



YMCA CHILDCARE RESOURCE SERVICE

Family Support Services Program

**General FSS
Stage II CalWORKs
Stage III CalWORKs**

REVISED OCTOBER 2015

RECEIPT OF YMCA CHILDCARE RESOURCE SERVICE FAMILY SUPPORT SERVICES PROGRAM GUIDELINES

READ, SIGN AND RETURN TO YOUR CASE MANAGER OR PROVIDER SPECIALIST

The YMCA Childcare Resource Service (YMCA CRS) Family Support Services Program Guidelines are available online at: <http://www.crs.ymca.org>. **In order to receive subsidized child care from YMCA CRS and prevent services from being interrupted, parents and providers must understand and adhere to the following key guidelines:**

PARENT AND PROVIDER are responsible for promptly reading written documents from Case Manager or Payment Technician, including written requests for time sensitive documents, and Notices of Action. Parent and provider understand that mail is the primary form of communication.

PARENT AND PROVIDER are responsible for reading, understanding, and following the YMCA CRS Fraud Policy, and also truthfully reporting within five calendar days to Case Manager any information related to child care location, days, times, and provider caring for child(ren) (page 44).

PARENT AND PROVIDER are responsible for accurately completing Attendance Sheets by writing exact time of drop off and pick up on a daily basis, indicating any reason for absence or last day of child care, using full signatures at the end of the month, and NOT recording time if child did not attend (page 32).

PARENT RESPONSIBILITIES

PARENT is responsible for truthfully reporting any change in family circumstances that may affect eligibility or need for the program within five calendar days, including but not limited to employment or vocational training, income, family size, marital status, home and work phone number and/or address (page 25).

PARENT is responsible to notify Case Manager of planned change in provider two weeks prior (page 26); a new child care provider will not be reimbursed until he/she completes the enrollment process with YMCA CRS Provider Services, and registers with TrustLine if applicable (page 19).

PARENT is responsible for paying assigned Family Fee to the provider on time, as indicated on the Notice of Action (page 30).

PARENT is responsible for reimbursement of any care that occurs outside his/her approved and verified need activity hours, as indicated on the Notice of Action and Child Care Certificate (page 23 and 29).

PARENT is responsible for submitting a written appeal prior to the Appeal Due Date in the event that he/she receives a Notice of Action for Termination, in order to be considered for Reinstatement or continuation of services (page 39).

PROVIDER RESPONSIBILITIES

PROVIDER is responsible for reporting all changes of rates, hours/days of operations, license (if applicable), direct deposit information, phone number and/or address, within five calendar days (page 19).

PROVIDER is responsible for indicating expected payment for services on the Attendance Sheet; this amount shall be the same charged to non-subsidized families receiving services in their care (page 32 and 35).

I, _____ hereby declare that I have received and read the YMCA CRS Family Support Services Program Guidelines, have been given the opportunity to ask questions, and acknowledge that I am responsible for understanding the policies and procedures regarding my participation in the child care subsidy program.

Name (Print)

Signature

Date

Please check only one: Parent

Provider

Email Address

Business Name (for providers only)

TABLE OF CONTENTS

CHAPTER 1: INTRODUCTION

| | |
|--|-------|
| YMCA CRS Mission, Vision, Values | Pg. 3 |
| How to use Guide | Pg. 4 |
| Commonly used Terms and Abbreviations..... | Pg. 4 |

PROGRAM ENROLLMENT AND ELIGIBILITY

| | |
|---|-------|
| Program Enrollment and Eligibility Overview | Pg. 7 |
| Program Descriptions | Pg. 7 |
| Eligibility: Household and Income | Pg. 8 |

CHAPTER 3: DOCUMENTING FAMILY NEED FOR CARE

| | |
|--|--------|
| Documenting Family Need for Care | Pg. 11 |
| Child Protective Services | Pg. 16 |

CHAPTER 4: CHOOSING A CHILD CARE PROVIDER

| | |
|-------------------------------------|--------|
| Choosing a Child Care Provider..... | Pg. 18 |
| Types of Child Care | Pg. 18 |
| Requirements of Providers | Pg. 20 |

CHAPTER 5: MAINTAINING FAMILY ENROLLMENT

| | |
|-------------------------------------|--------|
| Maintaining Family Enrollment | Pg. 24 |
| Notice of Action | Pg. 24 |
| Recertification | Pg. 29 |

CHAPTER 6: PAYING FOR CARE

| | |
|---------------------------------|--------|
| Paying for Child Care | Pg. 30 |
| Provider Payment Schedule | Pg. 35 |
| Payment Guidelines | Pg. 36 |

CHAPTER 7: TERMINATIONS AND APPEALS

| | |
|-------------------------------|--------|
| Terminations and Appeals..... | Pg. 39 |
|-------------------------------|--------|

CHAPTER 8: POLICIES

| | |
|---------------|--------|
| Policies..... | Pg. 43 |
|---------------|--------|

CHAPTER 1: INTRODUCTION

ABOUT YMCA CHILDCARE RESOURCE SERVICE

YMCA Childcare Resource Service (CRS) is a department of the YMCA of San Diego County, the second largest YMCA Association in the United States. We are a social service department providing free and low cost services to the community with a focus on child care. We are leaders in meeting the needs of families, early childhood education programs, and the child care provider community through an array of comprehensive countywide services.

For families we offer:

- Free child care referrals
- Access to our resource library that has the latest trends in child development
- Expert advice on children's health and behavior
- Subsidized child care for low-income families who qualify

We support families with children with special needs by providing:

- Respite care for families connected to the Regional Center and United States Navy
- After school care for teens with developmental disabilities
- Specialized child care searches to create the best possible match for a family's needs

For child care providers and early childhood educators, we provide:

- Access to various tools such as referrals to their programs, library to access resources and toys, and free consultations for children in their care with challenging behavior
- Training opportunities to enhance the quality of child care programs through health and safety training, new curriculum for center and home based programs, best practices and training to start a licensed child care business.

Mission Statement

The YMCA of San Diego County is dedicated to improving the quality of human life and to helping all people realize their fullest potential as children of God through development of the spirit, mind and body.

Vision Statement

All Families Count! Bringing People Closer

About the Family Support Services Program

YMCA CRS Family Support Services Program contracts with the California Department of Education, Child Development Division (CDE), to offer child care subsidies to families with adjusted monthly income at or below 75 percent of the state median income and a need for child care. Policies contained in this guide are based on requirements as outlined in Title 5 and the Education Code.

HOW TO USE THIS GUIDE

This resource guide has been prepared to inform parents and providers about the department policies and program requirements.



Pay attention to the key points marked with a key symbol. The symbol is a guidepost to the points we think are most important to remember.

COMMONLY USED TERMS & ABBREVIATIONS

These common terms and abbreviations are used throughout the program guide, and may be referenced for better understanding of policies and procedures.

FSS: Family Support Services

APPEAL: Process in which the parent submits a written statement to request a hearing for reinstatement of child care service before the Appeal Due Date on Notice of Action.

AS: Attendance Sheet

B/C: Birth Certificate

CalWORKs: (California Work Opportunity and Responsibility to Kids) State of California program initiated in January 1998 to address the issue of Welfare Reform. A person on CalWORKs receives financial assistance as well as assistance in becoming self-sufficient through employment, job search, education, work experience, personal counseling, job retention, and supportive service.

EESD: Early Education and Support Division

CEL: Centralized Eligibility List; a combined list of all families who wish to enroll in any of the subsidized child care programs in San Diego County.

CERT: Certificate/documentation for contracted child care hours

CM: Case Manager with YMCA CRS

Contracted Provider: A provider who has completed all requirements to obtain subsidy from YMCA CRS

CO-PAY: The difference between the provider's expected rate and the RMR. It is the sole responsibility of the parent or guardian to pay the co-pay directly to the provider.

CPS: Child Protective Service

CRS: YMCA Childcare Resource Service

Class Schedule Printout: A print out of classes that serves as proof of parent enrollment in school or training program, obtained at school or training program by parent each term.

ECM: Employment Case Manager at ResCare for active CalWORKs families (North and Central regions)

ETA: Employment Training Advisor at Public Consulting Group for active CalWORKs families (South and East regions)

Emergency and Identification Form: Contains child information, child's school information, emergency contacts, permission for medical treatment, and medical numbers.

EFF: Effective date

ET: Eligibility Technician with County of San Diego

Exempt Relative Provider: Non-licensed provider such as aunts, uncles or grandparents qualify as Exempt Relative Providers.

Exempt Non-relative Provider: Non-licensed provider such as family friend or neighbor, not a relative.

EV: Employment Verification form, to be completed by employer

Family Needs and Interests Form: A list of resources available for families in San Diego County.

Family Size: The number of adults and children related by blood, marriage, or adoption that comprise the household in which the children are living.

FT: Full-time child care is six hours or more per day or thirty hours or more per week.

Initial Certification: Enrollment process for the parent to establish the need and eligibility for child care.

IEP: Individualized Education Plan, documents child's special needs completed by licensed professional.

Licensed Provider: An individual or organization that has obtained a child care license from the State of California.

LFW: Looking for work

LTSL: Limited Term Service Leave (general or medical)

Need: Reason for needing child care services

NOA: A written statement of specific information issued by the Case Manager that informs the applicant of the decision to approve or deny child care services, or notifies the parent of a change in services, such as change in hours, provider or parent fee.

Family Fee: Required monthly shared cost of care, assessed when family income reaches a certain amount set by CDE.

Parent: Any adult who is listed as the primary adult on the Family Support Services program case, and who accepts responsibility for the care and welfare of the child (including grandparents, guardians, foster parents, and temporary or permanent custody).

PT: Payment Technician

Provider: Individual or center providing child care

Recertification: A formal process to collect information and documentation to determine that the family continues to meet the eligibility criteria for child care. For CalWORKs participants: required within the first six months of a parent transferring from the County Stage 1, and thereafter at least every 12 months. Recertification is required at least every three months for referred parents and at least every 12 months for all other parents.

Referral: A statement by a licensed professional stating that the child(ren) are at risk of neglect or abuse and require child care.

RMR: Regional Market Rate

R&R: Resource and Referral

CDE: California Department of Education

Seeking Employment Form: YMCA CRS form, signed by the parent, which explains the requirements of being approved for seeking employment as a need in addition to the restrictions of child care hours and days.

Self-Declaration Form: Form completed by parent in the absence of certain required documents or to issue a statement for documentation of any circumstance affecting the parent's child care case.

Self-Employed Activity Work Log: Form which self-employed parents track daily activities for the week.

Self-Employed Income Report: Form with which parents report their monthly income and expenses from Self Employment.

Special Needs Form: YMCA CRS form, completed by a member of a child's IEP team (other than the parent), stating nature and duration of a child's special needs, and whether the child is in need of supervision in a child care setting.

Statement of Incapacitation: If a parent's need is "Incapacitation", YMCA CRS requires this form to be filled out by a physician. The form authorizes hours of care and declares that parent is incapacitated.

Student Education Plan: An outline of required courses to be taken based on educational goal, obtained from school counselor.

SSN: Social Security number

TANF: Temporary Aid to Needy Families

TERM: Termination of services

TrustLine: Fingerprint background check for non-licensed providers

TT: Travel time

TV: Training Verification, a YMCA CRS form used to verify parent's enrollment in a training or certificate program, to be completed by the training program.

VS: Varied schedule

27-128: Form issued by the CalWORKs ECM/ETA which authorizes child care services based on Welfare to Work activity.

CHAPTER 2: ENROLLMENT AND ELIGIBILITY

This section provides an overview of the various programs within FSS, and the enrollment and eligibility guidelines for all families. Specific need activities will be outlined in Section 3.

SUBSIDY PROGRAMS ADMINISTERED BY CRS

| Stage 2 Active CalWORKs/Receiving Cash Aid | |
|--|---|
| Who it serves | Parents receiving cash aid and in a Welfare to Work plan, who have been deemed stable for transfer from Stage 1 to Stage 2, also known as, Family Support Services. |
| Who determines eligibility and need | ECM or ETA from WTW agency (PCG or ResCare) documents activity, Case Manager at CRS will collect additional Eligibility documents. |
| How families are enrolled | Families are enrolled by a referral from ECM or ETA. |
| Age or Time Limits | Parents must participate in an approved activity and are eligible for up to 48 months of Cash Aid. Children eligible for care must be under 13 years old. |

| Stage 2 CalWORKs Discontinued/Off Aid | |
|--|--|
| Who it serves | Eligible parents for 24 months after last day of CalWORKs cash aid |
| Who determines eligibility and need | In Stage 2 after parent cash aid discontinues, the Case Manager in Family Support Services is responsible for collecting and verifying all of the parent's need and eligibility information (such as parent's work or school documentation). |
| How families are enrolled | Families may already be in Family Support Services as a Stage 1 transfer, or enroll separately by contacting Family Support Services. |
| Age or Time Limits | A maximum of 24 months beginning the month after cash aid stops. The Stage 2 time limit starts on the first day of services and runs for 24 straight months, regardless of whether parent is participating. |

| Stage 3 | |
|--|---|
| Who it serves | Eligible parents after 24 months of post-aid eligibility |
| Who determines eligibility and need | Case Manager in Family Support Services |
| How families are enrolled | Automatic transfer when family leaves Stage 2. There is no in and out of the program; families must reapply if service is terminated. |
| Age or Time Limits | Children eligible for care must be under 13 years old. |

| California Department of Education (CAPP) | |
|--|---|
| Who it serves | Eligible parents who apply through the Centralized Eligibility List |
| Who determines eligibility and need | Case Manager in Family Support Services |
| How families are enrolled | Contacted when space is available, according to priority enrollment criteria. |
| Age or Time Limits | Children eligible for care must be under 13 years old. |

CALIFORNIA FAMILY SUPPORT SERVICES PROGRAM (CAPP) ENROLLMENT PROCESS

CAPP serves families that are enrolled from the San Diego County Centralized Eligibility List (CEL) at www.childcaresandiego.com. **Selection is not based on the amount of time on the waiting list**, but rather priority enrollment criteria. Families with the lowest income per family size are **ranked higher** on the list than families with higher income and fewer people in the home. FSS enrolls families based on these criteria. An appointment with a Case Manager will be made to determine eligibility.

Priority 1: Children receiving protective services through the local county welfare department are referred by a child welfare services worker. The child welfare services worker certifies that the child has an open child protective services case plan that includes the need for child care and development services as part of the plan.

Priority 2: Children who are at risk of abuse, neglect, or exploitation and are referred by a legally qualified professional from a legal, medical, social service agency, or emergency shelter.

Priority 3: Children whose parent(s) meet both of the following requirements: income eligible, according to state regulations, and has a qualifying need for child care services.

ESTABLISHING FAMILY ELIGIBILITY: THE INTAKE

Prior to receiving services in any program, parents must attend and complete an Intake Appointment. At the appointment, a Case Manager will meet with the parent to review documentation, discuss child care needs, and explain program policies and procedures.

Step 1: The parent will have to submit ALL requested documentation to verify eligibility and need activity, including but not limited to:

- Current work, training, or other need activity
- Proof of all current income
- Proof of child age and relation to parent
- Proof of residency
- Proof of family size including presence or absence of a second parent in the home
- Proof of identity
- Provider information

ELIGIBILITY: HOUSEHOLD MEMBERS

Child Age

Children can be served from birth up to age 13, or up to age 21 if special needs are verified, in all CRS FSS Programs. Subsidized child care cannot be provided during school hours when a child could be in attendance at a public school, including Kindergarten-age children who have reached five years of age on or before September 1st. Documentation from the public school district, Regional Center or other qualified educational professional that the child is not developmentally ready for Kindergarten enrollment, or the district has no acceptable alternative placement, is required for exclusion.

Home School or Private School

Parents/guardians of children who participate in independent study programs must supply proof the child is enrolled in a recognized public or private school, and 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/guardian's need for services. A child care provider is not eligible to provide any of the independent study activities and receive payment for child care services. If a parent is not enrolling a child in a public school, the parent must follow the criteria from the California Department of Education. For further information access the Private School Frequently Asked Questions, at <http://www.cde.ca.gov/sp/ps/rq/psfaq.asp>.

Residency

In order to receive subsidized child care, the family must live in San Diego County. Proof of a residential street address in San Diego County will be collected, in the form of a current utility bill, mortgage papers, lease agreement, verification of any County of San Diego services or current check stubs. We may ask for more documentation to verify residency to determine if parent has met the residency criteria.

Documentation of Family Members

Proof of age and relationships of all children in the family (not just those receiving child care services) is required, in the form of any of the following as applicable:

- Birth certificates
- Court orders verifying custody
- Adoption records
- Foster care Placement documentation

Other documents that will be required for children include:

- Physician's Report (State Form, LIC 701)
- Immunization records for non-school age children using an exempt provider.

If a **second parent** is listed on the child's birth/age verification, verification of presence or absence of a second parent must be provided and may be in the form of:

- Current child support documents
- Court orders regarding separation or divorce.
- If legal forms do not exist, a copy of a current rental/lease agreement or utility bill that excludes the other adult from the family size is required

ELIGIBILITY: INCOME

A family's monthly gross income will be documented and will have to meet State income guidelines. The following indicates family size and maximum income limits:

| | Family Size 1 or 2 | Family Size 3 | Family Size 4 | Family Size 5 | Family Size 6 | Family Size 7 | Family Size 8 | Family Size 9 | Family Size 10 | Family Size 11 | Family Size 12 |
|-------------------------|--------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|----------------|
| Monthly Income Ceilings | 3,283 | 3,518 | 3,908 | 4,534 | 5,159 | 5,276 | 5,394 | 5,511 | 5,628 | 5,745 | 5,863 |

Income sources that shall be reported and counted include but are not limited to:

- Wages or salaries including advances, commissions, overtime, tips, bonuses
- Profit from self-employment
- Survivor or retirement benefits
- Rent for room within the family's residence
- Inheritance
- Alimony
- Social Security
- Worker's compensation
- Pensions and annuities
- Veteran's pensions
- Foster care grants payments or clothing allowance
- Year-end salary adjustments/bonuses
- Money earned from work study
- Migration
- Wages from migrant, agricultural, or seasonal work
- Spousal support
- Allowance for housing or automobiles
- Net proceeds from the sale of property
- Gambling or lottery winnings
- TANF cash grant
- Unemployment benefits
- Disability insurance
- Insurance on court settlements
- Grants financial aid for student parents not intended for educational expenses
- Benefits such as medical, dental, insurance
- Child Support

Income from Child Support

- Verification from Department of Child Support Services of recent month's child support payments received for each child under the age of 18 years old.
- If child support payments are not consistent, parent may be required to submit a year (prior 12 months) of verification.
- Other: Verification of any other income for the family such as spousal support, disability or unemployment compensation, rent received for room within family residence, etc.

Guardianship or Foster Parents

For households in which there is no biological or adoptive parent present, only income received for the child will be counted, and only the child(ren) receiving services will be counted in the family size, for purposes of determining family eligibility.



Parents: Review the list of countable income, and be sure to report ALL income sources to your Case Manager, as well as any changes to income within five (5) days.

The following section will identify in more detail the documentation needed for each type of need activity.

CHAPTER 3: DOCUMENTING NEED FOR CARE

In addition to the documentation of family members, residency, and eligibility outlined in Chapter 2, a parent must document the family's specific need activity and eligibility, explained in this chapter. Any other adult counted in the family size must meet the required documentation requirements. Any documentation submitted to YMCA CRS for the purpose of establishing eligibility and need for the program is subject to verification.

DOCUMENTATION FOR ACTIVE CALWORKS PARTICIPANTS [Title 5, §18409]

Need Documentation:

- Current Welfare to Work Plan (27-128 form) from Employment Case Manager (ECM) or Employment Training Advisor (ETA).

Income Documentation:

- Notice of Action of current cash award (TANF) dated within thirty days prior to the enrollment appointment
- Twelve months of paycheck stubs dated within thirty days prior to appointment
- Check stub should indicate pay date, pay period, hours worked and gross payment amount (the amount made before taxes or pre-tax deductions).
- If the employer pays with a personal check, YMCA CRS will request a receipt from bank or check-cashing service proving the check has been cashed, and a written statement from the employer to include the information listed in the previous bullet. If the employer pays parent in cash, we will request parent's bank statements, a signed letter (on company letterhead) by the employer to include pay date, pay period and gross payment amount, hours worked and a statement of job duties.
- Self-Employment: Income verification supplied to Eligibility Worker ECM.
- Financial Aid: Copy of the award or denial letter.
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2).

Determination of Child Care Hours:

- Child care hours and dates are based on the Welfare to Work Plan (27-128).
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.
- Transportation time is the time it takes a parent to travel from the provider's location to work, school or training. The transportation time will be verified using information such as public transportation schedules and internet maps. YMCA CRS cannot exceed half of the hours authorized daily or four hours daily (whichever is less).



Parents: Know the start and stop dates on your 27-128! Your Case Manager will need an updated plan before the current one expires.

DOCUMENTATION FOR EMPLOYED PARENTS [Title 5, §18086]

Need Documentation:

- Employment Verification (YMCA CRS form) that has the days and hours a parent works, completed and signed by the employer.
- Verification of the work schedule for the preceding four weeks from the employer if parent works a variable work schedule.
- If parent works in the home, child care services may be denied because it does not preclude parent from watching the child. Additional verification will be requested.

Income Documentation:

- Current paycheck stubs dated within thirty days prior to the appointment
- Check stub should indicate pay date, pay period, hours worked and gross payment amount (the amount made before taxes or pre-tax deductions).
- If the income from Employment fluctuates significantly or is unpredictable, the Case Manager may request at least 3 and up to 12 months' documentation of income, in order to calculate an average monthly income.
- If the employer pays with a personal check, the Case Manager will request a receipt proving the check has been cashed and a written statement from the employer regarding the information listed above in the first bullet. Parent is required to get a receipt, whether parent cashes the check at a bank or uses a check-cashing service.
- Cash payment: If the employer pays in cash, the Case Manager will request bank statements, a signed affidavit by employer to include pay date, pay period and gross payment amount, hours worked and a statement of job duties.
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2).

Determination of Child Care Hours for Employment:

- Child care hours are based off the Employment Verification, average hours shown on current check stubs, documentation from Employer, or determination based on combination thereof.
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.
- Transportation time is the time it takes parent to travel from the provider's location to work. The transportation time will be verified using information such as public transportation schedules and internet maps. YMCA CRS cannot exceed half of the work hours verified daily or four hours daily (whichever is less).
- Child care hours may be authorized for sleep time:
 - If parent works between 10:00 pm - 6:00 am child care hours can be authorized for parent to sleep.
 - Hours will start immediately after work shift, will be less than or equal to the amount of hours worked between 10:00 pm – 6:00 am and shall not exceed 8 hours daily.
 - If the family has school-age children, the majority of sleep time will occur during school hours.



Parents: The Case Manager determines child care hours based on verification from your employer, as well as hours on pay documents. Report ANY changes to your work schedule or income within five (5) days.

DOCUMENTATION FOR SELF-EMPLOYED PARENTS [Title 5, §18086]

Need Documentation:

The following will be collected every 3 to 12 months depending on nature of work and type of schedule.

- Parent will be required to complete a Business Verification form (YMCA CRS form) that requests information about the business and/or position, location, frequency of pay, etc.
- Copy of Professional or Business License
- Copy of Lease/Rental Agreement for business space
- Verification of services provided: receipts, business ledgers, appointment books

Income Documentation:

- Verification of income earned for the preceding 30 days such as client receipts, bank statements, tax returns, W2's and other business logs as appropriate.
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2).

Determination of Child Care Hours for Self-Employment:

- Child care hours are based off the Business Verification form and work hours verified on the supporting Self-Employment documents, as applicable. In the absence of complete documentation of hours, the Case Manager may do a calculation to determine maximum hours using the minimum wage.
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.
- Transportation time is the time it takes parent to travel from the provider's location to work. The transportation time will be verified using information such as public transportation schedules and internet maps. YMCA CRS cannot exceed half of the work hours verified daily or four hours daily (whichever is less).
- Child care hours may be authorized for sleep time:
 - If parent works between 10:00 pm - 6:00 am child care hours can be authorized for parent to sleep.
 - Hours will start immediately after work shift, will be less than or equal to the amount of hours worked between 10:00 pm – 6:00 am and shall not exceed 8 hours daily.
 - If the family has school-age children, the majority of sleep time will occur during school hours.



Parents: Retain your receipts, client logs, and any other business records to verify income and schedule of your Self-Employment.

VOCATIONAL TRAINING [Title 5, §18087]

- There is a six year time limit from the day a parent's school or training program begins when enrolled in FSS. The six year time period is continuous. It does not stop and start based on enrollment in school or a training program.
- Child care services can only be authorized up to a parent's first bachelor's degree and/or 24 semester units or its equivalent beyond a bachelor's degree.
- Students must provide verification of sufficient progress and continuously make at least a "C" or 2.0 GPA.
- Students that do not provide proof of sufficient progress or fall below sufficient progress for two consecutive enrollment periods will no longer receive child care services based on vocational training.
- The training institution must be accredited.

Need Documentation:

- Training Verification (CRS form) completed and stamped by school registrar.
- Class Schedule Print Out
- Vocational Training Regulations (CRS form) signed and completed with vocational goal
- Grades and proof that parent is working towards a vocation. An academic grade point average of 2.0 ("C") or higher is required.
- Parents attending ESL or GED must:
 - be simultaneously enrolled in at least one vocational course related to job goal, OR
 - submit documentation from a desired vocational program indicating ESL or GED is necessary for success

Income Documentation:

- Financial Aid (award or denial letter)
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2)

Determination of Child Care Hours:

- Child care hours are based on the Training Verification and Class Print Out.
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.
- Transportation time is the time it takes parent to travel from the provider's location to the school or training. The transportation time will be verified using information such as public transportation schedules and internet maps. YMCA CRS cannot exceed half of the CLASS hours authorized daily or four hours daily (whichever is less).
- If parent is a minor teen who is attending high school, the high school enrollment is considered the need for child care services. The above regulations regarding vocational training will not apply until after parent's 18th birthday or high school graduation, whichever is later.
- Child care hours may be authorized for study time:
 - Study time must be requested and is based on the academic units a parent is taking. YMCA CRS may cover up to two hours per academic unit. If additional study time is needed it will be on a case by case basis and by recommendation of a professor not to exceed 3 hours per academic unit.
 - Classes such as physical education or lab courses do not qualify for study time.



Parents: Remember to submit grades or progress report after each semester.

INCAPACITATION [Title 5, §18088]

Need Documentation:

- If a parent is unable to provide supervision to his or her child all or part of the day due to a physical or mental incapacitation, the family may receive child care services.
- The authorized hours and days are based on Parental Incapacity (YMCA CRS form) completed by a licensed health professional, verified by CRS, and are approved based on the nature of the condition and age of children.
- No more than 50 hours per week may be authorized.

Income Documentation:

- Verification of any disability income received
 - EDD Award or Denial Letter
 - Workers Compensation Benefits
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2)

Determination of child care hours:

- Child care hours are based solely on the Parental Incapacity form.
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.

SEEKING EMPLOYMENT [Title 5 §18086.5]

- Any adults included in the family size, may use a total of sixty working days, each fiscal year (July 1st through June 30th).
- The maximum hours of reimbursed child care must be less than thirty hours per week (this includes transportation time).
- The hours of child care must occur between 8:00 am-6:00 pm, Monday through Friday.
- The seeking employment hours for parents with school age children must take place while the child(ren) are in school, unless on break.
- Parent must register with the Employment Development Department (EDD)

Need Documentation:

- Current fiscal year Seeking Employment form (YMCA CRS form)
- EDD Award or Denial Letter

Income Documentation:

- Unemployment Income: EDD Award or Denial Letter
- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2)

Determination of child care hours:

- Child care hours are based solely on the Seeking Employment form.
- All children must have updated information on the Emergency form (YMCA CRS form) of school district, school name and grade.



Parents: If you are seeking employment you are required to be working or in a school/training program at the end of the sixty day period in order to continue receiving child care services.

SEEKING PERMANENT HOUSING [Title 5, §18091]

- Any adult included in the family size, may use a total of sixty working days, each fiscal year (July 1st through June 30th).
- The maximum hours of reimbursed child care must be less than thirty hours per week (this includes transportation time).
- The hours of child care must occur between 8:00 am-6:00 pm, Monday through Friday.
- The seeking permanent housing hours for parents with school age children must take place while the child(ren) are in school, unless on break.

Need Documentation:

- Letter from a homeless shelter or other legal, medical, or social service agency or
- Self-declaration from parent regarding homelessness which includes a current address and telephone number where parent can be reached, and confirmation that parent does not live in the home of the child care provider.

Income Documentation:

- Child Support Documentation and verification of any other applicable income (as outlined in Chapter 2)

Determination of child care hours:

- Child care hours are based solely on Seeking Permanent Housing form.
- Before and/or after school child care for child's school days will be approved based on information on file for school district, name, track, and bell times.

CHILD PROTECTIVE SERVICES REFERRED FAMILIES [Title 5, §18092]

Need Documentation:

- A family may receive child care services for up to 12 months on the basis of a certification by the county child welfare agency that child care services continue to be necessary; or
- If the child is receiving child protective services during that period of time, and the family requires child care and remains otherwise eligible.
- A written referral is required, prepared by a child welfare service worker, that contains the following information:

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

Income Documentation:

- If income is not waived by child welfare service worker, parent will need to submit verification of all income for the family. Income can only be waived for up to one year.

Determination of child care hours:

- Child care hours are based solely on the CPS referral form.
- Before and/or after school child care for child’s school days will be approved based on information on file for school district, name, track, and bell times.

AT-RISK REFERRED FAMILIES [Title 5, §18092]

Need Documentation:

- Children at risk of abuse, neglect, or exploitation means children who are so identified in a written referral from a legal, medical, social service agency, or emergency shelter.
- The referral for children who are at risk of abuse, neglect, or exploitation 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 the individual, their 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 developmental services are a necessity to reduce that risk; and
 - The probable duration of the risk situation.

Income Documentation:

- If income is not waived by child welfare service worker, parent will need to submit verification of all income for the family.

Determination of child care hours:

- Child care hours are based solely on the At-Risk Referral form.
- Before and/or after school child care for child’s school days will be approved based on information on file for school district, name, track, and bell times.



Eligibility under this need criterion is valid for only three months. In order to continue to receive services the family must have another verifiable need and be income eligible for the program.

CHAPTER 4: CHOOSING A CHILD CARE PROVIDER

SUPPORT FOR PARENT CHOICE

A YMCA CRS FSS program family can select a child care provider(s) of their choice, that meet the parent's needs, the needs of the child, and all CRS provider and enrollment requirements.

YMCA CRS offers free information and support for all families seeking child care, including families with children with special needs. Contact the Resource and Referral Department (R&R), at (800) 481-2151 or online at <http://www.crs.ymca.org> to receive a list of child care referrals and information on how to choose quality child care.

The referral process takes approximately 20-30 minutes, during which:

- Parent will be asked to provide some personal information: name, address, contact number, as well as the child's first name and birth date.
- The consultant will provide useful tips on choosing quality child care.
- The search will be done based on the child's age, type of care, location, and hours of care needed.
- Parent will be given a minimum of four child care referrals, the names of child care sites, telephone numbers, the facility license numbers, and the regulatory agency name.

Please note that not all providers that are registered with R&R are active providers within the FSS Program. YMCA CRS does not make recommendations or decide if a provider's building, staff, and program meet licensing and/or health and safety requirements. Child care centers and all family child care homes are licensed by the California Department of Social Services (DSS) Community Care Licensing division (CCL) to ensure that minimum health and safety standards are met. The parent or guardian has the right and responsibility to review a potential child care provider's public record to obtain information on complaints and violations before placing a child in their care.

Multiple Providers

In general, a parent is allowed to select only one child care provider reimbursed through Family Support Services, when the provider meets all of the family's child care needs. There are exceptions, however. A parent can select both a primary child care provider who is not a licensed center and a facility that is a licensed center:

- When the child is age 5 or younger and not enrolled in school, and
- Only when parent wants child to have "school readiness" experience, and
- When the child care hours with the two providers do not overlap.

We encourage parents to explore other programs that meet their needs and provide quality educational programs. The family may also receive subsidized child care through YMCA CRS in combination with other free or low-cost programs for which they may be eligible.

TYPES OF CHILD CARE AVAILABLE TO FAMILIES

The following FAMILY CHOICE chart describes the various types of providers, and their corresponding features and requirements.

REQUIREMENTS OF ALL PROVIDERS REIMBURSED IN THE FAMILY SUPPORT SERVICES PROGRAM

The child care provider chosen is required to submit paperwork in order for child care services to begin. The parent has thirty days from certification or two weeks as an existing program participant to be without a child care provider who has completed all the necessary paperwork.

- Arranging care with a provider is faster if the child care provider has an existing CRS agreement, and their file is up to date.
- The provider cannot be paid if child care services begin before the provider's agreement is approved and they have met all other requirements.
- If the provider agreement is incomplete or denied, no payment will be issued, and a letter of denial will be sent to the provider.

Requirements of All Providers in Family Support Services:

1. Providers must complete all enrollment paperwork prior to receiving access to Attendance Sheets and payment statements for services provided.
2. Provider must keep Attendance Sheets at the provider's location and make them accessible to the parent on a daily basis.
3. Provider must maintain daily Attendance Sheets for each child on the Alternative Payment Program for at least two years and make them available to FSS staff if requested.
4. Provider must adhere to Attendance Sheet Requirements (covered in Chapter 6).
5. YMCA CRS will limit provider rate increase to only one per fiscal year according to Education Code Section 8222(f). Examples of provider rate changes include:
 - a. Rates charged (hourly, daily, weekly, and after hours)
 - b. Sibling discounts
 - c. Registration fees
 - d. Material fees
 - e. Hours of operation that affect rates
 - f. Policies regarding payment for absences
 - g. Receipt of a contract/parent agreement that changes payment terms
 - h. Any other change or addition that affects payment for services provided
6. Provider must give a minimum of fifteen days written/typed notice of rate changes to YMCA CRS.
7. Late renewal may delay the effective date of rate changes submitted with provider agreements
8. Provider must give written notice of changes: change of ownership, change in address and/or phone number, change in direct deposit information, etc.
9. Providers must remain in compliance with all applicable licensing laws and TrustLine regulations.
10. Providers must refrain from religious instruction.
11. Providers must utilize direct deposit for reimbursement.
12. Providers must report suspected child abuse or neglect. The 24-hour Child Protection Hotline number is (858) 560-2191 or the local law enforcement agency.

YMCA CRS Staff may conduct unannounced site visits to any provider receiving reimbursements through the Family Support Services program.

LICENSED PROVIDER REQUIREMENTS

If parent uses a licensed child care provider, he or she should check with the Case Manager to see if Family Support Services already has an agreement with them. If not, the provider will have to submit:

- License to operate child care facility
 - Current child care license must not be expired
 - Capacity must be correct for the number of children in care
 - Must be approved to provide care for the age of the child
 - The agency does not exceed license capacity regardless of licensee's business preferences and will not allow enrollment past maximum license capacity. Example, provider license capacity is 8 we will not allow enrollment over 8 children, for the day regardless of time or schedules allotted by licensee's business.
- Copy of current license and W-9.
- Copy of their current typed rate sheet to YMCA CRS Resource and Referral.
- A parental agreement that shows what payment the provider is receiving for absences, days of non-operation and holidays from a non-subsidized family. If provider does not submit an agreement YMCA CRS cannot pay for any of the above services.
- A statement signed by provider confirming that the rates charged for any subsidized child are equal to or less than the rates charged for non-subsidized families.

INFORMAL/ LICENSE-EXEMPT PROVIDER REQUIREMENTS

If parent selects an informal caregiver, he or she will have requirements depending on if he or she is a relative or not relative as follows.

1. License Exempt Relative
 - A relative is defined as the child's immediate aunt, uncle or grandparent.
 - Care is provided in the provider's home.
 - The provider's home cannot be the same residence as the child's.
2. License Exempt Non-Relative:
 - A neighbor, friend, distant relative, or sibling of the child may be a non-relative provider.
 - Care is provided in the provider's home.
 - The provider's home cannot be the same residence as the child's.
 - License-exempt non-relative providers can care for the children of one family, as well as their relative's children or their own.
 - Must achieve TrustLine (background check) clearance prior to providing care (covered later in this section).

The provider's name and parent's name must be signed the same (full first and full last name) on all documents and forms that are submitted to the program. Exempt providers must come to the YMCA CRS office along with the parent to complete the enrollment paperwork.

License Exempt Provider needs to bring:

- Copy of his or her current California Driver License or California ID
- Copy of his or her valid Social Security Card
- Current address verification, such as a utility bill, bank or credit card statement, or additional form as required. All address verification papers are required to be dated within one month of the enrollment effective date.
- Current IRS W-9 form
- TrustLine verification (if non-relative child care provider)
- TB result verification (if exempt provider)
- E-mail address
- Voided check, account number and routing number for direct deposit

TrustLine Registry

According to State law, all exempt non-relative providers have to be fingerprinted and listed with TrustLine, a service of the California Child Care Resource and Referral Network.

- Possible child care providers are fingerprinted. The Department of Justice checks the fingerprints to make sure the provider does not have a criminal history of child abuse or related offenses. If a provider's TrustLine registration is denied or closed, the agreement for child care services will be terminated.
- YMCA CRS is required to notify the parent and provider as instructed by TrustLine, and end payments to the provider in the specified time frame.
- All exempt providers that register with TrustLine are required to notify TrustLine of any changes including change of address or phone number.
- To find out if the provider has had a TrustLine check, call (800) 822-8490.

YMCA CRS reserves the right to determine what type of documentation is acceptable to verify any requested information.



If parent or provider cannot meet the requirements to complete the enrollment forms, the enrollment will be denied. No payment for child care services will be issued.

Once child care services are authorized, the parent and provider will receive a Certificate. The provider can then log onto <https://careportal.mcttechnology.com> to print the Attendance Sheet, used to record daily attendance. Attendance Sheets will be covered in Chapter 6: Paying for Care. The provider will need to use their registered email and a password. The provider password is the first 4 digits of their email address + the last 4 digits of their registered social security number or tax ID.

PROVIDER EXCLUSIONS

A provider cannot be someone who is:

- Parent (by blood, marriage or adoption) who is enrolled in the program.
- Parent (by blood, marriage or adoption) who is not certified for the program, but whose children receive services.
- Living in the same home as the parent receiving services on the program.
- The guardian of the child who is enrolled in the program.
- Living in the same home as another provider who is receiving payment from the program for child care services.
- Is under 18 years of age.
- Does not have all approved forms.
- Does not or cannot give all of the forms or documents to complete the Provider Enrollment process.
- Has had his/her child care license suspended or revoked but wants to continue as a license-exempt provider.
- Cannot get direct deposit
- Denied TrustLine
- Does not have the time available to commit to the parent's full certified need, due to another job, school or other commitments that may prevent the individually from being physically present as the child's care taker.

Termination of payment will occur if YMCA CRS receives notification from Community Care Licensing (CCL) that a facility's license has been revoked or temporarily suspended. No payment will be made for care after the effective date of the CCL action. YMCA CRS will notify provider and families (utilizing the provider) in writing within two business days no payment will be made beyond the effective date of CCL license suspension or revocation and the reason for termination.

Subsidized families utilizing a facility that has been placed on probationary status from Community Care Licensing (CCL) will receive written notice of the effective date of probation, the opportunity to choose another child care provider or continue receiving services through the facility. If family chooses to change providers the notice period must be paid to current facility.

Note: According to State guidelines, children of a licensed provider are not eligible for child care subsidies. Operating a child care business does not stop providers from caring for their own children.

All child care providers participating with our agency on the parent's behalf are expected to maintain a level of respect and courtesy towards YMCA CRS staff at all times.

YMCA CRS expects providers to treat our staff with respect and consideration. Instances of hostile behavior, yelling, name calling, profanity, or any behavior or language that is deemed threatening or abusive is grounds for immediate termination from the program.

CHAPTER 5: MAINTAINING FAMILY ENROLLMENT

This chapter will review key documents, changes, and procedures that a parent may encounter during participation in the Family Support Services Program.

NOTICE OF ACTION (NOA)

A Notice of Action will be mailed to the parent whenever there is an action taken in program status. There are different types of NOAs: Initial Certification, Denial, Change, Recertification, and Termination.

- If approved, the NOA will list the days and hours of authorized care per child, the effective dates of child care services and show any Family Fee the parent is required to pay.
- If not approved, the NOA will indicate why the parent was “denied” acceptance. These reasons may include:
 - Parent has not submitted required paperwork.
 - Parent has not chosen a child care provider and/or the provider has not completed the YMCA CRS agreement process.
 - Parent’s income is above the guidelines for families we are currently assisting.
 - Parent does have a qualified need.
 - Parent is determined not to be eligible.
- The parent will be able to appeal a Termination. (See Chapter 7 for more information about the appeal process.)



Parents: Do not start child care until your enrollment process is complete, you receive a Notice of Action approving services and your provider receives a Certificate. You will have to pay for any child care services that began before your provider received a Certificate of Enrollment.

NOTICE OF ACTION

Form CD-7617, (Rev. 8/11)

Section 1A will be completed for the family's initial enrollment. Section 1B will be completed for every change to the services thereafter.

1. Notice of Action (Complete Either 1.A. or 1.B.)

| | | | |
|---|--|---|--|
| 1.A. Application for Services <input checked="" type="checkbox"/> Services Approved to Begin: <u>07/13/2014</u> Date <input type="checkbox"/> Services Denied If appealed, appeal is due by: <u>08/04/2014</u> Date (Note: Appeal Instructions are on reverse side.) | | 1.B. Recipient of Services <input type="checkbox"/> Change in Service <input type="checkbox"/> Termination of Service <input type="checkbox"/> Termination of Service for Delinquent Fees Effective Date of Action: _____ If appealed, date appeal is due by: _____ | |
|---|--|---|--|

All appeals must be received before the listed appeal date or case will be closed.

2. Distribution of Notice

| | | |
|---|--|---|
| <input type="checkbox"/> Notice Given to Parent/Caretaker | Notice Mailed: <input checked="" type="checkbox"/> First Class <input type="checkbox"/> Other: _____ | Date Notice Given or Mailed: <u>07/16/2014</u> |
| Recipient's Initials: _____ | | Tracking No. _____ |

3. Parent/Caretaker Information

| | |
|---|--|
| Parent/Caretaker A <u>MARY ADAMS</u> | Address <u>5 NORTH E STREET</u> |
| Parent/Caretaker B | City <u>SAN DIEGO</u> Zip <u>92100</u> Telephone <u>(555) 111-1111</u> |

4. Approved Child Care Services (Complete all information for each child approved for services.)

| Name(s) of Child(ren) Receiving Services | Program Code | School/Vacation | Enter Approved Hours of Enrollment | | | | | | |
|--|--------------|-----------------|--|------|------|------|------|------|------|
| | | | Sun. | Mon. | Tue. | Wed. | Thu. | Fri. | Sat. |
| SARAH ADAMS | C2AP | School | | | | | | | |
| | | Vacation | Max 5 Days/Week , Max 47.50 Hours/Week M,T,W,Th,F: 8:15AM-6:15PM | | | | | | |
| JAMES ADAMS | C2AP | School | | | | | | | |
| | | Vacation | Max 5 Days/Week , Max 47.50 Hours/Week M,T,W,Th,F: 8:15AM-6:00PM | | | | | | |

4: Approved Days and Hours of child

5 and 6: Information about your Need and Eligibility.

| | |
|--|--|
| 5. Basis for Family Eligibility for Services <input type="checkbox"/> Recipient of Child Protective Services <input checked="" 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 | 6. Basis for Family Need for Services (This section does not apply to State Preschool Programs.) <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) |
|--|--|

Applicable monthly Family Fee.

7. Reason for Action: State the specific reason(s) services were denied, changed or terminated.
 On 7/13/2014, the Initial Certification to determine your need and eligibility for childcare services was approved. The above authorized hours of child care are effective 7/13/2014. If your current reason for needing child care and/or income changes at any time, you must inform your case manager within 5 calendar days.

8. Agency Name YMCA Childcare Resource Service

9. Name/Title of Agency Representative Amy Jones / Child Care Case Manager

10. Signature of Agency Representative _____

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

7: Message with more specific details about the action being taken on your case.

REPORTING CHANGES [Title 5 §18102]

Parents receiving Family Support Services assistance are required to keep their Case Manager informed of any changes that would affect their case. Parent shall call the Case Manager within five calendar days if there is a change in family status or child care needs.

If parent does not report changes within five calendar days, parent may be terminated from the program. The following are examples of changes parent is required to report.

| CHANGE | DESCRIPTION |
|---|---|
| Provider Information | Do you plan to change providers? Did you stop using your provider? |
| Contact Information | Do you have a new address? Telephone number? |
| Marital Status | Are you recently married, widowed, or divorced? |
| Family Size | Has there been an adoption? Birth? Death? |
| Maternity Leave | Have you stopped working or going to school because of childbirth or adoption? |
| Breaks in Training/School | Is your school going on winter, spring or summer break? |
| Work Status | Were you recently hired with a new employer? Terminated from your job? Did you change jobs? Go on a temporary leave? |
| Work Schedule | Have your work hours/days increased? Decreased? Changed shifts or schedule becomes variable or set? |
| CalWORKs Status | Has your case closed? Are you now exempt from Welfare To Work activities? Did you modify your welfare to work plan? |
| Training/School Status | Have you stopped going to school? |
| Training/School Schedule | Did you enroll in more classes? Did you drop a class? |
| Family Income | Did you receive a pay raise? A bonus or Overtime? Did your wages decrease? Are you now receiving child support or any other changes in income? |
| Vacations, and/or Loss/Change of Custody, Incarceration | Are you going to be out of town? Report all incarcerations immediately, as incarceration is not an eligible activity. |
| Child Schedule | Did you child start school, or change school tracks or bell schedules? Did the provider you use for either school days or vacation days change? |
| Any other changes that could affect your case | Report any other changes that can affect your child care services. |



Parents: To maintain uninterrupted services, report any and all changes in your circumstances. Failure to report changes affecting your Need or Eligibility may be determined as Fraud, and services will be terminated.

Reporting changes does not automatically mean it has been updated and approved. The Case Manager will do the following:

- Send a Document Request Notice for necessary paperwork
- Confirm the facts before approving them
- Adjust the child care hours, as needed
- Send new NOA and Certificates

All changes and required documentation to support that change are due in our office no later than 4:00 pm on Wednesday. All documentation submitted must be verified in order for the change in child care to begin the following Monday (except provider changes). It may take up to one week to process and send a new Child Care Certificate.

CHANGING CHILD CARE PROVIDERS

It is important for children to have consistent child care. This consistency adds to a stable environment and children's sense of well-being.

- A parent may not exceed three license-exempt provider changes in one fiscal year.
- A new provider will not be paid until the new enrollment forms are complete and approved.
- If parent has a verifiable need for child care at any time during which the provider is closed or refuses services, the parent may select another provider for that time period. However, the parent will need to get prior approval from the Case Manager and the provider must have an existing agreement with YMCA CRS.

Parents shall follow these steps to change child care providers:

1. Give current provider a written two week notice for last day of care.
2. Give Case Manager a two week advanced notice.
3. Ask new provider to complete the enrollment forms prior to child care being approved.
4. Refer to Chapter 4 for detailed provider enrollment requirements.

Most licensed providers require a two week notice, but some may ask for more. It is important for parents to know the provider's policies. A parent may have to pay if they leave child care without giving proper notice, or when family changes providers.



A parent may not use more than three separate license-exempt providers in one fiscal year.

LIMITED TERM SERVICE LEAVE (LTSL) [Title 5, §18104]

While enrolled in a child care subsidy program, a parent may be approved for a "Limited Term Service Leave," during which no child care payments will be made but space is retained in the Family Support Services program.

Families may be approved for up to 16 weeks of Limited Term Service Leave under the following circumstances:

- **Family Leave:** The birth and care of the parent's newborn child, placement of a foster or adopted child in the home, or when the parent has to care for a child, spouse, or parent who has a health condition.
- **Medical Leave:** A health condition of the parent resulting in no need for care for a temporary period of time.
- **Student Breaks:** Breaks between terms/semesters for parents in job training.

Families may be approved for up to 12 weeks of Limited Term Service Leave under the following circumstances:

- A child's time spent with a family member outside the home
- A break in the parent's employment
- Family vacation

Please note that child care subsidies cannot be used to hold a space with a child care provider while a child is not using care. Parents are encouraged to discuss their plans directly with the provider. To restart child care services, the parent should contact the Case Manager two weeks prior to the LTSL period ending. The following steps will take place to restart child care services:

1. The need for service has to be verified before parent can be reinstated
2. The provider's file has to be up to date
3. The provider is required to receive a Child Care Certificate

YMCA CRS cannot pay for child care services used before the re-approval. If the parent does not return to work, school or training after an authorized LTSL period has ended, the case will be terminated.

RENEW PROGRAM ELIGIBILITY (RECERTIFICATION) [Title 5 §18103]

Depending on the parent's qualifying need, a parent is required to renew program eligibility every 6 or 12 months.

- A parent is required to meet **in person** with the Case Manager to renew eligibility, and the appointment may take 1 to 1 ½ hours to complete. At this time, documentation to support a parent's need and eligibility must be submitted, reviewed and verified to determine continued eligibility.
- Parent will receive an appointment letter with the date and time of appointment and a list of the items required. The list is not all inclusive and may include items submitted in the past; this appointment is a complete reapplication, even if need and eligibility remains unchanged.
- Parents needing to reschedule shall call Case Manager at least 24 hours before the scheduled appointment. YMCA CRS will allow for one reschedule if called prior to the set appointment. If parent misses his or her appointment and does not call prior to reschedule a termination will be issued.
- A parent has successfully completed the process after he or she:
 - Meets with Case Manager in person
 - Submits all requested and required documents on time
 - Completes and signs a new application
 - Case Manager confirms that parent still qualifies.

Please attempt to make arrangements to not bring children to the recertification appointment. Children can be left with the approved child care provider if parent specifies on Attendance Sheet that he or she was attending a recertification appointment.



Parents: You must appear at your appointment and bring all of the required paperwork. Families will lose their child care services if they fail to attend an appointment. This approval, also known as Recertification, re-enrolls you in the program.

CHAPTER 6: PAYING FOR CARE

This chapter reviews in detail how reimbursements to providers are calculated, the policies for reporting attendance, and what is and is not covered in provider payments.

CERTIFICATES

The provider and parent will receive a Certificate for each child, every time services start or are changed. A sample Certificate is included here:



YMCA CHILDCARE RESOURCE SERVICE CERTIFICATE FOR CHILD CARE SERVICES



KATHERINE SMITH is a participant certified for YMCA Childcare Resource Service' Child Care Assistance Program and is approved for subsidized child care services.

If the parent's services are changed or terminated during the approval period, this certificate will then be invalid and replaced.

| | |
|--|----------------------------------|
| CARE START DATE: 01/23/2015 | CARE END DATE: 01/22/2016 |
| Provider: ABC CHILD DEVELOPMENT CENTER 2525 J STREET SAN DIEGO, CA 92107-1510 | Provider ID #: 123 |
| Provider Type: <input type="checkbox"/> Licensed Family Child Care <input checked="" type="checkbox"/> Center <input type="checkbox"/> License-Exempt | |

Approved child care start and stop dates. May be increased or decreased by another Certificate in future.

TYPE OF ACTION

| | | | |
|---|---|---|--|
| <input type="checkbox"/> Start of Service | <input checked="" type="checkbox"/> Change in Service or Reimbursement Amount | <input type="checkbox"/> Termination of Service | <input type="checkbox"/> Termination of Service for Delinquent Fee |
| <input type="checkbox"/> Hours/days | <input type="checkbox"/> Amended Rate | <input type="checkbox"/> See attached Notice | The last day YMCA will reimburse for child care is: |
| <input type="checkbox"/> Birthday Rate Change | <input type="checkbox"/> Provider Rate Change | <input type="checkbox"/> Family Fee | The last day YMCA will reimburse for child care is: |
| <input type="checkbox"/> Other: _____ | | | |
| Comments: On 1/23/2015, the Recertification to determine your continued need and eligibility for childcare services was approved. The above authorized hours of child care are effective 1/23/2015. If your current need and eligibility status changes at any time, inform your case manager within 5 calendar days. | | | |

Type of Action, and additional comments in comment box.

CHILDREN APPROVED FOR CARE

| | | | |
|------------------------------------|--|---|---|
| Child Name: SUZIE SMITH | DOB: 03/31/2007 | School: Ocean Beach Elementary | Track: San Diego Ur Elementary, Tradit |
| Vacation | Max 5 Days/Week , Max 52.50 Hours/Week | M,T,W,Th,F: 7:30AM-6:00PM | |
| School | Max 5 Days/Week , Max 20.75 Hours/Week | M,T,W,F: 2:10PM-6:00PM Th: 12:35PM-6:00PM | |
| Maximum Reimbursement Rate: | Age | Category | Maximum Amount |
| | 6+ | PTM/FTM | Part Time \$399.05/ Full Time \$4 |

Approved days and hours of care, Variable Schedule limitations if applicable.

*The Maximum Reimbursement Rate means the most the state will pay based on the parent's verified need. If the parent chooses a child care provider who charges less than the maximum rate, then the provider will be paid what they usually charge. If the parent chooses a provider who charges more than the maximum rate, the parent will have to pay the difference. If the parent has an unpredictable/on-call child care schedule, reimbursement will be based on the actual child care provided within the authorized hours.

MAXIMUM potential reimbursement rates according to provider type, child age, and type of care. M=Monthly W= Weekly

Assigned Monthly Family Fee based on family income, paid directly to provider.

| | | | | | | | | | | | | |
|-------------------------------------|--------|--------|--------|--|--------|--------|--------|--|--------|--------|--------|--|
| FAMILY FEE | | | | | | | | | | | | |
| Monthly Family Fee (monthly) | | | | Part Time (less than 130 hours per month) | | | | Full Time (130 hours or more per month) | | | | |
| Effective Date: 02/01/2015 | | | | \$32.00 | | | | \$63.00 | | | | |
| Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | Dec 15 | Jan 16 | |
| PT | PT | PT | PT | FT | FT | FT | FT | FT | FT | FT | FT | |

Bottom row indicates whether family will owe the Part Time or Full Time monthly fee, for the current child care schedule and time period approved. Pre-assessed fee level cannot be adjusted after the month of care begins.



Child care provided outside of the authorized days or hours on the Certificate will not be reimbursed by CRS.

Important details on the Certificate:

- The end date on the Certificate is the last day of authorized child care payment. Unless the provider receives a new Certificate, care will end on that date. However, the end date on the Certificate is not a guarantee that payment will occur through that date.
- It is the provider's responsibility to notify YMCA CRS immediately if they have questions or concerns regarding the Certificate.
- The Certificate stands as the authorization for care for the particular child.
- If the parent and provider receive a new Certificate and a last day of pay notice has already been issued, the last day of payment still remains the same.
- It is the responsibility of the parent to pay for any extra child care that exceeds the contracted hours of child care. Providers may collect fees for services rendered outside of the contract period, e.g., if a parent uses the same provider while going out for dinner or to go shopping.
- If the Case Manager authorizes a change in hours, an updated Certificate will be sent to both parent and provider.

FAMILY FEES [Title 5, § 18108-18110, 18113-18116]

Some families have to make payments toward their child care services. The California Department of Education (CDE) sets these monthly Family Fee amounts according to State guidelines which include the following:

- The number of people counted in the family
- The family's gross monthly income (before taxes)
- The child who uses the most hours of care
- Whether pre-approved child care is part-time or full-time

How fee is determined:

Families with a certified need of 130 hours of care or less per month will be assessed a part time fee. Families with a certified need of more than 130 hours of care per month will be assessed a full time fee. For school children with on and off track care throughout the year, PT or FT fee will be assessed accordingly per the 130 hours rule. For unpredictable varying schedules, the Case Manager will assess the average hours of Need Activity based on documented hours in the 3 months preceding the update.

Based on the information above, the Case Manager will tell the parent how the amount of the Family Fee. The parent will receive these documents:

- Notice of Action with the fee amount and start date.
- Child Care Certificate for the child the parent fee was assigned to stating the fee amount and start date.
- Note: Changes to Family Fees after the initial established fee, including any increase or decrease of fees, will be effective the first day of the following month AFTER the notice period has passed (14 days if in person, 19 if mailed).
- Family fees cannot be adjusted, prorated or changed in any way mid-month regardless of reason.

- For newly certified families, either new to the program or reopening services, the Fee will be effective immediately based on the total hours of care remaining in the month.
 - For example, parent completes an Intake appointment mid-February and is scheduled to start care immediately. There are 95 hours of care scheduled in February, and 180 hours for March onwards. Family will have a Part Time monthly fee in February and Full Time monthly fee March onwards.



There are NO retroactive changes to Family Fee, new fee amounts always start on the first of a month. Report any change to your income within 5 business days.

How to pay Family Fee:

Parents will pay the fee directly to the child care provider. CRS then deducts the amount of the fee from the payments to provider each month. CDE requires that parents pay the fee within the service month that child care was provided.

- The child care provider should give the parent a receipt for all fees paid.
- If a parent changes to a different provider during the month, or use two providers at once, the full fee is still collected by the primary/ first provider.
- No adjustment to the fee will be made when care unexpectedly stops or is terminated for any reason.
- When parent and provider signs the Attendance Sheet at the end of the noted period, both are stating that Family Fees have been paid, or are being paid in accordance with a payment plan.
- It is the provider's responsibility to notify the Case Manager when a family is not paying their assigned fees, or not complying with an agreed upon payment plan.
- If a parent is unable to pay the full amount of the fee in the period it is owed, parent and provider may agree on a written payment plan. The provider decides whether or not to offer a payment plan and what the terms will be. The payment plan should be noted on the Attendance Sheet.

Non-Payment of Family Fees:

- The child care provider may not waive the Family Fee. If it is found that a Family Fee payment is being waived by a child care provider, both parent and provider may be terminated from the program.
- CRS Payment Staff will notify the parent and provider if the amount reported on the Attendance Sheet does not match the assigned fee.
- Any underpayment of Family Fee must be paid directly to the provider. Any overpayment of Family Fee must be reimbursed by the provider.
- YMCA CRS is required to terminate child care services when child care provider notifies CRS that the parent has not paid the Family Fee in full, OR not paid the Family Fee in accordance to a payment plan arranged between parent and provider.



Providers shall notify the Case Manager when a parent is not paying their assigned Family Fee in full, or not complying with a payment plan.

THE ATTENDANCE SHEET

The YMCA CRS has Attendance Sheets to track each child's daily attendance, and to submit for reimbursement. Sample Attendance Sheet:



ALTERNATIVE PAYMENT DEPARTMENT

70



000830000070

| | | | |
|----------------|---|---------------|--|
| Provider Name: | «ReportProviderName» («ChildCare.ProviderID») | Month/Year: | «ChildCare.AttendanceMonth»/«ChildCare.AttendanceYear» |
| Child Name: | SUZIE SMITH | Child DOB: | «ChildCare.DOB» , «Age» |
| Parent Name: | «ChildCare.ParentName» («ChildCare.ParentID») | Case Manager: | «SpecialistName» |

| JULY 2014 | | | | | | SUZIE SMITH | | | | | |
|-----------|-----------------|------------------|-----------------|------------------|--|-------------|---------|----------|---------|----------|--|
| Date/day | Time In (AM/PM) | Time Out (AM/PM) | Time In (AM/PM) | Time Out (AM/PM) | Comment | Date/day | Time In | Time Out | Time In | Time Out | Comment |
| Jul 1 | | | | | | Jul 16 | | | | | Example of a child in care for morning only |
| Jul 2 | | | | | Child in care before and after school. | Jul 17 | W | | | | |
| Jul 3 | W | | | | | Jul 18 | TH | 8:01Am | 8:43Am | | |
| Jul 4 | TH | 8:02Am | 8:45m | 2:15pm | 4:59pm | Jul 19 | | | | | |
| Jul 5 | | | | | | Jul 20 | | | | | Example of a child in care after school only |
| Jul 6 | | | | | Example of a child in care full day. | Jul 21 | SU | | | | |
| Jul 7 | SU | 7:59Am | | | | Jul 22 | M | 2:13pm | 5:04pm | | |
| Jul 8 | M | | | | | Jul 23 | TU | | | | |
| Jul 9 | TU | | | | Sick/Flu | Jul 24 | W | | | | Last day of care |
| Jul 10 | W | | | | | Jul 25 | TH | | | | |

Use the Comment column to indicate reason for absence, OR last day of care, if applicable.

FAMILY FEE CERTIFICATION & RECEIPT/ATTENDANCE CERTIFICATION

| | | |
|---|--|---|
| Part Time Monthly: \$ 100.00 | Full Time Monthly: \$ | ATTENTION: Enter amount of family fees paid for the current month only. \$ 100.00 |
| Any billed or in provider's child | Example of Provider indicated invoiced amount. | /INVOICED |
| | | for in-subsidy families using the |
| | | \$ 350.00 |
| Parent Self-Certification | | Provider Self-Certification |
| I declare under penalty of perjury that the information herein is true and correct and that I am not receiving any other child care subsidy. I understand these child care hours are to be used only during pre-approved activities that entitle me to receive subsidized child care services. I understand any Family Fees that I am required to pay, as stated above, have been paid in full. | | I declare under penalty of perjury that the information herein is true and correct and that care was provided for the sole purpose for which this child was certified. I am not receiving payment for the child care services provided from any other source. I understand family fees not be waived under any circumstances. I understand that I may be required to repay overpayment. |
| Parent/Guardian Signature | Date: 7/24/14 | Provider Signature |

Full parent and provider signatures at end of month.

Example of recorded family fee paid. Provider must collect this amount from the client.

The provider is required to maintain the Attendance Sheet for each child and make Attendance Sheet available to parents no later than the first day of each month and thereafter on a daily basis. Information must be in blue or black ink; no pencil or correction tape will be accepted. Parents and providers participating in YMCA CRS Family Support Services Program must follow the Attendance Sheet guidelines, complete Attendance Sheets thoroughly and accurately, and ensure the following:

- **Exact** time is indicated at the time **in** for each day of care
- Middle section was used only for reporting additional time in and out of care within the same day such as when child attended school; the provider enters the time a school age child leaves or returns from school during the day.
- **Exact** time is indicated at the time **out** for each day of care
- Family Fees owed by and collected from the parent are recorded in space provided in center of Attendance Sheet

- Any child absences or variations of approved schedule are explained in the comments column.
- Provider indicates invoiced amount/ payment expected for the child care provided.
- Provider invoices an amount consistent with their rates on file or the rates charged to non-subsidy families.
- Bottom of Attendance Sheet has a full signature and date from parent and provider.
- Parent and provider use approved YMCA CRS Attendance Sheet; no other attendance record can be used.
- Provider must note on Attendance Sheet any day of non-operation and registration fees.

ATTENDANCE SHEET ERRORS

In order to determine a family's continued need for services and reimburse a provider for child care services provided, complete and accurate attendance records must be maintained on a regular basis.

CRS staff will screen Attendance Records for evidence that attendance is not recorded daily such as:

- Missing times on consecutive days throughout attendance period
- Child is signed out to school and/or in from school on a day that school was not in session (holiday)
- Evidence that parent signed child in or out of care when per "need" parent or child could not have been physically present
- Child being signed in/out on a day the provider is closed
- Start and Stop times of care are rounded up, and/or the same throughout Attendance Sheet

CRS staff will also review Attendance Sheets, and notify provider, for other errors such as:

- Provider Invoice amount missing from Attendance Sheet
- Missing signatures at bottom or signatures inconsistent with those on file for parent or provider
- Missing or unclear in/out times, school times

Missing signatures will require parent or provider to come to CRS office to sign Attendance Sheet. Payment will be held for missing provider signature until this is complete.

For all errors, repeated violations of the Attendance Sheet policies will result in provider and/or parent being required to meet with a CRS staff person, and/or view Attendance Sheet completion training materials.

Further repeated violations on Attendance Sheet rules may result in Termination of parent's services (if error is fault of parent), and/or withholding payment until error is resolved (if fault of provider).



Attendance (days/hours), Family Fees, and invoiced amount cannot be altered or adjusted on the Attendance Sheet once it has been submitted; parent and provider shall carefully review prior to submitting.

PROVIDER PAYMENT SCHEDULE

In an effort to balance the high volume of incoming Attendance Sheets, and thus be able to provide consistent and excellent customer service to all of our providers, payments are divided into two major payment runs.

- For providers whose center name or last name begins with letters A-L, Attendance Sheets are due and payments will begin being processed on the first Tuesday of the month.
 - For providers whose center name or last name begins with M-Z, Attendance Sheets will be due and payments will begin being processed on the THIRD Tuesday of the month.
 - Attendance sheets for providers M-Z submitted PRIOR to the third Tuesday of the month will not be processed earlier than the due date.
- All reimbursement for attendance records submitted on time according to this schedule will be issued within ten business days of due date, with the payment day always falling on a Friday.
 - Attendance Sheets received after the assigned due date will be included and paid with the next biweekly payment cycle.
 - Attendance Sheets received more than three months after the original due date will NOT be paid.
 - Funding for the FSS Program is based on a July through June fiscal year. Every July, Attendance Sheets are due promptly on the first Tuesday in July. This is due to our funding requirements to close out the fiscal year ending June 30. Parents and providers will receive additional reminders when July approaches.
 - Attendance Sheet submitted after the final deadline to be submitted as indicated on the Provider Reimbursement Agreement may result in non-payment.
 - YMCA CRS is not responsible for late mail delivery or holidays that may cause delay in the mail.



Attendance Sheets received more than three months after the original date will NOT be paid.

HOW PAYMENT IS DETERMINED BY CRS

Full payment of the rates requested by a provider, which must be on file, cannot be guaranteed. Reimbursement of provider's rates is based on the Regional Market Rate Ceiling for the type of child care provided and the payment procedures set by the agency.

YMCA CRS assesses the rate based on the lower of:

- Total amount invoiced by the provider on the Attendance Sheet (must be consistent with what is charged to non-subsidy families)
- Rates on file for the provider (must be consistent with what is charged to non-subsidy families)
- The applicable and equivalent rate category set for the area by the State of California, called the Regional Market Rate Ceiling (RMRC).
 - RMRC categories are classified by age group, type of provider, part time categories, and full time categories.

Application of RMRC Categories

- Hourly rates shall be applied when the parent's approved care is ten hours or fewer per week.
- Hourly rates may only be applied if a child's need for child care is less than thirty hours per week AND less than six hours per day.
- Daily rates may only be applied if a child's need for child care is six hours or more per day.
- Part-time weekly rates may be applied for care less than thirty hours per week.
- Full-time weekly rates may be applied for care thirty hours or more per week.
- If a child begins care any day other than Monday or services are terminated any day other than a Friday, the rate for the week will be prorated for the number of days/hours authorized for that week.
- When a child has a birthday and their new age has any effect on the provider's payment, this change will take place the day immediately following the child's birthday.
- **For Centers only:** If a kindergartner is in attendance they will be considered school age. The **6+** school age RMRC will apply to these children when they are considered school age eligible for licensing purposes.

Depending on the type of provider and approved schedule, providers will be reimbursed either according to the schedule approved on the Certificate or the child care actually used.

| Schedule Type | Provider Type | Calculation Days & Hours |
|--------------------------------------|-------------------|--------------------------|
| FT PREDICTABLE | Licensed & Exempt | Pay to Certificate |
| FT ON CALL/ UNPREDICTABLE | All | Pay Actual Hours/Days |
| PT PREDICTABLE | Licensed | Pay to Certificate |
| PT PREDICTABLE | Exempt | Pay Actual Hours/Days |
| PT ON CALL/ UNPREDICTABLE | All | Pay Actual Hours/Days |

Children with unpredictable or on call child care schedules will be paid for actual care only, up to the maximum hours of care per week approved.



The maximum applicable Regional Market Rate Ceiling will be listed on the Certificate. Payment will be capped at the applicable RMRC and the provider's expected rate, whichever is lower.

After Hours Rates

- After hour adjustments, if applicable, are applied based on the percentage of care that occurs after 6:00 pm until before 6:00 am, Monday through Friday, and/or on Saturday and Sunday.
- After hours rate adjustments occur if a licensed provider is receiving a weekly rate AND requires additional payment for care after 6:00 p.m., Monday through Friday and/or Saturday and Sunday.
 - If less than 10% of child care occurs after hours, no rate adjustment will be applied.
 - If after hours care is at least 10% but less than 50% of total care, the appropriate rate category is multiplied by 1.125 to determine rate. If 50% or more of the care occurs after hours the appropriate rate category is multiplied by 1.25% to determine rate.

ABSENCE AND CLOSURE POLICIES

Family circumstances or child illness may occasionally prevent a child from attending child care. If a child is not going to attend child care the parent/guardian must inform their child care provider and upon returning to care note the reason for the absence on the Attendance Sheet.

- If a child is absent for three consecutive days the provider must notify the Case Manager on the third day of absence.
- Excessive absences from child care indicate the parent/guardian no longer has a need or there has been a change in their family situation.
- If on a one month Attendance Sheet, the child is consistently using less hours than authorized or if there is a pattern of absences, the parent will be contacted by the Case Manager to inquire about possible change in need activity schedule. **Failure to respond may result in decreased hours/days or termination of services.**

Licensed provider closure days or holidays, for which provider requests payment, is limited to ten days per fiscal year. Verification of paid closure days must be on file with YMCA CRS.

OTHER PROVIDER FEES

Registration Fees

Some registration fees may be paid, partially or in full, if expected registration fees are on file with YMCA CRS, and payment has not reached the maximum allowable rate for child care per the Regional Market Rate Ceilings. If eligible to be reimbursed by YMCA CRS, registration fees may be paid to provider in increments over a period of time.

- If care is provided for one week only and the provider is requesting payment of an annual registration fee, payment of the extra fee will be prorated to cover that week's portion of the annual fee only, up to the Regional Market Rate Ceiling (RMRC).

Co-Payments (Fees not covered by YMCA CRS):

- Many providers charge extra fees when parents are late for pick up; YMCA CRS will not pay provider late fees.
- YMCA CRS will not pay for unauthorized activity such as personal errands. Subsidized child care is intended for pre-approved certified Need Activity documented in family file (work, school, etc.).
- Child care used outside the days or hours of the approved schedule will not be paid.
- Tuition, book fees, or other school charges for children attending private school will not be paid.
- Meals, transportation, field trips or activities which are not a part of the provider's basic child care rate will not be paid.
- Child care fees for any days provider refuses care for the child for any reason.
- Fees required for holding a child's spot when the child is out of care for any reason.
- Using care past family's termination date from the program or stop date for care.
- YMCA CRS does not pay tuition for private school (kindergarten through 12th grade) or home school/independent study of any kind. We will pay for child care hours only. The hours designated as "school" will not be paid by YMCA CRS.

If YMCA CRS cannot pay the expected rate or any additional fees, the parent will have a co-payment. A co-payment is a payment made by the parent to the provider to make up for the amount YMCA CRS cannot pay. The co-payment is between the provider and the parent and is not reported to YMCA CRS. YMCA CRS is not responsible for collecting or paying co-pays. It is the provider's choice whether or not to collect the co-payment from the parent.



Parents: If an Attendance Sheet indicates a pattern of care used that is different from care approved, your Case Manager will request any updates to your need for child care. Failure to respond may result in termination or change of services.

CHAPTER 7: TERMINATIONS AND APPEALS

This section will cover the potential reasons that services may be terminated, the process and timeline for Terminations, and how to appeal.

REASONS FOR TERMINATION

A family's services may be terminated for reasons of non-compliance including, but not limited to:

- Not informing their Case Manager within five calendar days of changes
- Missing scheduled appointments with the Case Manager, Provider Specialist, and/or Payment Technician
- Failure to submit requested documents to Case Manager, Provider Specialist, and/or Payment Technician
- Providing false or misleading information regarding need, eligibility, family or household members, residence, providers, child care provided, or any other aspect pertaining to participation in child care programs
- Knowingly withholding information regarding changes that affect need and/or eligibility
- Case Manager is unable to independently document and/or verify need for child care
- Failure to comply with the requirements of their subsidy program
- Repeated inaccurate completion of Attendance Sheets, refusal to complete Attendance Sheets
- Failure to pay assigned Family Fees
- Failure to respond to a request to contact a Case Manager, Provider Specialist, and/or Payment Technician
- Violation of YMCA CRS Respectful Conduct Policy

Changes in family need or eligibility may also result in termination. Child care programs vary in eligibility requirements, and must first serve families with the highest need for services. Reasons for a family to lose eligibility include, but are not limited to:

- Family does not live or work in San Diego County
- Family earns more income than program limits allow
- Parent discontinues participation in a job training program
- Parent's job search, housing search, incapacity, job training or other limited time Need Activity is approaching the end date
- Children become older than the ages served by the program
- **Loss of Funding** - When funding for a child care subsidy program is cut, families are generally discontinued from services based on the program's criteria for priority enrollment. If a family does lose a subsidy resulting from a funding cut, they will receive assistance from YMCA CRS on applying to the Centralized Eligibility List.

Termination from the program can be at a parent's request. A parent should notify the case manager and the provider at least two weeks prior to ending child care.

THE APPEAL PROCESS

When a family does not meet the eligibility and requirements of the FSS Program, a Notice of Action (NOA) for Termination will be issued, 14 days if given or 19 days if mailed prior to the end date. The provider will receive a Last Day of Pay Notice.

The NOA will explain:

- The effective date of the termination, last day of pay and the last day to appeal
- Reason for termination
- Date of termination
- How to appeal the termination

If the parent does not agree with the action, he or she may ask for a local, agency level hearing. The back of the NOA explains how to request a local hearing by following these steps:

1. Write all reasons for appeal on the back of the NOA (appeal by phone or emails).
 - Be specific and explain why the action is not justified
 - Attach any documentation to support appeal
2. Sign and date the written appeal.
3. Submit written appeal (both sides of the NOA being appealed) to the Case Manager.
 - o The Case Manager must receive the appeal by close of business day on the day that the appeal was due, which is listed on the top right of the NOA.
 - o The Case Manager will forward the appeal to the Appeals Coordinator.

California Department of Education
 Early Education and Support Division
NOTICE OF ACTION
 Form CD-7617, (Rev. 6/14)

Appeal Information: If you do not agree with the agency's action as stated in the Notice of Action, you may appeal the intended action. To protect your appeal rights, you must follow the instructions described in each step listed below. If you do not respond by the required due dates or fail to submit the required appeal information with your appeal request, your appeal may be considered abandoned.

STEP 1: Complete the following appeal information to request a local hearing:

| | | |
|---|--|---------------|
| Name of Parent/Caretaker | | Telephone No. |
| Address | City | ZIP |
| In this section, please explain why you disagree with the agency's action. | | |
| Check Box If an Interpreter is Needed at the Local Hearing <input type="checkbox"/> | Signature of Person Requesting a Local Hearing | Date |

Indicate reason for appeal on the 2nd page of NOA, and return prior to Appeal Due Date (noted on first page).

STEP 2: Mail or deliver your local hearing request within 14 days of receipt of this notice to:

| | |
|--------------------|---------------------------------|
| A. Agency Name: | YMCA Childcare Resource Service |
| B. Agency Address: | 2602 Hoover Ave Suite 102 |
| C. City/State/Zip: | National City, CA 91950 |

A parent will lose the right to an appeal if he or she does any of the following:

- Appeal after the close of business on the appeal due date
- Leave appeal portion of NOA incomplete
- Submit incorrect NOA being appealed
- Miss appeal hearing without rescheduling beforehand
- Reschedule appeal hearing more than once
- Fail to attend a scheduled hearing within three weeks following original termination date

Child care services, as well as other updates and changes to services, will continue per program policies while the appeal process is underway until a final decision is made.

If a parent waives his or her rights to appeal, the NOA decision is final and the parent will lose all appeal rights, including appealing to Early Education and Support Division.

Scheduling Appeal Hearing:

Within ten calendar days after the agency receives the parent's appeal, the Appeals Coordinator will schedule a time and place for a local hearing.

YMCA CRS policy is to complete the appeal hearing, including any rescheduled hearing, within three weeks (21 days) following original termination effective date.

Only one reschedule is allowed. Parent must contact the YMCA CRS office prior to the start of the hearing to be considered for an appeal.

The local hearing at YMCA CRS:

- Parent will meet with the Appeals Officer, who will be a supervisor or director at a level higher than the person who issued the NOA.
- The Appeals Officer will be an objective party who did not issue the NOA for termination.
- Parent may request or bring an interpreter, if necessary.
- Parent will have the chance to explain why he or she finds YMCA CRS's actions to be incorrect.
- Parent may provide written documentation and evidence to support position.

Within ten calendar days, the Appeals Officer will make a determination to either approve or deny the appeal, and notify the parent via mail.

- If the appeal is approved, the child care services will continue.
- If the appeal is denied, the child care services are terminated.
- If the appeal is denied, parent may appeal within 19 days of the date of the letter from the Hearing Officer, to the California Department of Education, Early Education and Support Division.

Three terminations for the same reason within a fiscal year (July 1 to June 30) may result in an automatic denial.

APPEAL TO CALIFORNIA DEPARTMENT OF EDUCATION

The back of the original NOA includes contact information and instructions for issuing a second appeal to the California Department of Education (CDE), Early Education and Support Division (EESD) Appeals Department.

If parent sends an appeal to CDE/EESD, he or she is required to include all of the following:

- Written statement listing all reasons parent believes the agency's decision was incorrect
- Copy of the YMCA CRS decision letter
- Copy of both sides of the NOA
- Any additional documentation to support the parent's position

Parent should a copy of the information submitted to CDE/EESD to the Case Manager. This will ensure that child care continues during the appeal process.

CDE/EESD may take at least thirty days to review the appeal, and may request copies of file documents directly from YMCA CRS. The parent will then receive a written notice from CDE/EESD with their decision. A copy of the decision letter is also mailed to YMCA CRS.

- If the appeal is approved, the child care services will continue. CDE/EESD may have terms or conditions for the parent's continued participation in the program.
- If the appeal is denied, the child care services will be terminated on the day that the letter from CDE/EESD is received by YMCA CRS. Another two week notice will not be sent to the provider.
- There are no further appeals a parent can make after the decision by the CDE/EESD. Their decision is final and the appeal process is then complete.

Case Closures and Reopening a Case:

- If a family's child care case is closed from Stage 2 program within the last six months, and the parent is participating in CalWORKs, the case may reopen, except for cases of fraudulent activity.
- If a family received CalWORKs cash aid in the last 24 months, the case may reopen in the Stage 2 program, except for cases of fraudulent activity.
- Reopening a Stage 2 case may take up to thirty days to schedule a Certification Appointment.
- If services were terminated due to failure to report changes to need or eligibility, or fraud, re-enrollment will be denied.
- If a parent is terminated from any other funding source, the parent may apply to the Centralized Eligibility List (CEL) and wait for available funding.
- The parent is required to pay all outstanding Family Fees before being allowed back in the program.
- The parent is required to meet income and need guidelines to re-enroll.
- The provider is required to submit any incomplete paperwork to update the provider file.

CHAPTER 8: POLICIES

PROVIDER INDEPENDENT CONTRACTOR POLICY

YMCA CRS is not the employer of any child care provider. YMCA CRS will not complete any type of employment verification. YMCA CRS does not withhold Federal or State income taxes; it is the provider's responsibility to report all earnings for these services to the State and Federal governments. In January of each year, providers, receiving amounts in excess of the minimum specified by IRS, will receive IRS Form 1099 for non-employee contractors. The form states the total amount paid by YMCA CRS for the prior calendar year for services provided to children on the subsidized child care program. Contact the local IRS office to learn more about the IRS regulations and responsibilities for an independent contractor. Nothing in this handbook is intended or to be interpreted as conveying an employee/employer relationship with CRS.

NONDISCRIMINATION POLICY

The Family Support Services Program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability. The FSS Program is accessible to parents with limited English proficiency, parents with disabilities and parents of migratory children. The FSS Program welcomes the enrollment of children with disabilities.

Providers are expected to follow the same nondiscrimination policies that guide the FSS Program.

Providers are expected to comply with the requirements of the Americans with Disabilities Act (ADA) to ease access and reasonably accommodate children with disabilities. Under the law, providers must provide reasonable accommodations to a child with special needs at no additional cost to parent or the agency. However, providers may charge a higher rate for serving children with disabilities and other special needs only under certain circumstances, when they have documented their need to do so, and when they have received written approval from our Provider Services unit.

RESPECTFUL CONDUCT POLICY

YMCA CRS asks that all parents and providers remain respectful in interactions with the staff, volunteers, contractors, visitors and other parents and families. Parents or providers may be terminated from the program if parent, provider, a family member or friend commits any of the following acts upon a child, parent, child care provider, or YMCA CRS employee or associate:

- Use profanity or disrespectful language (written or verbal)
- Make any threats (specific or implied)
- Vandalize property
- Stalk
- Slander
- Verbally or physically abuse
- Endanger life
- Any other behavior determined to be aggressive, threatening, verbally abusive, or otherwise disrespectful towards others.
- Consequences for violation of this policy can include termination from services and denial of future services from YMCA CRS. Legal action will be taken when appropriate.

CONFIDENTIALITY OF RECORDS

YMCA CRS will only use or disclose information pertaining to the child and his/her family solely for the purposes directly connected with the administration of the program.

YMCA CRS permits review of the basic data file by the parents of the children served or by a legal representative, upon request and only on YMCA CRS premises.

YMCA CRS permits the review of documents at any time by personnel of the District Attorney's office for the purpose of fraud investigation.

Parents and providers have the right to make complaints about actions and decisions of staff, conflicts and disagreements, and/or policies and procedures. If not satisfied with the decisions made regarding his or her complaints, parents and providers may appeal to higher levels of management as outlined below.

This grievance procedure does not include the appeals procedure for appealing Notice of Action (NOA) for Termination decisions. To appeal a YMCA CRS decision to terminate services, the parent must follow the appeals procedure as outlined on the back of the NOA.

GRIEVANCE POLICY

Process for filing a grievance:

1. Parent/Provider is encouraged to talk with the staff member. Parent/Provider may be able to work out the problem with them.
2. If the problem is not resolved to the parent/provider's satisfaction, complete the Grievance Form and submit it to the supervisor of the staff in question. They will review the complaint and meet with parent or provider to discuss the issue.
3. If the parent/provider still feels dissatisfied, he or she may request that the Associate Executive Director review the matter. The parent will be contacted by the Associate Executive Director and given an opportunity to present his or her complaint.
4. If the matter is still not resolved, the parent may request that the Executive Director review the complaint. Decisions made by the Executive Director are final.

UNIFORM COMPLAINT POLICY

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.

If a parent or provider feels that YMCA Childcare Resource Service (YMCA CRS) has violated child development/education statutes or regulations which include: civil rights guarantees such as discrimination regarding actual or perceived sex, sexual orientation, gender, ethnic group, race, ancestry, national origin, religion, color, mental or physical disabilities or a person's association with a person with one or more of these characteristics, please follow the steps below.

Note: This does not apply to complaints regarding YMCA CRS policy or staff behavior as these complaints do not involve statutes or regulations.

Any individual, public agency or organization alleging that YMCA CRS violated a child development/education statute or for a discrimination complaint, may file a written complaint regarding specific programs with the:

**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 and filed no later than six months from the occurrence or when they first become aware of the discrimination.

The Child Development Division (CDD) will resolve the complaint through mediation or investigation and complete a written report within sixty days of receipt of complaint.

If parent or provider disagrees with the decision made by the Early Education and Support Division, he or she may appeal within thirty-five days to the State Superintendent of Public Instruction.

FRAUD POLICY

Fraud is the knowing misrepresentation of facts that are material to an issue, made with the intent to obtain child care benefits to which one is not entitled.

Fraud exists when an individual:

- Knowingly, and with intent, makes false statements or representation to obtain benefits, obtain a continuance of benefits, or avoid reduction of benefits;
- Knowingly, and with intent, fails to disclose fact, which if disclosed could result in denial, reduction or discontinuance of benefits; or
- Accepts benefits knowing she/he is not entitled thereto, or accepts any amount of benefits knowing it is greater than that to which he/she is entitled.

Examples of child care fraud include:

- The parent continues to take his/her children to the child care provider and receives a child care subsidy when he/she is not working, going to training/school or participating in approved Welfare to Work activities.
- The parent intentionally fails to report an increase in earnings or other income knowing that it would result in higher Family Fees or discontinuance.
- The parent intentionally fails to report changes in the hours he/she works or attends training/school knowing that this report will result in lower or discontinued child care subsidies.
- The parent knowingly receives child care from YMCA CRS for a child while at the same time receives child care subsidies from another agency for the same child.
- The parent fails to report another parent in the home, in order to avoid higher Family Fees or discontinuance.
- The parent and provider are submitting Attendance Sheets for payment for times when the child care was not provided or children were not in the physical presence of the contracted child care provider.
- A provider signing a parent's name on an Attendance Sheet or other legal form.
- A parent signing a provider's name on an Attendance Sheet.
- The parent or provider fails to report that a child is attending school.
- Any falsification of documentation or signatures, by the parent or provider.
- Any other collusion between a parent and provider to obtain child care subsidies to which they are not entitled.



By signing the bottom of the Attendance Sheet the parent and provider are acknowledging that the information contained on the Attendance Sheet is true and accurate.

Subsidized child care is provided in connection with receipt of State and/or Federal funds, and all cases of suspected fraud are referred to the District Attorney, which may result in charges being filed, repayment of child care services provided, and/or is subject to prosecution under State and/or Federal criminal statutes.

If fraud is suspected by parent or provider, the parent and/or provider responsible for committing fraudulent activity will be terminated from the program, and the burden of proof otherwise will be placed on parent or provider suspected of fraud. YMCA CRS bears the right to permanently discontinue serving a parent who has committed fraud or misrepresented information, and permanently discontinue working with a child care provider who has committed fraud or misrepresented information.

RECEIPT OF YMCA CHILDCARE RESOURCE SERVICE FAMILY SUPPORT SERVICES PROGRAM GUIDELINES

The YMCA Childcare Resource Service (YMCA CRS) Family Support Services Program Guidelines are available online at: <http://www.crs.ymca.org>. **In order to receive subsidized child care from YMCA CRS and prevent services from being interrupted, parents and providers must understand and adhere to the following key guidelines:**

PARENT AND PROVIDER are responsible for promptly reading written documents from Case Manager or Payment Technician, including written requests for time sensitive documents, and Notices of Action. Parent and provider understand that mail is the primary form of communication.

PARENT AND PROVIDER are responsible for reading, understanding, and following the YMCA CRS Fraud Policy, and also truthfully reporting within five calendar days to Case Manager any information related to child care location, days, times, and provider caring for child(ren) (page 44).

PARENT AND PROVIDER are responsible for accurately completing Attendance Sheets by writing exact time of drop off and pick up on a daily basis, indicating any reason for absence or last day of child care, using full signatures at the end of the month, and NOT recording time if child did not attend (page 32).

PARENT RESPONSIBILITIES

PARENT is responsible for truthfully reporting any change in family circumstances that may affect eligibility or need for the program within five calendar days, including but not limited to employment or vocational training, income, family size, marital status, home and work phone number and/or address (page 25).

PARENT is responsible to notify Case Manager of planned change in provider two weeks prior (page 26); a new child care provider will not be reimbursed until he/she completes the enrollment process with YMCA CRS Provider Services, and registers with TrustLine if applicable (page 19).

PARENT is responsible for paying assigned Family Fee to the provider on time, as indicated on the Notice of Action (page 30).

PARENT is responsible for reimbursement of any care that occurs outside his/her approved and verified need activity hours, as indicated on the Notice of Action and Child Care Certificate (page 23 and 29).

PARENT is responsible for submitting a written appeal prior to the Appeal Due Date in the event that he/she receives a Notice of Action for Termination, in order to be considered for Reinstatement or continuation of services (page 39).

PROVIDER RESPONSIBILITIES

PROVIDER is responsible for reporting all changes of rates, hours/days of operations, license (if applicable), direct deposit information, phone number and/or address, within five calendar days (page 19).

PROVIDER is responsible for indicating expected payment for services on the Attendance Sheet; this amount shall be the same charged to non-subsidized families receiving services in their care (page 32 and 35).

I, _____ hereby declare that I have received and read the YMCA CRS Family Support Services Program Guidelines, have been given the opportunity to ask questions, and acknowledge that I am responsible for understanding the policies and procedures regarding my participation in the child care subsidy program.

Name (Print)

Signature

Date

Please check only one: Parent

Provider

Email Address

Business Name (for providers only)

