

A photograph of a woman and a young girl walking outdoors. The woman, with long brown hair, is wearing a light purple short-sleeved shirt and black pants. She is smiling and looking down at the girl. The girl, with long dark hair and a white bow, is wearing a light blue dress and a pink and blue backpack. They are walking on a paved surface with a wooden fence in the background. The lighting suggests it is late afternoon or early morning.

# Alternative Payment Program

# Program Guidelines

**Mission:**

To encourage and support the success and well-being of  
children, families, and the child care community.

Effective July 1, 2018 (Board Approved)



**BUSINESS HOURS:**

Monday – Friday | 8:30 AM – 5:00 PM

**ADMINISTRATIVE OFFICE**

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411

**ENROLLMENT DEPARTMENT**

*This department screens families interested in enrolling in the AP Program.*

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411 x 1400  
Toll Free: (888) 755-2445  
Fax: (619) 434-5192

[Enrollments@cdasd.org](mailto:Enrollments@cdasd.org)\*

**CASE MANAGEMENT DEPARTMENT**

*This department maintains family case files, provides supportive services for family resources and processes updates for families enrolled in the AP Program.*

**South County Office**

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411 x 1600  
Toll Free: (888) 755-2445  
Fax: (619) 434-5197

[APBonita@cdasd.org](mailto:APBonita@cdasd.org)\*

**Kearny Mesa Office**

5473 Kearny Villa Road, Suite 350  
San Diego, CA 92123  
(858) 836-8065  
Toll Free: (888) 467-4800  
Fax: (858) 836-8907

[APKearnyMesa@cdasd.org](mailto:APKearnyMesa@cdasd.org)\*

**Provider Services Department**

*This department maintains provider files.*

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411 x 1600  
Toll Free: (888) 755-2445  
Fax: (619) 434-4936

[ProviderServices@cdasd.org](mailto:ProviderServices@cdasd.org)\*

**AP Fiscal Department**

*This department processes child care reimbursements.*

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411 x 1300  
Toll Free: (888) 755-2445  
Fax: (619) 434-4940

[PaymentQuestion@cdasd.org](mailto:PaymentQuestion@cdasd.org)\*

\*Refer to "[Secure Email](#)," page 71, on sending your information securely.

# Child Development Associates

Welcome to Child Development Associates (CDA). We are a community based, non-profit agency that has been proudly serving children and families since 1974. We believe that all families deserve access to quality early care, education and supportive services that will promote children's healthy development and future success.

At CDA, we believe in creating opportunities for families to prosper. Every day, we provide low income families access to high-quality early education so children can succeed in school and life, affordable childcare so parents can work or complete their education, and nutritious meals so children can grow healthy. With children learning and parents earning, we create positive change.

Through California's Alternative Payment Program, CDA reimburses child care providers on behalf of parents who can't afford child care on their own. This program allows low income parents to choose the type of care that best meets their needs. Our goal is to assist parents to achieve self-sufficiency and families to prosper.

Due to the complexity of public funding, there are unfortunately many rules and regulations CDA, families, and child care providers participating in the program must follow. We understand the enrollment process and the needed documentation can be confusing, overwhelming and may at times feel invasive. You have our commitment to assist you through each step along the way. As valued parents and providers in the program, you are encouraged to ask questions or ask for help if there is anything you need assistance with. Your Child Care Eligibility Specialist or Provider Specialist will gladly help.

All of us at CDA work to ensure that parents can participate and be successful on the AP Program and that providers receive timely and accurate reimbursement. CDA is committed to providing excellent service to all families and providers and we appreciate any feedback you may provide.



Rick Richardson  
President and CEO



## The Alternative Payment Program

CDA has been serving families through our Alternative Payment Program since 1992. Currently, our AP Program serves over 7,100 children and approximately 3,600 families countywide who depend on child care services to go to work, school, and/or seek employment. At CDA we have a strong commitment to families and children and operate our program based on the following philosophy, goals and objectives.

### Philosophy

#### **We Believe...**

- In the importance of stable, consistent child care that makes it possible for a parent to achieve self-sufficiency.
- That parents know their children best and they should have a selection of quality child care options to choose from that meets their family's particular needs.
- In being respectful of the cultural and linguistic characteristics of the families we serve.
- In providing services in a way that is courteous and professional.
- In quality child care services that promote healthy development and growth.
- In supporting the professional child care community.



# Goals & Objectives

- To provide supportive child care services that will help families reach self-sufficiency and remain off of aid.
- To assist CalWORKs families in transitioning from short term Stage 1 child care services to long term child care arrangements in Stage 2 and 3.
- To establish partnerships with families, which include opportunities for families to receive resources and information on quality child care options.
- To guide parents through the enrollment and annual recertification process with respect and empathy.
- To refer children and families to appropriate agencies in the community based on their health or social service needs.
- To partner with the community to best support families and child care providers and to provide information to the community regarding services available through our agency.
- To routinely and not less than once per year, complete a self-review and make necessary improvements to program management.
- To invest in staff by identifying and providing training and professional development opportunities.
- To support child care providers by providing information and making timely and accurate reimbursements.



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## 1. Overview of the Alternative Payment Program

The Alternative Payment (AP) Program is a child care subsidy program, operated in accordance with the California Code of Regulations, Title 5, the California *Education Code* and the California Department of Education (CDE) Program Requirements. Funding is provided through the California Department of Education and Federal Child Care and Development Block Grant Funds.

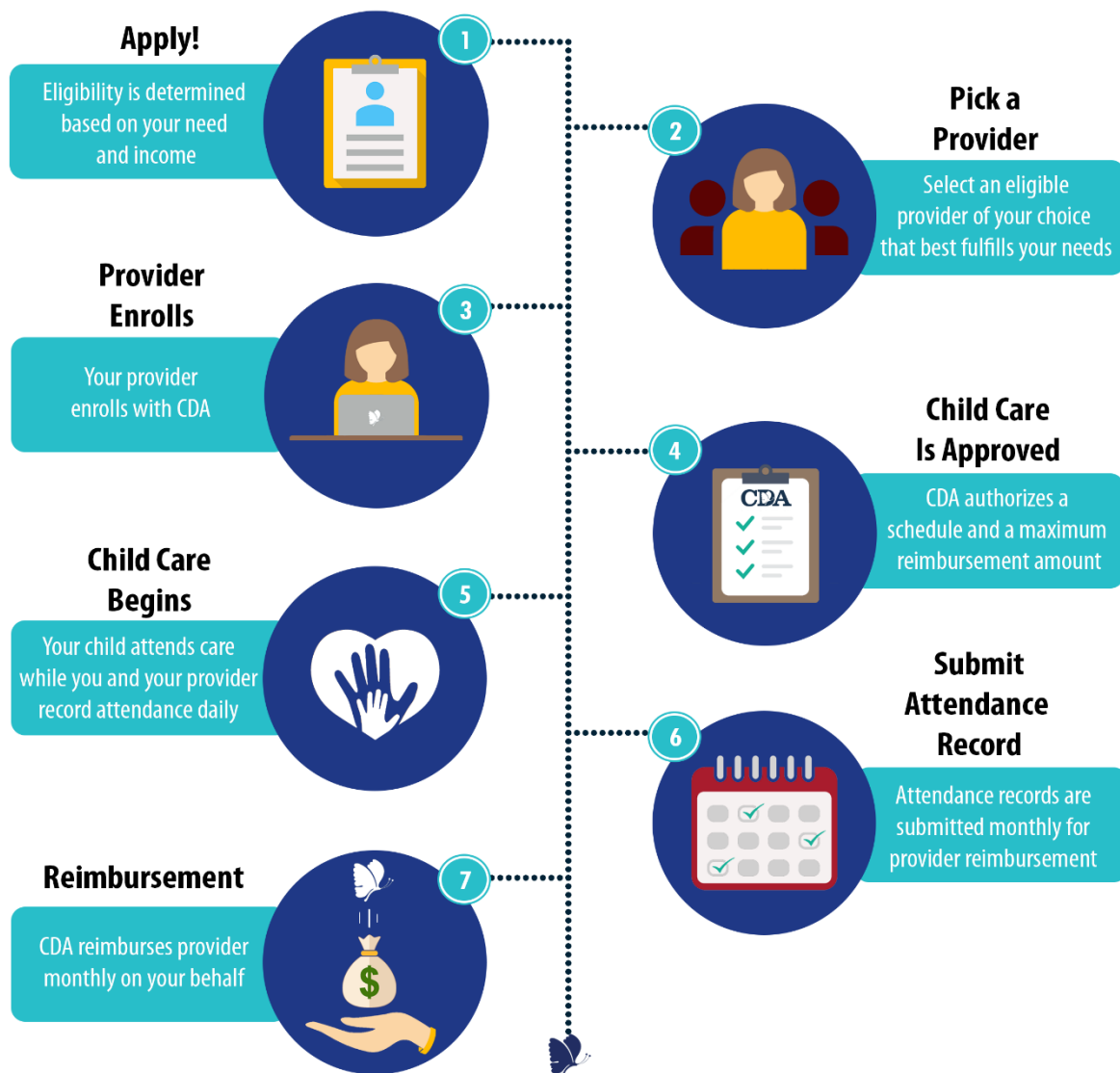
CDA makes reimbursements for child care services directly to the family's selected provider, on the parent's behalf. To participate in the program, a family must meet the eligibility and need requirements determined by the State of California.

Refer to page 75 for a complete list of [glossary](#) terms.

## The Alternative Payment Program Process

CDA's Alternative Payment Program helps you pay for child care so you can get a job, keep a job, or go to school!

### Here's how it works:



## **How the Program Works**

**APPLY!** – When applying for child care services, each family is assigned a Child Care Eligibility Specialist (CES) to be their point of contact with CDA. The CES processes the family’s application, determines their eligibility and manages their child care case while the family is enrolled in the AP Program.

**PICK A PROVIDER** – Each family chooses a child care provider that best meets their family’s needs. In the AP Program, parents have a choice of child care arrangements such as a family child care home, child care center or care by a trusted relative or family friend.

**PROVIDER ENROLLS** – After a provider is selected by a parent, the provider is assigned a Provider Specialist to be the point of contact with CDA. The Provider Specialist enrolls the provider and manages the provider’s file during the provider’s participation on the AP Program.

**CHILD CARE IS APPROVED** – Once a family completes all the enrollment requirements, child care is approved and each child is given a certified schedule of the days and hours that may be used. The family remains eligible for no less than 12 months. They may continue the same services—using the same child care schedule and have no changes to their family fees—even if they have changes in their family’s eligibility and/or need.

**CHILD CARE BEGINS** – Once authorized child care begins with a provider, the parent and provider are responsible to record each child’s attendance daily, on monthly attendance records issued by CDA; they must also ensure the attendance records are complete and accurate.

**SUBMIT ATTENDANCE RECORDS** – The parent and provider are responsible to submit completed attendance records to CDA’s administrative office. Attendance records are due no later than the 10th of the following month.

**REIMBURSEMENT** – Based on the submitted attendance records, the AP Fiscal Payments team calculates and issues provider reimbursements. They can also answer questions regarding provider reimbursements that have been issued.

All of CDA staff work together as a team to ensure that parents can participate and be successful on the AP Program and that providers receive timely and accurate reimbursement. We strive to provide quality customer service and are always available and willing to help the families and providers enrolled in the program.

**12 MONTHS OF ELIGIBILITY** – Once a family establishes eligibility (at initial enrollment or annual recertification), the family will receive child care services for not less than 12 months before having their eligibility and need re-verified. Parents are not required to report any changes to income or other changes for at least 12 months. *There are some exceptions to 12-month eligibility, including the requirement for parents to report their income exceeding a specific amount, explained later in this handbook.* A parent may, at any time, voluntarily report changes to reduce the family’s fees, increase the family’s services, or extend the period of the family’s eligibility before recertification.

*Your Child Care Eligibility Specialist or Provider Specialist will walk you through the policies and procedures of the program.*

*We are here to help you understand and navigate through the program’s complexities and are available to answer any questions you might have.*

## 2. Child Care Funding

The child care subsidies for the Alternative Payment Program are provided by state and federal funding; funds are distributed into the following contract types:

- C2AP – CalWORKs Stage 2 Alternative Payment
- C3AP – CalWORKs Stage 3 Alternative Payment
- CAPP – California Alternative Payment Program

All of the contract types are regulated by the State of California. The eligibility qualifications for each type differ and the criteria for receiving child care services will vary depending on the contract type.

A family's enrollment onto the program and continuation of services are dependent on available funding. To maximize available funding, CDA reserves the right to change the family's contract type at any time to another contract type for which they are eligible.

## 3. Child Eligibility Criteria

[Title 5, § 18407, 18107]

To be approved for subsidized child care services, a child must be living in the family's household and must meet all of the following criteria:

- Be:
  - A son or daughter of the family, **or**
  - Receiving foster care benefits, federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits, **or**
  - The responsibility of the family to support
- Be under 13 years of age
  - A child who has exceptional needs and is physically or mentally incapable of caring for himself or herself as determined by a legally qualified professional may qualify up to 21 years of age
- Live in the state of California while services are being received

## 4. Family Eligibility and Need Criteria

Families must meet eligibility and need criteria for the contract type from which their child care services are funded.

### A. C2AP – CalWORKs Stage 2 Alternative Payment

[Title 5, § 18406, 18408]

#### **Eligibility**

A family is eligible for CalWORKs Stage 2 child care services when one of the following circumstances applies:

- The parent is currently receiving CalWORKs cash aid
- The family is income eligible (refer to "[Documentation of Income](#)," page 16) **and** the parent received CalWORKs cash aid or diversion services from the county welfare department within 24 months of enrollment into AP Program



**Need**

If a parent is currently receiving CalWORKs cash aid:

- The parent must be participating in a Welfare to Work Plan or be employed.

For any other parent living in the family home and for former recipients of CalWORKs cash aid or diversion services, one or more of the following need criteria must be met:

- Employment
- Self-employment
- Vocational training
- Educational program:
  - To earn a high school diploma or high school equivalency certificate
  - For English language learners
- Seeking employment
- CalWORKs Welfare-to-Work activity
- Parental incapacity

**B. C3AP – CalWORKs Stage 3 Alternative Payment**

[Title 5, § 18421, 18423]

**Eligibility**

A family is eligible for CalWORKs Stage 3 child care services when the following conditions are met:

- The family is income eligible (refer to “[Documentation of Income](#),” page 16) **and**
- The parent is a former CalWORKs cash aid recipient and was receiving **Stage 2** child care services when the parent “timed out” (the end of the 24 month period from when cash aid was last received).
  - The family is immediately and seamlessly transferred from Stage 2 funding into Stage 3 funding; families cannot be enrolled directly into Stage 3 funding.

The following additional eligibility criteria may also apply:

- The family is receiving child protective services through the county welfare department or has a child who is at risk of abuse, neglect, or exploitation, **or**
- The family is homeless

**Need**

The family must meet one or more of the following need criteria:

- Employment
- Self-employment
- Vocational training
- Educational program:
  - To earn a high school diploma or high school equivalency certificate
  - For English language learners
- Seeking employment
- Parental incapacity
- Child Protective Services (CPS) or at risk of abuse, neglect or exploitation

## C. CAPP – California Alternative Payment Program

[Education Code, § 8263(a)(1), 8263(a)(2); Title 5, § 18085.5(b)]

A family is eligible for CAPP child care services when both eligibility and need requirements are met.

### **Eligibility**

The family must meet one of the following eligibility criteria:

- The family is receiving child protective services through the county welfare department or has a child who is at risk of abuse, neglect, or exploitation
- The family is income eligible (refer to “[Documentation of Income](#),” page 16)
- The family is homeless

### **Need**

The family must meet one or more of the following need criteria:

- Employment
- Self-employment
- Vocational training
- Educational program:
  - To earn a high school diploma or high school equivalency certificate
  - For English language learners
- Seeking employment
- Parental incapacity
- Child Protective Services (CPS) or at risk of abuse, neglect or exploitation
- Seeking permanent housing

## 5. How does a Family Enroll?

### A. Admission and Enrollment

#### **Admission Priorities**

[Education Code, § 8263; Title 5, § 18106]

Families are ranked for enrollment in accordance with the guidelines set by the State of California. Admission priorities are as follows:

- **Priority 1** – Children receiving child protective services through the local county welfare department
- **Priority 2** – Children at risk of abuse or neglect, upon written referral from a legal, medical, or social services agency
- **Priority 3** – Families with the lowest gross monthly income adjusted for family size

If CDA must disenroll families, families will be disenrolled in reverse order of the admission priorities.

## Enrollment Process

[Title 5, § 18081-18083, 18100, 18107]

Before a family is enrolled in CDA's Alternative Payment Program, the parent must meet with a CDA staff member to submit all information and complete all paperwork required by CDA and the California Department of Education.

The parent must supply:

- ☑ Documentation to prove the family's current income
- ☑ Documentation to prove the family's need for child care
- ☑ Picture identification to document the identity of each parent
- ☑ Documentation to identify all children in the family
  - This documentation must show the relationship between the parents and the children and will be used to determine the family size.
- ☑ Proof that the child receiving services lives in the state of California

For non-school-age children who are enrolled with a license-exempt provider:

- ☑ Up-to-date immunization records  
(Refer to the vaccine requirements for day care as listed at: <http://eziz.org/assets/docs/IMM-230.pdf>)
- ☑ A physician's report (health evaluation)
  - The physician's report must be dated by the physician within 1 year of the date submitted to CDA.

**When a family is approved to enroll or is transferred into the program, CDA will give or send to the parent:**

- **A Notice of Action, which includes each child's "certified child care schedule"—the days and hours of care authorized.**
- **A Certificate for Child Care Services, which shows the maximum reimbursement amount the parent is eligible for based on the certified schedule.**

**Follow these steps before beginning child care services:**

- ☑ **Gather all required documentation based on the list CDA sends you**
- ☑ **Complete your enrollment appointment**
- ☑ **Have your provider complete the [provider enrollment process](#) (see page 40)**
- ☑ **Receive a Notice of Action approving child care**

An application for child care services will be completed for the family based on the above information and documentation; the application must be signed and dated by the parent and the CDA staff member completing the appointment. The application and the supporting documentation supplied will be reviewed to determine if the family meets the need and eligibility requirements for child care services.

After the enrollment appointment has been completed, CDA will notify the family in writing whether services have been approved or denied. **Child care services should not begin until a Notice of Action approving services is received from CDA. Child care services will not be reimbursed for any care that took place before the approval date.**

## **Enrollment by Transfer from another CalWORKs Agency**

[Title 5, § 18409]

When a family is transferred to CDA from a CalWORKs Stage I program, CDA obtains the family's information from the transferring agency. Based on that information, the family receives the same level of child care services as received in Stage I, with no interruption in care.

CDA will send the family a Letter of Confirmation reflecting the information we have received. If any information is incorrect, the parent should update the information directly on the form. The form should be returned to CDA by the requested due date, *whether or not corrections are needed*.

## **B. Documentation of Family Eligibility**

Parents must supply documentation of the family's eligibility for child care services. Families may qualify with one or more of the following eligibility types:

- Current cash aid recipient
- Income eligible
- Child Protective Services or at-risk of abuse, neglect or exploitation
- Homeless

### **Documentation of Current Cash Aid Recipient**

[Title 5, § 18085]

If a family's eligibility is based on current CalWORKs cash aid, the parent must supply documentation of the family's public cash assistance. CDA has access to San Diego County's cash aid records but if CDA cannot obtain a family's records the parent must supply the documentation to CDA.

### **Documentation of Income**

[Title 5, § 18078, 18096; *Education Code*, § 8263.1]

Parents must supply documentation of all income for all the adults and children counted in their family size.

CDA will calculate countable income based on documentation of the family's current and ongoing income. Gross monthly income (*total income before taxes or other deductions*) and family size are used to determine priority for enrollment, income eligibility and family fees.

- **Income Eligibility**

To be income eligible, a family's adjusted monthly income must be at or below the highest income reflected for their family size on CDE's Family Fee Schedule. Adjusted monthly income is based on total countable income, minus verified child support payments paid by the parent.

- **Initially income eligible** – At enrollment, a family is initially income eligible when the family's adjusted monthly income is at or below 70 percent of the state median income for their family size.

*Parents may request, at any time, to review the Family Fee Schedule with their Child Care Eligibility Specialist.*

*Parents may also check their income eligibility online using CDE's Family Fee Rate Calculator:*  
<http://www2.cde.ca.gov/familyfee/famfeecalc.aspx>

- **Ongoing income eligible** – Once a family is enrolled, a family continues to be income eligible when the family’s adjusted monthly income is at or below 85 percent of the state median income for their family size.

Please refer to the Glossary of Terms for “[countable income](#),” page 76 and “[non-countable income](#),” page 78.

If regular assistance for living expenses (example: rent/housing costs, utilities, child care fees, automobile payments, school expenses, etc.) is received, it must also be reported and may be considered income.

### Employment Income

To document employment income, a parent must provide current payroll check stubs, a letter from their employer or other record of wages issued by the employer, and a signed release authorizing CDA to contact the employer for verification.

### Self-Employment Income

To document self-employment income, a parent must complete a form provided by CDA that details the parent’s current gross income and business expenses.

#### PARENTS

*Please keep ALL pay stubs and documentation of income handy. They may be needed for your annual recertifications or if you request an update to your income.*

The parent must attach to the form a combination of as many of the following types of documentation as needed to document the income and expenses:

- A letter from the source of income
- A copy of the most recently signed and completed income tax return with a statement of current estimated income for tax purposes
- Other business records, such as ledgers, receipts or business logs

If the parent’s business provides services to customers, the parent must also supply proof of the cost for those services. This means a list of each type of service that *could* be provided and how much clients are charged for each service.

- Example: A parent, who is a hair stylist, provides a cost for services list that includes the prices charged for a haircut—\$20, hair coloring—\$40, highlighting—\$80, braiding—\$150 for individual braids, weaving—\$150 for a full weave.

### Fluctuating Income

A family’s income is considered fluctuating when it varies, due to any of the following:

- Migrant, agricultural, or seasonal work
- Intermittent earnings or income, bonuses, commissions, lottery winnings, inheritance, back child support payment, or net proceeds from the sale of real property or stock
- Unpredictable days and hours of employment, overtime, or self-employment

When a family’s income fluctuates, income must be averaged.



## How Much Income Is Needed?

How much income documentation is needed to calculate the family's income depends on the type of income, and is described below.

<b>If a family has this type of income...</b>	<b>The parent must submit documentation of the following...</b>
<b>Set or Non-Fluctuating Earnings or Income</b>	The earnings or income for the <b>one (1) month</b> preceding the income calculation*
<b>Migrant, Agricultural or Seasonal Work</b>	<b>All income sources</b> for the <b>12 months</b> preceding the income calculation*
<b>Intermittent Earnings or Income</b>	The <b>intermittent income</b> for the <b>12 months</b> preceding the income calculation*
<b>Unpredictable Days and Hours of Employment, Overtime, or Self-Employment</b>	<b>All income sources</b> for at least <b>three (3) months</b> preceding the income calculation*

\*As applicable: initial certification, recertification, when a parent voluntarily reports a change in income to request a decrease in family fees or when the family reports an increase in income that exceeds 85% of the State Median Income (SMI)

## Documentation of Child Protective Services and At Risk

[Title 5, § 18092]

### Child Protective Services

Eligibility documentation for families involved in Child Protective Services (CPS) must include a written referral from the local county welfare department, child protective services unit, dated within six (6) months before the date of the application for services.

The referral must contain all of the following information:

- The name of the county child welfare agency, telephone number, office address, city, and zip code
- The name and signature of the child welfare services worker, and the date of the referral
- A written statement that the child is receiving protective services and child care and development services are a necessary component of the child protective services plan
- The probable duration of the protective services plan

### At Risk of Abuse, Neglect or Exploitation

Eligibility documentation for children who are at risk of abuse, neglect or exploitation must include a written referral from a legally qualified professional, a legal, medical, social services agency or emergency shelter.

The referral must contain all of the following information:

- The name of the referring agency, telephone number, office address, city and zip code
- The name and signature of the legally qualified professional making the referral, the type of license held by that individual, the license number, and the date of the referral
- A statement that specifically indicates that the child is at risk of abuse, neglect or exploitation and that child care and development services are necessary to reduce that risk
- The probable duration of the at-risk situation

## **Documentation of Homelessness**

[Title 5, § 18090]

If a family's eligibility is based on homelessness, documentation of homelessness must include a written referral from an emergency shelter or other legal, medical or social service agency or a written parental declaration that the family is homeless and a statement describing the family's current living situation.

## **C. Documentation of Family Need**

Parents must supply documentation to justify the days and hours of child care services that are being requested. Families may qualify with one or more of the following need types:

- Employment
- Self-employment
- Vocational training
- Educational program:
  - To earn a high school diploma or high school equivalency certificate
  - For English language learners
- Seeking employment
- CalWORKs Welfare-to-Work Activity
- Parental incapacity
- Child Protective Services or at risk of abuse, neglect or exploitation
- Seeking permanent housing

## **Documentation of Employment**

[Title 5, § 18086]

Documentation reflecting the parent's days and hours of employment is required. This may be provided through an Employment Verification Form received directly from the employer or through an authorized employment verification agency.

## **Documentation of Self-Employment**

[Title 5, § 18086]

When a parent is self-employed, the parent must supply a declaration of need that includes a description of the employment and an estimate of the days and hours worked per week.

To demonstrate the days and hours worked, the parent must supply a copy of one or more of the following:

- Appointment logs
- Client receipts
- Job logs
- Mileage logs
- List of clients with contact information, or similar records

The parent must also supply, as applicable, a copy of a business license, a workspace lease or a workspace rental agreement.

*For details on required documentation of employment income or self-employment income, refer to "[Documentation of Income](#)," page 16.*

Child care may not be provided for bartering arrangements or volunteer work.

### **Employment or Self-Employment in the Home**

[Title 5, § 18086.1]

When a parent's employment, including self-employment, is in the family's home or on property that includes the family's home, the parent will need to provide justification for requesting child care services for the employment. Justification must describe the type of work being done and its requirements, the age of the family's children for whom services are requested, and, if any child is more than five (5) years old, the child's specific child care needs. Based on the documentation supplied, CDA will determine whether the employment and identified child care needs prevent the supervision of the family's children.

Examples of self-employment which **do not prevent** a parent from caring for the family's children includes (but is not limited to):

- A family home child care provider **or**
- A license-exempt child care provider

### **Employment as an Assistant in a Large Family Child Care Home**

[Title 5, § 18086.1]

When a parent is employed as an assistant in a licensed, **large** family child care home and is requesting child care services for the family's child in that same family child care home, the parent will need to provide 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 is the assistant employed to meet the State-required child-to-staff ratio
- Proof that the parent's fingerprints are associated with the licensed family child care home as its assistant
- Proof of payroll deductions withheld for the parent by the licensee, which may be a pay stub

Note: When a parent is employed as an assistant in the same **small** family child care home that the family's child is enrolled in, the family is not eligible for child care services for this employment as it **does not** prevent the parent from caring for the family's child.

### **Documentation of Vocational Training**

[Title 5, § 18087]

When a parent is enrolled in a vocational training program (an educational training program leading towards a career/employment goal), the parent must supply all of the following **before** the child care for vocational training can be authorized:

- A statement of the parent's vocational goal
  - This must be a reasonable and attainable vocational goal that leads to employment in a recognized trade, paraprofession, or profession.
- The name of the training institution that is providing the vocational training
- The expected completion date of all required training activities to meet the vocational goal
- A current class schedule that is either an electronic print-out from the training institution or, if unavailable, a signed Vocational Training and Educational Program Verification Form. The Vocational Training and Educational Program Verification form must include all of the following:
  - The classes in which the parent is currently enrolled
  - The days of the week and times of day of the classes
  - The signature or stamp of the training institution's registrar

- The dates that the current school term (quarter, semester, or training period) will begin and end

Before services can be approved, the parent may have to submit documentation proving that the classes are needed to meet the parent's vocational goal.

- Example: A Student Educational Plan (SEP) from the school counselor

**Online or televised instructional classes** may be approved if they are unit-bearing classes from an accredited training institution. Class time will be counted at one (1) hour each week for each unit. The parent must provide a copy of the syllabus or other class documentation and, as applicable, the Web address of the online program.

**ROP (Regional Occupation Program) classes** may be approved if the parent provides documentation proving that the classes are needed to meet the parent's vocational goal and the parent continues to make adequate progress in the classes.

### Study Time

Additional child care for study time may be granted upon request, not to exceed two (2) hours per week per academic unit in which a parent is enrolled. Documentation may be needed to verify that study time is needed for a particular course or class. If more study time is needed, it may be approved on a case-by-case basis.

### Grades / Passing the Educational Requirements

In order to continue receiving child care services for vocational training, parents must make adequate progress in the college classes, technical school, or apprenticeship for which subsidized care is provided.

To make adequate progress each school term, a parent must:

- In a graded program, earn a minimum of a 2.0 GPA **or**
- In a non-graded program, pass the program's requirements in at least 50 percent of the classes or meet the training institution's standard for making adequate progress

At each recertification, the parent must provide one of the following for the most recently completed training period:

- Report card
- Transcript
- If the training institution does not use formal letter grades, other records to document that the parent is making adequate progress toward the attainment of the vocational goal

### Academic Probation

If a parent does not make adequate progress, as described above, the parent will be placed on academic probation.

- The parent will have until the family's next recertification\* to receive child care services and make adequate progress.
- At the next recertification: If the parent again does not make adequate progress, services for vocational training will not be available again for that parent for six (6) months.

\*NOTE: Child care services for vocational training may end before a family's next recertification if a parent's vocational training service limit has been reached.

### Limitations to Services for Vocational Training

Child care services for parents participating in vocational training are limited to whichever expires first:

- Six (6) years from the start of services for vocational training
  - Once child care is authorized for vocational training the six (6) year time limit begins and will not be stopped until the six (6) year limit is reached.

- The six (6) year time limitation will not be adjusted even if the parent changes vocational goals, has breaks in between school terms, takes courses intermittently or is terminated and re-enrolled by CDA during the six (6) year period.
- Twenty-four (24) semester units or its equivalent after earning a Bachelor's Degree

When a parent's vocational training service limit (6 years or 24 semester units, whichever expires first) has been reached, child care services may continue through the end of that fiscal year.

The above service limitations will not apply when the parent provides documentation of the following:

- The parent is attending vocational training when eligible for rehabilitation services through the California Department of Rehabilitation (DOR), **or**
- The parent is attending retraining services available through the Employment Development Department (EDD) of the State or its contractors due to a business closure or mass layoff

### **Documentation of Educational Program – High School Diploma, High School Equivalency or for English Language Learners**

When a parent is enrolled in an educational program to earn a high school diploma or a high school equivalency (HSE) certificate, or a recognized English language learner (ELL) educational program, the parent must supply the following:

- The name of the institution that is providing the educational program
- A current class schedule that is either an electronic print-out from the training institution or, if unavailable, a signed Vocational Training and Educational Program Verification Form. The Vocational Training and Educational Program Verification Form must include all of the following:
  - The classes in which the parent is currently enrolled
  - The days of the week and times of day of the classes
  - The signature or stamp of the training institution's registrar
- The dates that the current school term (quarter, semester, or training period) will begin and end

### **Study Time**

Additional child care for study time may be granted upon request, not to exceed two (2) hours per week per academic unit in which a parent is enrolled. Documentation may be needed to verify that study time is needed for a particular course or class. If more study time is needed, it may be approved on a case-by-case basis.

### **Documentation of Seeking Employment**

[Title 5, § 18086.5]

When child care is requested for seeking employment, the parent must supply, in writing:

- A declaration of the parent's plan to secure, change, or increase employment
- A general description of when child care services will be needed

Child care services are limited to no more than five (5) days per week and for less than 30 hours per week.

### **Documentation of CalWORKs Welfare-to-Work Activity**

[Title 5, § 18406]

All active CalWORKs recipients must participate in a Welfare-to-Work Plan. Child care services will be based on the Welfare-to-Work Child Care Plan developed by the parent's CalWORKs employment case manager and any other documentation deemed necessary by the Child Care Eligibility Specialist. The Welfare-to-Work Child Care



Plan serves as documentation of parent's need; further documentation of need as listed in the above sections is not applicable for active CalWORKs recipients.

Exceptions to the Welfare-to-Work Plan requirement are as follows:

- When the parent is a CalWORKs recipient and is employed, services may be approved based on documentation of employment, with the same requirements as for non-CalWORKs families.
- When the parent is a CalWORKs recipient who is exempt from participating in a Welfare-to-Work Plan, services may be approved based on documentation of the parent's need, with the same requirements as for non-CalWORKs families.

### **Documentation of Parental Incapacity**

[Title 5, § 18088]

When child care is requested because a parent is unable to provide care and supervision of the family's children due to a physical or mental condition, documentation of parental incapacity must be obtained from a legally qualified health professional.

The documentation must state or include all of the following:

- The parent is incapacitated
- The parent is unable to provide care and supervision for the children for part of the day
  - For a physical incapacitation, an explanation of how the parent is unable to provide care and supervision is required.
- The days and hours per week that child care services are recommended to accommodate the parent's incapacitation, taking into account the age of the children and the child care needs
- Name, business address, telephone number and professional license number of the legally qualified health professional giving the opinion of incapacitation
- Name of the health organization with which the health professional is associated
- Signature of the health professional
  - The required documentation of a parent's incapacitation must be dated by a legally qualified health professional within 30 days of receipt, in order to be considered valid for determining need.

Child care services for parental incapacity cannot be more than 50 hours per week.

### **Documentation of Child Protective Services and At Risk**

[Title 5, § 18092]

When a family's eligibility is based on the children receiving child protective services or the children being at risk of abuse or neglect, the referral provided to document eligibility must also include the days and hours of child care services needed for each child.

### **Documentation of Seeking Permanent Housing**

[Title 5, § 18091]

When child care is requested for seeking permanent housing, the parent must supply, in writing:

- A declaration of the parent's plan to secure a fixed, regular and adequate residence
- A general description of when child care services will be needed

Child care services are limited to no more than five (5) days per week and for less than 30 hours per week.

## D. Travel Time and Sleep Time

### **Travel Time for Employment, Vocational Training or an Educational Program**

[Title 5, § 18086(e)(1), 18087(k)(1)]

Parents may request child care for travel time to and from the location at which child care services are provided and their place of employment or the location of their vocational training or educational program. CDA will determine the travel time authorized based on the parent's request and what amount is reasonable, based on the distance and the parent's method of transportation.

- Travel time for **employment** cannot be more than half of the daily hours authorized for employment or four (4) hours per day, whichever is less.
- Travel time granted for **vocational training or an educational program** cannot be more than half of the weekly hours authorized for the training/ educational program or four (4) hours per day, whichever is less.

### **Sleep Time for Employment**

[Title 5, § 18086(e)(2)]

Parents may request child care for sleep time if they work anytime between 10:00 p.m. and 6:00 a.m. Child care for sleep time may not be more than the number of hours approved for employment and travel time during the hours of 10:00 p.m. and 6:00 a.m.

## 6. CDA's Role in Obtaining Documentation and Verifying Eligibility and Need

As much as possible, CDA will help parents to obtain the required documentation of the family's eligibility and need, but ultimately the burden of proof is the parents', not CDA's.

All documentation submitted or information reported to CDA to document eligibility and/or need may be verified by CDA staff. Verification may be completed for any period of time during which a family is requesting, or has received, services in the Alternative Payment Program.

- Information may be verified with an employer, employment verification agency, educational or vocational training institution, physician or other legally qualified health professional, client, business contact, bank or financial institution, or any other person, agency, or facility from which eligibility and need information is needed as it applies to the family's child care case.
- While CDA will attempt to verify this information as discreetly as possible, this requirement is part of the program participation and cannot be waived. If parents have concerns that their employment status may be affected by CDA contacting their employer, parents are asked to please contact their Child Care Eligibility Specialist to discuss the concerns.

Child care services may be denied or terminated if:

- A parent is not able to supply the required documentation
- The documentation submitted or information reported cannot be independently verified as true and accurate

## 7. Family Fees

[Title 5, § 18108-18110, 18113-18116]

### **Definition of Family Fees**

Family fees are the “share of cost” that a family must pay for child care services. This share of cost is a flat-rate monthly fee and is based on a sliding fee scale called the Family Fee Schedule, which is issued by the California Department of Education (CDE).

- Parents may use CDE’s online Family Fee Rate Calculator: ([http://www2.cde.ca.gov/familyfee/famfee\\_calc.aspx](http://www2.cde.ca.gov/familyfee/famfee_calc.aspx)) or may request, at any time, to review their family fees with their Child Care Eligibility Specialist.

***Families will not have any family fee if their income is below the first entry on the Family Fee Schedule.***

### **Family Fee Assessment**

Family fee amounts are determined by family size, income and child care schedule.

The full-time monthly or part-time monthly family fee will be applied based on the monthly hours of the family’s certified need.

- Full-time (“FT”) monthly fee = A certified need of 130 hours or more per month
- Part-time (“PT”) monthly fee = A certified need of less than 130 hours per month

***NOTE: Family fees cannot, under any circumstances, be recalculated based on actual attendance.***

Family fees collected will be based on the lesser of:

- The assessed family fee rate
- The actual cost of services (the provider’s invoiced amount, the provider’s current rate on file with CDA or the RMRC, whichever is less)

***Parents pay family fees directly to their provider, based on their family size, income and approved child care schedule.***

- Parents may also be responsible for a co-payment. See “[Co-payments](#),” page 57.

If the cost of services is consistently less than the collected family fees, a parent may find that their family is no longer in need of subsidized child care services. The parent should contact their Child Care Eligibility Specialist if they would like to end their child care services for this reason.

Family fees **will not be assessed** for either of the following:

- Families receiving CalWORKs income
- Families of Child Protective Services (CPS) or At-Risk children, if their child care referral waives the family fee

Family fees *may* change due to changes in family size, income and/or hours of certified care. Family fees will be re-assessed at a family’s recertification or when voluntarily requested by the parent.

## **Family Fee Assignment**

Family fees are per “family.” If there is more than one child receiving subsidized child care services:

- Family fees are applied to the child who is enrolled in child care for the most hours.
- If the children are enrolled for the same number of child care hours, the fees are applied to the youngest child.

When the child who is assigned the family fee is enrolled with more than one child care provider:

- The child’s certified hours with each provider will be added together to determine the total hours of certified care for the month.
- The monthly family fee will be payable to the provider who is authorized for the most hours.
  - CDA will communicate who the fees should be paid to with a Notice of Action to the parent.

## **Family Fee Notification and Effective Dates**

Parents and providers will receive written notification of the effective date of any family fees and the monthly full-time (“FT”) and monthly part-time (“PT”) family fee rates. If a family has more than one child and/or child care provider, the notice will also say which child and/or provider is assigned the family fee.

- Parents and providers are encouraged to keep copies of these notices for their records.

### **When are family fees due?**

*The fees are due monthly by the 1<sup>st</sup> of each month.*

Family fee effective dates are listed below.

<b>For a family fee assessed...</b>	<b>The family fee is effective on...</b>
At Enrollment	The first day of authorized services
When a Change is Voluntarily Reported by Parent: <ul style="list-style-type: none"><li>• Family Fee Decrease</li></ul>	The first day of the following month
At Recertification: <ul style="list-style-type: none"><li>• Family Fee Decrease</li></ul>	The first day of the following month
At Recertification: <ul style="list-style-type: none"><li>• New Family Fee</li><li>• Family Fee Increase</li></ul>	The first of the month after a 19 day notice period
When Resuming from a Temporary Suspension of Services	The first day that services resume – the last family fee will remain in effect

Based on a child’s certified hours each month, the full-time monthly or part-time monthly family fee will print out on the child’s attendance record.

## **Payment of Family Fees**

Parents must pay their family fees **directly** to their child care provider. When families are enrolling in the Alternative Payment Program or are resuming from a Temporary Suspension of Services in the middle of a month, family fees must be paid by the first day of authorized services. After that, family fees must be paid in advance each month, in order for child care services to be provided.

Family fees must be paid based on the fee amount printed on the child's attendance record. *Please note: Paying family fees incorrectly may result in overdue fees and termination from the Alternative Payment Program.*

***Child care providers may not waive payment of family fees at any time, for any reason. If family fee payment is waived, both the parent's and provider's participation on the Alternative Payment Program may be terminated.***

### **Family Fee Receipts**

Parents should receive a receipt from their child care provider to show the family fees they paid. Family fee receipts should be pre-numbered and show all of the following:

- The amount paid
- The date of payment
- The rate of payment
- The period of service (dates of child care provided) covered by the payment

*Providers may choose to, instead, give the parent a copy of their attendance record, which also serves as a receipt of family fees paid.*

Documentation verifying payment of family fees may be requested by CDA if there is ever a discrepancy regarding what fees were paid. Parents may want to keep track of their family fees and any other child care expenses paid, as families may be eligible for tax benefits for child care expenses.

### **Documenting the Family Fee on the Attendance Record**

Payment of family fees paid must be recorded on the attendance record. Under the "Family Fee Certification & Receipt" section, the provider must write the amount of fees the parent paid for the **current** month and the date the fees were paid.

- Any payments made based on a repayment plan **should not** be documented on the attendance record. Repayment of overdue fees is between the parent and provider and *only current month's fees* should be documented on attendance records.

By signing the attendance record, both the parent and provider are certifying that the family fee reflected in the "Family Fee Certification & Receipt" section is what the parent paid their provider for the current month.

Refer to the [Attendance Record Example](#) and [Attendance Record Instructions](#) on pages 46-48.

### **Family Fee Notification Letter**

Based on the family fee amounts paid, as documented on a child's attendance record, CDA will issue the parent and the provider a Family Fee Notification Letter if any family fees were overpaid or if a family fee balance is owed to the provider for that month. The due date for payment of any overdue balance for that month will be **14 days from the date the letter was issued** and will be listed on the letter. For any questions regarding the letter, parents may contact their Child Care Eligibility Specialist.



## **Late Payment of Family Fees**

Family fees are considered late or overdue if they are not paid in full by the due date listed on the Family Fee Notification Letter. In order for CDA to take action with the parent, the provider must notify CDA by the **due date listed on the Family Fee Notification Letter** if the parent has not paid their family fee balance for that month.

When CDA is notified of overdue fees by the deadline, CDA will issue a Notice of Action to terminate child care services.

- The Notice of Action will include the amount of overdue family fees, the monthly fee rate, and the dates for which the fees are owed.
- These terminations can be cancelled and child care services may continue if, before the effective date of the termination, CDA receives confirmation from the child care provider that either the parent has paid the overdue balance or the parent and provider have agreed to a reasonable repayment plan.

*If CDA is not notified of any overdue fees by the deadline, the family fee balance will be considered resolved and CDA will not be able to take any action with the parent.*

If a family is terminated for not paying overdue family fees or if a family has any overdue family fees when terminating for any other reason, the fee balance will be sent to the San Diego Office of Revenue and Recovery for collections. To re-enroll, all outstanding fees must be paid in full. There must also be an opening for subsidized child care and the family must again meet the program requirements.

## **Repayment Plans**

If a parent is unable to pay family fees in full, or if the family has been issued a termination for overdue family fees, the parent and provider may work out a reasonable payment plan.

When a repayment plan is in place, child care services may continue, as long as:

- The parent pays current fees when due,
- The parent follows the repayment plan, and
- The family remains eligible for the Alternative Payment Program

The provider should keep a running ledger to document all payments made on the repayment plan. The ledger should include:

- The family fee amount owed
- The date of payment
- The amount of payment

If the provider notifies CDA that the parent's payments on a repayment plan were not made on time or the correct amount was not paid, a Notice of Action will be issued to terminate child care services.

## **Re-evaluation of Family Fees When Authorized Services End Mid-Month**

When CDA has issued a Notice of Action ending services in the middle of a month, family fees will be re-evaluated based on the certified hours through the termination date.

- **Set Schedule**  
Family fees for set schedules will be re-evaluated based on the parent's certified need during the partial month.

- **Varied Schedule**

Family fees for varied schedules will be re-evaluated based on the parent's certified need within the maximum days and hours approved during the partial month.

After attendance records are processed for reimbursement, CDA will notify the parent of any family fees overpaid or due to their provider.

### **Family Fee Credit for Child Care Costs Paid to Other Providers**

[Title 5, § 18112]

A family *may* receive credit for child care costs if any children in the family size are not receiving services through CDA. All of the following criteria must be met:

- CDA is unable to subsidize care for the child.
- When submitting attendance records to CDA, the parent attaches a receipt or cancelled check verifying the other child care costs.
- The receipt or cancelled check has the name of the child for whom the fees were paid and the period of service (dates of child care provided) covered by the payment.

The credit amount will be applied to the next billing period and will be deducted from the family fees owed to the child care provider. The most credit that can be allowed is the amount of one month's family fees.

## **8. Child Care Schedule**

Documentation of a family's need, plus applicable travel time, sleep time, and/or study time, if requested, will be used to determine the family's days and hours of authorized child care. The authorized care is referred to as the family's "certified child care schedule" and will be authorized as either set or variable.

### **Set Schedule**

A set child care schedule will be approved when the days and hours of the parent's need activity are the same each week or have a predictable cycle or pattern.

- An example of a set child care schedule is: Monday – Friday 8:30 a.m. – 5:30 p.m.

### **Variable Schedule**

A variable child care schedule will be approved when the days and hours of a parent's need activity are not predictable and/or ongoing. Example: Specific days and hours cannot be verified, such as when a parent may work a wide range of hours or various shifts, or the parent has on-call or per diem employment.

- Variable child care schedules are authorized "up to" a maximum number of days and hours per week, within authorized days and times.
- An example of a variable child care schedule is: Varied up to 35 hours per week to be used up to a maximum of 4 days per week, Monday – Sunday between the hours of 6:00 a.m. and 6:00 p.m.

## 9. Recertification

[Title 5, § 18103]

After families are enrolled, parents must complete recertifications at the end of each 12-month eligibility period. Recertification is a formal process to collect information and updated documentation to determine if a family meets the program requirements to continue receiving child care services. Parents must also sign and date an updated application for child care services, certifying that their family's information is current and accurate. A termination notice will be issued if a family's annual recertification is not completed or if a family no longer meets the program requirements.

## 10. Regional Market Rate Ceiling (RMRC) and Certificate for Child Care Services

### A. Regional Market Rate Ceiling (RMRC)

[Title 5, § 18074.2, 18075]

The Regional Market Rate Ceilings (RMRCs) are the maximum amounts that CDA can reimburse providers, as determined by the State of California.

The RMRC for each child is determined by considering all of the following factors:

- County where the child is receiving services
- Age of the child\*
- Provider type
- Total number of certified hours of child care

*\* For children who are attending a licensed child care center, are enrolled in kindergarten and are less than six (6) years old, the six (6) years and older age category will be used.*

When child care is authorized for a total of...	To determine the maximum reimbursement allowed...
<b>30 or more</b> hours per week	<ul style="list-style-type: none"><li>• The <b>Full-Time Weekly</b> RMRC is used</li></ul>
<b>Less than 30</b> hours per week	<ul style="list-style-type: none"><li>• The <b>Part-Time Weekly</b> RMRC is used for licensed providers</li><li>• The <b>Part-Time Hourly</b> RMRC is used for license-exempt providers</li></ul>

## B. Certificate for Child Care Services

Upon initial approval of child care services, a Certificate for Child Care Services will be issued to the family. The Certificate is an “Addendum to Parent’s Notice of Action” and reflects the certified child care schedule for each child, full-time and part-time monthly family fees, if applicable, and the maximum reimbursement amount the parent is eligible for, based on the RMRC. The family’s approved provider will also receive a copy of the Certificate.

A new Certificate for Child Care Services will be issued any time:

- The family selects a new child care provider,
- The family voluntarily requests change in child care services or family fees,
- The maximum reimbursement amount changes due to a change in RMRC,
- The family completes recertification, or
- Child care services will be terminated



## Certificate Example



### CERTIFICATE FOR CHILD CARE SERVICES (Addendum To Parent's Notice of Action)



000654321  
123456789

JANE RICHARDS is a participant on Child Development Associates, Inc.'s (CDA) Alternative Payment Program. This certificate is effective **11/24/17** and reflects the family's authorized child care hours, monthly family fees, if applicable, and the maximum child care reimbursement the provider **may be** eligible to receive. This certificate remains in effect until superseded.

Several factors may affect the final reimbursement to the provider. Please refer to CDA's Program Guidelines for more information on reimbursement limitations and policies.

NOTE: If a provider charges more than the maximum reimbursement amount indicated below **the parent is responsible for paying the difference.**

<b>Provider:</b>	CHARLIE N PARKS 1974 Founders Way SAN DIEGO, CA 98765-4321	<b>Provider ID #:</b>	9876
<b>Provider Type:</b>	<input checked="" type="checkbox"/> Licensed Family Child Care <input type="checkbox"/> Center <input type="checkbox"/> License-Exempt		

#### TYPE OF ACTION

<input type="checkbox"/> <b>Start of Service</b> The children listed have been approved for subsidized child care services.	<input checked="" type="checkbox"/> <b>Change in Service or Reimbursement Amount</b> <input type="checkbox"/> Hours/days <input type="checkbox"/> Maximum Reimbursement Amount <input checked="" type="checkbox"/> Family Fee <input type="checkbox"/> Other:	<input type="checkbox"/> <b>Termination of Service</b> The last day CDA will reimburse for child care is:	<input type="checkbox"/> <b>Termination of Service for Delinquent Fees</b> The last day CDA will reimburse for child care is:
<b>Comments:</b> <i>&lt;The specific action will be stated here.&gt;</i>			

#### CHILDREN APPROVED FOR CARE

<input type="checkbox"/> If this box is checked, the parent has a <b>variable</b> child care schedule and the applicable maximum reimbursement, full-time ("FT") or part-time ("PT"), will be based on the actual child care used.							
Child Name: <b>JIM ERECKSON</b>		School: <b>Johnson Elementary</b>		Track: <b>San Diego Unified, Johnson Elementary, Traditional</b>			
	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>Vacation</b>		7:30AM - 6:00PM	7:30AM - 6:00PM	7:30AM - 6:00PM	7:30AM - 6:00PM	7:30AM - 6:00PM	
<b>School</b>		7:30AM - 9:15AM	7:30AM - 9:15AM	7:30AM - 9:15AM	7:30AM - 9:15AM	7:30AM - 9:15AM	
<b>School</b>		3:30PM - 6:00PM	3:30PM - 6:00PM	3:30PM - 6:00PM	3:30PM - 6:00PM	3:30PM - 6:00PM	
<b>Maximum Reimbursement Amount</b>	<b>Age</b>		<b>Category (School/Vacation)</b>		<b>Amount (School/Vacation)</b>		
	6+		PTW/FTW		\$56.00/ \$111.00		

#### FAMILY FEE

<b>Monthly Family Fee (if any)</b>	<b>Part Time (PT) - less than 130 hours per month</b>	<b>Full Time (FT) - 130 hours or more per month</b>
<b>Effective Date: 07/01/2017</b>	\$106.00	\$212.00
<b>Effective Date: 12/01/2017</b>	\$56.00	\$110.00

## **How to Read a Certificate**

- Section 1** This has the parent's name and the effective date of the Certificate, plus general information about Certificates and child care reimbursement.
- Section 2** This indicates the current provider's name and address, and the type of provider.
- Section 3** This communicates what actions or changes have or will take effect regarding the family's child care services.
- Note: The information in this section will correspond with Section 7 of the parent's Notice of Action.
- Section 4** This indicates the following information for each child:
- 4A.** This box which will be marked if the child has a variable child care schedule. Also included here is important information regarding reimbursement for variable schedules.
  - 4B.** The child's school information
  - 4C.** The child's authorized vacation (non-school) schedule and school schedule, if applicable
  - 4D.** The maximum reimbursement amount for the child and the applicable category of the reimbursement amount:
    - "FTW" = Full-Time Weekly
    - "PTW" = Part-Time Weekly
    - "PTH" = Part-Time Hourly
- Section 5** This indicates the family's full-time and part-time monthly family fee amounts, if applicable.

*Certificates remain in effect unless a new certificate or Notice of Action is sent with a change in services, maximum reimbursement amount or family fees.*

# 11. Using Child Care Services

## A. Limitations on the Use of Child Care Services and Reimbursement

### **24 Hour Care**

[Health & Safety Code, § 1596.75]

According to state licensing regulations, licensed and non-licensed child care providers are prohibited from providing child care to any child continuously for 24 hours. Based on this regulation, child care schedules cannot be authorized for more than 23.5 hours in a 24-hour period. If a family's certified child care schedule results in a need for care that is more than 23.5 continuous hours the parent must make arrangements for a break in care before the 24th continuous hour of care.

### **When Services Are Received from Other Subsidized Programs**

[Title 5, § 18076.2(d)(2)]

A child is not eligible for child care services for any period of time that the child is receiving subsidized services from another subsidized child care and development program. If other subsidized services are being received, child care services with CDA may only be authorized before and after the child's subsidized hours with the other program.



- Example: A child is enrolled in a state preschool program Monday-Friday, 9:00 a.m. – 12:00 p.m. Based on the parent’s work schedule, however, additional child care is needed. Child care services on Monday-Friday with CDA may only be authorized before 9:00 a.m. and after 12:00 p.m.

For any child attending subsidized preschool, child care services can be provided before and/or after preschool hours and for the preschool’s holidays and vacations, based upon the documented need of the family.

- Parents must supply their children’s preschool calendars to CDA.
- If a calendar is not received, child care services may only be authorized before and after the child’s preschool hours, even on days the preschool is closed for a holiday or vacation.

### **School-Age Child Care**

[Title 5, § 18076.2(d)(1)]

A child is not eligible for child care services during the times that the child should be in attendance in public school. Child care can be provided for school-age children before and/or after school and for school holidays, vacations, and in-service days, based upon the documented need of the family.

- Child care may be provided during school hours if the child cannot attend school for reasons such as illness. If ever such care is needed, parents should immediately contact their Child Care Eligibility Specialist to determine if services may be used.

The following restrictions apply to school-age children:

- **Children enrolled in private school** – Only if there is a portion of the day considered “child care” may reimbursement be considered for children in private school. If parents choose to place a child in a private school for grades kindergarten and above, they will be responsible for tuition for the portion of the day that covers the child’s formal education. CDA will reimburse for the part of the day that child care is provided, if applicable.
  - CDA will not reimburse for any materials, clothing or activity fees related to or used during the child’s school hours.
- **Children who participate in independent study (home school)** – Parents of children who participate in independent study programs must supply proof the child is enrolled in a recognized public or private school and supply documentation of the school program and school calendar. Reasonable hours for child care may be assigned around the child’s independent study program and the parent’s need for services.
  - A child care provider is not eligible to receive reimbursement for child care services while the child is participating in any independent study activities.
- **School-age children not enrolled in school** – Subsidized child care cannot be provided during school hours when a child, based on the child’s age, should be in attendance at public school, including kindergarten-age children [children who will have their fifth (5th) birthday on or before the required birth date for kindergarten admission].

### **Eleven (11) and Twelve (12) Year-old Children**

[Education Code, § 8263.4]

California *Education Code* states the preferred placement for eleven (11) and twelve (12) year-old children for child care and development services is in After School Education and Safety (ASES) Programs or 21st Century Community Learning Centers (21st Century CLC). Parents are encouraged to locate and visit one of these programs to



determine if the program meets all or part of the child's daily child care and developmental needs. Parents may contact the local Resource and Referral Service for a list of participating school sites.

A child may be enrolled in an ASES Program or 21st Century CLC and remain enrolled in the Alternative Payment (AP) Program for the hours within a day or times during the year, such as during vacation or school breaks, when services are not provided by the ASES Program or 21st Century CLC. These programs typically do not operate during school vacations and/or holidays; if summer programs are available, they may operate only three (3) hours per day. When a child is enrolled in both programs, the AP Program may also be used if the child cannot attend the ASES Program or 21st Century CLC due to illness.

If a parent chooses to move the family's eleven (11) or twelve (12) year-old child out of the AP Program and into an ASES Program or 21st Century CLC and later determines that the program does not meet their needs, the child will receive priority to transfer back into the AP Program. To receive this priority, the parent must request a transfer within 30 days of leaving the ASES Program or 21st Century CLC. Transfers back into the AP Program are contingent on available space and/or funding and the family meeting eligibility and need criteria.

## B. Absence Policies

An absence is when a child is not present or attending child care on a day the child is scheduled to attend.

### **Reporting and Documenting Absences**

[Title 5, § 18066]

If child care will not be used on a day a child is scheduled to attend, the parent must inform their child care provider. The next time child care is used, the parent must note the reason for the absence on the attendance record.

### **Abandoned Child Care**

Child care services may be considered abandoned if any of the following happens:

- Submitted Attendance Records show 10 or more consecutive days of absence without a valid reason noted for the absence and/or parent has not been in communication with CDA
- Attendance Records have not been submitted for reimbursement for authorized care for two (2) or more consecutive months
  - Example: A family/child does not have any provider authorized to begin care after two (2) full months

If it appears that child care has been abandoned, a Notice of Action terminating child care services will be issued.

## C. When Child Care Hours Differ from Hours Certified

### **Hours of Care are Inconsistent with the Certified Schedule**

CDA must review the use of child care services to be sure that the days and hours of care are broadly consistent with the family's certified child care schedule. This is done when CDA processes the attendance records for reimbursement.

If there is a notable pattern of child care use or non-use in each week of the month that is not consistent with the child's certified schedule, the Child Care Eligibility Specialist will follow up with the parent. Contact will be attempted by phone and a courtesy letter will be sent to the parent.

- Parents will be reminded that they may continue using their certified schedule even if they have had any changes in need and, as applicable, will be informed of how a change in certified schedule may be beneficial to the family.
- If the parent voluntarily reports a change:
  - Any needed changes in authorized child care hours can be made once all required documentation is received and verified.
- If the parent chooses to continue using the family's certified schedule:
  - The parent does not need to take any action; services will continue with no changes.

This follow-up will only be done only once during the family's 12-month eligibility period.

### **Additional Child Care for an Unscheduled but Documented Need for Services**

[Title 5, § 18075]

There may be times when child care is needed for a parent's documented need for services (employment, seeking employment, etc.) that are not part of the parent's regular schedule (example: parent needs to work overtime or an additional day).

To approve the additional child care and for reimbursement of the additional care to be considered:

- The parent must contact and inform the family's Child Care Eligibility Specialist of the need for additional child care.
- Total child care hours cannot be more than the amount the State allows for the parent's need (example: total hours for seeking employment must stay under 30 hours per week).
- Documentation reflecting the parent's unscheduled need:
  - Must be submitted to CDA within 14 days of when the additional child care is used
  - Must list the exact dates and hours, including travel time, that the additional child care is needed
- The parent must document on the attendance record the actual child care times used and the reason for the additional child care (example: "worked overtime," "switched days w/ coworker").

While the additional child care hours *may be eligible* for reimbursement, the reimbursement to the provider might not increase if the provider is already receiving the maximum allowable reimbursement amount. If the provider's expected reimbursement is more than the maximum that CDA can reimburse, the parent will have a co-payment, which is paid directly to the child care provider.

### **Additional Child Care for Personal Use**

If child care is needed for personal reasons that are not part of the child's certified child care schedule:

- The parent will have to pay the provider for the additional child care used. CDA's reimbursement to the provider will not be more than the maximum reimbursement rate based on the child's certified schedule.
- Arrangements for the non-subsidized care must be made between the parent and the provider.
- Attendance for the non-subsidized care should be documented on the provider's own attendance record and not on CDA's attendance record.

## 12. Selecting a Child Care Provider

### **The Selection Process**

The selection of child care is an important decision. CDA recommends that parents thoroughly research their child care and early education options, which include the different subsidized child care programs and child care provider types available to families.

- **Subsidized Child Care**

- The following are free or reduced-cost child care programs available for income eligible (low-income) families:
  - Early Head Start / Head Start Program
  - California State Preschool Program (CSPP)
  - Family Child Care Home Education Network (FCCHEN)
  - Alternative Payment (AP) Program

- **Child Care Providers**

- The following are the child care provider types available to families:
  - Child Care Centers (licensed and license-exempt)
  - Family Child Care Homes (licensed)
  - License-Exempt Relatives
  - License-Exempt Non-Relatives
  - Sectarian Care

*For information on different subsidy programs, choosing quality child care or provider referrals, contact the YMCA CRS at:*

- 1-800-481-2151
- [www.crs.ymca.org](http://www.crs.ymca.org)

To find the type of environment that is best for their children, parents are encouraged to visit a variety of child care settings, question potential child care providers regarding their program and even ask for references.

- **Health and Safety**

CDA does not check the safety of child care sites, nor the safety of the child care provided. It is a parent's responsibility to make sure the child care provided to their children and the place where the care takes place is safe and meets their standards for quality child care.

- If considering a **licensed child care provider**, parents have the right to review the provider's facility file on record with Community Care Licensing. The file will contain the licensing history of the facility and any substantiated complaints and/or violations of the Health and Safety Code.
  - By law, licensed providers must make a copy of these licensing reports available to the public.
  - An overview of a facility's licensing history, complaints and/or violations can be accessed online: <https://secure.dss.ca.gov/CareFacilitySearch/home/selecttype/>.
  - For file details, parents must contact Community Care Licensing at 619-767-2200. File reviews may be conducted over the phone or parents may schedule an appointment to review facility files in person at the Community Care Licensing office.

It is also important that parents are clear about the business side of a provider's child care program. Questions that parents should ask include:

- What rates are charged for services?
- Are there any additional costs or fees?
- What type of notice period, if any, is required when a family decides to discontinue child care with the provider?
- What holidays, if any, does the provider close for?
- Is payment expected for absences due to holidays, parent's vacation, or the child's illness?

This information will be important for the following situations:

- To determine if the family may be responsible for any co-payments or fees that CDA will not be able to cover
- When the family exits CDA's subsidy program and the family is responsible for their own child care expenses

### **Types of Child Care Available to Families**

[Title 5, § 18411]

The types of child care options available for families who choose to enroll in CDA's Alternative Payment Program are as follows:

- **Child Care Centers**

Child care centers offer care and early education to children in a group setting on a part-time or full-time basis. The facility size and number of children served varies from center to center. Parents may select licensed or license-exempt child care centers.

- **Licensed Child Care Centers**

Licensed child care centers are regulated by the State of California through Community Care Licensing (CCL), which visits and monitors the centers. Licensing requirements are designed to promote the health and safety of children enrolled. Licensed child care centers are required to have staff who have completed First Aid, CPR training, fingerprint clearance from the Department of Justice and Child Abuse Index, and completed college level child development courses.

- **License-Exempt Child Care Centers**

License-exempt centers provide activities and recreation for children but are not required to be licensed. Options for this type of care may include public recreation programs operated by the local Parks and Recreation Department, summer camps, before- and after-school programs operated by public or private schools, and child care programs operated by the Boys and Girls Club or similar organizations.

To participate on the Alternative Payment Program, the license-exempt center must use a daily sign in and out sheet, provide adult supervision at all times, complete criminal history background checks on all employees in contact with children and self-certify with CDA that these criteria are being met.

- **Family Child Care Homes**

Family child care homes offer licensed care in a home-like setting, operating in the licensee's own home. They may have more flexible operating hours than child care centers, which could benefit families with non-traditional work schedules.

- A small family child care home can be licensed for up to eight (8) children, and a large family child care home, with an assistant, can be licensed for up to fourteen (14) children.

Family child care homes are licensed and regulated through Community Care Licensing, under slightly different guidelines than child care centers. All family child care home providers must obtain a criminal record clearance and complete fifteen (15) hours of Pediatric Health & Safety Training. *[Large family child care homes must have at least one (1) person who has a current certificate in pediatric first aid and pediatric CPR available at all times.]*

Note: All adults living in the licensee's home must obtain a criminal record clearance.

- **License-Exempt Child Care Providers – trusted relative or family friend**

License-exempt child care providers are those who are not required to be licensed through Community Care Licensing. License-exempt child care providers may be a relative or a non-relative, such as a friend or neighbor.

License-exempt child care can be provided two (2) ways:

- Child care provided in the home where the children reside
  - Parents who choose this type of care for their children are considered employers of the individual providing care and must meet strict State and Federal Labor Laws. Refer to [‘Participation Requirements for In-Home License-Exempt Providers,’](#) page 43.
- Child care provided in the provider's home
  - When child care is provided in the home of the provider, where the parent and children do not reside, the exempt provider is considered a self-employed independent contractor.

Relative or Non-Relative:

- License-exempt relative
  - For the purposes of child care, a “relative” of the children receiving care includes a grandparent, aunt or uncle by blood, marriage, or court decree.
- License-exempt non-relative
  - For the purposes of child care, a “non-relative” of the children receiving care includes anyone who is not a grandparent, aunt or uncle by blood, marriage, or court decree.

**TrustLine Clearance** [Title 5, § 18227(c)]

To participate on the Alternative Payment Program, a license-exempt non-relative must apply for and receive background clearance from TrustLine. TrustLine, created by the California Legislature, offers a background check conducted by the California Department of Social Services (CDSS).

- License-exempt relatives are exempt from registering with TrustLine.

**Provisional Child Care Provider** [Title 5, § 18227(c), 18227.1]

State regulations allow CDA to approve a license-exempt child care provider as a “provisional child care provider” before receiving TrustLine clearance for up to 30 days if “immediate need” qualifications are met.

- The parent must be employed, in vocational training, participating in an approved Welfare-to-Work activity, or be incapacitated, **and**
- There must be no child care reasonably available from a licensed, TrustLine registered or TrustLine-exempt provider that meets the family's child care needs.

To be eligible as a provisional child care provider the provider must:

- Complete CDA's provider enrollment paperwork and
- Submit a complete application and fingerprints for the TrustLine registry

After the above documentation is received, CDA will notify the parent and provider if the request to begin services as a provisional child care provider has been approved or not.

Provisional child care providers must be TrustLine cleared within 30 days in order to be eligible for reimbursement. If a provisional child care provider has not received TrustLine clearance within 30 days:

- CDA is **prohibited from issuing any reimbursement** and it will be the parent's responsibility to reimburse the provider for child care services used.
- The family's child care services will be subject to termination unless another provider, who is eligible, is selected.

Up to two (2) provisional providers may be used per family, per fiscal year.

- **Sectarian Care**

Sectarian care providers are any licensed or license-exempt providers that include religious instruction or worship while providing child care services.

### **Provider Enrollment**

Once a family has been determined to be eligible for services, the parent will have two (2) full months to select a child care provider, supply the provider's contact information to CDA, and have the provider complete the CDA provider enrollment process. If a family does not have a provider enrolled by the end of the second (2nd) full month, child care will be considered abandoned and a notice will be issued for termination of child care services.

After the provider enrollment process is complete, the parent and provider will receive written notification of the approved start date and each child's "certified child care schedule"—the days and hours of care authorized. If a family begins using a provider before receiving CDA authorization, the parent will be responsible for payment to the child care provider for care prior to authorization. ***CDA will not authorize or reimburse for child care services retroactively.***

### **Multiple Providers**

[Title 5, § 18076.3]

When a parent chooses a provider whose operating hours **can accommodate** all of the family's authorized hours of child care, CDA can reimburse only one provider, per child.

When a parent chooses a provider whose operating hours **cannot accommodate** all of the family's authorized hours of child care, CDA may reimburse a second provider to accommodate the remaining hours.

Two (2) providers may also be approved if the selected provider is not a licensed center and the parent would like to choose a licensed center to provide school readiness experiences for a preschool aged child.

## **Alternate Provider when Approved Provider is Unavailable**

[Title 5, § 18076.2(c)]

CDA may reimburse an alternate provider if a child's approved provider is unavailable due to vacation or holidays or if the child is ill and cannot attend the approved provider.

- Example: A child is authorized services with a provider that will be closed for a one (1) week winter break. The parent does not have that week off from work, however, so the child will need to attend an alternate provider on those days.
- Example: A child is authorized services with two (2) providers – the provider of choice who provides care Monday through Friday and is unavailable on Saturday or Sunday, and a second provider, who provides care on the weekends. On a Thursday morning, the child has a fever and the provider of choice will not allow the child to attend for the rest of the week. The second provider is willing to provide care that Thursday and Friday, when the other provider is approved, and would be considered an "alternate provider" for those days.

*If you will be unable to use your child's approved provider because the PROVIDER IS CLOSED or YOUR CHILD IS ILL:*

- *Be sure to contact your Child Care Eligibility Specialist in advance for alternate provider approval!*

If a family will need to use an alternate provider, the alternate provider **must** be enrolled with CDA in advance. Each time a family has a need to use the alternate provider, the parent **must** notify their Child Care Eligibility Specialist before care is used. ***Child care reimbursements will not be made retroactively for alternate care providers.***

The following limitations apply:

- When an alternate provider is needed because the approved provider is closed for holidays, etc., CDA may reimburse an alternate provider AND the regularly approved provider up to 10 days per child, per fiscal year.
- When an alternate provider is needed because a child is ill and unable to attend the approved provider, CDA may reimburse an alternate provider AND the regularly approved provider up to 10 days per child, per fiscal year. (Additional days may be considered for reimbursement if the parent provides verification of the child's illness from a physician.)

Note: The approved provider's contractual terms, showing that all families (subsidized and non-subsidized) are charged for holidays, closure dates, and absences, must be on file with CDA to be eligible for reimbursement.

## **13. Changing Child Care Providers**

### **Change in Child Care Provider**

Parents have the right to change child care settings at any time. If a parent decides to make a change in their child care provider, the parent must inform CDA in advance and should keep in mind any notice period required by the current provider. Reimbursement to the new provider will not be made until the provider has been enrolled by CDA and approved to begin services.



### **Provider Notice Period**

Parents should inform their current child care provider when they plan to change providers. CDA encourages parents to honor a provider's notice period but cannot prohibit an immediate provider change. If a provider feels that adequate notice was not given before a child left the provider's program, the parent may be responsible to pay for a notice period. Any issues regarding the notice period must be resolved between the parent and provider.

## **14. Provider Participation Information and Requirements**

Child care providers must complete an enrollment with CDA in order to participate in CDA's Alternative Payment (AP) Program. CDA may only enroll and reimburse eligible providers who meet all state and CDA requirements.

*Please refer to the Glossary of Terms for information on an "[ineligible provider](#)," page 77.*

### **General Provider Participation Requirements**

[Title 5, § 18224(a)(3), 18227, 18231, 18411]

**All providers** participating in CDA's Alternative Payment Program must meet all of the following general requirements:

- Be at least 18 years of age
- Provide child care services without regard to sex, race, religion, national origin, ancestry or disability
- Complete and submit all required documentation including information regarding their current rates (what is charged to non-subsidized families), usual and customary services provided at those rates, and the age group(s) served
- Charge CDA no more than what non-subsidized families are charged
- Provide supervision to enrolled children at all times
- Allow parents unlimited access to their children and those caring for their children, whenever the children are in the care of the child care provider
- Agree to unannounced visits by a CDA staff member and/or State representative
- Upon request, provide updated documentation and CDA forms

### **Participation Requirements for Licensed Providers**

[Education Code, § 8222; Title 5, § 18227]

In addition to the general provider participation requirements, **licensed providers** must also meet all of the following requirements:

- Have a current child care license
  - The licensed address must match the address on file with CDA
- Be in compliance with Title 22 regulations
  - For immunization requirements and resources, please refer to California Department of Public Health's webpage: [www.shotsforschool.org/child-care/](http://www.shotsforschool.org/child-care/)
- Have their current rate sheet and any applicable discount or scholarship policies on file with the local Resource and Referral agency (YMCA CRS)
  - To register rates, the provider should contact the YMCA CRS at 1-800-481-2151

- Have their current rate sheet and any applicable discount or scholarship policies posted where it is easily noticeable in their child care facility, next to their license
- Sign a Licensed Provider Information Form, confirming that the rates charged CDA are no more than the rates charged non-subsidized families
- Supply the following documentation to CDA:
  - A signed copy of their current rate sheet and any applicable discount or scholarship policies
  - A copy of a valid child care license
  - A valid Social Security card or Federal Tax ID Number

### **Participation Requirements for License-Exempt Providers**

[Title 5, § 18227, 18411]

In addition to the general provider participation requirements, **license-exempt providers** must also meet all of the following requirements:

- Be in compliance with licensing laws and regulations regarding license-exempt providers (including, but not limited to, Health and Safety requirements)
- Register and receive background clearance from TrustLine (this requirement is waived for providers who are grandparents, aunts and uncles of the children receiving child care)
  - Provider Specialists will provide forms and instructions on how to apply for TrustLine clearance.
- Supply the following documentation:
  - A signed copy of their current rate sheet and any applicable discount or scholarship policies
  - California photo identification
  - Social Security card or Federal Tax ID Number
  - Current proof of address
  - A negative tuberculosis skin test or x-ray, if applicable (results must be within the last 12 months)

A license-exempt provider who has been authorized for child care services:

- Must provide care in their home only
  - If the provider and child live in the same home, child care can only be approved if CDA's requirements for in-home care are met.
- May provide care for only one (1) family in addition to the provider's own children
- Must be the only provider in the home providing care under a license-exempt status
- Must be the individual who provides all care as documented on the attendance record
- May not participate in any other outside activity, such as employment, during the time the provider has been authorized to provide and receive reimbursement for child care services
- Must remain in compliance with TrustLine registry requirements, if applicable

### **Participation Requirements for In-Home License-Exempt Providers**

In order for **license-exempt in-home providers** to be authorized for services, the *parent and provider* must meet strict requirements.

#### **Parent**

- When parents choose an individual to provide child care for their children in the home where the parent and children are living, they are electing to become the employer of the license-exempt in-home provider, who would then be considered a "household/domestic worker."
- The parent must meet various strict requirements under state and federal guidelines for an employer of a "household/domestic worker" and CDA's requirements for license-exempt in-home care.

### **Provider**

- In addition to meeting the general requirements of license-exempt child care providers, license-exempt in-home providers must also agree to be the employee of the parent, as a “household/domestic worker.”

This means the provider is responsible for and subject to:

- Applicable state and federal requirements for employees
- CDA’s policies for license-exempt in-home care

Parents interested in an in-home license-exempt provider should contact their Child Care Eligibility Specialist for detailed information regarding the government regulations and CDA’s policies.

### **Participation as an Independent Contractor**

Providers participating in CDA’s Alternative Payment Program are considered independent contractors and are not employees of CDA. Independent contractors are not entitled to Unemployment, Disability, Workers’ Compensation, Social Security, health insurance or pension benefits.

Participating providers shall not at any time claim to be an agent or an employee of CDA. CDA will not complete employment verifications on the provider’s behalf, nor will CDA provide references on the provider’s behalf for loans, job applications or for any other purpose.

**Providers are responsible for the payment of their own taxes on any income received as a result of their participation in the program.** Reimbursements to child care providers are reported to the Internal Revenue Service (IRS). After the end of the calendar year, child care providers will be issued a Form 1099-MISC (Statement of Non-Employee Earnings) stating the total funds received from CDA during that calendar year. The 1099 forms will be issued each January to all child care providers who have been reimbursed over \$600 the previous year.

*For any changes in address after you are no longer participating as a provider with CDA:*

- *Notify us of your new address to ensure you receive your Form 1099-MISC for tax filing.*

## **15. Provider’s Child Care Rates and Fees**

### **Verification of Provider Rates**

[Education Code, § 8222(a), 8222(h)]

CDA is required to complete random checks of licensed providers’ rates to confirm the rates reported to CDA reasonably match the rates reported to the local Resource and Referral Agency (YMCA CRS) and the rates actually charged to non-subsidized families for like care. If a child care provider is charging higher rates to CDA, the provider’s participation in CDA’s Alternative Payment Program will be terminated. The provider may have to pay back CDA for any reimbursement that was more than the rates charged to non-subsidized families.

## **Provider Rate Changes**

[Education Code, § 8222(f)]

Child care providers may alter their rates for subsidized children once per fiscal year. The provider must submit their new rate sheet to YMCA CRS and submit a signed copy to CDA.

- Rate changes received in advance will be made effective the day of the change.
- All other rate changes will be made effective the first of the month in which they were received.

If a rate sheet has an expiration date, CDA will not be able to process any reimbursements past the expiration date until a current rate sheet is received.

## **Documentation of Contractual Terms**

[Title 5, § 18076.1, 18076.2]

Providers who require payment for absences, holidays, closure dates, registration fees, etc. and expect reimbursement must supply a copy of their contract, parent handbook or parent agreement to verify all clients are responsible for these same charges. *Refer to the “Provider Reimbursement” Section, below, for policies regarding reimbursement for these charges.*

If the contractual terms change for any reason (example: the amount of closure days increases or the specified closure dates change), providers are responsible for providing CDA with a copy of the updated document.

# **16. Attendance Records**

[Title 5, § 18065]

Attendance records and daily attendance tracking is required by the California Department of Education in order for CDA to reimburse child care providers. An original CDA attendance record must be used, due to state-required perjury statements.

For each child approved for subsidized services, CDA attendance records will be available online and can be accessed through the Care Portal website at (<https://careportal.mcttechnology.com>) or through the “Care Portal” link on the Provider’s “AP Program” page under “Resource Center” of CDA’s website ([www.cdasd.org](http://www.cdasd.org)). Each attendance record is coded for a specific child and date range.

Providers will receive information from the Provider Services Department on how to set up an account and print their attendance records. Information regarding the Care Portal site is also available on CDA’s website. Providers may contact the Provider Services Department for any questions regarding the online attendance record process.

Each provider is issued an Alternative Payment Program Reimbursement Schedule outlining the deadlines to submit attendance records to CDA. The schedule is also available for parents and providers to view on CDA’s website.

The example and instructions below show how to properly complete CDA’s attendance record. Parents must make sure that attendance records are completed properly; if not, the provider’s reimbursement may be delayed, the provider might not get reimbursed, and/or the family’s child care services or the provider’s participation on the program may be terminated.

*Attendance records are extremely important.*

*Without properly completed and submitted attendance records, CDA can’t reimburse a provider for the child care provided!*

## Attendance Record Example



### CHILD DEVELOPMENT ASSOCIATES, INC.

1234567



0003332212345

Provider Name:	CHARLIE N PARKS (98765)	Month/Year:	January/2018
Child Name:	JIM ERECKSON	Child DOB, Age:	08/08/2008, 9 - 4
Parent Name:	JANE RICHARDS (1234)	Case Manager:	Malin Tam

JANUARY 2018

JIM ERECKSON

ATTENDANCE MUST BE COMPLETED DAILY						
Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Time In (AM/PM)	Time Out (AM/PM)	Comments
Jan 1	Mon					closed - holiday
Jan 2	Tue	7:02 AM			4:26 PM	
Jan 3	Wed	6:58 AM			4:29 PM	
Jan 4	Thu	6:57 AM			4:35 PM	
Jan 5	Fri	7:00 AM			4:31 PM	
Jan 6	Sat					
Jan 7	Sun					
Jan 8	Mon	6:57 AM	8:08 AM	2:06 PM	5:02 PM	LATE PICK-UP - TRAFFIC
Jan 9	Tue	6:55 AM	8:03 AM	11:46 AM	4:30 PM	
Jan 10	Wed	7:01 AM	8:04 AM	2:04 PM	4:28 PM	
Jan 11	Thu	6:59 AM	8:10 AM	2:10 PM	4:31 PM	
Jan 12	Fri	6:59 AM	8:07 AM	2:07 PM	4:29 PM	
Jan 13	Sat					
Jan 14	Sun					
Jan 15	Mon					closed - holiday

SECTIONS I, II, AND III ARE REQUIRED TO BE COMPLETED			
<b>I. Family Fee Certification &amp; Receipt</b>			
PART TIME MONTHLY FEE: \$56.00		FULL TIME MONTHLY FEE: \$0.00	
<b>PROVIDER:</b> Enter amount of family fees and the date paid to you for the current month only (enter "0" if the family does not have a family fee OR if family fees were not paid):		Amount: \$ <u>56.00</u>	Date Paid: <u>1/2/18</u>
<b>II. Provider Billing/Invoicing</b>			
<b>PROVIDER:</b> Enter total amount billed for the current month only (do not deduct family fees):		MONTHLY or WEEKLY 1) \$ <u>180.00</u> 3) \$ <u>100.00</u> 5) \$ <u>100.00</u> 2) \$ <u>100.00</u> 4) \$ <u>100.00</u> 6) \$ _____	
<b>PROVIDER:</b> Enter total registration fee and/or materials fee amount expected (if applicable):		\$ _____	
<b>III. Self-Certification</b>			
<b>PARENT Self-Certification</b>		<b>PROVIDER Self-Certification</b>	
I declare under penalty of perjury that the information provided on this attendance record is true and correct, and: I am not receiving any other child care subsidy for the care noted above. I certify the family fees that I am required to pay have been documented above and reflect what I have paid my child care provider. I understand family fees may not be waived under any circumstances.		I declare under penalty of perjury that the information provided on this attendance record is true and correct, and: I am not receiving reimbursement from any other source for the child care services provided. I certify that the family fees, as documented above, reflect the fees I received from the parent. I understand family fees may not be waived under any circumstances. I certify that the rates charged to CDA in section II above are my normal and customary rates charged to non-subsidized families.	
Parent Signature: <u>Jane Richards</u>	Date: <u>1/31/18</u>	Provider Signature: <u>Charlie Parks</u>	Date: <u>1/31/18</u>

Return to: Child Development Associates, 180 Otay Lakes Road, Suite 300, Bonita, CA 91902

## Attendance Record Instructions

How to read and properly fill out CDA's attendance record is explained in the numbered items below. Each item matches up with the numbered squares in the example above.

Each attendance record is coded for a specific child and date range. Child care must be documented on the correct attendance record.

1

### Attendance records must be completed in ink.

- Do not use pencils, gel pens, or markers.
- Do not use white-out/ correction fluid or correction tape.
  - If anyone completing the attendance record makes an error, that person must correct it and initial.

2

### "Time In" and "Time Out"

- The parent (or the adult authorized by the parent) or the provider must record, on a daily basis, the times that child care starts and ends. **Actual times** must be written in and **"a.m." or "p.m." must be specified**. (Example: If the child arrives at 6:58 a.m., record Time In as "6:58 a.m."; **do not round** to 7:00 a.m.)
  - 2A. The actual times the child arrived into care and left care each day must be written in.
  - 2B. For school-age children who attend child care before and/or after school:
    - The actual times the child left care to go to school and entered back into care from school must be written in. (This also applies to children attending transitional kindergarten, preschool, Head Start, etc.)

3

### "Comments"

- The reason must be recorded in this column:
  - If a child is absent from care (example: vacation, illness)
  - If a child uses hours of care that differ from the authorized hours (example: when the parent works overtime or when the parent picks up the child late because of heavy traffic)

4

### Section I: "Family Fee Certification & Receipt" Section

- **The provider** must complete this section by entering the amount of family fees paid by the parent for the **current** month and the date the fees were paid.
  - If the family does not have a family fee or current family fees were not paid, "0" should be entered in this section.
  - Other fees paid (example: previous months' family fees, co-payments) **should not** be documented in this section.

5

### Section II: "Provider Billing/Invoicing" Section

- 5A. **The provider** must enter the total amount invoiced for the current month of care.
  - If the provider charges monthly, the provider should enter the monthly amount for the billing month
  - If the provider charges weekly, the provider should enter all weekly amounts for the billing month
    - CDA considers Sunday – Saturday a child care week
- 5B. **The provider** must enter any registration fee and/or materials fee expected for the current month (only if applicable).

### Section III: “Self-Certification” Section

- At the end of the monthly reimbursement cycle, **both the parent and provider** must sign and date the penalty of perjury statements at the bottom of the attendance record.
  - **Full signatures** (first and last name) are required.
  - By signing, the parent and provider are attesting under penalty of perjury that all of the information on the attendance record is true and correct.

### **Accurate Completion of Attendance Records**

Parents and providers must make sure that attendance records are completed properly, as detailed in the above instructions. If attendance records are not completed properly, based on State requirements, the parent or provider (as applicable) will receive a warning letter.

If a third (3rd) warning letter is issued within the same fiscal year:

- The parent or provider, as applicable, must meet with their Child Care Eligibility Specialist (CES)/ Provider Specialist (PS) 10 business days.
- A termination notice will be issued if the parent/provider does not meet with their CES/PS within the 10 business days.
- The next time attendance records are not completed properly during that fiscal year, a termination notice will be issued to the parent/provider.

### **Submission of Attendance Records**

Original CDA issued attendance records must be submitted to CDA’s administrative office no later than the tenth (10th) calendar day of the month following the month of care. Reimbursement for on-time attendance records will be issued within 15 business days of receipt.

#### **When are attendance records due?**

Each month’s attendance record is due no later than the 10<sup>th</sup> of the following month.

Attendance records received from the eleventh (11th) calendar day to the end of the month following the month of care will be considered late. Late attendance records will be reimbursed no later than 25 business days after receipt.

***The final deadline for receipt of attendance records is the last day of the month following the month of care.***

- ***Due to the close of the fiscal year, the final deadline for receipt of attendance records for the month of June is the fifth (5th) business day of July.***

***If attendance records are submitted after the deadline, the provider’s right to reimbursement is forfeited.***

The parent and provider should verify all of the following information before submitting the attendance record to CDA for reimbursement:

- Actual times in and out of care are accurately recorded for each day
- Reasons for absences (example: holidays, vacations and school breaks for the child) are noted daily
- Attendance records reflect the reason for any additional child care hours used (Refer to “[Additional Child Care for an Unscheduled but Documented Need for Services](#),” page 36.)
- Parent and provider signatures are on the bottom of the attendance record (Any misrepresentation of signatures on the part of the parent or provider will result in immediate termination/disqualification and possible referral to the District Attorney’s office for investigation.)



CDA recommends that providers make a copy of all attendance records for their own records, before submitting them to CDA for reimbursement. Note: A copy of completed attendance records should be provided to parents as receipts of any family fees paid, unless their provider is issuing separate receipts for family fees.

Attendance records may be mailed or dropped off directly at CDA's administrative office in Bonita. For your convenience, an Attendance Record Drop-Box is located at the front of the building. CDA is not responsible for late mail delivery or attendance records lost in the mail.

Once attendance records are received by CDA they are logged and date stamped, reviewed for completeness and accuracy, and processed for reimbursement.

## 17. Provider Reimbursement

Reimbursement for child care services is made monthly and is issued directly to the child care provider, on behalf of the parent. Provider reimbursements are made through direct deposit to ensure timely and secure reimbursements; reimbursements are not available for pick-up at the CDA offices. *For reimbursement timeframes, please visit our website and refer to CDA's Reimbursement Schedule.*

**Providers will be reimbursed the amount invoiced on the attendance record, not to exceed the assigned Regional Market Rate Ceiling for the certified child care schedule. The invoiced amount will be compared to the provider's rate on file and must be equal to or lower than the amount charged non-subsidized families for like care.**

### A. Provider Billing/Invoicing

In order for reimbursement to be processed, providers must complete "Section II. Provider Billing/Invoicing" of the attendance record. Providers should calculate each claim independently and write the correct invoiced amount on Section II of each child's attendance record:

II. Provider Billing/Invoicing					
II(a) PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ _____		1) \$ _____	3) \$ _____	5) \$ _____
			2) \$ _____	4) \$ _____	6) \$ _____
II(b) PROVIDER: Enter total registration and/or materials fee amount expected (if applicable):					\$ _____

**PLEASE NOTE:** If this Section II is not completed correctly, CDA will not be able to reimburse the provider and reimbursement will be delayed until an invoice clarification is received.

- **Section II(a): The total amount invoiced for the current month of care:**
  - Must be no more than the amount charged non-subsidized families for like care (including any sibling discounts, military discounts and employee discounts)
  - Must be in alignment with the provider's current rate sheet on file with CDA.

## Examples of Invoicing

- ♦ Example 1: If the provider's rate sheet **on file** is MONTHLY...



The provider must enter only a monthly amount in the invoicing section of the attendance record.

II. Provider Billing/Invoicing					
<b>PROVIDER:</b> Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ <u>860</u>		1) \$ _____	3) \$ _____	5) \$ _____
			2) \$ _____	4) \$ _____	6) \$ _____

Family fees should **not** be deducted from this amount.

- ♦ Example 2: If the provider's rate sheet **on file** is WEEKLY...



The provider must enter only weekly amounts in the invoicing section of the attendance record.

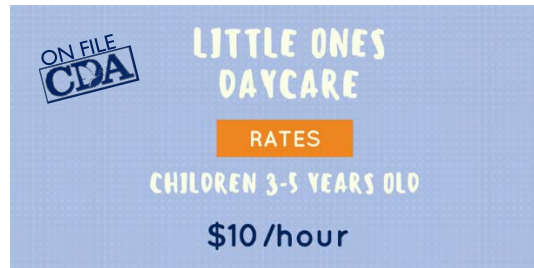
CDA considers Sun–Sat a child care week.

II. Provider Billing/Invoicing					
<b>PROVIDER:</b> Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ _____		1) \$ <u>215</u>	3) \$ <u>190</u>	5) \$ <u>190</u>
			2) \$ <u>190</u>	4) \$ <u>215</u>	6) \$ _____

Family fees should **not** be deducted from these amounts.

**DO NOT INVOICE IN BOTH MONTHLY AND WEEKLY SECTIONS.**

- ♦ Example 3: If the provider's rate sheet **on file** is HOURLY...



The provider must enter only a monthly amount **or** weekly amounts in the invoicing section of the attendance record.

- To invoice MONTHLY, the provider must total all of the child care hours in the month and multiply by the provider's hourly rate.

Enter this amount in the monthly section:

II. Provider Billing/Invoicing					
MONTHLY		or	WEEKLY		
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ <u>860</u>	1) \$ _____	3) \$ _____	5) \$ _____	
		2) \$ _____	4) \$ _____	6) \$ _____	

Family fees should **not** be deducted from this amount.

- To invoice WEEKLY, the provider must total all of the child care hours per week and multiply them by the provider's hourly rate.

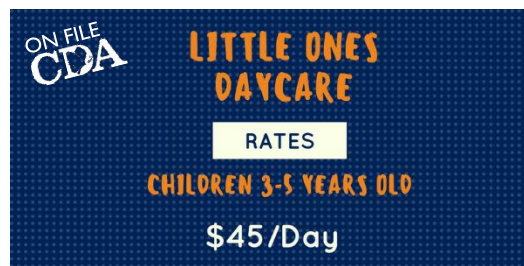
Enter these amounts in the weekly section:

II. Provider Billing/Invoicing					
MONTHLY		or	WEEKLY		
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ _____	1) \$ <u>215</u>	3) \$ <u>190</u>	5) \$ <u>190</u>	
		2) \$ <u>190</u>	4) \$ <u>215</u>	6) \$ _____	

Family fees should **not** be deducted from these amounts.

**DO NOT INVOICE IN BOTH MONTHLY AND WEEKLY SECTIONS.**

- ♦ Example 4: If the provider's rate sheet **on file** is DAILY...



The provider must enter only a monthly amount **or** weekly amounts in the invoicing section of the attendance record.

- To invoice MONTHLY, the provider must total all of the child care days in the month and multiply by the provider's daily rate.

Enter this amount in the monthly section:

II. Provider Billing/Invoicing					
	MONTHLY	or	WEEKLY		
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ <u>860</u>		1) \$ _____	3) \$ _____	5) \$ _____
			2) \$ _____	4) \$ _____	6) \$ _____

Family fees should **not** be deducted from this amount.

- To invoice WEEKLY, the provider must total all of the child care days per week and multiply them by the provider's daily rate.

Enter these amounts in the weekly section:


II. Provider Billing/Invoicing					
	MONTHLY	or	WEEKLY		
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ _____		1) \$ <u>215</u>	3) \$ <u>190</u>	5) \$ <u>190</u>
			2) \$ <u>190</u>	4) \$ <u>215</u>	6) \$ _____

Family fees should **not** be deducted from these amounts.

**DO NOT INVOICE IN BOTH MONTHLY AND WEEKLY SECTIONS.**

- **Section II(b): Registration fee and/or materials fee:**

- If the provider is expecting a registration fee and/or materials fee reimbursement for the current month (based on the provider's contractual terms), the provider must enter the amount in the registration section:

II. Provider Billing/Invoicing					
	MONTHLY	or	WEEKLY		
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ _____		1) \$ _____	3) \$ _____	5) \$ _____
			2) \$ _____	4) \$ _____	6) \$ _____
PROVIDER: Enter total registration and/or materials fee amount expected (if applicable):				\$ <u>103</u>	

## B. Application of the RMRC Based on Schedule Type

There is a maximum amount CDA is allowed to reimburse providers known as the Regional Market Rate Ceiling (RMRC), according to state guidelines. When reimbursing a provider, the RMRC will be applied based on the type of schedule approved: a set schedule or variable schedule.

### Reimbursement for Set Schedules

For set schedules, the provider will be reimbursed according to the amount billed by the provider, the provider's current rate sheet on file with CDA, or the RMRC amount listed on the Certificate for Child Care Services, whichever is less.\*

See example below.



Ana is authorized a full-time set schedule for 35 hours per week with a licensed provider for her three (3) year-old son, John. Ana's provider charges \$215 per week for full-time hours. The Full-Time Weekly RMRC is \$220.

**In this example, the provider charges \$215 per week which would be paid in full because the allowable RMRC is \$220, which is more than what the provider charges.**

*\*Exception: When a set schedule is authorized with a license-exempt provider for less than 30 hours per week, reimbursement will be based on the Part-Time Hourly RMRC for the **actual** care provided within each child's authorized days and hours.*

### Reimbursement for Variable Schedules

For variable schedules, the provider will be reimbursed according to the amount billed by the provider, the provider's current rate sheet on file with CDA, or the full-time or part-time RMRC for the **actual** care provided within the certified child care schedule, whichever is less.\*\*

See example below.



Ana is authorized a full-time variable schedule for 35 hours per week with a licensed provider for her three (3) year-old son, John. However, John was only in care for 29 hours, which is considered part-time. Ana's provider charges \$190 per week for part-time hours. The Part-Time Weekly RMRC is \$166.59.

**In this example, the provider charges \$190 per week, however, the provider's reimbursement is limited to \$166.59 based on the allowable RMRC and state guidelines.**

The parent is responsible for the remaining balance - known as the **co-payment**.

**\*\*CDA may not reimburse for absences, vacations, holidays or provider closure days for children with variable schedules.**

**The amount that a provider is reimbursed may be affected by other factors.  
Refer to the following section for more information.**

## C. Factors that Affect Final Calculation of Reimbursement

After the RMRC is applied to a child's schedule, several things may have an impact on the final reimbursement amount issued to the provider. Each of these factors is detailed below.

### **Provider's Contractual Terms**

The following will apply if the provider's contractual terms on file with CDA reflect policies regarding payment for absences, holidays, closure dates, registration fees, etc. If CDA is not able to cover any of the charges listed, the provider may request payment from the parent.

- **Reimbursement for Absences** [Title 5, § 18076.2(b)(1)]  
Reimbursement for absences may be made for set schedules only.

**Do you have a variable child care schedule but are able to set your work or school schedule?**

- **If so, CDA may be able to reimburse for absences, which could reduce or eliminate a co-payment to your provider.**

- **Reimbursement of Holidays and/or Non-Operation Days** [Title 5, § 18076.2(b)(2)]

The number of reimbursable holidays, vacation days and/or non-operational days for the provider shall be limited to a maximum of 10 days per fiscal year.

At enrollment and annually thereafter, the provider must declare the specific non-operational days (up to a maximum of 10) for which they will request reimbursement on the Non-Operational Days Self-Declaration form.

- CDA will reimburse a provider for those non-operational days (on a set schedule only) as they occur each fiscal year.
  - Once the allowable limits are exceeded, reimbursement will be prorated for future closure days.
- If a provider has any changes in non-operational days after contractual terms have already been submitted to CDA:
  - The provider must update the information **BEFORE** the date of the non-operational day for which reimbursement is being requested. CDA will not adjust reimbursement for non-operational days retroactively.

- **Reimbursement of Registration Fees, Materials Fees, Insurance Fees** [Title 5, § 18076.1]

Fees for registration, materials and/or insurance *may* be reimbursed if the current reimbursement amount does not exceed the Regional Market Rate Ceiling (RMRC).

- Reimbursement of these fees is limited to one (1) per child, per fiscal year and will be made in a single payment.

For programs that have multiple fees in one year or where it has been determined that the reimbursement amount exceeds the RMRC, the excess fees will be the responsibility of the parent.

- **Adjustment for Child Care during Evenings and/or Weekends** [Title 5, § 18075.1]

A licensed child care provider is eligible for an adjustment to the assigned RMRC (a potential increase to the provider reimbursement) when certified child care services are provided either:

- Between the hours of 6:00 p.m. and 6:00 a.m. on weekdays **or**
- Any time on weekends

An Evenings and/or Weekends adjustment factor may be applied to the assigned RMRC for a child's certified child care schedule when:

- At least ten (10) percent of the certified schedule occurs during evenings and/or weekend hours **AND**
- The provider's normal and customary rates on file with CDA include specified evenings and/or weekend rates **or**
- The provider's normal and customary rates on file with CDA cover evening and weekend child care but exceed the assigned RMRC

The Evenings and/or Weekends adjustment factor will be made to the assigned RMRC and reimbursement to the provider will be the lesser of:

- The adjusted RMRC, or
- The provider's invoiced amount

The following applies for providers whose contractual terms reflect policies regarding payment for additional fees. The provider may request payment from the parent.

- **Reimbursement of Additional Fees** [Title 5, § 18076.1, 18111]  
CDA **may not** reimburse for additional fees for activities or services including meals, recreation and field trips.

### **Unscheduled but Documented Need for Services**

[Title 5, § 18075]

For parents who been approved to use additional child care hours for an unscheduled but documented need for services, the additional hours will be reimbursed based on the following:

- An hourly rate will be used when less than six (6) hours are used per day or for an unscheduled but documented need of less than six (6) hours per occurrence.
- A daily rate will be used when six (6) hours or more are used per day, or for an unscheduled but documented need of six (6) or more hours per occurrence.
  - Use of the Daily RMRC is limited to fourteen (14) or fewer days in a month that reflect care of six (6) or more hours.
- The applicable reimbursement will be in addition to the reimbursement for parent's regular authorized schedule but will not exceed the provider's invoiced amount.

### **Prorating**

If a day of child care cannot be reimbursed, the RMRC applied to a child's schedule may be prorated based on the number of days the child was authorized to use that week.

### **When Prorating will Be Applied**

- When child care begins or ends in the middle of a week
- Provider closure days in excess of 10
- Absences, holidays, closure dates when the provider **does not have contractual terms** on file with CDA stating they require payment for such days
- When a child is suspended from child care by the provider
- When child care schedules are reauthorized due to change in authorized care
- A midweek birthdate that changes the RMRC age category being applied to a child

### **How Prorating is Applied**

- First, the assigned RMRC is divided by the number of days the child was authorized to use that week, to determine an adjusted daily amount.
- Next, the adjusted daily amount is multiplied by the number of actual days of care eligible for reimbursement, resulting in an adjusted maximum reimbursement amount.
- The adjusted maximum reimbursement amount is then compared to the provider's invoiced amount, and the lesser of the two will be provider's reimbursement amount.

### **Example of a Proration**

Example: A child's authorized hours are Monday-Friday, 8:30 a.m. – 5:30 p.m., a total of 45 hours authorized per week. When processing reimbursement, the first week of care will be prorated because care began in the middle of the week, on a Tuesday.

- The applicable RMRC is a full-time weekly amount of \$250.
- $\$250 \div 5 \text{ days authorized per week (Monday-Friday)} = \$50 \text{ adjusted daily amount}$
- $\$50 \times 4 \text{ actual days eligible (Tuesday-Friday)} = \underline{\$200 \text{ adjusted maximum reimbursement}}$



For that week, the provider's invoiced amount is \$275. The lesser of the provider's invoiced amount and the adjusted maximum reimbursement is \$200, so that will be the provider's reimbursement amount for that week.

### **Family Fees Deducted from Reimbursement**

When reimbursement is made to a provider the total amount of family fees owed for the current month will be deducted from the provider's reimbursement, whether or not the parent has paid the family fees.

Example: A family is assessed a full-time monthly family fee of \$53. The parent pays their provider \$53 for the current month and the provider documents this amount collected on the attendance record. When CDA reimburses the provider, \$53 will be deducted from the provider's monthly reimbursement.

### **Garnishments**

CDA fully cooperates with Federal and State agencies who issue garnishments (example: for delinquent taxes, child support payments or a civil order). If CDA is ordered to garnish a provider's reimbursement, the provider will receive notification from the agency issuing the garnishment and a confirmation from CDA that future reimbursements will be garnished.

### **Non-Reimbursable Child Care**

All or part of an attendance record will not be eligible for reimbursement when:

- Unauthorized child care services are used
- The "Provider Billing/Invoicing" section of the attendance record is incomplete
- An original CDA issued attendance record is not received or the attendance record is submitted by fax or a copy is submitted, without an authorized reason
- Attendance records are received past the deadlines indicated on CDA's Reimbursement Schedule
- A variable child care schedule is authorized and missing times on the attendance record prevent CDA's ability to determine the hours of care used
- The provider's rate sheet on file with CDA is expired
- The provider has committed fraud regarding eligibility or child care services provided
- A provisional license-exempt child care provider does not receive TrustLine clearance within 30 days

Reimbursement and authorized child care services will end when:

- A license-exempt child care provider's TrustLine clearance has been revoked and care did not end as directed
  - Reimbursement will end on the date of the TrustLine revocation notice.
- A license-exempt child care provider and parent move into the same home without being authorized for in-home exempt care
  - Reimbursement will end after two (2) weeks from the day CDA finds out about the move
    - The parent may choose to get approval for in-home exempt care. Refer to "[Participation Requirements for In-Home License-Exempt Providers](#)," page 43.
- A licensed child care provider has failed to report timely a change in address and the provider is not yet licensed at the new address or is not TrustLine cleared
  - Reimbursement will end immediately and the last day of authorized care will be the day CDA is notified of the change.
- A child care provider's license is voluntarily surrendered or is revoked by Community Care Licensing
  - Reimbursement will end the day before the effective date of the revocation notice or the surrender date, as applicable.

- A child is terminated from child care by the provider
  - Reimbursement will end on the date the provider denies the child to continue attending.

### **Reimbursement Adjustments**

If the provider believes there is an error in their reimbursement, the provider should contact AP Fiscal Payments as soon as possible (619-427-4411 x 1300) to determine if an adjustment is required. Adjustments (positive or negative) can only be made for current fiscal year reimbursements and are subject to the availability of funds. Adjustments take a maximum of 10 business days to be approved and processed.

## **18. Co-Payments**

[Title 5, § 18220.6]

Parents may choose a provider regardless of the provider's rates. However, when the provider's rate and other allowable charges exceed the maximum amount CDA can reimburse the provider, the parent is responsible for paying the difference. This difference, called a co-payment, must be paid directly to the child care provider. Any issues regarding co-payments must be resolved between the parent and the provider.

Parents may want to keep track of their co-payments and any other child care expenses paid, as families may be eligible for tax benefits for child care expenses.

*Parents pay a co-payment directly to their child care provider whenever CDA cannot fully cover what the provider is charging.*

- *Parents may also be responsible for a family fee. See "[Family Fees](#)," page 25.*

## **19. Communication Between Providers and CDA**

### **A. Provider Request for Documentation and Provider Notification**

A Provider Request for Documentation Letter will be issued when updated information or documentation is needed from the provider.

- CDA encourages providers to mail, email, or fax requested documentation to CDA.
  - Refer to "[Secure Email](#)," page 71, if the requested documentation contains sensitive or confidential information.
  - It is recommended that providers contact CDA if there are questions as to whether the documentation has been received.

Providers will be issued a Certificate of Child Care Services to notify them of the services that are approved for the family or if there are any changes in child care services, including termination. For more information, refer to "[Certificate for Child Care Services](#)," page 31.

## B. Mail to Providers

All mail is considered delivered if the provider's correct address is on file with CDA and no mail has been returned to CDA as undeliverable. It is the provider's responsibility to report any change in address to ensure CDA has the most current information.

All items mailed to providers from CDA will be sent to the address where child care services are provided. CDA will not mail any items to P.O. Boxes. (Exceptions may be made in areas where postal service is limited.)

## C. Reporting Changes – Providers

To ensure that CDA's provider files remain up-to-date, providers should contact their Provider Specialist to report any changes in advance of the change.

Examples of changes to report:

- Change in a provider's licensing status
- Change in a provider's phone number
- Change of address
- Change in a provider's rates
- Change in a provider's hours of operation
- Change in a provider's contract, parent handbook, or parent agreement
- Other changes that may affect reimbursement

### PROVIDERS

Don't forget to report these changes!

- *Change in licensing status*
- *Change in phone number*
- *Change of address*
- *Change in rates*

## 20. Denial of or Change in Provider Participation

### A. Denial of Provider Participation for Health or Safety Reasons

#### **Licensed Child Care Providers**

[Title 5, § 18224.2]

If Community Care Licensing, the local Resource & Referral Service (R&R), or other regulatory agency informs CDA that a child care home or center has their license temporarily suspended or revoked, the provider's participation and reimbursement will end immediately and families will be notified to select a new provider.

#### **License-Exempt Child Care Providers**

[Title 5, § 18224.6]

If a license-exempt provider's TrustLine clearance is revoked or closed, subsidized child care cannot continue with that provider. The TrustLine revocation date will be the last date that the provider will be eligible for reimbursement and the provider's participation will end. Families will be notified to select a new provider.

## B. Providers Placed on Probation

[Title 5, § 18224.4]

If the local Resource and Referral Service (R&R) informs CDA that a child care home or center has been placed on probation by Community Care Licensing, parents will be notified in writing and informed of their provider's status. Families currently enrolled or those newly enrolling with CDA will have the option of making different child care arrangements or remaining with the child care home or center without risk of subsidy reimbursements ending.

## C. Disqualification of Provider Participation

Reasons a provider's participation may be denied or terminated include, but are not limited to, the following:

- Failure to abide by the program regulations and/or CDA policies
- Failure to supply documentation required by CDA or State guidelines
- Falsification of attendance records (example: signatures, child care days/hours used, or family fees collected)
- Repeated failure to maintain accurate attendance records (example: failure to record actual times in and out of child care on a daily basis, failure to sign the penalty of perjury statement)
- Activity or behavior that presents a risk to any child, parent, child care provider, visitor, or CDA staff member, representative or facility (using profanity, making threats, harassing the individual, endangering the safety or life of the individual, destroying property, or any other activity or behavior that violates CDA's conduct policy)
- Conspiring to, attempting to, or committing a fraudulent act
- Provisional license-exempt child care provider does not receive TrustLine clearance within 30 days
- License-exempt child care provider is denied TrustLine or TrustLine clearance is revoked
- Charging CDA a higher rate for child care than is charged to non-subsidized families
- Waiving family fees
- License-exempt care taking place in the child's home which does not meet CDA's requirements for in-home care
- Submitting any false, misleading or fraudulent documentation
- Closure by Community Care Licensing
- Notice from Community Care Licensing that a revocation or Temporary Suspension Order (TSO) is in progress
- Licensed child care provider surrenders the provider's license
- Failure to notify CDA immediately when the provider is no longer licensed
- A credible allegation that children's health or safety may be at risk
- Failure to respond to notices regarding any overpayment made by CDA to the provider
  - In addition, the provider's overpayment balance will be sent to the San Diego Office of Revenue and Recovery for collections.
- Past participation in any of CDA's programs, as a provider or parent, **and** any of the following:
  - The individual is currently being investigated for fraud
  - It was determined that the individual committed fraud or the intentional misrepresentation of eligibility within the past two (2) years
  - It was determined that the individual committed fraud or the intentional misrepresentation of eligibility, and has not yet repaid the cost of all ineligible services (including administrative costs) used and any past due family fees to CDA

Child care providers whose participation is denied or terminated with cause may be ineligible for future participation.

## 21. Communication Between Parents and CDA

### A. Request for Documentation and Parent Notification

After a family is approved for child care services, it is important for the parent and the assigned Child Care Eligibility Specialist to communicate regularly. CDA handles most communication with parents by written notices.

- A Request for Documentation Letter is issued when updated information or documentation is needed from the family.
- A written Notice of Action is issued for any formal action taken on a family's child care services. This includes approval, denial, or termination of child care services, and any changes in approved child care services or family fees.
  - Along with the Notice of Action, a Certificate for Child Care Services is issued to the family. Refer to "[Certificate for Child Care Services](#)," page 29.

*Don't miss important notices and information from CDA! Be sure to update us any time your contact information changes.*

## Notice of Action Example

California Department of Education  
Early Education and Support Division

### NOTICE OF ACTION

Form CD-7617, (Rev. 6/14)



<b>1. Notice of Action (Complete Either 1.A. or 1.B.)</b>																																														
<b>1A</b> <b>1.A. Application for Services</b> <input type="checkbox"/> Services Approved to Begin: _____ Date _____ <input type="checkbox"/> Services Denied If appealed, appeal is due by: _____ Date _____ (Note: Appeal instructions are on reverse side.)	<b>1B</b> <b>1.B. Recipient of Services</b> <input checked="" type="checkbox"/> Change in Service <input type="checkbox"/> Termination of Service <input type="checkbox"/> Termination of Service for Delinquent Fees Effective Date of Action: 12/01/2016 If appealed, date appeal is due by: 12/16/2016																																													
<b>2. Distribution of Notice</b>																																														
<input type="checkbox"/> Notice Given to Parent/Caretaker Recipient's Initials: _____																																														
Notice Mailed: <input checked="" type="checkbox"/> First Class <input type="checkbox"/> Other: Date Notice Given or Mailed: 11/24/2016 Tracking No. _____																																														
<b>3. Parent/Caretaker Information</b>																																														
Parent/Caretaker A: RICHARD PARKS Address: 61 Mother Goose Lane Parent/Caretaker B: _____ City: San Diego Zip: 98765-4321 Telephone: (987) 654-3210																																														
<b>4. Approved Child Care Services (Complete all information for each child approved for services.)</b>																																														
<table border="1"> <thead> <tr> <th rowspan="2">Name(s) of Child(ren) Receiving Services</th> <th rowspan="2">Program Code</th> <th rowspan="2"></th> <th colspan="7">Enter Approved Hours of Enrollment</th> </tr> <tr> <th>Sun.</th> <th>Mon.</th> <th>Tue.</th> <th>Wed.</th> <th>Thu.</th> <th>Fri.</th> <th>Sat.</th> </tr> </thead> <tbody> <tr> <td rowspan="2">ROGER PARKS 11/24/2016 PTW \$137.90 FTW \$203.12</td> <td rowspan="2">C3AP</td> <td>School</td> <td></td> <td>4.25</td> <td>4.25</td> <td>4.25</td> <td>4.25</td> <td>4.25</td> <td></td> </tr> <tr> <td>Vacation</td> <td></td> <td>10.50</td> <td>10.50</td> <td>10.50</td> <td>10.50</td> <td>10.50</td> <td></td> </tr> <tr> <td colspan="3">Monthly Family Fee:</td> <td colspan="3">Part-time \$56.00</td> <td colspan="4">Full-time \$111.00</td> </tr> </tbody> </table>		Name(s) of Child(ren) Receiving Services	Program Code		Enter Approved Hours of Enrollment							Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	ROGER PARKS 11/24/2016 PTW \$137.90 FTW \$203.12	C3AP	School		4.25	4.25	4.25	4.25	4.25		Vacation		10.50	10.50	10.50	10.50	10.50		Monthly Family Fee:			Part-time \$56.00			Full-time \$111.00			
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Monthly Family Fee:			Part-time \$56.00			Full-time \$111.00																																								
<b>5. Basis for Family Eligibility for Services</b>																																														
<input type="checkbox"/> Recipient of Child Protective Services <input type="checkbox"/> Current Aid Recipient <input type="checkbox"/> Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited <input checked="" type="checkbox"/> Income Eligible (Reference Family Fee Schedule or Income Ceiling for Admission to State Preschool Programs.) <input type="checkbox"/> Homeless																																														
<b>6. Basis for Family Need for Services</b> (This section does not apply to State Preschool Programs [CSPP])																																														
<input type="checkbox"/> Recipient of Child Protective Services <input type="checkbox"/> Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited <input type="checkbox"/> Seeking Permanent Housing <input type="checkbox"/> Engaged in Vocational Training/Education <input checked="" type="checkbox"/> Employed or Seeking Employment <input type="checkbox"/> Incapacitated Parent(s)																																														
<b>7. Reason for Action: State the specific reason(s) services were denied, changed or terminated.</b> <The specific action will be stated here.>																																														
<b>8. Agency Name</b> Child Development Associates, Inc.																																														
<b>9. Name/Title of Agency Representative</b> Mary Lamb/Child Care Eligibility Specialist (123) 456-7890 x200																																														
<b>10. Signature of Agency Representative</b>																																														

The agency must complete the information on the reverse side before the Notice of Action is issued.

## **How to Read a Notice of Action**

[Title 5, § 18094, 18095]

The Notice of Action (NOA) is broken down into sections, which are described below. Each section corresponds with the sections in the example above.

- Section 1A Application for Services** – This shows the date child care services are approved to begin or if services were denied.
- Section 1B Recipient of Services** – This tells the parent if the NOA is for a change in approved services or if care is being terminated. This section also has the effective date of the action that will be taken and the final date to file an appeal if the parent feels the action being taken is incorrect.
- Section 2 Distribution of Notice** – This shows how the NOA is distributed to the parent; either it is given in-person or mailed.
- Section 3 Parent/Caretaker information** – This has the parent’s name, address and telephone number.
- Section 4 Approved Child Care Services** – This shows who the approved children are, the funding source of their child care services, and the amount of care they are approved to use. This section also shows the full-time monthly and part-time monthly family fees, if any.
- Section 5 Basis for Family Eligibility for Services** – This shows the family’s documented eligibility for subsidized services (example: income eligible).
- Section 6 Basis for Family Need for Services** – This shows the family’s documented need for subsidized services (example: employment, vocational training).
- Section 7 Reason for Action** – This describes the action taken on the family’s child care case (such as a change in child care hours, family fee or termination of services) and the effective date of the action.
- Sections 8, 9, 10** These sections give information on the agency representative who is taking the action on the child care case.

The back side of the Notice of Action has information on parents’ appeal rights and step-by-step instructions on how to file an appeal with CDA and with the California Department of Education.

Parents are asked to please take the time to carefully read each and every Notice to be sure they understand the action being taken. If any part of a Notice of Action is not clear, parents should contact their Child Care Eligibility Specialist right away for clarification.

If a parent disagrees with an action, the parent should contact their Child Care Eligibility Specialist as soon as possible to discuss the action taken.

- The parent has the right to appeal the action by the appeal due date shown in Section 1.B. of the Notice of Action. Refer to “[Appeal Procedures](#),” page 64.



## B. Reminders for Parents

CDA uses an automated messaging system to send courtesy reminders to parents about important dates (examples: documentation due dates, upcoming appointments). For details and any questions about the reminder system, parents can contact their Child Care Eligibility Specialist.

## C. Mail to Parents

All mail is considered delivered if the parent's correct address is on file with CDA and no mail has been returned to CDA as undeliverable. It is the parent's responsibility to report any change in address to ensure CDA has the most current information.

- Any mail returned to CDA as undeliverable will be shredded and disposed of.

## D. Reporting Changes – Parents

[Title 5, §18084.2, 18084.3]

Child care services are approved based on the initial documentation supplied by the family and verified by CDA staff. Once a family establishes eligibility and need at certification or recertification, they will remain eligible for no less than 12 months. This means that even if there are changes in the family's eligibility or need, the family is eligible to:

- Use the same child care services for 12 months
- Continue services with no change to their family fee for 12 months

**PLEASE NOTE: Based on other regulations and program rules, a family's or child's services may be still terminated within the 12-month eligibility period.** Examples: Not paying family fees, not completing attendance records properly, etc.

If a family's child care need changes after services have been approved, the parent may request a change as described in the "[Voluntary Request to Change Child Care Services](#)" section, below.

- Example: A parent is certified for a part-time job, working 20 hours a week and is later hired full time, at 40 hours a week.

### Requirement to Report Changes

Changes are not required to be reported during the 12-month eligibility period, with one exception:

- An **income eligible** family *must* report within 30 days if their adjusted monthly income increases and exceeds 85 percent of the State Median Income (SMI).
  - To ensure families know what the 85 percent SMI is for their family size, each **income eligible** family receives a notice at their certification and recertification with the specific ceiling amount listed for their family size. Parents may always contact their CES if they need this information.

#### PARENTS

*If your family is currently income eligible, you must report if your income increases and exceeds 85 percent of the State Median Income.*

## Voluntary Request to Change Child Care Services

Families are encouraged to use the child care services they are approved for at certification or recertification but in the event that a change in services may benefit a family, parents may *voluntarily* report:

- Changes to reduce their family fees, increase child care services, or extend the period of eligibility before recertification
  - Before any changes can be made, the parent must submit required documentation to support the change.
  - Documentation used to increase child care services or decrease family fees will not be used to make any other changes to a family's child care services, unless requested.
- Changes to decrease their child care services
  - Before any changes can be made, the parent must:
    - Complete a written request form, which includes an acknowledgement that they can retain the same level of services, **and**
    - As applicable, submit required documentation to support the change.
  - Based on the documentation received and/or State regulations, the approved child care schedule may be different than the schedule parent listed on the request form.

### **PARENTS**

*If you need additional child care, you may request a change by contacting your Child Care Eligibility Specialist.*

After required documentation is received and verified, the change will be processed within two (2) business days.

- Holidays and delays in verifying submitted documentation that are beyond CDA's control may delay the processing date.

The effective date of the change will be no later than the second business day following CDA's verification of the change.

- Exceptions may apply for family fees, provider changes, terminations and Temporary Suspensions of Services.

*Changes will be processed and made effective within two (2) business days. Exceptions may apply.*

### *Following-up on Voluntarily-Reported Changes*

If a parent voluntarily reports a change in income, need, or family size and has submitted the supporting documentation but has not received a Notice of Action or other contact from CDA within the above processing timelines, the parent should contact their Child Care Eligibility Specialist to make sure the documentation was received and the change has been made in the family's child care case.

## **Temporary Suspension of Services**

Families are eligible for child care services for no less than 12 months even if there are changes in the family's eligibility or need.

- CDA encourages families to use the child care services they are approved for, to keep their children in a stable child care environment.
- CDA understands, however, that family situations may prevent them from using child care. In these situations, a family may be granted a Temporary Suspension of Services. During a Temporary Suspension of Services, the family's services are put on hold and their child care slot is held.

### *Approving a Temporary Suspension of Services*

When families temporarily do not have a need for services, parents must notify their Child Care Eligibility Specialist.

- A Temporary Suspension of Services must be approved in advance.
- When a parent requests a Temporary Suspension of Services, a written request form must be completed.
- If the completed form is not returned:
  - CDA cannot grant the Temporary Suspension of Services
  - If the parent stops using care, child care may be considered abandoned and, ultimately, the family's child care services may be terminated
- When a Temporary Suspension of Services is approved, a Notice of Action will be issued to the parent. The Notice of Action will specify what the last date of authorized child care will be and the effective date of the Temporary Suspension of Services.

### *Returning from a Temporary Suspension of Services*

Parents should contact their Child Care Eligibility Specialist as soon as possible before they are ready to resume services, to make sure that their provider is notified and attendance records are ready.

If a parent voluntarily reports a change to reduce their family fees or increase child care services, documentation to support the change will be required.

### Reporting of Other Changes

To make sure that CDA's family data files remain up-to-date, parents should contact their Child Care Eligibility Specialist to report other changes that may affect their child care case. Providing CDA with current information will help avoid delays in the management of the family's child care services and in reimbursement to the child care provider.

For CDA to best serve families, parents **should report the following changes as soon as possible:**

- Change in home address and/or mailing address
- Change in phone number
- Change in email address
- Change in a child's emergency information
- Change in child care provider
- Child care is no longer being used or will no longer be needed

### How to Report Changes and Submit Documentation

Changes may be reported to the family's Child Care Eligibility Specialist in person, or by phone or email. Submitting documentation may be done in person or by mail, email or fax.

- Refer to the [Case Management Department](#) contact information on page 1.
- If submitting documentation that contains sensitive or confidential information, refer to "[Secure Email](#)," page 71.

Parents can contact CDA if they want to verify that submitted documentation was received. If any documentation submitted to CDA is not used to verify a family's eligibility or need it will be shredded and disposed of.

## 22. Termination of Child Care Services

When CDA must end child care services because a family or child no longer qualifies, the parent will receive a Notice of Action to inform the parent of the reason for termination and the last day of authorized child care. If the parent self-reports a change in provider before the effective date of the notice, the last date of authorized care will be revised to be the last date that care was used.

**The parent must pay the provider if any child care services are used after the last day of authorized care.**

### **Reasons for Termination**

Reasons that child care services may be terminated include, but are not limited to, the following:

- An income eligible family's adjusted monthly income exceeds 85% of the State Median Income (SMI) (the family is no longer income eligible)
- At the end of the fiscal year in which the vocational training service limit (6 years or 24 semester units, whichever expires first) has been reached
- Failing to make adequate progress once a parent is placed on academic probation
- Failure to complete recertification and provide a completed application for services along with verifiable documentation to determine that the family/child meets the eligibility and need criteria for ongoing subsidized child development services
- Not paying family fees
- Consistent inability to abide by the program regulations and/or CDA policies
- When a child has turned thirteen (13) years old (exceptions may be made for children with exceptional needs, up to the age of 21)
- Repeatedly failing to complete CDA's attendance record properly (example: not signing in and out of child care on a daily basis, not signing the penalty of perjury statement)
- Altering or misrepresenting information on attendance records (example: child care days/hours used or family fees paid)
- Child care services have been abandoned
- Not paying CDA for overdue family fees or ineligible services
- Not following the terms of a repayment agreement for family fees or ineligible services
- Knowingly providing fraudulent, false or misleading information to CDA regarding employment, self-employment, seeking employment, enrollment in an educational or vocational training program, parental incapacitation, income, family size or any other information related to need and/or eligibility
- Conspiring to, attempting to, or committing a fraudulent act
- Knowingly using child care hours for which the family is not eligible and/or approved for
- Activity or behavior that presents a risk to any child, parent, child care provider, visitor or CDA staff member, representative or facility (example: using profanity, making threats, harassing the individual, endangering the safety or life of the individual, destroying property, or any other activity or behavior that violates CDA's conduct policy)
- Contract funding is reduced, ends or any other reason as directed or required by the State of California

## **Appeal Procedures**

[Title 5, § 18120-18122]

Parents enrolled in CDA's Alternative Payment Program have the right to a fair hearing if they disagree with an action taken on their child care services. Child care services may continue and the appealed action will be put on hold until the outcome of the appeal.

### **Requesting a Hearing**

To request an appeal hearing, parents must complete the appeal information as requested on the back of the Notice of Action that was issued. The request should include:

- The parent's full name and contact information
- Information on which specific action is being appealed
- The reason for appeal
  - The reason must be specific and explain why the action taken is not justified.
- If an interpreter will be needed at the hearing
- Parent's signature and date

Additional written pages and/or any documentation may be attached to support the appeal request.

The appeal request must be submitted to the Child Care Eligibility Specialist who sent the termination or change notice.

- Parents should keep a copy of any written appeal requests for their records.

Other methods of requesting an appeal hearing (such as reporting verbally or through email) may be accepted if the parent is unable to complete the appeal request on the applicable Notice of Action.

### **Appeal Request Period**

The Child Care Eligibility Specialist must receive any appeal requests by the appeal due date shown on the front page of the Notice of Action, Section I.B.

- When a Notice of Action is **given** to a parent:
  - The appeal due date will be at least **14 calendar days** from the issue date of the Notice of Action
- When a Notice of Action is **mailed** to a parent:
  - The appeal due date will be at least **19 calendar days** from the issue date of the Notice of Action

### **Scheduling a Hearing**

Within 10 calendar days of receiving the appeal request, CDA will contact the parent to schedule an appeal hearing at a CDA office. If requested, the hearing may be held over the phone or through another method agreed upon by the parent and CDA.

### **The Appeal Hearing and Appeal Decision**

Once scheduled, the parent must attend the hearing at the scheduled location and time.

- Parents may choose an Authorized Representative to attend the appeal hearing with them or in their place. CDA's Appeals Officer must be notified in advance so that an authorization and release form can be completed before the hearing date.

If the parent (or the parent's Authorized Representative) does not show up for the hearing for any reason, the appeal will be considered abandoned and the intended action will take effect. Reasonable accommodations may be made, on a case-by-case basis, if the parent is unable to attend the scheduled hearing.

A CDA Appeals Officer will hold the appeal hearing and, within 10 calendar days, make a decision to overturn or uphold the action. The parent will be sent a written decision letter. If the decision is to uphold the action, the decision letter will include information on how to submit an appeal to the California Department of Education (CDE), Early Education and Support Division (EESD).

### **Appealing CDA's Decision**

If a parent sends an appeal to EESD, the parent must give a copy to CDA's Appeals Officer. If CDA is informed that an appeal has been received and accepted by EESD, CDA's decision will be put on hold until EESD makes a decision on the appeal. EESD may take up to 30 days to review the appeal and may request any supporting documentation from the parent and/or CDA to make their decision.

The parent will be sent a written notice of EESD's decision to overturn or uphold CDA's intended action.

- If the decision is to overturn the action, child care services will continue and may be limited by terms or conditions authorized by EESD.
- If the action appealed was a termination of child care services and the decision is to uphold the termination, child care services will end immediately. There is no other appeal level beyond the California Department of Education, Early Education and Support Division (EESD).

***Note: Parents must reimburse CDA for child care services provided, including child care provided during the appeal process, if it has been found that need and/or eligibility for services was based on intentional misrepresentation or fraud.***

## **23. Fraud and Ineligible Services**

CDA is responsible to manage public funds for families and providers who meet the State requirements for the Alternative Payment Program. To make sure only eligible families and providers receive services and reimbursement, CDA works very closely with other agencies that provide subsidized assistance to families, regulatory agencies such as Community Care Licensing, law enforcement and local, state and federal government investigators who investigate and prosecute suspected child care fraud. CDA actively cooperates with these agencies in their investigations of suspected fraud and, when requested, will share parent and/or provider information including, but not limited to, income, need, family size and attendance records.

### **What is Fraud?**

Fraud is knowingly misrepresenting facts that are material to an issue, made with the intent to obtain benefits or payment to which one is not entitled.

Fraud exists when an individual:

- Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or an increase in benefits, or to avoid a reduction of benefits
- Knowingly, and with intent, fails to disclose a fact which, if disclosed, could result in denial, reduction, or discontinuance of benefits
- Knowingly accepts benefits that the individual is not entitled to or are greater than what the individual is entitled to

Child care fraud includes but is not limited to:

- A parent knowingly has received, or is continuing to receive, child care services that the parent is not eligible to receive
- A provider knowingly has received or is continuing to receive, child care reimbursements that the provider is not eligible to receive
- A parent or provider knowingly has falsified documents off/for eligibility
- A provider aiding a parent in providing false information or not reporting a parent who they know is providing false information to CDA, including, but not limited to, signing attendance records when care is not being provided
- A parent aiding a provider in providing false information or not reporting a provider who they know is providing false information to CDA, including, but not limited to, signing attendance records when care is not being provided
- A parent signing a provider's name on the attendance records or any other form, without the provider's knowledge, in an attempt to receive or continue to receive child care services that the parent is not eligible for
- A provider signing a parent's name on the attendance records or any other form, without the parent's knowledge, in an attempt to receive or continue to receive child care reimbursements that the provider is not eligible for
- A provider charging CDA higher rates than non-subsidized families

### **When Fraud Is Suspected by CDA**

Any fraudulent, false or misleading information provided to CDA regarding attendance, provider rates, employment, self-employment, seeking employment, enrollment in a vocational training program, parental incapacity, income, family size, or any other information related to provider participation or parent eligibility and/or need, will be grounds for termination.

When CDA suspects fraud, the case is referred to local, state and federal government investigators. This may result in charges being filed, repayment of ineligible child care services or ineligible reimbursements received and/or subject the parent and/or provider to prosecution under State and/or Federal criminal statutes.

Any parent or provider who is **being actively investigated** for fraud will be prohibited from participating in any of CDA's programs.

Any parent or provider who has **committed fraud or has intentionally misrepresented their eligibility** will be prohibited from participating in any of CDA's programs until:

- Two (2) years after a determination has been made by CDA and/or local, state or federal government investigators that fraud or misrepresentation occurred **and**
- The cost of all ineligible services used (including administrative costs) and any past due family fees have been repaid to CDA

### **Recovery of Funds**

CDA may recover any funds that were issued in error due to CDA error in a provider's reimbursement, a provider overcharging CDA, a parent's or provider's failure to report pertinent information, and parent or provider ineligibility, misrepresentation, or fraud. Repayment for ineligibility, misrepresentation, or fraud will include the administrative costs incurred by CDA.



Depending on the circumstances, the parent/provider will either:

- Repay CDA directly **or**
- Repay CDA through the San Diego County Office of Revenue and Recovery

The funds collected are either put back into the AP Program to be used for families who do meet the eligibility requirements or are returned to the California Department of Education.

### **Repayment Plans**

When repayment is owed to CDA and the parent or provider cannot pay the balance in full, a repayment plan may be submitted before the effective date on the Notice of Action terminating child care or the response date indicated on a delinquent account letter.

- Repayment plans must be reasonable and require approval by an authorized CDA staff member.
- If a parent or provider does not follow the repayment plan (payments are missed or late, or the payment is less than the amount outlined in the plan):
  - The parent will be issued a termination notice.
  - The provider's participation in the AP Program will be terminated.
  - The repayment balance will be turned over to the San Diego County Office of Revenue and Recovery for collections.

If a parent or provider cannot pay a repayment balance in full and does not submit a repayment plan, the balance will be turned over to the San Diego County Office of Revenue and Recovery for collections.

### **Parents with Outstanding Balances**

When a parent is terminated for not repaying CDA for ineligible services or for not following a repayment plan, the parent will not be eligible to re-enroll or participate in any CDA program until all outstanding balances are paid in full. There must also be an opening for subsidized child care and the family must again meet the program requirements.

### **Providers with Outstanding Balances**

When a provider's participation in the AP Program is terminated for not repaying CDA for ineligible reimbursement or for not following a repayment plan, the provider will not be eligible to participate in any CDA program until all outstanding balances are paid in full.

## **24. The Health and Safety of Children**

### **Reporting to Community Care Licensing and Child Protective Services (CPS)**

CDA will report the following to CPS, Community Care Licensing and/or local law enforcement, as applicable:

- If a CDA employee observes a licensing violation during a provider visit
- If CDA receives or overhears information of a possible licensing violation
- If CDA receives or overhears information of suspected child abuse or neglect

### **Parental Complaints in a License-Exempt Child Care Setting**

[CDE Program Requirements: CAPP, C2AP, C3AP]

Parents have the right to file a complaint with CDA if they feel their license-exempt provider is in violation of Health and Safety requirements.

Some examples of Health and Safety requirements are:

- The home where child care is provided has working smoke detectors and fire extinguishers that meet standards set by the State Fire Marshal
- The provider refrains from using corporal punishment and allows unlimited parental access to the children while in care
- The provider is free of communicable diseases and is physically and mentally capable of caring for children
- The provider is able to show, within the last 12 months, they are free of active tuberculosis
- The home where child care is provided has a yard and play areas that have been checked and are safe for children
- Children are protected from dangers such as pools, hot tubs, electrical outlets, stairs, poisonous materials, medications, etc.

A complaint must be in writing and must include the name and address of the provider about whom the complaint was made, the nature of the complaint, the date and approximate time of occurrence and parent signature. Only written complaints about Health and Safety concerns will be accepted.

The license-exempt child care provider will be notified of the parent's complaint and will be informed of their right to submit a written rebuttal. Child care payments will stop in 14 days unless a written declaration signed by both parties has been received by CDA stating that the health and safety deficiency has been corrected. CDA will maintain a record of the parental complaints and upon receiving an inquiry about a specific license-exempt provider, will inform the requestor of the general nature of the complaint and whether or not the provider submitted a rebuttal.

## 25. Privacy and Confidentiality of Records

[Title 5, § 18117]

The use or disclosure of all information pertaining to families and providers is restricted to authorized personnel strictly on a need-to-know basis. The disclosure of confidential information is restricted to the AP Program administration. Personal, private, or sensitive information regarding eligibility and attendance may be disclosed to any regulatory agency with which we are required to comply or for the purpose of reporting suspected fraud, responding to fraud investigations, or licensing reporting requirements.

Other agencies providing subsidy, CalWORKs, the local Health and Human Services Agency (HHSA), Child Care Food Programs, fiscal auditors, representatives from the California Department of Education, law enforcement and local, state and federal government investigators are provided access to parent and provider files as needed for the purpose of fulfilling contract compliance requirements, and/or fraud prevention or investigation.

- **Secure Email**  
CDA has secure email options to help protect sensitive or confidential information. Families and providers can contact their Child Care Eligibility Specialist or Provider Specialist for more information.

If parents or providers believe that their information has been compromised in any way, they should immediately contact CDA's Director of Child Development Programs, Jolie Buberl, at 619-427-4411. If parents or providers wish to review their basic data file, they must contact their Child Care Eligibility Specialist or Provider Specialist to schedule an appointment at least 24 hours in advance.

## 26. Parent, Provider and Visitor Conduct Policy

CDA is committed to creating an environment where employees, volunteers, parents, children, providers or any other person who comes to CDA's offices, child care centers, events or who has contact with CDA staff through any other means, is treated with respect and professionalism at all times.

In the event that any client or non-client engages in any type of unacceptable conduct toward a CDA employee, client or volunteer engaged in CDA business, CDA will apply the following measures as appropriate:

- Deny, suspend or terminate services
- Bar from personal contacts with CDA employees or volunteers, such that CDA services/program participation may be available only by written means except for formal recertification meetings, appeal hearings or license-exempt provider identity verification meetings
- Bar from access to CDA's premises for any reason
- Report threats of bodily harm, actual bodily harm, or any other illegal activity against any CDA employee, volunteer or other client to appropriate local, state or federal authorities. Additionally, CDA, at its discretion, may seek a restraining order.
- Take any other action deemed appropriate under the circumstances that is not precluded by CDA policy or other applicable federal or state law

For purposes of this policy, "unacceptable conduct" includes, but is not limited to, any of the following:

- Any threats of or actual bodily harm or illegal activity against another client or an employee or volunteer engaged in CDA business
- Any form of action that may constitute harassment under CDA's harassment policy such as:
  - Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs; engaging in sexual conduct; making sexual overtures
  - Inappropriate touching
  - Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or the individual's appearance
  - Displaying sexually suggestive objects or pictures
- Fighting, kicking or other physical harm or attempted harm toward a CDA client, employee or volunteer engaged in CDA business
- Engaging in offensive or abusive physical contact
- Making false, vicious or malicious statements about any CDA employee or volunteer or CDA and its services, operations, policies, practices, or management
- Cursing, swear words or other abusive or vulgar language directed toward a CDA client, employee or volunteer engaged in CDA business
- Yelling or speaking in an aggressive raised voice
- Bringing or possessing firearms or weapons or any hazardous or dangerous device on CDA premises or at a CDA function
- Possession, sale, use or being under the influence of an unlawful or unauthorized substance on CDA premises or at a CDA function
- Uncivil conduct or failure to maintain satisfactory working relationships with other clients, employees and volunteers at CDA
- Immoral conduct or indecency on CDA premises
- Any posting, defacing, or removing of notices or signs on CDA premises
- Misappropriation of CDA funds, property or other material proprietary to CDA

- Deliberate or repeated violations of security procedures or safety rules
- Attempting to coerce or interfere with a CDA employee or volunteer in the performance of their duties at any time, such as:
  - Making unsubstantiated, malicious, embarrassing or false claims against an employee, client or volunteer through any means including verbal, electronic or written communication in order to influence decisions about program services
  - Making false or misleading statements or taking any actions that inappropriately interfere with or inhibit a client's access to CDA services
- Conducting or attempting to conduct or engage in any fraudulent, dishonest or deceptive activity of any kind involving CDA employees or CDA services
- Any other act which endangers the safety, health or well-being of another

## 27. The Quality of Service provided by CDA

### **Grievance Policy**

[Title 5, § 18222, 18223]

It is the intent of CDA to resolve all grievances at the lowest possible level.

- If a parent or provider has a grievance in regard to CDA operations, the parent/provider should first speak with the staff person whom the grievance relates to in an attempt to resolve the issue.
- If the problem is not resolved at this level the grievance should be addressed first to a Case Management Supervisor/ Provider Services Supervisor at the appropriate office and then to the Program Supervisor or Program Manager if necessary.
- If the problem is not resolved at those levels the grievance should be addressed to the Director of Child Development Programs or the President and CEO.
- If a resolution still has not been reached, a written grievance may be made to the Board of Directors. A written response to the grievance will be issued from the Board of Directors within 14 days.

### **Uniform Complaint Procedures**

[Title 5, § 4610]

CDA serves all families and child care providers regardless of race, ethnicity, gender, sex, sexual orientation, religion, color, national origin, ancestry, or disability, or any other consideration made unlawful by federal, state, or local laws, ordinances, or regulations, including the perception of any of the protected classes.

If a parent or provider feels Child Development Associates (CDA) has violated federal and/or state laws and regulations which include: allegations of unlawful discrimination (*Education Code* sections 200 and 220 and *Government Code* Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance, the parent or provider has the right to file a complaint.

- A complaint is a written and signed statement alleging a violation of a federal or state law or regulation, which includes an allegation of unlawful discrimination.
- This does not apply to complaints regarding agency policy or staff behavior as these complaints do not involve statutes or regulations.

Any individual, public agency or organization alleging CDA violated a federal and/or state law or regulation may file a written complaint regarding specific programs with the California Department of Education:

Early Education and Support Division  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814

Discrimination complaints must be filed by a person harmed or by a person on behalf of others. The complainant may also pursue civil law remedies, including but not limited to, injunctions, restraining orders, or other remedies or orders.

After a complaint is filed, the Early Education and Support Division will resolve the complaint through mediation or investigation. 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 in this event.



## 28. Glossary of Terms

**Adjusted monthly income** means the total countable income, minus verified child support payments paid by the parent whose child is receiving child development services excluding any [non-countable income](#) (see definition below).

**Alternate provider** means a provider used when the parent's regular provider is unavailable due to vacation or holidays, or if the child is ill and cannot attend the regular provider.

**Amount invoiced** means the provider's expected reimbursement amount as written on the attendance record. This amount must be based on the rates on file with CDA and must be equal to or lower than the amount charged non-subsidized families for like care.

**AP Fiscal Payments** means the division of CDA's AP Program responsible for processing reimbursements issued to providers, based on the attendance records submitted.

**Appeal request period** means the timeframe during which a parent may file an appeal to a Notice of Action (NOA) issued. The appeal request period will be at least **14 calendar days** from the issue date of the NOA if it is given to the parent and at least **19 calendar days** from the issue date of the NOA if it is mailed to the parent.

**At Risk children** means children who are at risk of abuse, neglect or exploitation, as determined by a legally qualified professional.

**Case Management Department** means the division of CDA's AP Program whose staff is responsible for collecting and processing paperwork to document and determine a family's eligibility for subsidized services, and issuing notices to parents when the family's data file has been updated and/or child care services have been approved, denied, or changed.

**Certified child care schedule** means the days and hours of child care authorized based on the family's need and any applicable travel time, sleep time, and/or study time requested.

**Certify eligibility** means the formal process CDA goes through to collect information and documentation to determine that the family and/or child meets the criteria for receipt of subsidized child development services.

**Child** means any of the following:

- A child in the family under the age of 18 years old
- A child in the family who is over 18 years old, and is enrolled in and attending high school
- A child in the family who is less than 21 years old, has exceptional needs and is physically or mentally incapable of caring for himself or herself as determined by a legally qualified professional

**Child Protective Services children** means children receiving protective services through the local county welfare department as well as children identified by a legal, medical, social service agency or emergency shelter as abused, neglected or exploited or at risk of abuse, neglect or exploitation.

**Co-payment** means 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.



**Countable income** means all income of the individuals counted in the family size that includes but is not limited to:

- Gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings
- Wages for migrant, agricultural, or seasonal work
- Public cash assistance (CalWORKs, Welfare, TANF)
- Gross income from self-employment less business expenses with the exception of wage draws
- Disability or unemployment compensation
- Workers' compensation
- Spousal support, child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support
- Survivor and retirement benefits
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
- Rent received for room within the family's residence
- Foster care grants, payments or clothing allowance for children placed through child welfare services
- Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
- Veterans pensions
- Pensions or annuities
- Inheritance
- Allowances for housing or automobiles provided as part of compensation
- Portion of student grants or scholarships not identified for educational purposes, such as tuition, books, or supplies
- Insurance or court settlements for lost wages or punitive damages
- Net proceeds from the sale of real property, stocks, or inherited property
- Other enterprise for gain

**Declaration** means a written statement signed by a parent/provider under penalty of perjury attesting that the contents of the statement are true and correct to the best of the parent's/provider's knowledge.

**Diversification services** means one-time assistance services provided by the county welfare department, either in cash or in non-cash services, to an otherwise CalWORKs eligible family, when the county welfare department determines that such assistance will help the family avoid becoming a CalWORKs cash aid recipient.

**Documentation to identify all children in the family** means one of the following:

- Birth records
- Court orders regarding child custody
- Adoption documents
- Records of foster care placements
- School or medical records
- County welfare department records **or**
- Other reliable documentation showing the relationship between the parents and the children deemed acceptable by CDA
  - If the enrolling parent is not the biological or adoptive parent and does not have court documentation of guardianship, custody or legal responsibility for the child, the enrolling parent must provide a statement signed under penalty of perjury by the biological parent, that includes the current residence of the child, the name and relationship of the person with whom the child is living, and the circumstances leading to the child being in the guardian's care.



**Enrollment Department** means the division of CDA's AP Program whose staff is responsible for the initial screening of families who are interested in enrolling into the program.

**Family** means the parents and the children for whom the parents are responsible who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and the child's siblings are living in a family that does not include their biological or adoptive parent, "family" will be considered the child and related siblings.

**Family Fee** means the "share of cost" which a family must pay for child care services. It is a flat-rate monthly fee based on the Family Fee Schedule.

**Family Fee Schedule** means the sliding fee scale issued by the California Department of Education which is used to assess family fees for families receiving child care and development services. The family fee assessed will depend on a family's gross monthly income, family size and the certified hours of child care.

**Fiscal year** means July 1st through June 30th.

**Homeless** means a person or family that lacks a fixed, regular and adequate night-time residence and has a primary night time residence that is a supervised publicly or privately operated shelter, transitional housing or homeless support designed to provide temporary living accommodations or a public or private place not designed for, or ordinarily used as, regular sleeping accommodations for human beings.

**Income eligible** means that a family's adjusted monthly income is at or below 70 percent of the state median income for their family size at enrollment, or at or below 85 percent of the state median income after the family is enrolled.

**Income fluctuation** means income which varies due to migrant, agricultural, or seasonal work, intermittent earnings or unpredictable days and hours of employment, overtime or self-employment.

**Independent contractor** means one that contracts to do work or perform a service for another and that retains total and free control over the means or methods used in doing the work or performing the service.

**Ineligible provider** means a person who do not meet State and CDA requirements for participation as a provider in the Alternative Payment Program. This includes:

- Anyone under the age of 18 years
- A parent, stepparent or guardian of the child
- Anyone who cannot provide all required documentation, such as a valid social security card and picture ID
- Anyone who cannot provide proof of address
- Anyone who was denied TrustLine clearance or is living in a home where an individual was denied TrustLine clearance
- Anyone whose TrustLine clearance has been revoked or is living in a home where an individual's TrustLine clearance was revoked
- Anyone living in a family child care home that was closed by Community Care Licensing
- Anyone who lives in the same home as the parent and does not meet CDA's requirements for in-home license-exempt care
- Anyone living in the same home as the absent parent of a child receiving services
- A licensed child care facility whose license has been temporarily suspended or revoked
- A licensed child care facility that has been closed by Community Care Licensing
- Anyone who has participated in any of CDA's programs, as a provider or parent, and is actively being investigated for fraud

- Anyone who has participated in any of CDA's programs, as a provider or parent, and had been determined to have committed fraud or the intentional misrepresentation of eligibility within the past two (2) years
- Anyone who has participated in any of CDA's programs, as a provider or parent, and had been determined to have committed fraud or the intentional misrepresentation of eligibility, and has not yet repaid the cost of all ineligible services (including administrative costs) used and any past due family fees to CDA

**Ineligible reimbursement** means the reimbursement a provider received but was not eligible for due to one or more of the following:

- CDA error
- The provider overcharging CDA
- Fraud or intentional misrepresentation of the provider's information or a child's attendance

**Ineligible services** means the child care a family used but was not eligible for due to fraud or the intentional misrepresentation of eligibility and/or need.

**Invoiced amount** means the [amount invoiced](#) (refer to definition above).

**Legally qualified professional** means a person licensed under applicable laws and regulations of the State of California to perform legal, medical, health or social services for the general public.

**Non-countable income** means income of individuals counted in the family size that is not included in the family's adjusted monthly income. Non-countable income includes:

- Earnings of a child under age 18 years
- Loans
- Grants or scholarships to students for educational purposes other than any balance available for living costs
- Food stamps or other food assistance
- Earned Income Tax Credit or tax refund
- GI Bill entitlements, hardship duty pay, hazardous duty pay, hostile fire pay, or imminent danger pay
- Adoption assistance payments received
- Non-cash assistance or gifts
- All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits
- Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
- Reimbursements for work-required expenses such as uniforms, mileage, or per diem expenses for food and lodging
- Business expenses for self-employed family members
- When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in the gross pay
- Disaster relief grants or payments, except any portion for rental assistance or unemployment

**Notice of Action (NOA)** means a written statement of specific information issued by CDA that informs the applicant of the agency's decision to approve or deny child care services, or informs the family receiving child care services that a change has been made to their services.

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

**Parental incapacity** means the temporary or permanent inability of the children's parents to provide care and supervision of the children for part of the day due to physical or mental health problems.

**Picture identification to document the identity of each parent** means a current:

- Driver License
- California ID
- Passport
- University ID
- Military ID **or**
- Other verifying picture ID deemed acceptable by CDA (example: work ID, alien registration card, certificate of naturalization)

**Proof that the child receiving services lives in the state of California** means one of the following:

- Rental/lease agreement for the current lease period
- Utility bill (example: gas/electric, cable/Internet) dated within two (2) months
- Current child support orders or other legal child support forms
- Current driver license or California ID card
- Current vehicle registration card or vehicle insurance policy **or**
- Other current documentation of the parent/child's address deemed acceptable by CDA

**Provider Services Department** means the division of CDA's AP Program whose staff is responsible for the enrollment of providers and maintenance of a provider's file with CDA.

**Regional Market Rate Ceilings** means the maximum reimbursement amounts for rate categories, determined by the state of California, limiting the amount CDA can reimburse providers. These ceilings are also the maximum reimbursement amounts parents are eligible for.

**RMRC** means the Regional Market Rate Ceilings (*refer to definition above*).

**Set schedule** means the child care schedule approved when the days and hours of a parent's need activity are the same each week or have a predictable cycle or pattern.

**Temporary Suspension of Services** means a leave of absence from child care services, during which a family's services are put on hold and their child care slot is held.

**Variable schedule** means the child care schedule approved when the days and hours of the parent's need activity are not predictable and/or ongoing. Variable child care schedules are authorized "up to" a maximum number of days and hours per week, within authorized days and times.