

Parent & Provider Handbook



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*A program operated
by the Kern County
Superintendent
of Schools Office
Mary C. Barlow,
Superintendent*

www.kernchildcare.org

MISSION STATEMENT

Community Connection for Child Care (CCCC), is a child development and family services agency dedicated to providing options, education and support to children, families, child development professionals and the community.

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Definitions

Adult – a person who is at least eighteen (18) years of age and not attending high school.

Appeal Hearing – a hearing coordinated by a hearing officer not involved with the action taken.

California Alternative Payment Program (CAPP) – families enrolled on CAPP are selected from the CCCC Eligibility List in Kern County as vacancies occur or funding becomes available.

California Department of Education (CDE) – programs administered by CDE are CalWORKs Stage 2, CalWORKs Stage 3, and CAPP.

California Department of Social Services (CDSS) – CalWORKs Stage 1 child care program administered by CDSS for families receiving cash assistance through Kern County Department of Human Services.

Certificate – for purposes of this program, a voucher or other document which contains verification of authorized child care hours, reimbursement amount, and enrollment dates.

Co-payment – any provider charges above the Regional Market Rate Ceilings. The co-payment is paid directly to the provider by the parent.

Exempt Child Care Provider – a child care provider **not licensed** by the State of California, Community Care Licensing:

- Family – aunt, uncle, or grandparent to child by blood, marriage, or adoption.
- Friend or Neighbor – not related by blood, marriage, or adoption. Non-relatives will need to be TrustLine registered.

Family Fee – the fee determined from the Family Fee Schedule prepared and issued by the California Department of Education (CDE). This is the parent's share of child care cost determined by increases or decreases in child care need, income, and/or family size.

Fiscal Year – the time between July 1 and June 30 of each year.

Licensed Child Care Provider – a child care provider with a valid license granted by the California Department of Social Services, or a federal license to operate a child care facility on a military base.

Parent or Guardian – any person living with a child who has legal responsibility for the care and welfare of the child.

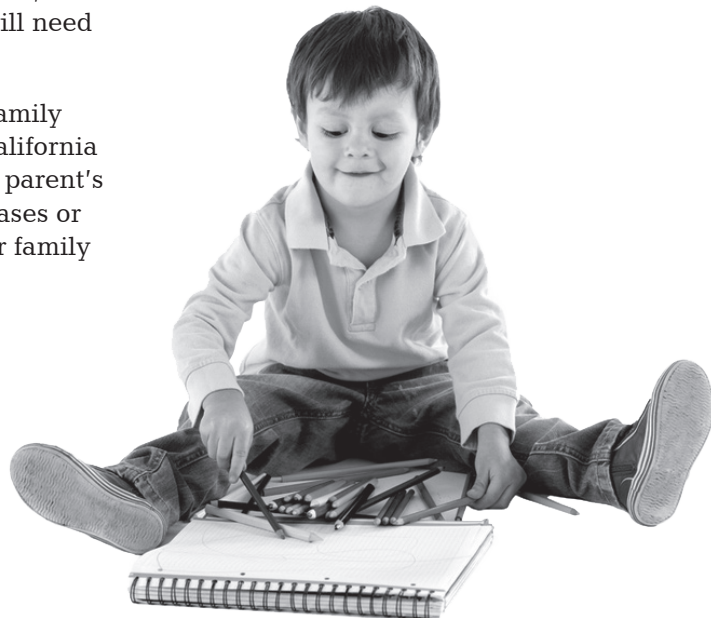
Sectarian Care – any child care provider that engages in religious activity and seeks to maintain a religious identity in some or all daily functions during child care hours.

Stage 1 – child care for CalWORKs families referred to CCCC by Kern County Department of Human Services (DHS) for approved CalWORKs activities.

Stage 2 – child care for families transitioning from Stage 1. Child care is available for those families meeting eligibility and need criteria following 24 months after termination of cash aid.

Stage 3 – as funding is available, child care for families who have exhausted their 24 months after receiving cash aid.

TrustLine Registered – A TrustLine registered exempt child care provider has a cleared criminal history with the California Department of Justice and Federal Bureau of Investigation. TrustLine is exclusive to the State of California.



Community Connection for Child Care Profile

CCCC is dedicated to the development of high quality early education options. We advocate for quality child care and child care choices. We provide resources and support to families, children, and early learning professionals.

CCCC offers a variety of programs to support parents with making a connection to developmentally and age appropriate child care. Our employees are available to answer questions or address concerns in person at one of several locations (see below) by phone or email Monday – Friday 7:30 am to 5:00 pm.

CCCC offers services in the following areas:

- Bakersfield Offices - Greater Bakersfield
- Lamont Office - Lamont, Frazier Park, Maricopa, and Taft
- Shafter Office - Shafter, McFarland, Buttonwillow, and Wasco
- Delano Office - Delano, McFarland
- Lake Isabella Office - Kern River Valley and Ridgecrest.
- Mojave Office - Mojave, Boron, California City, Edwards, and Rosamond

Parent Connections

CCCC is the only Resource and Referral agency in Kern County. We provide enhanced child care referrals to parents of all income levels, living in all areas of Kern County. Customized lists of licensed child care centers and family child care homes are provided to each family requesting referrals.

Child care subsidy programs provide direct payments to child care providers for children of parents enrolled in the Alternative Payment Program and the CalWORKs Welfare to Work Program.

Provider Connections

The Child Care Food Program provides education and reimbursement to family child care providers for nutritional balanced snacks and meals served to children in child care. Healthy nutritional meals are critical to the development of children and preventing childhood obesity.

CCCC trainings and professional development opportunities are free of charge and offered throughout the year. Trainings and workshops provide early learning professionals the most relevant information on child development. Trainings and workshops also provide a unique opportunity to network and interact with other child care professionals. Building relationships is an important component to a caregiver's success.

Business development services are available to individuals and businesses interested in starting a licensed child care program. Information and support are available to those interested in Family Child Care Homes or Child Care Centers.

The Resource and Referral Lending Library offers early learning professionals the opportunity to borrow toys, equipment, books, training videos, training material, and more. Ellison dies and cut out machines, laminators, button maker, and a book binder are available for community use.

Business Connections

Community Connection for Child Care is available to assist businesses in addressing child care needs of their employees. We offer technical assistance, enhanced child care referrals, and work site seminars on choosing quality child care.

CCCC also works hand-in-hand with local entrepreneurs interested in establishing new child care centers.

CCCC maintains open lines of communication with local communities and leaders to develop solutions to child care problems and concerns for families in Kern County.

CCCC Programs and Services

CCCC operates the following programs:

- California Alternative Payment Program
- CalWORKs Stage 1
- CalWORKs Stage 2
- CalWORKs Stage 3
- CCCC Eligibility List
- Child Care Initiative Program (training for early learning professionals)
- Child Care and Development Health & Safety (Health & Safety training for child care providers)
- Emergency Foster Care Bridge Program
- Exempt Provider Training & Support Services
- Child and Adult Care Food Program (Reimbursement for licensed family child care providers serving nutritious meals)
- Resource and Referral Program (Child care referrals for parents, training for parents and child care providers, and technical assistance).



State and Federal Funded Child Care and Development Programs

The Child Care and Development Fund supports families in need of subsidized child care using federal funds. The California Department of Education and the California Department of Social Services supports families in need of subsidized child care using state funds. Families receiving subsidized child care services have a right to parental choice.

For referrals to any of the programs listed below, please call Community Connection for Child Care, Resource and Referral at (661) 861-5200 or (877) 861-5200.

California Alternative Payment Programs (CAPP)

CAPP is a program administered by the California Department of Education and subsidized with state and federal funds. Families, including foster families, must submit an application for services to be placed on the child care eligibility list. Families are selected from the eligibility list as vacancies occur or funding becomes available. The ranking of the list is determined by family size and total gross household income not to exceed 70 percent of State Median Income.

All adults counted in the family must be either employed, seeking employment, participating in an educational institution (i.e. community college, university), vocational training leading directly to a recognized trade, paraprofession or profession, or incapacitated. CAPP also serves families who are homeless, families whose children are at risk of abuse, neglect, and exploitation as determined by a legally qualified professional, and families whose children are receiving child protective services from the Department of Human Services. CAPP serves children 0 through 12 years of age and through 21 with exceptional needs.

California Work Opportunity and Responsibility to Kids (CalWORKs) Stage 1

CalWORKs Stage 1 child care is a program administered by the California Department of Social Services and subsidized with state and federal funds. Families are referred by the Kern County Department of Human Services. Families (including foster families) are eligible when at least one adult in the family is receiving Temporary Assistance for Needy Families (TANF) or received

TANF within the past 24 months and participating in an approved Welfare to Work activity. All adults counted in the family must be either employed, seeking employment, participating in an educational institution (i.e. community college, university), approved training (i.e. vocational training / trade school), or incapacitated. CalWORKs Stage 1 serves children 0 through 12 years of age and through age 21 with exceptional needs.

California Work Opportunity and Responsibility to Kids (CalWORKs) Stage 2

CalWORKs Stage 2 child care is a program administered by the California Department of Education and subsidized with state and federal funds. Families, including foster families, are eligible when at least one adult in the family is currently receiving TANF, received TANF, or approved for diversion services within the past 24 months. At the time of enrollment, families must meet income guidelines not to exceed 70 percent of State Median Income. All adults counted in the family must be either employed, seeking employment, participating in an educational institution (i.e., community college, university), vocational training leading directly to a recognized trade, paraprofession or profession, or incapacitated. CalWORKs Stage 2 serves children 0 through 12 years of age and through age 21 with exceptional needs.

California Work Opportunity and Responsibility to Kids (CalWORKs) Stage 3

CalWORKs Stage 3 child care is a program administered by the California Department of Education and subsidized with state and federal funds. Families, including foster families, are eligible when at least one adult is a former TANF recipient or diversion service recipient, and at their 24th month of eligibility for CalWORKs Stage 1 and/or CalWORKs Stage 2. Families must also meet income guidelines not to exceed 85 percent of State Median Income. All adults counted in the family must be either employed, seeking employment, participating in an educational institution (i.e., community college, university), vocational training leading directly to a recognized trade, paraprofession or profession, or incapacitated. CalWORKs Stage 3 serves children 0 through 12 years of age and through age 21 with exceptional needs.

Types of Licensed Programs

California State Preschool Programs

California State Preschool Programs are administered by the California Department of Education and subsidized with state funds. Families, including foster families, are enrolled from the eligibility list, and must meet state income guidelines not to exceed 70 percent of State Median Income in order to receive state preschool services. Part day and full day preschool programs are available. To receive full day/full year state preschool services, all adults counted in the family must be either employed, seeking employment, participating in an educational institution (i.e. community college, university), vocational training leading directly to a recognized trade, paraprofession or profession, or incapacitated. Eligibility varies by program and site. Educational curriculum is developmentally, culturally, and linguistically appropriate for all enrolled children. Four year olds have priority in state preschool programs.

General Child Care and Development

General Child Care and Development programs are administered by the California Department of Education and subsidized with state and federal funds. Programs are operated in center-based settings providing educational services for children 0 through 12 years of age and older with exceptional needs. Educational curriculum is developmentally, culturally, and linguistically appropriate for all enrolled children. Children are provided snacks and meals. Parents receive parent education. Families are referred to health and social service agencies.

Migrant Alternative Payment Program

Migrant Alternative Payment Programs are administered by the California Department of Education. This program serves migrant families throughout the Central Valley as they move from city to city to find employment. At the time of enrollment, families must meet income guidelines not to exceed 70 percent of State Median Income. Migrant Alternative Payment Program serves children 0 through 12 years of age and older with exceptional needs.

Early Head Start Program Options

Early Head Start is a Federal program for pregnant women, children ages 0 to 3, and their families. Early Head Start applicants must complete an application for services and be placed on an eligibility list. Enrollment requirements include verification of family size, income, age of child, and county residence. Priority enrollment includes the following:

- At least 90 percent of children enrolled meet income eligibility requirements based on Federal guidelines, receiving public assistance, in foster care, or homelessness.
- At least 10 percent of children enrolled have a verified disability and Individualized Family Services Plan (IFSP) or Individualized Education Plan (IEP).
- Families meeting income eligibility requirements and over income families may apply.

Head Start

Head Start is a Federal program for children ages 3 to 5. Families applying for Head Start programs must complete an application for services and may be placed on an eligibility list. Enrollment requirements include verification of family size, income, age of child, and county residence. Priority enrollment includes the following:

- At least 90 percent of children enrolled meet income eligibility requirements based on Federal guidelines, receiving public assistance, in foster care, or homeless.
- At least 10 percent of children enrolled have a verified disability and Individualized Family Services Plan (IFSP) or Individualized Education Plan (IEP). Families meeting income eligibility requirements and over income families may apply.

Private/Non-Subsidized Child Care Centers

Child Care Centers are licensed by California State Community Care Licensing. Private/non-subsidized child care centers are owned by non-governmental organizations or individuals and may provide religious instructions. Parents are encouraged to communicate with center directors and their employees to understand the required curriculum, activities, learning philosophy, and ages of children in care.

Private/Non-Subsidized Family Child Care Homes

Family Child Care Homes are licensed by California State Community Care Licensing. Private/Non-subsidized family child care homes are owned by non-governmental individuals and may provide religious instructions. Parents are encouraged to communicate with the family child care provider to understand the required curriculum and ages of children in care.

Parents are encouraged to contact Community Care Licensing for questions or concerns about substantiated or inconclusive complaints.

Community Care Licensing Fresno Regional Office
1310 East Shaw Avenue, MS 29-01
Fresno, CA 93710
(559) 243-4588
FAX (559) 243-8070
www.cclcd.ca.gov

Non-Licensed Care (Family, Friend, or Neighbor)

Family, friends, or neighbors are allowed to provide child care for only one family.

Family – Aunt, Uncle, or Grandparent

- An aunt, uncle, or grandparent, related by blood, marriage, or adoption, not licensed by the State of California, Community Care Licensing is an exempt child care provider.

Friend or Neighbor

- Friends or neighbors, not related by blood marriage, or adoption, and not licensed by the State of California, Community Care Licensing must be TrustLine registered with a cleared criminal history through the California Department of Justice. TrustLine is exclusive to the State of California.

Oliver's Law

Oliver's Law AB633 (Benoit) – 2006 (AKA: California Child Day Care Facilities Act)

Oliver's Law gives parents the right to access any substantiated or inconclusive complaints concerning the care of licensed child care providers (centers or family child care homes). Parents may access this information by calling Community Care Licensing at (559) 243-4588 or visiting the California legislative information website at http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=200520060AB633.

Megan's Law

Megan's Law HR 2137 (AKA: Violent Crime Control and Law Enforcement Act of 1994)

Megan's Law requires states under the State's sex offender registration program and under "the designated State law enforcement agency and any local law enforcement agency authorized by the State agency [to] release relevant information that is necessary to protect the public concerning a specific person required to register under this section."

Additional information can be found at the State of California Department of Justice / Megan's Law website at <http://meganslaw.ca.gov/>.

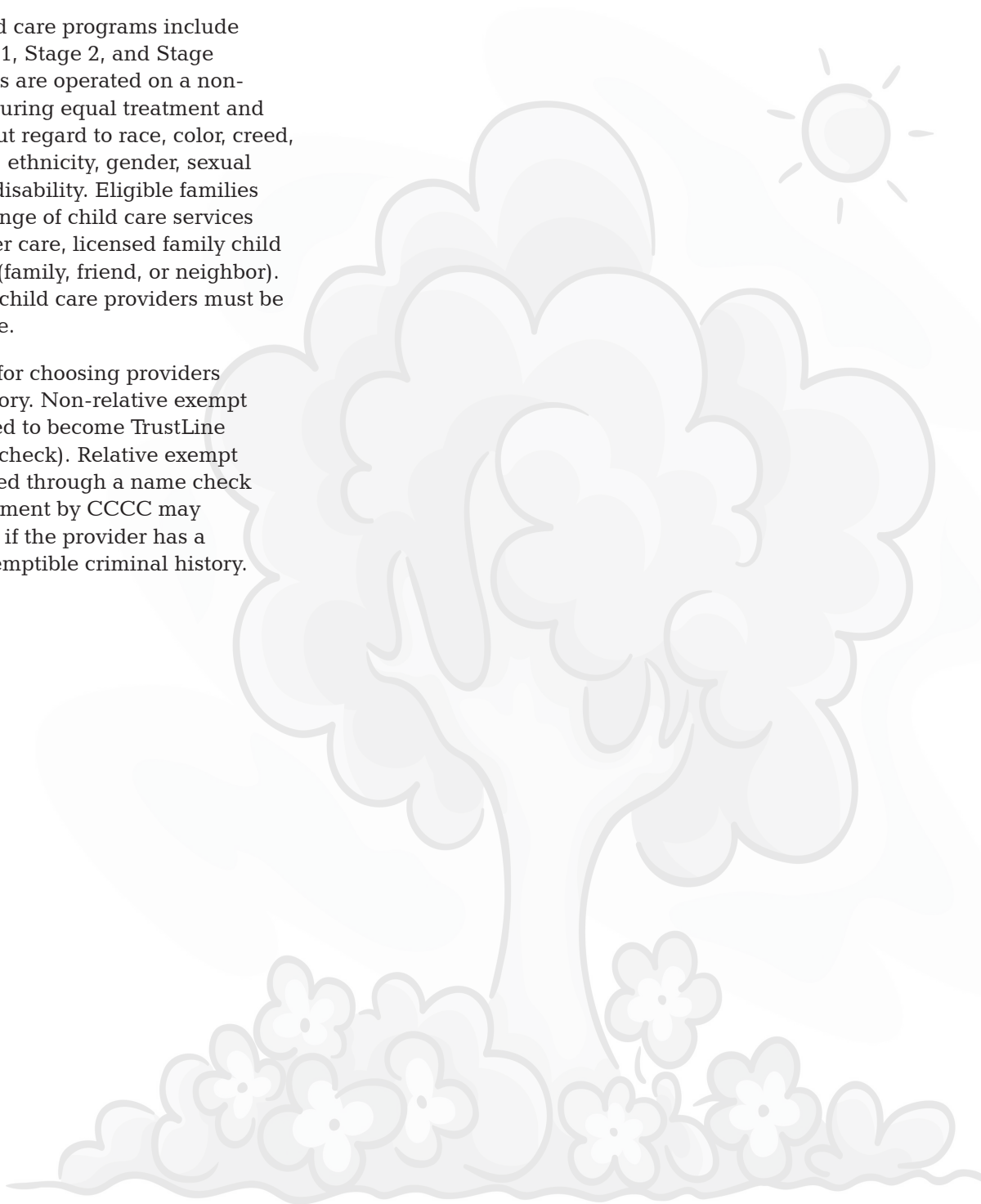


Overview of CCCC Subsidized Child Care Programs

This handbook is designed to give parents and providers an overview of CCCC's subsidized child care programs, provide eligibility and need requirements, and program policies and procedures as required by the California Department of Education and the California Department of Social Services.

CCCC's subsidized child care programs include CAPP, CalWORKs Stage 1, Stage 2, and Stage 3. The subsidy programs are operated on a non-discriminatory basis ensuring equal treatment and access to services without regard to race, color, creed, religion, national origin, ethnicity, gender, sexual preference, or physical disability. Eligible families may select from a full range of child care services including licensed center care, licensed family child care, exempt child care (family, friend, or neighbor). All non-relative exempt child care providers must be registered with TrustLine.

Parents are responsible for choosing providers free from a criminal history. Non-relative exempt providers will be required to become TrustLine registered (background check). Relative exempt providers will be screened through a name check verification process. Payment by CCCC may be denied or terminated if the provider has a disqualifying or non-exemptible criminal history.



Program Requirements for Parents

Eligibility and Need Requirements

To receive subsidized child care and development services, families must meet eligibility and need criteria and be able to show that they live and/or work in Kern County. The family's income and family size determines eligibility. Need is established when parents are employed, seeking employment, attending an accredited vocational institution, GED, English language acquisition program, or job training. In some programs, child care may be available if one parent has a medical or psychiatric incapacitation verified by a legally qualified professional, a family is determined homeless, or if a family has children receiving Child Protective Services or has children who are at risk of abuse, neglect, or exploitation.

Children 12 years and younger and children with exceptional needs through the age of 21 are eligible for subsidized child care services. A legally qualified professional must verify the child's exceptional need.

Please note: Child care will not be authorized or paid when there is a parent or guardian available and living with the child or child care provider during the time subsidized child care is authorized.

Enrollment Requirements

(Not all items listed below are needed to qualify for Stage 1 child care services.)

Parents must provide applicable enrollment documentation, as listed below to prove eligibility and need before services and child care payments begin. Documents needed to verify eligibility and need include the following:

- Current Photo ID is requested of the parent(s) enrolling
- For adults counted in the family size:
 - o Employment verification, if child care is needed for work
 - o Training verification, if child care is needed for school or training
 - o Job search plan if child care is needed to seek employment.
- For children counted in the family size:
 - o Verification of relationship to the parent enrolling (i.e. birth certificate, adoption documentation, etc.)

- o Immunizations (for children not yet in school, if using exempt care)
- o Physicals (for children not yet in school, if using exempt care)
- o Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) if the enrolled child has special/exceptional needs
- o Verification of high school attendance for children 18 years old.

To document **Total Countable Income** eligibility / **Family Income** (including but not limited to):

1. Original check stubs with gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings;
2. Wages for migrant, agricultural, or seasonal work;
3. Public cash assistance;
4. Gross income from self-employment less business expenses with the exception of wage draws;
5. Disability or unemployment compensation;
6. Workers compensation;
7. Spousal support, child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support;
8. Survivor and retirement benefits;
9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties;
10. Rent for room within the family's residence;
11. Foster care grants, payments or clothing allowance for children placed through child welfare services;
12. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent;
13. Veterans pensions;
14. Pensions or annuities;
15. Inheritance;

16. Allowances for housing or automobiles provided as part of compensation;
17. Portion of student grants or scholarships not identified for educational purposes as tuition, books, or supplies;
18. Insurance or court settlements for lost wages or punitive damages;
19. Net proceeds from the sale of real property, stocks, or inherited property; or
20. Other enterprise for gain.

If self-employed, a combination of the following will be required:

- Profit & loss statement
- Calendar showing days/hours worked
- Advertisement showing hours of operation
- Ledger sheets
- Invoices for services/receipts for expenses
- Business license
- Estimated quarterly taxes
- Business contracts
- Tax Returns

Parents are required to report all sources of income at the initial certification or recertification. An omission of income will result in termination and/or recovery of funds. Income reporting includes, but not limited to, the items listed above.

Recertification

Once enrolled in CalWORKs Stage 2, Stage 3, or the California Alternative Payment Program parents are eligible to receive child care services for a 12-month period before recertifying their eligibility and need. Child care may be used as authorized during the 12 month period.

Voluntary Reporting

- For CDE funded programs, parents may voluntarily report changes that will decrease their family fee, or increase their authorized hours. A voluntary request to decrease authorized hours must be submitted in writing.

- When a parent requests an increase in authorized child care hours, verification of the need must be submitted prior to approving the additional hours. The increase will be effective as of the date the documentation is submitted.

Required Reporting

For CDE funded programs, parents must report to CCCC, within 30 calendar days, if their ongoing monthly gross income exceeds 85 percent of the State Median Income. **Income level guidelines are provided as an insert to this handbook. Please request this information from a CCCC employee if you do not receive or misplace this information.**

Employment in the Home with a Licensed Family Child Care Provider

If the parent is employed as an assistant in a licensed large family day care home, pursuant to Health and Safety Code section 1596.78(B), and is requesting services for the family's child in the same family day care home, the parent shall provide documentation that substantiates all of the following:

1. A copy of the family day care home license indicating it is licensed as a large family day care home;
2. A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement of California Code of Regulations, Title 22 Section 102416.5(c);
3. Proof that the parent's fingerprints are associated with that family day care home as its assistant, which CCCC may verify with the local community care licensing office; and
4. Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.

(Title V 18086.1 Section d)

Family Fees

- Family fees are assessed based on certified need (full-time or part-time), income, and family size using the CDE Family Fee Schedule.
- Unless otherwise notified, family fees are due to the child care provider the first day of each month.
- Decreases in family fees become effective the 1st of the following month.

- New family fees and family fee increases become effective the 1st of the month following the appeal date.

Delinquent Family Fees

Upon notification of a delinquent family fee, a Notice of Action will be mailed to the parent terminating services unless delinquent fees are paid prior to the termination date. Three delinquent fees in a fiscal year (July 1 – June 30) will be cause for termination from the program.

Co-Payments

Parents have a right to select a child care provider despite the rate of child care. Rates will be compared to the California Department of Education Regional Market Rate Ceilings and parents will be financially responsible for co-payments resulting from this comparison.

Attendance Logs

Monthly Attendance Logs will be provided for each child enrolled in child care. The purpose of Attendance Logs is to record the authorized child care used.

Attendance Logs must be completed as follows:

- Parents are required to document on a daily basis the actual times the child entered and times the child left child care. For example, an exact clock time is 7:03. Parents should not round times.
- Parents are required to document absences on the assigned Attendance Log. However, parents are not required to document specific illnesses.
- Parents and child care providers must sign the bottom of the assigned Attendance Log at the end of each month declaring under penalty of perjury that all information is true and correct.
- Failure to document each child in and/or out with EXACT clock times EACH DAY may be cause for termination from the program.
- Changes to pre-printed information on the Attendance Log are not permitted.
- Use of white out is not permitted.

Reimbursement

- Licensed and license-exempt child care providers will be paid for full-time care (example: 30 hours or more per week), if the child is authorized to use full-time care.
- License-exempt providers who provide part-time care (example: less than 30 hours per week) will be paid for actual days of attendance, if the child is authorized to use part-time care.
- Reimbursement to providers for families with variable and/or unpredictable schedules will be based on actual days and hours of attendance documented on the assigned Attendance Log. Payment will be made up to the maximum certified hours of need for services, as documented on the child care certificate and/or Notice of Action.
- It is the parent's responsibility to immediately report a child care provider change. In Stage 1, CCCC will deny retroactive child care payments of more than 30 days and/or child care payments to providers if a different provider was reported to have provided care. CDE funded programs do not allow retroactive payments.
- If additional services are needed for a child suspended from school, a suspension notice from the school will be required.
- Overlapping child care is defined as two (2) or more providers requesting payment for a child for the same time period. CCCC reserves the right to deny payment for overlapping child care.

Additional Important Information

- Parents have the right to unlimited access to their children while in care.
- Parents are required to recertify their child care services once every 6 months for families enrolled in Stage 1; and once every 12 months for CalWORKs Stage 2, Stage 3, and CAPP.

- Subsidized child care payments for 13 year old children will end at parent's 12-month recertification, unless the child has a documented exceptional need.
- Parents may be required to provide additional documentation when the family size changes. For example: documentation of court records reflecting an adoption, or verification of birth for a new child in the family. It is the parent's responsibility to prove family size.

Absence Policies

Abandonment of Child Care

Parents are responsible for contacting their CCCC case manager if there is an absence in child care of more than five (5) consecutive days. If CCCC does not receive notification from the parent within the five (5) day period, child care services may be considered abandoned. If no contact can be made, after several documented attempts, a Notice of Action of termination will be issued. If child care is abandoned, parents are financially responsible for any withdrawal/drop notice due to their child care provider.

Break in Child Care Service

A break in service is considered to be a temporary lack of use of child care services within a family's 12 month recertification period. Parents should contact their case manager if they will temporarily not have a need for child care in order to avoid child care being considered abandoned. Parents must have a need for child care at the time of recertification.

Payment to child care provider will end during the break in child care service. Parents are financially responsible for any withdrawal/drop notice due to their child care provider.

Financial Responsibility

Parents are required to give notice to their child care provider and CCCC when changing and/or ending child care services. Parents will be responsible for any payment owed to their child care provider due to unauthorized use of child care, failure to provide appropriate withdrawal notice to their child care provider, or failure to follow CCCC policies.

Minimum Wage Law

Child care providers are independent contractors and not employees of CCCC. Therefore, CCCC is not held responsible for federal and state tax obligations. In the State of California, parents may be considered the employer of the in-home child care provider (domestic services worker), and as such, may be responsible for minimum wage, social security taxes, state workers compensation requirements, and unemployment taxes. CCCC may require a minimum number of children in care at the same time by an in-home licensed exempt provider, if necessary to comply with the Fair Labor Standards Act (FLSA), United States code section 206(a). The number is subject to change based on current minimum wage.

Statement of Confidentiality

Disclosure of family child care information may be limited to administrative and reporting purposes as provided by law. In order to obtain certain information from the family and/or provider file, CCCC requires submission of a written request presented in person, subpoena, or other judicial process. Please be prepared to present proper photo identification if requesting such information.

Family/child information may be requested by the California Department of Social Services/Community Care Licensing when conducting health and safety investigations. CCCC will provide requested information directly related to the case study.

Concerns regarding Child Care

Parents concerned that a licensed child care provider does not meet licensing requirements and/or health and safety standards should contact Community Care Licensing, Child Protective Services, and/or the case manager at CCCC to research options.

CCCC recognizes that health and safety standards should be met in any child care setting, licensed or exempt. CCCC will accept a written complaint regarding an exempt provider. Complaints regarding licensed child care providers must be referred to Community Care Licensing.

CCCC employees are a resource to parents when making a change in child care settings. Parents should contact their CCCC Case Manager before making changes so we may assist parents with following policies and procedures of the program.

Parent Appeal Information for CDE Funded Programs

Notice of Action

Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA).

The NOA will:

- Tell you what action will be taken, the reasons for the action and the date on which that action will be taken.
- Specify that you have a right to appeal the action on the NOA if you disagree with it, and provide you with instructions for appealing.

Please keep a copy of your NOA.

What if I disagree with the action on the NOA?

You have the right to appeal.

Appeal Process

There are two levels of appeal:

1. A local hearing conducted by a hearing officer who is not involved with the decision; and
2. A state review conducted by the California Department of Education (CDE) of the local hearing decision.

NOTE: A state review by CDE may only be requested, if after going through the local hearing, you disagree with the decision of the agency (as noted on the decision letter from the agency).

The Parent Appeal Information provides general information regarding the two levels of appeal described above. Please see your NOA for instructions on how to appeal.

Can I continue to receive services during the appeal process?

Yes. When you submit a request for a local hearing within 14 calendar days of the date the NOA was received, you will continue to receive services in accordance with your last service agreement until the appeal process is completed or abandoned.

Your appeal will be considered abandoned if:

- You do not submit a request for local hearing within 14 calendar days of receiving your NOA; or
- You (or your authorized representative) do not attend the local hearing; or
- You do not submit a timely request for the CDE's review after the local hearing process has taken place.

How do I request a local hearing?

To request a local hearing, you must notify the agency within 14 calendar days of the date the NOA was received. You may:

- Complete the second page of the NOA and mail, fax, deliver, or e-mail a copy to your agency; or
- Submit your request using any other communication method identified in your parent handbook.

Please keep a record of how/when you submitted your request.

You have the right to:

- Review the information in your family data file.
- Have another person (called an "authorized representative") attend the local hearing with you, or on your behalf.
- An interpreter, if needed.

How will the agency let me know when my local hearing is scheduled?

Within 10 calendar days of receiving your timely request, the agency will provide you with a notice telling you the date, time and place of the local hearing.

What happens at the local hearing?

At the local hearing,

- The hearing officer will explain the reason for the NOA.
- You (and/or your authorized representative) will be able to explain the reasons why you think the action on the NOA is wrong.
- You will be able to ask questions about the agency's decision.

You should bring any documents/information that support why you think the action is wrong.

The hearing officer will make a decision based on the information provided at the hearing.

When will I be informed of the local hearing decision?

Within 10 calendar days after your local hearing, the hearing officer will mail or deliver a written decision letter to you. The decision letter will tell you how to request the CDE's review, if you do not agree with the decision.

What if I disagree with the hearing officer's written decision letter?

You have the right to request a review of the local decision by the CDE. The CDE must get your request within 14 calendar days from the date on the local agency's decision letter.

Your request to the CDE must include the following information:

- A copy of both sides of the original NOA with which you disagree;
- A copy of the written decision letter from the local hearing; and
- A statement (e.g., letter) explaining why you disagree with the local hearing officer's decision.

You may mail, fax, or deliver your request to:

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

What happens during the CDE review?

If the CDE receives your request within 14 calendar days of the date on the local agency's decision letter, the CDE will:

- Review the information provided.
- Contact you and/or the agency which issued your NOA if necessary.

The CDE has up to 30 calendar days to make a decision and mail a final decision letter to you and to the agency which issued your NOA.

What happens next?

- If the CDE grants your appeal, the decision letter will include direction to the agency regarding continued services.
- If the CDE denies your appeal, the action on the NOA will become effective.

The CDE's decision is the final administrative decision and agencies must follow the CDE's decision.

California Code of Regulations, Title 5, Section 18118 Et Seq.



Notification of Parents' Rights

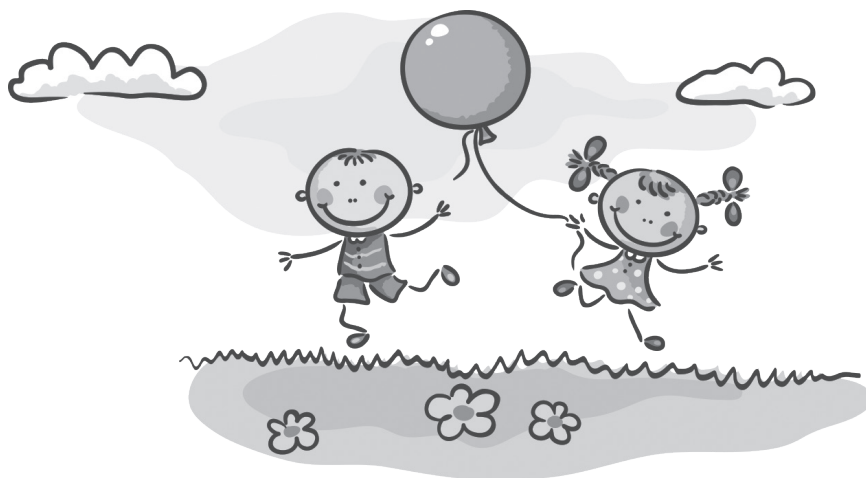
Parents' Rights

As a parent/authorized representative, you have the right to:

1. Enter and inspect the family child care home or child care center without notice whenever your child(ren) is/are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the family child care home or child care center, reports of licensing visits, and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the family child care home or child care center without discrimination or retaliation against you or your child.
5. Be notified and receive, from the licensee, a written notice that lists the name of any person not allowed in the family child care home or child care center while children are present. (NOTE: This notice is only required when the Department has, in writing, excluded someone from the family child care home or child care center on or after January 1, 2001).
6. Request in writing that a non-custodial parent not be allowed to visit your child or take your child from the family child care home or child care center. You may be required to provide a certified copy of a court order.
7. Receive from the licensee the name, address and telephone number of the local licensing office.

Community Care Licensing
Fresno Regional Office
1310 East Shaw Avenue, MS 29-01
Fresno, CA 93710
(559) 243-4588
8. Be informed by the licensee, upon request, of the name and type of association to the family child care home or child care center for any adult who has been granted a criminal record exemption. The name of the person may also be obtained by contacting the local licensing office.
9. Receive, from the licensee, the Caregiver Background Check Process form.
10. Be informed, by the licensee, that the facility has or does not have liability insurance (or a bond) that covers injury to clients due to the negligence of the licensee or employees of the facility.

NOTE: California State law requires that the licensee may deny access to the family child care home or child care center to a parent/ authorized representative if the behavior of the parent/ authorized representative poses a risk to children in care.



Program Requirements for all Child Care Providers

Child care providers are neither employees nor agents of Community Connection for Child Care, a program operated by the Kern County Superintendent of Schools. Providers are considered independent contractors of the parent. As independent contractors, child care providers are responsible for abiding by federal labor law and adhering to state and federal income tax regulations.

All child care providers will be required to complete a W-9 form for reporting income to the Internal Revenue Service. A 1099 will be provided annually for tax reporting purposes.

Licensed Child Care Providers

Parents have an option of choosing licensed child care providers to meet their child care needs. Licensed child care providers must hold a valid child care license and be in compliance with all Community Care Licensing regulations. Licensed child care providers are required to provide CCCC with a copy of their license.

Licensed Provider Policies

Providers may submit policy changes to CCCC one time per year between April 15 – May 15 to be effective July 1.

Licensed child care providers must provide CCCC with the following:

- A copy of the provider's rate sheet and policies listing the following:
 - o Provider's name
 - o Name of facility
 - o Facility address
 - o Phone number
 - o Email address (if available)
 - o Rates - Rates will be compared to the California Department of Education Regional Market Rate Ceilings and parents will be financially responsible for co-payments resulting from this comparison.
 - o Discount or scholarship program

- o Days and hours of operation
- o Registration fees (if any)
- o Withdrawal notice policies (if any) - Parents are responsible for notifying providers according to the providers' stated policy. Parents are financially responsible for payment to child care providers for the withdrawal notice period when child care is not used. CCCC will only pay a withdrawal notice period on behalf of the parent when children are in care during the notice period.
- o Days you are closed (if any) - CCCC will take the first 10 listed as paid non-operational days.
- o A statement indicating whether or not the provider practices religious instruction, worship, or sectarian care as part of the child care program.
- A statement signed by the provider confirming that the rates charged for any subsidized child care are equal to the rates charged for non-subsidized child care.
- Absence and/or vacation policy, including if the provider charges.

Please note:

- CCCC will return all policies that are not complete. Please be sure to include all relevant information listed above.
- Rate sheets and/or non-operational days listed that are specific to a year will need to be submitted annually in order for CCCC to continue to make payments.

Non-Licensed Care – (Family, Friend, or Neighbor)

Family, friends, or neighbors are allowed to provide child care for only one family.

Family – Aunt, Uncle, or Grandparent

An aunt, uncle, or grandparent, related by blood, marriage, or adoption, not licensed by the State of California, Community Care Licensing is an exempt child care provider.

Friend or Neighbor

Friends or neighbors, not related by blood marriage, or adoption, and not licensed by the State of California, Community Care Licensing must be TrustLine registered with a cleared criminal history through the California Department of Justice. TrustLine is exclusive to the State of California.

Exempt providers must be at least 18 years of age and are required to submit the following:

- Negative TB Test (Tuberculosis Test)
- Valid Driver's License or Identification Card
- Social Security Card
- Health and Safety Self-Certification or
- Declaration of Exemption from TrustLine Registration and Health and Safety Self-Certification.
- Health and Safety Facility Checklist

Note: Name on the Driver's License or Identification Card must match the Social Security Card.

TrustLine Registered Child Care Providers

All non-relative exempt providers (friend or neighbors) must be registered with TrustLine showing they are free from criminal convictions of serious crimes that could affect the health and/or safety of children, before payment can be made and/or child care services begin.

Stage 1 only

Families may use child care services with a non-relative provider while fingerprint clearance is pending. CCCC can back pay up to 120 days from the first authorized date of child care. If TrustLine registration is denied, all payments by CCCC will be denied.

CalWORKs Stage 2, Stage 3, and CAPP

All non-relative exempt child care providers (friend or neighbor) must be registered with TrustLine before child care services are approved.

Parents may use a provisional child care provider when there is no reasonable child care available. The provisional child care provider must be registered with TrustLine within 30 days, or payment will be

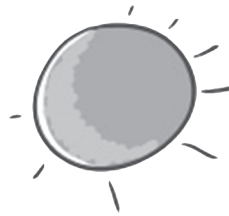
denied. Parents will have the option to choose alternate child care. If TrustLine issues a clearance at a later date, CCCC may reinstate the provider's participation in the subsidy program.

Location of Child Care

All providers must provide a physical address indicating the location where child care services are provided, even when providers choose to use a P.O. Box as their mailing address.

In-Home Child Care

In a CDE program, all in-home child care providers must have a minimum number of children in care in order to earn at least minimum wage.



Exempt Provider Rate Changes

Providers may submit rate changes to CCCC one time per year between April 15 – May 15 to be effective July 1. Rate changes may be submitted by completing a new Exempt Provider Rate Sheet which can be requested from the family's case manager.

Attendance Logs and Payment

Monthly Attendance Logs will be provided for each child enrolled in child care. The purpose of the Attendance Logs is to document child care used on a daily basis for parents' authorized services. Changes to pre-printed information on the Attendance Log are not permitted. Use of white out is not permitted.

Attendance Logs must be completed on a daily basis.

Complete and accurate Attendance Logs are due the 1st calendar day of each month and no later than the 5th calendar day following the month child care was provided. If the 5th calendar day of the month is on a CCCC non-business day, Attendance Logs are due the following business day. Please allow enough time for the US Post Office to deliver your Attendance Logs by the due date.

When complete and accurate Attendance Logs are received by the due date, providers should receive payment by the 25th of each month.

Payment will be delayed one month if Attendance Logs are received after the 5th calendar day following the month child care was provided.

CCCC reserves the right to deny payment of Attendance Logs received more than 61 days after the original due date. If Attendance Logs are more than 61 days overdue, payment may be denied and any outstanding payments become the sole responsibility of the parent (excluding Stage 1).

Licensed and license-exempt child care providers will be paid for full-time care (example: 30 hours or more per week), if the child is authorized to use full-time care.

License-exempt providers who provide part-time care (example: less than 30 hours per week) will be paid for actual days of attendance, if the child is authorized to use part-time care.

Reimbursement to providers for families with variable and/or unpredictable schedules will be based on actual days and hours documented on the

assigned Attendance Log. Payment will be made up to the maximum certified need for services, as documented on the child care certificate and/or Notice of Action.

Providers Are Responsible for the Following:

- Monitoring the daily documentation of EXACT clock times (IN and/or OUT) on the Attendance Log provided for each child enrolled.
- Entering EXACT daily time IN and/or OUT for school age children with split schedules.
- Signing the bottom of the Attendance Log each month on the last day of child care stating under penalty of perjury child care was used as authorized and documented on the Attendance Log. The signature of the provider indicates the person who is named (pre-printed) on the Attendance Log provided the child care at the address on record with CCCC.
- Monitoring parents' compliance and accurately documenting reason for absences (i.e., ill, with grandparent, doctor appointment, etc.).
- Documenting a scheduled or unscheduled closure on the Attendance Log.

Family Fee Payment and Receipt Submission

Family fees are assessed based on certified need (fulltime or part-time), income, and family size using the CDE Family Fee Schedule.

Unless otherwise notified, family fees are due to the child care provider the first day of each month.

Providers are responsible for collecting the Family Fee as billed and for returning the signed billing statement the 1st calendar day of each month and no later than the 5th calendar day of the month the fee is for. The amount of the paid fee will be deducted from the provider's payment for the corresponding month of service.

For example: The billing statement shows the fee is due by April 1. Enrolled parents must pay the family fee to the child care provider by the due date. The child care provider must submit the family fee billing statement to CCCC no later than the end of business day on April 5.

Please note: Child care providers must contact CCCC if family fees are delinquent or not collected from the parent.

Circumstances That May Affect Payment

- CCCC requires all child care providers, whether licensed or exempt, to report any changes in their status within five (5) calendar days. (For example: change in address, phone, licensing status, closures, etc.).
 - When moving, you will be required to bring valid photo ID and Social Security Card to any CCCC office to report change of address and complete a new W-9 form.
 - Parents who use unauthorized child care will be financially responsible for payment to the provider. CCCC will only pay for child care that is authorized on the child care certificate.
 - Parents are responsible of informing their child care provider of any withdrawal notice.
 - Parents are financially responsible for payment to child care providers for withdrawal notices when child care is not used. CCCC will only pay a withdrawal notice on behalf of the parent when children are in care during the notice period.
 - In CDE programs, subsidized child care payments for 13 year old children will end at parent's 12-month recertification, unless the child has a documented exceptional need.
 - CCCC requires a copy of the child's suspension notice be attached to the Attendance Log for the month in which service was provided when seeking payment for additional child care for the time period school was in session.
 - Overlapping child care is defined as two (2) or more providers requesting payment for a child for the same time period. CCCC reserves the right to deny payment for overlapping child care.
- CCCC reserves the right to request and verify employment of providers who have other employment in addition to being a child care provider. This verification is needed to prove provider availability during child care hours.
 - All deadlines must be met to ensure payment. It is the client's responsibility to ensure CCCC receives required documents by the stated due date.
 - Payment of child care subsidies may be delayed if the California State budget is not signed on time by June 30th of each year.

CCCC reserves the right to terminate provider participation with all CCCC subsidy programs when:

- A child care provider fails to meet the responsibilities of CCCC subsidy programs.
- A child care provider submits false or misleading information and/or documentation to CCCC.
- Credible information has been provided to CCCC that a contracted provider and any other household member has a criminal conviction or history of behavior that indicates a substantial risk to the health and/ or safety of children in care.
- Directed by any legal entity with appropriate authority that provides CCCC with information and/or direction to end contracting privileges. These entities may include but are not limited to: Community Care Licensing, or the Kern County Department of Human Services (Special Investigations Unit or Child Protective Services).

If the provider's participation in CCCC subsidized child care programs is terminated or rejected and the provider wishes to appeal, they may request a conference with a Program Manager within 14 calendar days of the termination date. If the termination is affirmed, a final agency-level appeal may be requested in writing to the CCCC Director.

CCCC may pay an alternate provider for child care when a child is ill and we have documentation that the original provider is not available; or when the usual provider of care has a closed paid day on a day that the parent must work or attend other approved activities (Limited to 10 days).

Fraud Prevention

CCCC takes the issue of child care fraud very seriously. Fraud is a serious issue that impacts our ability to serve children. CCCC reserves the right to require repayment for services determined to be obtained fraudulently and may refuse future participation with any program administered by the agency. In addition, we will not hesitate to terminate parents and/or providers who purposefully do not follow the rules.

Please report any suspected fraudulent activity to CCCC employees so that we may investigate. The Kern County Eligibility List has thousands of children who are eligible and waiting for subsidized care. Our ultimate goal is to ensure those who truly need help receive it and that the taxpayers of California have confidence in the way we spend tax dollars.

Disruptive or Aggressive Behavior

CCCC hopes its relationship with both parents and providers will be positive, honest, and professional. Parents and providers have the right to be treated in a respectful and courteous manner by all CCCC employees. Accordingly, CCCC employees have the right to be treated in a respectful and courteous manner by parents and providers. Disruptive or aggressive behavior, including but not limited to abusive language or physical threats made by parents and/or providers towards any CCCC employees, may result in termination from the program.

Web Site

We encourage parents and providers to access CCCC's web site at <http://kernchildcare.org> for a variety of resources. Training opportunities, child care ideas, and parenting tips are all included in our comprehensive web site. We hope you will check the site often!

Special Note

Feel free to contact CCCC employees with any questions or concerns. The CCCC subsidized child care programs are designed to assist income eligible parents with their child care needs. Every attempt has been made to provide clear and consistent policies for all enrolled parents and their child care providers.

Uniform Complaint Procedure

A complaint under the Uniform Complaint Procedures (UCP) is a written and signed statement by an individual, public agency, or organization alleging a violation of federal or state laws governing educational programs, including allegations of unlawful discrimination, harassment, intimidation, bullying, and failure to comply with laws relating to pupil fees. Discrimination, harassment, intimidation and bullying complaints must be filed with the local educational agency, (school district or county office of education) by a person harmed or by a person on behalf of others who have been subjected to discrimination. These complaints must be filed no later than six months from the date of the occurrence, or from the time the complainant first learned of the facts of the discrimination, harassment, intimidation and bullying. The LEA must protect the confidentiality of the parties and facts related to the case.

Reference: AAV Uniform Complaint Procedures Brochure <https://www.cde.ca.gov/re/cp/uc/ucpbrochureaav.asp>

This handbook was developed with funds from CDE and CDSS. CCCC is solely responsible for the content.





Please detach and return this page to CCCC.

Verification of Receipt of Handbook

Parents/Providers who participate in a subsidized child care program administered by Community Connection for Child Care are issued this handbook so they may comply with program policies and procedures. Signing below indicates the receipt of the handbook and applicable policies and agreement to comply with program requirements. CCCC reserves the right to terminate services if any party fails to live up to the responsibilities as specified.

Name (Please Print): _____

Address: _____

City _____ Phone: _____

Signature: _____

Date: _____

Please check box:

Parent

Provider

CCCCParent&ProviderHandbook_English_2018.indd Rev. 7/18





2000 K Street, Suite 110
Bakersfield, CA 93301
1-877-861-5200

*A program operated by the
Kern County Superintendent of Schools,
Mary C. Barlow, Superintendent.*

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