Child Care

Participation in California Department of Social Service (CDSS) programs is based on available funding and the parent/caregivers' qualifications for the program.

The available child care programs under CDSS are CalWORKs Stage 2, CalWORKs Stage 3, Alternative Payment, and Family Child Care Education Home Network. To receive subsidized child care services,

families must meet program eligibility, income eligibility, and need requirements at certification and every subsequent recertification.

Parent/caregivers applying for the Alternative Payment program are placed on the waitlist and are contacted in order of priority from the waitlist as vacancies occur.

The Child Care and Development Division (CCDD) provides the Income Rankings table to determine admission priorities. Prior to the enrollment process, parents/caregivers are required to confirm program eligibility for the ranks that are being enrolled.

Priority is given to families whose children are recipients of child protective services, or who are at risk of being neglected, abused or exploited, upon written referral from a legal, medical, or social services agency. All children and families who are not within the priority for admission shall be admitted in accordance with family income, with the lowest income ranked families admitted first.

CDSS Program Eligibility Criteria

All programs must meet the following:

- The family's adjusted monthly income, based on family size, is at or below 85% of the State Median Income (SMI). Parents/caregivers are provided a copy of the current year's SMI chart.
- The family includes a child under the age of thirteen (13) years or a child under the age of twenty-one (21) with exceptional needs and/or severe disabilities.
- Parents/caregivers must report any changes to the family's ongoing income that causes the monthly income to exceed 85% of SMI within thirty (30) calendar days.

CalWORKs Stage 2

- The parent/caregiver is a current CalWORKs cash aid recipient or terminated from cash aid within the last twenty-four (24) months.

CalWORKs Stage 3

- The parent/caregiver is a former CalWORKs cash aid recipient who has yet to receive cash aid within the last twenty-four (24) months and is transferring from CalWORKs Stage 1 or 2.

Alternative Payment Program (CAPP)

- The parent/caregiver is on the agency waiting list, was referred by Child Protective Services (CPS) or At-Risk Services, or the family is experiencing homelessness.

Family Child Care Education Home Network (CFCC)

- The parent/caregiver is on the agency waiting list, was referred by Child Protective Services (CPS) or At-Risk Services, or the family is experiencing homelessness.
- The parent/caregiver only agrees to use a provider participating in the CFCC program.

CDSS Income Eligibility Criteria

Family Size

Family size shall be determined by the number of parents/caregivers and the children (for whom the parents/caregivers are responsible) who comprise the household in which the child receiving services is living.

A “parent” means a biological parent, stepparent, adoptive parent, foster parent, caregiver relative, legal guardian, domestic partner of the parent, or any other adult living with the child who has responsibility for the care and welfare of the child.

A parent will self-certify single-parent status under penalty of perjury on the Application for Services (9600).

Children with Special Needs

If a parent/caregiver requests that a child(ren) remain in the program after the child's 13th birthday due to special needs. In that case, the parent/caregiver must submit a copy of the portion of the child's active Individualized Education Plan (IEP) that contains all of the following:

- The name of the child.
- Information that the child qualifies as a child with special needs and what services are provided via the plan.
- Active Period of the Plan.

A parent/caregiver must also submit a statement signed by a legally qualified professional stating that the child requires the special attention of adults in a child care setting. This statement must include the legally qualified professional rendering the opinion's name, address, license number, and telephone number.

Income

Income determines program eligibility and whether a parent/caregiver must pay a portion of the child care cost (family fees). Parents/caregivers must provide documentation of all sources of income for themselves, and any other adults included in the family size. Parents/caregivers must report all sources of income, including but not limited to employment wages, self-employment earnings, child support, Social Security benefits, CalWORKs cash aid, and pensions. If self-employed, the parent/caregiver may also submit a Self-Employment Income and Expense Report with copies of business expense receipts to deduct expenses from the total income.

- **Regular and Steady Income**

When a family's income source does not include fluctuating income, the gross income from one (1) full month will be used to calculate the family's adjusted monthly income.

- **Fluctuating Income**

A family's income source is considered to fluctuate when:

- Parent/caregiver receives additional money over the base pay due to intermittent, occasional, sporadic, or infrequent earnings or income, including but not limited to bonuses, commissions, lottery winnings, inheritance, back child support payment, or net

proceeds from the sale of real property or stock.

- Parent/caregiver receives migrant, agricultural, or seasonal work.
- Parent/caregiver has inconsistent and/or unstable employment or self-employment, resulting in an inconsistent pattern of income.

When a fluctuating income source is received, the income calculation is completed by averaging the total countable income from twelve (12) full months.

Family Fees

Family fees are based on total countable income, family size, and the hours of certified need for the month. Fees are assessed at a part-time (less than 130 hours per month) or full-time (130 hours or more per month) rate.

- Family fees are due by the 1st of the month.
- Payment is on time if received by the 7th of the month.
- Payment options for family fees include:
 - Online through the CCRC Parent Portal is the preferred payment method by credit card, debit card, or e-check.
 - By phone with Visa or Mastercard in the parent's name.
 - In person at the CCRC office by credit card, debit card, money order, or personal check.
 - Send via mail, money order, or personal check.
- Parents/caregivers are still responsible for payment of family fees even if the child is absent or on vacation or the provider is closed for vacation or holidays.
- If a parent/caregiver cannot make the monthly payment, a call or email to the Case Specialist must take place before the 7th of the month to arrange a payment plan.
- Once a payment plan has been arranged, parents/caregivers are responsible for paying the agreed-upon plan amount plus the regular monthly fee.
- Existing payment plans may not be changed or added to, and additional payment plans may only be made once the current plan reaches a zero balance.

All family fee payments received will be applied to the most delinquent family fees and/or payment plan installments before they are applied to current fees and future installments.

When family fees are not paid in full and on time, CCRC issues a dis-enrollment Notice of Action (NOA) for delinquent family fees.

- A check returned for non-sufficient funds (NSF) is viewed as non-payment, and child care may be discontinued. In addition, the NSF bank fee is added to the total outstanding balance.
- Any credit card payments that end up being disputed are viewed as non-payment, and child care may be discontinued.

If dis-enrolled from the program due to non-payment for family fees, parents/caregivers must pay all

unpaid family fees in full before re-enrolling in a subsidized child care program.

During the eligibility period, parents/caregivers may submit a Voluntary Change Request Form with supporting documentation to reduce their family fees for the following:

- Income recalculation.
- Schedule reduction from full-time to part-time.
- Certifications and subsequent recertification, parents/caregivers eligible for full-time care may also request to decrease the child care hours to part-time.

When approved, the new family fee amount will be effective the first of the month immediately following the date of the new income calculation.

CDSS Need Criteria

In addition to meeting eligibility requirements, each parent/caregiver in the household must have at least one of the qualifying needs listed below that prevents the parent/caregiver from caring for or supervising the child(ren).

Employment

A parent/caregiver who is employed must submit a signed Employment Verification form completed by both the parent/caregiver and employer that reflects the parents/caregiver's employment information.

Employment at Home

In addition to the Employment Verification, a parent/caregiver who works from home must justify requesting subsidized child care. Documentation must include the type of work, the age of the child(ren) for whom services are sought, and the specific child care needs if the child is more than five (5) years old.

A parent/caregiver who is a licensed family child care home or individual license-exempt provider is not eligible for services during business hours because the employment does not preclude the supervision of the family's child(ren).

CCRC will determine whether the parents/caregiver's employment and the identified child care needs preclude the supervision of the family's child(ren).

Employment as an Assistant in a Large Licensed Family Child Care Home

In addition to the Employment Verification, a parent/caregiver who works as an assistant in a Large Licensed Family Child Care Home will need to submit all of the following:

- A copy of the family child care home license indicating it is licensed as a large family child care home.
- A signed statement from the licensee stating that the parent/caregiver is an assistant.
- Proof that the parents/caregiver's fingerprints are associated with that licensed family child care home as the assistant, which the Case Specialist may verify with the local Community Care

Licensing office.

- Verify that the licensee withholds payroll deductions for the parent/caregiver, which may be a pay stub.

Self-Employment

A parent/caregiver who is self-employed is considered an independent contractor. The parent/caregiver may be self-employed in a leased or constant space (i.e., barber, cosmetologist, nail technician) or self-employed in variable locations (i.e., landscaper, domestic worker, day laborer).

A parent/caregiver who is self-employed must submit the following:

- **Self-Employment Declaration Form:** includes the name or nature of the business, business address, work hours, and expected gross monthly income.
- **Supporting Documentation:** parents/caregivers must provide as many of the following to support the days and hours of employment:
 - Copies of business appointment logs, client receipts, job logs, mileage logs, a list of clients with contact information, or, if applicable, a copy of the business license, workspace lease, or workspace rental agreement.

Travel Time and Sleep Time for Employment

Travel time may be requested to and from the parents/caregiver's child care provider and the place of employment. Travel time can be at most half of the daily hours of employment or a maximum of four (4) hours per day.

Sleep time may be requested if the employee's work hours are between 10:00 pm and 6:00 am. Sleep time can be, at most, the number of hours authorized for employment and travel time.

Education and Training

CCRC may provide child care if a parent/caregiver is enrolled in an educational program (classes or courses for English language learners (ELL), English as a second language (ESL) or obtaining a high school diploma, General Education Development (GED) or a High School Equivalency (HSE) certificate) or in a vocational training leading directly to a recognized trade, paraprofessional or professional career. A parent/caregiver with a need of training will submit the following:

- Documentation from the education program or training institution that includes the name of the educational or training institution and the days and hours of the current class schedule.

Time Limits for Education and Training

Child care services for education and/or training will expire once either of the following conditions is met:

- A maximum of six (6) years from the initiation of services for training or educational services and begins with the first approved NOA.
- Twenty-four (24) semester units, or its equivalent, after receiving a bachelor's degree.

Online or Televised Classes

Must be from an accredited training institution recognized by the United States Department of Education. Unit-bearing classes shall be counted as class time for each unit at one (1) hour a week.

Travel Time for Education or Training

Travel time may be requested and authorized for travel to and from the child care provider and the educational or training institution. Travel time will be determined based on actual travel time needed, to be at most a maximum of four (4) hours per day.

Study Time

Study time may be requested and authorized as follows:

- Two (2) hours per week per academic unit in which the parent is enrolled.
- On a case-by-case basis, a parent/caregiver may request additional study time upon completing the Request for Additional Study Time form and signing under penalty of perjury the reason why extra time is needed for the specified course(s). Additional time may be at most one (1) hour per week per academic unit in which the parent/caregiver is enrolled.

Adequate Progress of Educational or Training Goal

Ongoing eligibility for training is contingent on making adequate progress. Therefore, at recertification, the parent/caregiver must provide a progress report, grades, unofficial transcript, or documentation of adequate progress from the most recently completed quarter, semester, or training period.

- Earn a 2.0-grade point average or above in a graded program.
- In a non-graded program, pass the program's requirements in at least fifty (50) percent of the classes or meet the training institution's standards for making adequate progress.

Failure to Make Adequate Progress

The first time a parent/caregiver fails to make adequate progress, they will be placed on Academic Probation. The parent/caregiver may be recertified and continue receiving child care services for the eligibility period.

If, after this period, the parent/caregiver fails to make adequate progress, the family will be suspended from receiving child care services for educational or vocational training for six (6) months.

Seeking Employment/Job Search

A parent/caregiver may qualify for subsidized child care while looking for work. The following guidelines apply:

- Parents/caregivers will be required to sign a Seeking Employment Agreement under penalty of perjury stating the parents/caregivers plan to secure, change, or increase employment and hours needed to seek employment. In the agreement, the parent will note whether a set or variable schedule is necessary to seek employment.
- This is a part-time benefit, and a parent/caregiver may seek employment at most five (5) days per week and for less than thirty (30) hours per week for job search activities.

- Appropriate job search activities include:
 - Going to businesses and filling out applications.
 - Attending job interviews.
 - Visiting local EDD One-Stop Centers.
 - Developing a resume, visiting the GAIN office for job referrals, or using the internet to search and apply for jobs or work on a resume.

Incapacity

If the primary basis of a parents/caregiver’s need is incapacity, a parent/caregiver may be able to receive subsidized child care services. A Statement of Parental Incapacity form must be completed by a legally qualified health professional.

CCRC may contact the legally qualified health professional for verification, clarification, or completion of the medical statement. The form must include the following:

- A release signed by the parent/caregiver authorizing the legally qualified health professional to disclose information necessary to establish incapacity.
- Statement by the legally qualified health professional that you are incapacitated.
- Recommended days and hours per week that child care is needed because of the incapacity.
- The professional’s name, address, telephone number, license number, and signature.
- Child care hours can be at most fifty (50) hours per week.

Seeking Permanent Housing

If a parent/caregiver is seeking permanent housing for family stability. In that case, the parent/caregiver must complete a Self-Declaration of Homelessness or Seeking Permanent Housing form that includes a statement that the parent/caregiver requires child care while seeking permanent housing and that the parents/caregivers plan to secure a fixed, regular, and adequate residence.

- This is a part-time benefit; a parent/caregiver may seek housing for up to five (5) days a week and less than thirty (30) hours per week.

Protective Services

When a family’s need is protective services, the children require care because they are currently experiencing or have been deemed at increased risk for abuse, neglect, or exploitation. Receiving early learning and care services is a means of reducing or eliminating exposure to those conditions.

Parents/caregivers must submit a written referral within six (6) months immediately preceding the date of application for services. The referral must contain the following information:

- For children with county Child Protective Services: the referral must be completed by the local county welfare department's child protective services unit, must certify that the child is receiving child protective services, and that child care services are a necessary component of the child protective service plan.

- For children "at-risk": the referral must be completed by a legally qualified professional from a legal, medical, social service agency, local educational agency liaison for youth and children experiencing homelessness, Head Start program, or an emergency or transitional shelter. It must include a statement that the child is at an increased risk of abuse or neglect and that child care services are needed to reduce or eliminate that risk.
- The probable duration of the protective service plan and the specific hours and days that child care is requested.
- The name, address, telephone number, and signature of the individual making the referral.
- If the written referral specifies that it is necessary to exempt the family from paying a fee, the parent/caregiver will not be required to provide income documentation.

Community Service

When a parent/caregiver is assigned to a Welfare-to-Work Activity by their County Service Worker, they may qualify for child care services under Community Service. In the CalWORKs program, Community Service is a temporary and transitional activity performed with a private or public non-profit organization. A Community Service Verification form is completed by the parents/caregiver's supervisor at the Community Service site.

Important Program Information

Approved Schedules

Child care services are only granted when:

- Each parent/caregiver in the household has a qualifying need that prevents the care and supervision of the family's child for some part of the day.
- There is no parent/caregiver in the family capable of providing care for the family's child when care is requested.
- The school or another person or entity is not otherwise supervising the child.

An NOA is issued to notify the parent/caregiver of the authorized child care based on the approved eligibility and need of the parent/caregiver. Parents/caregivers may be approved for a set or variable schedule. In a two-parent household, the schedules of both parents/caregivers must be considered when determining child care hours.

- **Set Schedules** are predictable and include the same hours and same days every week.
 - Example: Monday through Friday, 8:00 am to 5:00 pm.
- **Variable Schedules** are schedules that change from day to day within a week, along with hours that may vary from day to day. Variable schedules are inconsistent and/or unstable.
 - Example: Monday through Friday, varied 20 – 40 hours per week

Voluntary Notification of Changes

When parent/caregiver needs to request changes to their case, they must do so in writing using the Voluntary Change Request (VCR) Form:

- To reduce family fees.
- Change the child care schedule.
- Request a temporary suspension of service.

The VCR form includes a statement where the parent/caregiver must acknowledge that they have a right to retain the service level determined at initial certification or recertification and confirms that no changes will be made to the family's case other than what is requested on the form.

Parents/caregivers must also submit additional documentation supporting the requested change before the agency can take action.

Parents/caregivers will be notified of the outcome with a NOA within ten (10) business days of receiving complete documentation supporting the VCR form.

Dis-enrollment, Appeal Rights, and Re-enrollment

When a parent/caregiver does not follow CCRC or CDSS rules and regulations, the family's services will be subjected to dis-enrollment.

Appeal Rights

If CCRC dis-enrolls a family's child care services or a parent/caregiver disagrees with any action taken by CCRC staff. In that case, parents/caregivers have the right to file a local appeal within nineteen (19) calendar days of the effective date on the NOA.

Local Appeal Hearing Procedure

Parents/caregivers may appeal the intended action and request an appeal hearing in writing, in person, by telephone, email or fax within nineteen (19) calendar days of the effective date on the NOA.

Once an appeal request is received, the intended action as stated on the appealed NOA, will be suspended until the appeal process has been completed. Please note that while in appeal, parents/caregivers are expected to remain compliant and follow CCRC and CDSS program rules and regulations. Resolution of this matter shall not prohibit CCRC from issuing a subsequent NOA to your family for issues related to the subsidized child care program.

- Within ten (10) calendar days following CCRC's receipt of the appeal request, the agency will notify the parent/caregiver of the date and time of the hearing. Parents/caregivers can have the hearing through a video or phone conference call.
- Parents/caregivers may also request an authorized representative attend the hearing on their behalf by having the authorized representative complete the Authorized Representative for Local Appeal Hearing Form.
- CCRC will consider the appeal abandoned if the parent/caregiver or authorized representative does not attend the hearing.

- CCRC does allow a one-time rescheduled appointment per the appeal hearing request. CCRC will consider the appeal abandoned if the parent/caregiver or authorized representative does not attend the hearing.

Appeal Hearing

The parent/caregiver must bring evidence supporting the appeal request.

Within ten (10) calendar days following the appeal hearing, the parent/caregiver will receive a CCRC decision letter via email or mail.

Appeal Procedure for CDSS

If the parent/caregiver disagrees with CCRC's written decision, the parent/caregiver will have fourteen (14) calendar days to appeal to CDSS by following the instructions on the back of the NOA. The appeal must include the following:

- A written statement specifying the reasons the parent/caregiver believes CCRC's decision was incorrect.
- A copy of the agency's decision letter and a copy of both sides of the NOA.

CDSS will review these items along with case documentation relevant to the appeal. Within thirty (30) calendar days after the receipt of the appeal, CDSS will issue a written decision to the parent/caregiver and CCRC. If the appeal is denied, CCRC will dis-enroll the family.

Procedure for Re-enrollment after Dis-enrollment

If CCRC dis-enrolled parent/caregiver from the CalWORKs Stage 2 program because the parent/caregiver did not comply with CCRC or CDSS regulations, the parent/caregiver may be eligible to reapply and be re-enrolled for services. To be considered for re-enrollment:

- The parent/caregiver must take steps to correct the issue that resulted in dis-enrollment.
- The parent/caregiver must meet the eligibility and need requirements at the time of re-enrollment.
- Parent/caregiver must be within the twenty-four (24) month time period after termination from cash aid.
- The parent/caregiver must pay all delinquent family fees in full before re-enrolling into a subsidized program.

If CCRC dis-enrolled parent/caregiver from the CalWORKs Stage 3, Alternative Payment or Family Child Care Education Home Network (CFCC) Program because parent/caregiver did not comply with CCRC or CDSS regulations:

- Parent/caregiver may contact CCRC and ask to be added to the Eligibility List.
- The parent/caregiver must pay all delinquent family fees before re-enrolling in a subsidized program.

PROVIDER CHOICE

Parents/caregivers enrolled in a subsidized child care program have a parental choice regarding the child care provider they select.

Providers that adhere to health and safety requirements:

These programs are licensed and monitored by the Community Care Licensing Division of CDSS. They provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents/caregivers, and the child care community.

The parent/caregiver is responsible for evaluating and considering the value of educational programs offered during child care.

Below is a list of providers that follow the health and safety requirements:

Licensed Family Child Care Homes

- Cares for small groups of children in a residential building such as a house, apartment, or condo unit.

Licensed Child Care Center

- They are larger and care for more children. They are usually divided into groups or classrooms of similar ages. Staff working for a Child Care Center must meet the requirements of the Community Care Licensing Division.

Licensed -Exempt Center

- CCL does not regulate license-exempt centers, but other government agencies may monitor their activities. These operate as child care centers but are exempt from the licensing requirement per Title 22, and these centers most commonly consist of After-School Programs.

Providers that are not subject to either educational or licensing standards:

License-exempt providers do not have to adhere to licensing regulations to receive payment from state or federal child care programs. License-exempt providers may be utilized because of the flexibility they provide the parent/caregiver, a family environment with the same values and culture as the parent/caregiver, and/or the ability to accommodate non-traditional work schedules. License-Exempt providers can be a relative, friend, or neighbor and include:

- Relative License-Exempt Provider cares for children of relatives and may also care for children of one non-related family.
 - CDSS and DPSS define relatives to be aunts, uncles, and grandparents. Siblings, great-aunts/uncles, great-grandparents, and cousins are considered non-relative providers and must undergo the Trustline Registry process.
 - Falsifying the nature of the provider's relationship with the child is considered fraud and

will result in the disenrollment of child care services with the provider.

- If a provider is a relative license-exempt provider and cares for children of a non-related family, the provider must meet the non-related guidelines in this handbook.
- Non-Relative License-Exempt Provider cares for children unrelated to them.
 - They may care for children of one non-relative family. The provider must be registered with the TrustLine Registry and have had a negative Tuberculosis (TB) test in the past year.
 - CCRC may only approve and pay for child care services after the provider has cleared a background screening and TrustLine Registry.
 - If TrustLine Registry is denied, closed, or revoked at any time, CCRC will terminate its agreement with the provider.
- In-Home License-Exempt Provider cares for children in the parent/caregiver's home. The parent/caregiver acts as an employer to exempt in-home child care providers. The parent/caregiver is responsible for following employer-related laws, such as those related to state disability and federal and state unemployment taxes under the Fair Labor Standards Act. An in-home exempt provider may be a related or non-related provider.
 - The parent/caregiver must sign an In-home Affidavit stating that all federal and state employment laws will be followed.

TrustLine Registry

The California Legislature created TrustLine to offer parents/caregivers, employment agencies, child care resources, and referral programs, and child care providers access to a background check conducted by CDSS. The background includes a review of the California Criminal History System and Child Abuse Central Index (CACI) at the California Department of Justice (DOJ) and a check of Federal Bureau of Investigation (FBI) records.

The TrustLine Registry consists of child care providers who have submitted an application to CDSS and their fingerprints to the DOJ background clearance process.

Individuals listed on TrustLine do not have the following:

- 1) Disqualifying criminal convictions listed on the California Criminal History System.
- 2) Substantiated reports of child abuse listed on the CACI.
- 3) Disqualifying criminal convictions listed on the FBI Criminal History System.

Things to Consider Regarding Provider Choice

Megan's Law

All states are mandated to develop notification procedures that allow the public access to information about sex offenders in the community. At CCRC, we want to help keep our families and providers safe and well-informed. For more information, visit California Megan's Law at <https://www.meganslaw.ca.gov>.

Oliver's Law

When a parent/caregiver contacts CCRC to request child care referrals, our referral staff will advise the parent/caregiver of their right to obtain licensing information from the licensed providers that the parent/caregiver may visit and how to access their public files. We strongly recommend that parents/caregivers review the potential child care provider's licensing history before placing their child in care. For more information, visit Community Care Licensing at <https://www.cdss.ca.gov/inforesources/community-care-licensing>.

CCRC is not responsible for arrangements and contracts between parents/caregivers and child care providers.

PROVIDER GUIDELINES

Provider Relations and Expectations

Independent Contractor

A provider is considered an independent contractor when they become a CCRC subsidized child care provider. What this means is:

- The provider works for themselves.
- Is not an employee of CCRC and not an agent of CCRC.

How Subsidized Care Works

- A family applies to CCRC for a subsidized child care payment program.
- The family qualifies and enrolls in a CCRC program. The family chooses a child care provider.
- CCRC reimburses providers on behalf of the family.

Things to Know

- The provider must be at least eighteen (18) years of age.
- The provider must provide CCRC with the physical address where child care is taking place.
- Do not attempt to use CCRC as a reference for any reason – loans, employment, etc. CCRC does not provide letters of recommendation.
- The provider and their employees do not qualify for CCRC insurance benefits. The provider will hold CCRC harmless for any negligent acts committed by the provider or their employees, including any injuries to children.
- CCRC logo is not permitted on the provider's literature, promotional items, or marketing materials.
- The provider shall pay, when and is due, all taxes incurred as a result of all payments issued by CCRC. All providers who receive income from CCRC will receive a 1099-MISC tax statement except those identified as corporations on the W-9.

- If the provider is no longer caring for the child, the provider must notify CCRC upon the last day of care.
- For general provider inquiries, such as address changes, phone number updates, payment options, etc., contact the Provider Liaison Department for your local office.

General Policies for Subsidized Providers

Subsidized Provider Document Requirements

Subsidized services as a provider may begin after CCRC sends written authorization. Once CCRC receives the correct and signed paperwork, the agency will process the information and recognize the provider as an eligible subsidized provider.

The child care provider must select one of the following options to receive child care payments from CCRC.

- **Payment Option #1:** Direct Deposit
- **Payment Option #2:** Provider Pay Card (PPC)

When completing provider forms:

- Use ink only, no pencil.
- Do not use whiteout or correction tape.
- Submit originals when requested.

Note: Providers should inform CCRC of any changes that may affect the direct deposit or PPC (i.e., close bank account, change banks, change in TAX ID, change in address).

Moving Child Care Services to a New Location

Based on the provider's information, CCRC has entered into an agreement with the provider, including the address where services will be provided. Therefore, if there is a change of address or the opening of another site, the provider must notify CCRC of these changes.

Before a change of address occurs, CCRC must be notified. Updated paperwork must be provided to continue with child care services:

- CCRC will send the provider all the required documents to complete.
- CCRC will delay reimbursement until all updated documents have been received.
- Please note: Mail sent to the previous address will not be forwarded to the new address and will be returned to CCRC. If CCRC receives a 2nd mail return, care will be dis-enrolled immediately if the provider is licensed. Exempt providers will be dis-enrolled within thirty (30 days) unless a new complete change of address packet is received. All required documents must be submitted to update the address immediately to prevent a payment delay.

A. If the provider is licensed, they must also:

- Notify Community Care Licensing Division.

- Apply for a new license if continuing to provide child care services.
- A copy of the new license and change of address packet must be forwarded to CCRC.
- CCRC may use the license's effective date for reimbursement if all necessary documents are submitted on time.

B. If child care is no longer offered at the new site location, the provider must:

- Contact CCRC about plans to move.
- Provide the names of the child(ren) for which child care services will no longer be available.
- Provide a W-9 with the new address to mail income tax forms.

PROVIDER POLICY PROCEDURES

Regional Market Rate (RMR)

The RMR is set by the California Department of Social Services (CDSS) Child Care and Development Division (CCDD). The RMR is the maximum rate CCRC can reimburse for child care services, and it may increase or decrease at any time. For the current Regional Market Rates, visit Reimbursement Ceilings for Subsidized Child Care at <https://rcscm.adm.dss.ca.gov/index.aspx>.

CCRC applies the following guidelines based on the RMR set by CDSS/CCDD:

- The geographic area of the provider.
- Authorized child care hours and days.
- Reimbursement type— hourly, daily, weekly, and monthly.
- Age of the child.

CCRC cannot authorize rates above the established RMR ceiling. A provider may arrange with parents/caregivers to pay the difference if rates are higher than the established RMR ceiling.

- Co-payments: When the provider arranges for a parent/caregiver to pay the difference between the provider's rate and the rate CCRC authorizes, it is called a co-payment. CCRC is not responsible for co-payment arrangements between the provider and the parent/caregiver.

Rates and Policies

Rate Process

The provider must submit the required documents to CCRC for review, including the provider's child care fees and policies before child care services can begin. Please keep in mind that:

- Public rates for unsubsidized families must be the same for CCRC-subsidized families.
- CCRC will request the submission of a pamphlet or flyer.
- Please remember that rates will remain in effect unless notified of any changes, has an expiration

date, or is year specific.

- A change in the RMR may affect the current reimbursement rate compared to the rate sheet on file.
- For centers or private schools operating extended child care (before/after school care, Summer Camp, Winter Camp), rates must be separate from school tuition and other school-related fees.

Completing the Family and Child Care Center Statement *(required for CDSS providers)*

- Use ink; do not use a pencil.
- Provide all requested information.
- Neatly cross out and initial if any mistakes are made. Do not use whiteout or correction tape.
- Attach the facility brochure/flyer that includes the schedule of fees or a rate chart on letterhead.
- Attach all policies that will assist us in calculating reimbursement (absence policy, closure days, scholarships, etc.).
- Sign and date the Family and Child Care Center Statement.

Completing the ST1-05 Parent/Provider Service Agreement *(required for CalWORKs Stage 1 providers)*

- Use ink; do not use a pencil.
- Provide all requested information.
- Neatly cross it out and initial any mistakes that are made. Do not use whiteout or correction tape.
- Sign and date the agreement.

Licensed Providers Only: Attach a copy of the facility license and facility brochure/flyer that includes the schedule of fees or a rate chart on letterhead and all policies that will assist us in calculating the reimbursement (absence policy, closure days, scholarships, etc.).

Rates for Children with Special Needs

The provider may qualify for a special needs care rate if care is provided for a child with disabilities.

To apply for a Special Needs Care Rate, the provider must:

- Complete the Provider's Statement for Special Needs Request stating the additional services and accommodations required to care for the child.
- Submit documentation demonstrating how caring for the child will have an ongoing financial impact.
- The parent/caregiver should request all the necessary documents and take them to their provider for completion.

The Americans with Disabilities Act (ADA) is a federal civil rights law that protects children and families with special needs. The law states that the parents/caregivers of children with special needs are entitled to all licensed child care facilities. Child care providers are required to consider caring for and

accommodating children with disabilities on a case-by-case basis.

Rate and Policy Change Request

The provider may request a rate change/addition at any time of the year as needed.

- CalWORKs Stage 1 providers:
 - Submit a new ST1-05 to CalWORKs Stage 1. In addition, licensed providers must submit a copy of their facility brochure/flyer.
 - CCRC will send an Approval Provider Notification (ST1-06) once the new rates have been approved.
- CDSS providers – CalWORKs Stage 2, CalWORKs Stage 3, CFCC, and CAPP:
 - Licensed providers will submit a Family and Child Care Center Statement (CCRC will provide the document) along with the facility brochure/flyer. All required paperwork will be returned to the Provider Liaison Department.
- Notification will be sent to the provider if the rate change is approved.

If CCRC Receives	If approved, the Rate is Effective	Example
On or before the 20 th of the month	The 1 st day of the following month	If CCRC receives the rate change request on November 20, if approved, it will be effective December 1.
On or after the 21 st of the month	The 1 st day of the 2 nd month	If CCRC receives the rate change request on November 21 if approved, it will be effective January 1.

Rate Guidelines

All Child Care Providers

TIME-FRAME	DETAILS
Hourly	Parent/caregiver has a child care need of fewer than ten (10) hours per week and less than six (6) hours per day.
Daily	The parent/caregiver has a child care need of two (2) days or less per week and a minimum of six (6) hours per day.
Part-time Weekly	The parent/caregiver has a child care need of three (3) or more days per week and at least ten (10) hours but less than 30 hours per week.
Full-time Weekly	The parent/caregiver has a child care need of three (3) days or more per week and 30 hours or more per week.

Part-time Monthly	Parent/caregiver has a child care need of ten (10) hours or more per week and less than 30 hours per week, and that need occurs every week of the month.
Full-time Monthly	The parent/caregiver has a child care need of 30 hours or more per week, which occurs every week of the month.

Fee-Related Payment Policies

Providers should discuss fee-related policies with each parent/caregiver before beginning to provide child care services to the child(ren).

A. Deposits and Registration Fees

- **Deposits:** CCRC does not pay deposits or any other type of advance payment to reserve a slot for a child.
- **Registration Fees:** CCRC may pay registration fees when included in the licensed provider policies if their rates are within the RMR limits and are not higher than those for non-subsidized families.

B. Late Fees

CCRC does not pay late fees for parents/caregivers whose child is not picked up by the scheduled time or by the close of the business day, and the parent/caregiver is responsible for late fees.

C. Academic and Other School Fees

CCRC does not pay:

- Private or public school-related fees for kindergarten and primary grades, tuition, books, uniforms, etc.
- Any meals, transportation, field trips, or activities that are not included in the basic child care rate.

D. Two-Week Notice

State law does not allow payment of two (2) providers for the same period.

- If a parent/caregiver chooses to end care and remove their child immediately, payment will end the last day child care was used.
- If a provider (by contract) requires a two-week notice, the parent/caregiver will be responsible for paying that notice.

Procedure for Provider Closure Days (Days of Non-Operation) and Payment

- Licensed Providers Only
 - CCRC may reimburse the provider according to their written policies for up to ten (10) days of non-operation (closure days) per fiscal year (July 1 – June 30) if:

- The provider submitted a policy listing the days when the child care site will be closed, and no services will be available to families and their children.
- Provider usually requires payment from non-subsidized families, and charges are noted in the provider policies, which are on file with CCRC.
- The day of non-operation falls on a day the child is authorized to attend.
- License-Exempt Providers
 - CCRC does not reimburse license-exempt providers for days they are closed.

PROVIDER AUTHORIZATION

To authorize a provider in CalWORKs Stage 1, CCRC receives a CalWORKs Stage 1 Child Care Participant-Provider Service Application (ST1-05). Once received, CCRC approves child care services with the provider and sends the Approval Notice (ST1-06). To authorize a provider in CDSS (CalWORKs Stage 2, Stage 3, CFCC, CAPP), the provider submits a completed provider packet. Once the provider packet is processed, a Child Care Certificate with the approval will be sent to the provider. The approval includes the following:

- Start date of the approval – the first date subsidized child care services can begin.
- End date – last day of the authorized period.
- Hours of the approved child care schedule.
- Rate of reimbursement.
- CCRC will not pay for child care services before the start date, after the end date, or for hours not listed on.
 - the ST1-06 unless you receive a new ST1-06
 - the Child Care Certificate unless the provider received a new notice extending child care.
- CCRC will notify the provider of all changes to the authorized schedule.

CCRC PROVIDER PAYMENT POLICIES & PROCEDURES

Payment Policies

CCRC will consider the parent's/caregiver's needs (work, school, training, maternity leave, or disability reasons etc.), child's age, hours of child care, provider rates, and the RMR when determining the authorized schedule and rates. CCRC will process payment to the provider based on the certified hours of child care detailed on the CalWORKs Stage 1 Approval Provider Notification (ST1-06) or CDSS Child Care Certificate. In addition, documentation about the child's attendance is needed from the provider to determine reimbursement. For CalWORKs Stage 1, the child care hours are reported on the Provider Payment Request (PPR). For CDSS, the child care hours are reported on the Attendance Sheet.

For inquiries about receiving, printing, or payment for PPR's or Attendance Sheets, the provider may contact the Provider Payments Department.

	Phone	Email
PPR's	(818) 717-1000 ext. 9211	ST1payments@ccrcca.org
Attendance Sheets	(818) 717-1000, ext. 9210	CDEPayments@ccrcca.org

Fiscal Year

CCRC operates during a fiscal year timeline that begins July 1 and ends June 30 and will only pay documents for child care provided during the below timeline:

- PPRs: the current fiscal year and the immediate prior fiscal year. PPRs for the previous fiscal year must be submitted by the last business day of May in the current fiscal year. For example, CCRC can process PPRs for July 2022 – June 2023, plus July 2021 – June 2022. PPRs for July 2021 – June 2022 are due no later than May 31, 2023.
- Attendance Sheets: the current fiscal year only. An Attendance Sheet must be submitted within sixty (60) calendar days following the close of the fiscal year for payment to be processed.

The provider should report and resolve all payment issues before the fiscal year ends.

General Attendance Document Procedure

PPRs and Attendance Sheets are provided monthly to providers (for each child) after care has been authorized. Once the provider is registered for the Provider Portal, PPR(s) and Attendance Sheets may be downloaded and printed monthly throughout the authorization period.

PPRs **and Attendance Sheets** must always remain in the provider’s possession. The provider must complete a separate document for each child. If printing from the Provider Portal, documents cannot be printed double-sided (ex. having two children on each side of the page). One single-sided document must be printed per child. An altered document will be returned to the provider.

General Information about completing Attendance Document

PPRs and Attendance Sheets are signed under penalty of perjury by both parent/caregiver and provider, certifying that the child care was provided based on the certified need of the parent/caregiver. Child care used for any reason other than participating in an approved activity (work, school, training) does not qualify for a subsidized payment. The parent/caregiver is responsible for such child care costs. The parent/caregiver is responsible for child care exceeding authorized rates and hours.

Falsifying information such as indicating child care hours and reporting days that were not provided and/or forging a parent’s/provider’s signature is considered fraud.

Completing the PPR

PPRs with all required elements completed will ensure accurate payment to the provider. A “How to Complete a PPR” document is available through the Provider Portal or may be mailed to the provider upon request. The PPR should include the following:

- Pre-printed information that has not been changed. If any pre-printed information needs to be corrected, do not correct it. Instead, contact CalWORKs Stage 1 Case Management to report changes.
- The total number of child care hours and days provided for the week is separated by daytime hours (6 am to 6 pm), evening hours (6:01 pm to 5:59 am), and daily hours for Saturday and Sunday.
- Documented reason for child absence (sick, vacation) and/or provider closure(s) in the blank space of the PPR or attach a note.
- Child care hours are handwritten and not typed.
- Errors crossed out, and correct information was added.
- Signatures from both the parent/caregiver and provider.
- Invoiced amount(s).
 - For hourly, daily, or weekly rates, complete the "Amount Provider is Claiming" each week and total up all weeks in the "TOTAL" box. Please make sure the weekly totals add up.
 - For monthly rates, fill in the "TOTAL" box at the bottom. Leave the weekly boxes blank.

Incomplete PPRs

PPRs will be reviewed for accuracy and completeness prior to issuing payment. PPRs with errors will be returned to the provider for corrections.

Unsigned PPRs are not payable and will be returned to the provider. If the provider is unable to reach the parent/caregiver to obtain the parent's/caregiver's signature, a letter of explanation must be attached to the PPR. CCRC will attempt to reach the parent/caregiver through Stage 1 Case Management and, if applicable, forward the unsigned PPR to the Department of Public Social Services (DPSS) for review. This will cause a delay in the provider's payment.

Helpful Tips for the Provider to Avoid Payment Delays

- Have a daily log for each child of the hours provided.
- Complete the total number of hours and days for each week on the PPR. Ensure that the correct number of daytime hours (6:00 am-6:00 pm) and evening hours (6:01 pm-5:59 am) are documented in the correct columns.
- Add the weekly invoice amounts to the total amount claimed (total box).
- Verify pre-printed information on the PPR.
- Complete and submit PPRs after the service month has ended.
- Keep copies of PPRs for provider records.
- Update CCRC on address changes. CCRC mails PPRs and Direct Deposit Notifications to the address on file.
- Use the return envelope provided by CCRC if mailing the PPR.

Completing the Attendance Sheet

Attendance Sheets completed correctly with all required elements ensure an accurate payment to the provider. A “How to Complete an Attendance Sheet” document is available through the Provider Portal or may be mailed to the provider upon request. The Attendance Sheet should include the following:

- Pre-printed information that has not been changed (except for am/or pm when providing overnight care).
- The exact in/out times (including a.m. or p.m.) documented daily.
- Reason for child absence (sick, vacation) on the notes section.
- “Closed” for provider closure days.
- Child care hours are handwritten and not typed.
- Signatures from both the parent/caregiver and provider.
- Invoiced amount(s) for Licensed Providers.

Incomplete Attendance Sheets

Once submitted, attendance sheets cannot be corrected as these are legal documents signed under penalty of perjury. Attendance sheets will be reviewed for accuracy and completeness before issuing payment. Errors on attendance sheets may affect payment. CCRC may contact the provider if the attendance sheet(s) needs to be completed.

Helpful Tips for Providers to Avoid Payment Delays

- Update CCRC on address changes.
- Complete Attendance Sheets daily.
- Complete and submit Attendance Sheets after the service month has ended.
- Keep copies of Attendance Sheets for provider records.
- Review the Attendance Sheet before submitting it to avoid errors/omissions.

Submitting the Attendance Documents

The PPR and Attendance Sheet is submitted monthly at the end of the service month and may be submitted:

- By mail or fax to Provider Payments Department at (818) 717-9342.
- Internal/external drop box at any local CCRC office.
- If submitted after business hours, the document will be stamped as received the following business day.
- For digital submissions, contact the Provider Payments Department.

Payment Timelines

Payment is issued to the provider within ten business days of receipt of a completed PPR and twenty-one (21) calendar days of the receipt of a completed Attendance Sheet. In addition, a Payment Calendar is available for Attendance Sheets, which contains deadlines, and the payment schedule is available to view and download from Provider Portal under the Download Documents tab.

Payment Procedures

Set Schedules

Set schedules are paid based on the family's certified need as shown on the ST1-06 or Child Care Certificate.

Variable Schedules

Variable schedules are paid based on the child care hours documented on the PPR and Attendance Sheet, not to exceed the total child care hours/days authorized. Therefore, child absences and provider closures may affect the provider's payment.

Please read below as there are differences in how variable schedules are handled in the CalWORKs Stage 1 program compared to CDSS Programs.

- **CalWORKs Stage 1 Providers**
 - If the ST1-06 states that a parent/caregiver is on a variable schedule, CCRC will pay the provider only for the hours of care up to the maximum hours authorized.
- **CDSS Providers (CalWORKs Stages 2 and 3, CFCC, CAPP)**
 - Variable schedules will only be authorized if the Child Care Service Agreement (CCSA) on file states that the provider accepts children whose parents/caregivers have a variable schedule.
 - If the CCSA on file states that the provider does not accept children, whose parents/caregivers have a variable work/activity schedule:
 - i. The provider may not care for a child whose parents/caregivers have a variable schedule.
 - ii. CCRC will dis-enroll any child(ren) in the provider's care if the parents/caregiver's schedule changes to a variable schedule.
 - CCRC will reimburse the provider for the hours of care provided up to the maximum hours approved for the child. The parent/caregiver is responsible for any child care hours used beyond the maximum hours authorized.

Temporary Schedule Changes for Illness or Suspended Children

Illness/Sick Child

For a school-age child who is unable to attend school due to illness and is with the provider for a full day, CCRC may pay the provider if the vacation rate is authorized. Document the reason for the additional hours by using the "Reason for Absence/Notes" section of the Attendance Sheet or in the blank space of the PPR or attaching a note. The additional hours may not be included in the payment if the reason is not documented.

Suspended from School

CCRC may pay the provider if the vacation rate is authorized for a school-age child suspended from school and with the provider for a full day. Document the reason by using the "Reason for Absence/Notes" section of the Attendance Sheet or in the blank space of the PPR or attaching a note.

Suspended from Providers Care

CCRC does not pay for a child (of any age) who is suspended from the provider's child care services.

Child Care Monitoring

CCRC is responsible for monitoring the use of child care documented on the PPR and Attendance Sheet.

For PPR(s), CCRC may contact the parent/caregiver if there appears to be a change in child care use.

For Attendance Sheet(s), CCRC may contact the parent/caregiver if the care used differs from the family's certified child care need. CCRC considers a family's use of child care to be broadly consistent with the certified need if the hours of care used in the month do not change the reimbursement to the provider from full-time to part-time or part-time to full-time.

Child Absences

Children are expected to attend care regularly. If a child is absent, the reason for the absence must be indicated. For PPR(s), document the reason for the child's absence (sick, vacation) in the blank space of the PPR, or attach a note. For attendance sheets, document the reason using the "Reason for Absence/Notes" section.

For variable schedules, absences are not paid to providers since variable schedules are paid according to child care hours documented on the PPR or Attendance Sheet.

- **Licensed Providers**
 - For set schedules, absences are paid if the provider charges for absences.

- **License Exempt Providers**
 - For Stage 1, absences are not payable.
 - For CDSS, if the schedule is part-time, absences are not payable.

Abandonment of Care Notification Procedure

All providers agree to notify CCRC of potential abandonment of care when a child is absent for seven (7) consecutive days, and the parent/caregiver has not communicated with the provider. Call Provider Payments at 818-717-1000. For children in CDSS programs, call ext. 9210. For children in the CalWORKs Stage 1 program, call ext. 9211.

If it is determined that the child will not be returning, CCRC will notify the provider of the last payable day of child care.

Payment Corrections

Sometimes, the payment issued to the provider may result in an overpayment or underpayment.

Overpayment

If CCRC overpays a provider for services, CCRC expects the provider to return the full amount of the overpayment. If the provider notices an overpayment, contact the Provider Payments Department immediately to make repayment arrangements.

- For providers currently participating in any CCRC subsidized child care program, the agency will deduct the amount of the overpayment from the provider's next payment(s) until the full amount owed is paid.
- For providers who are not currently participating in the subsidized child care program and do not repay CCRC immediately, the provider must sign an agreement to return the overpayment.
- If CCRC causes an electronic double payment in error, the overpayment amount will automatically be withdrawn from the provider's account or pay card within twenty-four (24) hours of the overpayment.

Underpayment

The payment will be adjusted if CCRC discovers that the provider was underpaid for services due to a calculation error. If the provider believes a payment adjustment may be needed, the provider can contact the Provider Payments Department to review the payment calculation.

Child Care Fraud

CCRC is required by State, Federal, and County regulations to hold accountable parents/caregivers and/or providers who receive services and/or payments by misrepresenting or withholding pertinent information. CCRC Board policy defines fraud as "any intentional action or intentional omission that results in falsification and/or misrepresentation of information, either verbal or written, resulting in ineligible use or provision of child care and/or ineligible receipt of child care payments." This also includes License-Exempt providers who falsify the nature of the provider's relationship with the child.

CCRC works with Welfare Fraud investigators and the County District Attorney's office on cases of suspected child care fraud by providing documentation, including attendance documents and payment history, as requested. Consequences of ineligible child care may range from a repayment plan to prosecution by the District Attorney's office.

Any provider terminated for fraud from any CCRC payment program shall be considered permanently terminated and not allowed re-entry to any CCRC payment program.

PROVIDER COMPLAINTS/ PROVIDER TERMINATION

Complaint Policy

CCRC is committed to the following:

- Working cooperatively with all child care providers with whom it conducts business.
- Developing and maintaining professional and supportive relationships with child care providers.

- Resolving all complaints and disagreements courteously and professionally.

Complaint Procedure

CCRC accepts complaints from anyone about suspected misuse of CCRC services. Cases of alleged misuse will be researched and referred to the appropriate authorities as applicable. If you have a complaint, call a Quality Assurance Liaison.

Provider Termination

Causes for Termination

CCRC reserves the right to terminate our business relationship with the provider if:

- Provider refuses to sign or does not return required CCRC documentation for your basic data file.
- The provider submits fraudulent information or claims.
- The provider does not comply with licensing requirements, including but not limited to capacity limits.
- The provider's license has been suspended or revoked by Community Care Licensing.
- Provider provides care at a location other than the one identified on the provider's license and/or noted in the provider agreement.
- The provider does not notify CCRC of new or changed information; for example, the provider moves without notifying CCRC.
- A provider fails to take or complete corrective action required by CCRC or any governmental agency or authority.
- The provider is uncooperative with CCRC staff or asks them to commit illegal or unethical acts.
- Provider or provider representative threatens violence or harm or demonstrate a similar inappropriate behavior against CCRC staff or a participant.
- A provider fails to comply with any CCRC policy or procedure.

Termination without Notice

CCRC, at its sole discretion, may terminate the provider immediately:

- For a substantiated claim of abuse or neglect.
- For a substantiated report of child care fraud.
- If TrustLine has been denied.
- For any reason, CCRC determines warrants termination.

Voluntary Withdrawal from Participation

If the provider wishes to withdraw a CCRC subsidized family from their care, CCRC requests that the

provider gives parents/caregivers a fourteen (14) calendar day notice. This will allow staff and parents/caregivers the time to make alternative child care arrangements.

RESOURCE & REFERRAL (R&R)

An essential function of R&R is to provide free child care referrals to subsidized families and the public. In addition to making referrals, the staff is available to answer child development concerns, and questions and coordinate child care provider training on professional topics, licensing, business practices, improving the quality of the child care environment, marketing, and more.

Referral Services

Referrals are available free of charge. Each referral includes a list of licensed child care providers or license-exempt centers who may meet their criteria based on the information provided.

- If you are a licensed family child care provider, licensed or license-exempt center, your facility can be included in CCRC's provider database, which is updated regularly and maintained by the department.
- R&R makes referrals following the agency's referral policy.

Provider Referral Policy

CCRC operates based on parental choice in child care. Parents/caregivers with accurate and objective information about available child care options and knowledge about quality child care are the best to evaluate and choose child care for their children. We offer parents/caregivers the opportunity to learn what to look for in a child care setting and their rights to pursue adequate and safe care for their children. CCRC makes referrals, not recommendations.

Our policy is:

- Parental choice in the selection of child care services.
- To refer to licensed providers based on proximity to the stated location preference, age of the child, and times that care is needed.
- To make every effort to serve parents/caregivers looking for child care. However, we make referrals, not recommendations. CCRC staff is not responsible for the fulfillment of child care services.
- To provide at least four (4) referrals (whenever possible), and at least one (1) of the referrals shall be a provider over which our agency has no fiscal, or operational control.
- To offer information to the caller about their option to choose a license-exempt provider.
- Not to discriminate against any individual or group based on race, creed, religion, national origin, gender, sexual orientation, age, handicap, or income.
- Not to release information on providers or the families we serve. All information received from

providers and parents/caregivers remains confidential unless it involves a child's immediate health or safety.

CCRC reserves the right not to refer to providers of child care:

- Where there is documentation of abuse or neglect.
- When service or place of care has been documented as unsafe and conditions, have not been corrected.
- When a facility is not licensed and is not exempt from licensing requirements.

CCRC's complaint policy is available upon request.

- CCRC may not allow religious instruction in some programs it administers, such as CFCC.

Child Care Referral System

- Asks parents/caregivers questions about the child's age, child care schedule, desired location, etc. The information provided by the parent/caregiver allows R&R to offer the best referrals for the family, based on the information given by the providers in the database.
- Randomly generates from its database of licensed providers a list of up to fifteen (15) providers who may be a match.
- Encourages parents/caregivers to visit, interview and observe several providers.
- Suggest the parents/caregivers call CCL to inquire about the provider's license status and see if there are any past or pending complaints.
- Provides parents/caregivers with tips and tools for selecting a provider, including a pamphlet, Quality Child Care, which includes:
 - A checklist on how to interview providers.
 - Child care regulation information; and other suggestions for selecting providers.
- Confidentiality
 - In accordance with the CCRC's confidentiality policy, information gathered during referrals will not be made available to outside sources.
 - The data collected are used to assist state and local agencies in understanding and planning effectively to address child care needs in the community.
 - Parents/caregivers may obtain referrals in person or through the website www.ccrcca.org.

Parent Education and Child Development Services

CCRC has a comprehensive parent/caregiver education program. Activities may include:

- School readiness activities, home visitation, mommy & me classes, workshops & training, and more.

- Other educational programs are held throughout the year to assist parents/caregivers with understanding child development.
- Publications that offer education and information.

Provider Outreach and Training

R&R provides guidance, support, and information and offers training for providers that includes:

- Over 150 workshops and training sessions per year on a range of topics and plan conferences and institutes with community partners.
- How to provide quality child care.
- Child development topics and concerns.
- How to acquire a child care license from Community Care Licensing.
- How to find resources such as grants and loans.
- How to become a subsidized child care provider.
- How to operate a business, including business record keeping, marketing, creating, and maintaining family files.
- Capacity building.

Child Care Initiative Project (CCIP)

- Assists unlicensed child care providers in becoming licensed through the Community Care Licensing process and Licensed Family Child Care Providers (FCCs) in increasing the quality of their environments.
- Provides training in guidance and discipline, growth and development, nutrition, meal preparation, and health and safety, emphasizing infant care.
- Provides access to fire extinguishers, smoke alarms, and first aid/CPR classes.
- It helps individuals build a successful and strong business.

CCRC GENERAL POLICIES AND PROCEDURES

Equal Opportunity

CCRC offers its programs and services to eligible families on a non-discriminatory basis. CCRC provides equal access to families and child care providers regardless of age, sex, sexual orientation, gender, ethnic group, race, ancestry, national origin, religion, color, and mental or physical disability.

Confidentiality

In accordance with federal laws, regulations, and orders relating to confidentiality, CCRC will keep all records and information confidential. CCRC will not use, share, or discuss information in the data file pertaining to child care providers, eligibility lists, or an enrolled family with anyone, even a relative, except under limited circumstances. Access to confidential information is restricted to authorized personnel, auditors, other financial assistance programs, and government officials for program administrative purposes.

You may allow CCRC to share some or all your information with family members or others you authorize by signing a CCRC Authorization of Release of Information form. The release must indicate the names of family members or others to whom CCRC may release information and include the period the release covers.

Behavior Expectations

CCRC staff treats all program participants with respect. Likewise, CCRC expects parents/caregivers and providers to treat other participants and CCRC staff members respectfully. CCRC cannot allow threats of physical abuse or abusive language directed against another parent/caregiver, provider, or staff.

Expressing Appreciation/Gift Giving

In accordance with CCRC policy, parents/caregivers, providers, or vendors may not give gifts to staff. If you wish to show appreciation to staff, a “thank you” note may be sent to the person’s immediate supervisor.

Suspected Fraud

If child care funds are obtained by providing fraudulent or incomplete information, CCRC may actively pursue recovery of any funds paid through our agency to provide child care services.

Fraud is defined as the misrepresentation of facts material to an issue, made with the intent to obtain something to which one is not entitled. Fraud exists when an individual knowingly and with intent:

- Makes a false statement or misrepresentation to receive benefits.
- Fails to disclose a fact, which, if disclosed, could result in denial, reduction, or discontinuance of benefits.
- Accepts benefits knowing they are not entitled or agrees with any number of benefits knowing it is greater than they are entitled.

If CCRC suspects or is notified in some way an individual has given false or misleading information about their eligibility for the use of child care services, CCRC may investigate. Fraud investigation reports may be used as supporting documentation for any inquiring control regulatory agencies.

CCRC's policy is that providing any fraudulent, false or misleading information regarding the established eligibility criteria may be grounds for disenrollment from the subsidized child care program. Examples may include:

- Providing incorrect information about employment, income, and/or family size.
- Falsifying or providing misleading information or inaccurate documentation.
- Falsifying eligibility relating to medical incapacitation.
- Misuse of child care services.
- Inaccurate reporting of actual attendance days and/or times.

Parent Uniform Complaints/Grievances

All parent/caregiver complaints/grievances must be in writing. The parent/caregiver may send an email to Parenthelp@ccrcca.org for the Quality Assurance Liaison at CCRC's corporate office. The email must contain "Uniform Complaint" in the subject line.

Handbook Receipt Acknowledgment

I, _____, have received a copy of the Child Care Resource Center's *Parent Handbook* that outlines the requirements for receiving subsidized child care services. I have read and understand each section, and I agree to abide by the conditions in this handbook.

PARENT NAME (PRINT)

PARENT SIGNATURE

DATE

COMMENTS:

San Fernando Valley Headquarters
Tel 818.717.1000
20001 Prairie St, Chatsworth, CA 91311

Antelope Valley Office
Tel 661.789.1200
250 Grand Cypress Ave, Palmdale, CA 93551

Sacramento Office
Tel 916.594.7661
1121 L St, STE 205, Sacramento, CA 95814

Chatsworth Warehouse
Tel 818.717.1000
20100 Plummer St, Chatsworth, CA 91311



www.ccrcca.org

San Bernardino Office
Tel 909.384.8000
1111 East Mill St, STE 100, San Bernardino, CA 92408

Sylmar Office
Tel 818.717.1000
13100 Telfair Ave, 2nd FL, Sylmar, CA 91342

Victorville Office
Tel 760.245.0770
15456 West Sage St, Victorville, CA 92392