

July 10, 2024

Dear Parents and Child Care Providers:

CCCC has revised the Parent and Provider Handbook to reflect current policies and regulations for subsidized child care programs. The Parent and Provider Handbook informs parents and providers of the policies and requirements of participation in the subsidized child care programs. Parents and providers should review the handbook and familiarize themselves with current requirements and contact their Family Specialist or Provider Specialist if they have any questions.

Reminders and updates to the handbook include the following:

Please note:

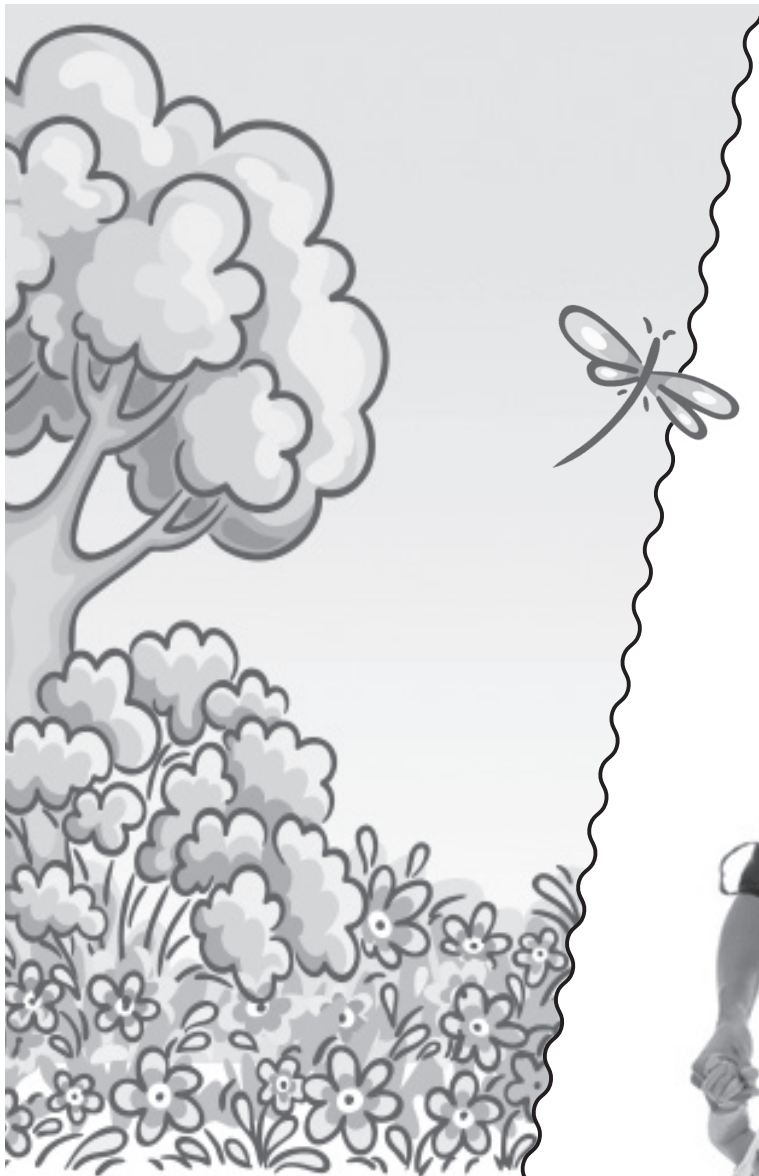
- **Eligibility Duration** – The eligibility period for families enrolled in California Alternative Payment Program (CAPP) is not less than 24 months. The eligibility period for families enrolled in CalWORKs programs is not less than 12 months (see page 8).
- **Means-Tested Government Program Eligibility** – When a member of the family size receives certain government programs, the family may be categorically eligible for subsidized child care programs (see page 8).
- **Recertifications** – Families must recertify (re-apply) for child care services at the end of their eligibility period. Families that do not **complete** a recertification within 50 days will be disenrolled from the subsidized child care program. **Families will receive written notification when their recertification is due. It is important for parents to respond to the communication immediately** (see pages 8-9).
- **Daily Completion of Attendance Logs** – WIC section 10227.5 requires that attendance records include dates and actual times child care was provided. Parents are responsible to complete attendance logs daily with exact time in and out for each child. Both the parent and the provider sign the bottom of the attendance log AFTER the last day of care for the month. **Parents should never pre-sign an attendance log** (see page 10).
- **Provider Payments** – Definitions of part-time and fulltime care have changed. Fulltime care is defined as 25 or more hours per week. Part-time care is less than 25 hours per week. Providers are reimbursed based on the number of hours approved for child care (see page 10).
- **In-home child care and minimum wage law** – Families enrolled in any subsidized child care program may choose to use an in-home child care provider. Parents who use an in-home provider are considered the employer; therefore, may be responsible for paying the state's minimum wage employer taxes (see page 11).
- **Abandonment of Care** – Families that stop using child care services for seven (7) consecutive days or more, without communicating with the provider or CCCC, may be considered to have abandoned their child care services. If attempts to communicate are unsuccessful, child care services may be terminated (see page 11).
- The **Program Requirements for Parents** section covers parent appeal procedures and parental rights (see pages 12-14).

Program requirements for child care providers start on page 15.

Please note:

- **Policy/Rate Changes** – Licensed providers may submit policy and rate changes as needed. Changes will take effect within 60 days of receiving a complete policy (see page 15).
- **Days of nonoperation** – Licensed providers may be reimbursed up to 10 days of nonoperation in fiscal year and must be included in the provider’s policies. The fiscal year is from July 1st to June 30. Days of nonoperation must be submitted in writing prior to closing (see page 15).
- **In-home child care and minimum wage law** – Families enrolled in any subsidized program may choose to use an in-home child care provider. Parents who use an in-home provider are considered the employer (see page 17).
- **Abandonment of Child Care** – Providers are responsible for reporting to CCCC, within 7 days, when the child has not attended child care services in 7 days and the parent has not been in communication with the provider. The provider’s business relationship with CCCC may be affected if the provider fails to report timely (see page 17).
- **Provider Payments** – Definitions of part-time and fulltime care have changed. Fulltime care is defined as 25 or more hours per week. Part-time care is less than 25 hours per week. Providers are reimbursed based on the number of hours approved for child care (see page 17).
- **Daily Completion of Attendance Logs** – WIC section 10227.5 requires that attendance records include dates and actual times care was provided. Providers are responsible to monitor that attendance logs are completed daily with exact time in and out for the children. Both the parent and the provider sign the bottom of the attendance log AFTER the last day of care for the month. **Parents should never be asked or expected to pre-sign an attendance log** (see page 17).
- **Unsigned Attendance Log** – When a family abandons their child care services without signing the attendance log, the provider may still be paid, **if, the provider reports to CCCC, within 7 days, that the child stopped attending and we can document your attempts to contact the parent** (see page 17).
- **Underpayment/Overpayments** - Providers should notify CCCC if they suspect their payment was not calculated correctly. Underpayments will be corrected within 21 days of discovery. Overpayments may be corrected in future payments or in payments back to KCSOS. The provider’s business relationship with CCCC may be affected if the provider fails to comply with setting up a repayment agreement or does not comply with its obligations (see page 19).

Parent & Provider Handbook



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*A program operated
by the Kern County
Superintendent
of Schools Office
John G. Mendiburu, Ed.D.,
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

Alternative Payment Programs:

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

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

California Department of Social Services (CDSS)– programs administered by CDSS are CalWORKs Stage 1, Stage 2, Stage 3, and CAPP.

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 amount that a 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 as described above will need to be registered with TrustLine (clear a background check).

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

Family Fee – the fee determined from the Family Fee Schedule prepared and issued by the California Department of Social Services (CDSS). This is the parent's share of child care cost determined by increases or decreases in child care need, income, 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 – means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner or the parent as defined in Family Code section 297, or any other adult living with a child who has the 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.

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, 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. Visit <https://kern.org/cccc/>

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 and enhanced child care referrals.

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

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.

CCCC maintains open lines of communication with local community 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 Child Care Eligibility List
- Child Care Initiative Program (Training for early learning professionals)
- CA Health & Safety CPR/First Aid
- CA Preventive Health & Safety
- Emergency Child Care Bridge Program (Child care for children receiving foster care services.)
- 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 support 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 Social Services and subsidized with state and federal funds. Families, including families receiving foster care services, 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 the income threshold.

All adults counted in the family must be either employed, seeking employment, enrolled in an educational program (i.e. English Language Learners [ELL], or General Education Development [GED]), vocational training (i.e. education or job 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 receiving CalWORKs cash aid are eligible for Stage 1 based on their eligibility for cash aid and need. A family may be referred for Stage 1 child care when the family starts receiving CalWORKs cash aid. The program helps a family access immediate child

care as the parent works or performs their welfare-to-work activity. Families who previously received CalWORKs cash aid may also be eligible for Stage 1, for up to 24 months after their cash aid ends, if funding is not available in Stage 2. 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 Social Services and subsidized with state and federal funds. Families, including families receiving foster care services, 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 the income threshold.

All adults counted in the family must be either employed, seeking employment, enrolled in an educational program (i.e., ELL or GED), vocational training (i.e. education or job 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 Social Services and subsidized with state and federal funds. Families, including families receiving foster care services, 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 the income threshold.

All adults counted in the family must be either employed, seeking employment, enrolled in an educational program (i.e., ELL or GED), vocational training (i.e. education or job 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 the income threshold, 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, enrolled in an educational institution, 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.

General Child Care and Development

General Child Care and Development programs are administered by the California Department of Social Services 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 Social Services. 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 the income threshold. 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
<http://www.cdss.ca.gov/inforesources/community-care-licensing>

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 Community Care Licensing is a license 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 https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=200520060AB633&search_keywords=oliver%27s+law.

Megan's Law

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

Megan's Law was enacted in 1996 and named after 7 year old Megan Kanka. The law requires the California Department of Justice to notify the public about sex offender registrants found to be in the area. The law also authorizes local law enforcement agencies to notify and warn the public about sex offender registrants who are found in the area. This information is relevant and necessary to protect the public from sex offenders who are required to register as a sex offender.

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 Social Services.

CCCC's subsidized child care programs include CAPP, CalWORKs Stage 1, Stage 2, Stage 3, and Emergency Child Care Bridge. 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 or license 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 (fingerprint background check). Relative license exempt providers will be screened through a name check verification process. Payment by CCCC may be denied or discontinued if the provider has a disqualifying or non-exemptible criminal history.

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.

Stage 1 – families enrolled in CalWORKs Stage 1 child care are referred to CCCC by the Kern County Department of Human Services (DHS)

Stage 2 – CalWORKs Stage 2 child care is available for families transitioning from Stage 1 and families that meet eligibility and need criteria within 24 months after termination of cash aid.

Stage 3 – CalWORKs Stage 3 child care is available for families transitioning from Stage 2 after they have exhausted their 24 months after termination of cash aid. Stage 3 services are contingent upon funding availability.



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 a child care referral for children receiving Child Protective Services or has children who are at risk of abuse, neglect, or exploitation. To receive subsidized child care and development services from the CalWORKs Stage 1 program, the family must be referred by the Department of Human Services.

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. A current IEP must also be on file.

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

The parent has the right to choose an eligible child care provider and has a right to change their child care provider. **Note:** Some providers require advance notice from parents prior to ending child care services.

Enrollment Requirements in CAPP, Stage 2, and Stage 3

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:

- For adults counted in the family size:
 - Employment verification, if child care is needed for work
 - Training verification, if child care is needed for school or training
 - Job search plan, if child care is needed to seek employment.
- For children counted in the family size:
 - Verification of relationship to the parent enrolling (i.e. birth certificate, adoption documentation, etc.)
 - Immunizations (for children not yet in school, if using exempt care and there are other unrelated children in the same location).
 - Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) if the enrolled child has special/exceptional needs

The documents listed below may be needed to verify Total Countable Income, including but not limited to the following:

1. Check stubs with gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings;
2. CalWORKs cash aid;
3. Gross income from self-employment less business expenses with the exception of wage draws;
4. Disability or unemployment compensation;
5. Workers compensation;
6. 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;
7. Survivor (i.e., SSA) and retirement benefits;
8. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties;
9. Rent for room within the family's residence;
10. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent;
11. Veterans pensions;
12. Pensions or annuities;
13. Inheritance;

14. Allowances for housing or automobiles provided as part of compensation;
15. Insurance or court settlements for lost wages or punitive damages;
16. Net proceeds from the sale of real property, stocks, or inherited property; or
17. 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 and recertification. An omission of income that invalidates eligibility will result in disenrollment from the program. Countable income includes, but is not limited to the items listed above.

Families may also meet eligibility requirements if a member of the household is certified to receive benefits from the following means-tested government programs:

- Medi-Cal
- CalFresh
- California Food Assistance Program
- WIC
- The Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start
- CalWORKs

Families must provide documentation of current enrollment in the means-tested government program

and the application submitted to the means-tested government program that includes income information.

(WIC section 10271(a)(1)(A))

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)

Recertification

Families enrolled in the CalWORKs Stage 2 and Stage 3 programs have a 12 month certification period.

Families enrolled in the California Alternative Payment Program (CAPP) have a 24 month certification period.

Once enrolled in CalWORKs Stage 2, Stage 3, or the California Alternative Payment Program, parents are eligible to receive child care services for not less than their certification period. Child care may be used as authorized during the eligibility period.

- At the end of the eligibility period, parents are required to recertify their eligibility and need.
- Parents will be notified in writing, to the address on file, when their recertification is due, what is required to complete the recertification and the time by which the recertification must be completed.

- If the recertification is not complete within 50 days of the recertification due date, families may be disenrolled.
- Families are encouraged to contact their CCCC case manager to inform them of changes in their contact information to ensure important information is received timely.

Voluntary Reporting

- Parents may voluntarily report changes that will decrease their family fee, or increase their authorized hours. Parents will need to submit documentation to verify the requested change.
- 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 we receive the documentation.
- Parents may also request a reduction in their authorized hours. A reduction in hours is voluntary and must be submitted in writing, including the days and hours requested per day and the effective date of the proposed schedule change.
- Parents must acknowledge in writing that they understand their right to retain their certified hours.

Required Reporting

Parents must report to CCCC, within 30 calendar days, if their income exceeds income eligibility limits. **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.**

Stage 1 Eligibility Requirements

To enroll in the CalWORKs Stage 1 child care program, families must be referred by the Department of Human Services (DHS). Families that have been granted cash aid may be eligible for a 12 month child care referral.

Families enrolled in the CalWORKs Stage 1 child care program are eligible for full time child care (up to 52.5 hours per week), but may request part time child care services.

Once enrolled, families are eligible for 12 months from the authorization date on the child care referral.

At the end of the 12 month eligibility, if the family has not transitioned to CalWORKs Stage 2, the family may be recertified in CalWORKs Stage 1, with another referral from DHS, if eligible.

Families that meet the eligibility criteria may seamlessly transition to Stage 2 during the 12 month period or at the end of the 12 month period.

Family Fees

CDSS establishes a family fee schedule for families receiving child care services, adjusted for family size. Family will pay the family fee directly to the child care provider before the services are provided.

- Family fees are assessed based on hours of certified need, income, and family size using the CDSS Family Fee Schedule.
- Family fees are assessed at:
 - Initial certification
 - Recertification
 - When a family requests a reduction to their family fees.
- Unless otherwise notified, family fees are due to the child care provider the first day of each month.
- Family fees assessed at initial certification are due the first day of child care services.
- Family fee increases become effective the 1st of the month following the appeal date.
- Decreases in family fees become effective the 1st of the following month.

Delinquent Family Fees

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

Child Care Payments

Co-Payments

Parents have a right to select a child care provider regardless of the rate of child care. The provider's rate will be compared to the Regional Market Rate Ceilings (RMR); the lesser of the provider's rate or the RMR ceiling will determine the subsidy amount. Parents will be financially responsible for co-payments resulting from the difference. Parents will also be responsible for any other charge not covered by CCCC, including but not limited to late charges, registration and/or supply fees, non-operation days in excess of 10, etc. Discuss all expected charges with your provider for clarity.

Attendance Logs

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

Attendance Logs must be completed as follows:

- Parents are required to document on the provided Attendance Log, on a daily basis, the actual times the child entered and times the child left child care. For example, the exact clock time is 7:03. Parents should not round times.
- Parents are required to document the reason for the absences on the assigned Attendance Log. Example: provider closed, parent off, child ill, etc. However, parents are not required to document specific illnesses.
- Parents and child care providers must sign the bottom of the assigned Attendance Log on the last day of care for the month declaring under penalty of perjury that all information is true and correct. **Do not pre-sign Attendance Logs.**
- Parents are responsible to document when child care has ended on the last day of enrollment with the provider.
- Please do not make changes to pre-printed information on the Attendance Log. If a new Attendance Log is needed, contact the case manager.
- CCCC will deny payment of Attendance Logs received more than 4 months after the original due date. If Attendance Logs are more than 4 months overdue, payment to the provider will be denied and any outstanding payments become

the sole responsibility of the parent (excluding Stage 1).

Provider Payments

- As allowed by regulations, licensed and license exempt providers will be paid based on the family's certified need or maximum authorized hours, if variable schedules, regardless of the child's attendance. See the child care certificate for payment details for each child.
- As of March 1, 2024, part time and full time certified child care services are defined as: Part-time - when the certified child care hours are less than 25 hours per week; and Full-time - when the certified child care hours are 25 or more hours per week.
- 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 from the date of the request, and/or child care payments to providers if a different provider was reported to have provided the child care. CalWORKs Stage 2, Stage 3, and CAPP programs do not allow retroactive payments.
- 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.
- At the time of the certification, 13-year-old children are not eligible for subsidized child care services, unless the child has a documented exceptional need. Children that are 12 years old at the time of the recertification will have a minimum of 12 months of service, not to exceed the child's 14th birthday.
- Required documentation of a child's exceptional needs includes an IEP and a letter from a legally qualified professional stating the child needs supervision in a child care setting.
- 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 advised to communicate with the child care provider and/or CCCC if they will not use child care services for **seven (7) consecutive days** to avoid abandoning child care services.

Providers are responsible for contacting CCCC if a child is absent for **seven (7) consecutive days**.

CCCC will attempt to contact the parent to determine their child care need. If the parent has not contacted CCCC or the provider for a total of 30 consecutive days, the parent will be issued a Notice of Action of disenrollment of services due to abandonment of care.

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 recertification period. During a break in service, families remain enrolled in the program and may resume using child care services when needed. 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 the 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.

In-Home Child Care and 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 who choose

child care in their home (in-home child care) are considered the employer of the in-home child care provider (domestic service worker), and as such, parents may be responsible for paying at least the state's minimum wage, social security taxes, Medicare taxes and state workers compensation insurance for the provider. Parents may also be responsible for unemployment taxes.

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 government issued 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 license 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 CDSS Funded Programs

Parent Appeals

Based on California Code of Regulations, Title 5, section 18118 Et Seq.

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:

- A local hearing conducted by a hearing officer who is not involved with the decision; and
- A state review conducted by the California Department of Social Services (CDSS) of the local hearing decision.

NOTE: *A state review by CDSS 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 Pamphlet provides general information regarding the two levels of appeal described above. Please see the NOA and parent handbook 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 CDSS 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.

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 CDSS'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 CDSS. The CDSS must receive your request within 14 calendar days from the date on the local agency's decision letter.

Your request to the CDSS 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 email, mail, fax, or deliver your request to:

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street M.S. 9-8-351
Sacramento, CA 95814
Phone: 1 (833) 559-2417
Fax: (916) 654-1048
CCDDAppeals@dss.ca.gov

What happens during the CDSS review?

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

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

The CDSS has up to 30 calendar days to make a decision and e-mail or mail a final decision NOA to you and to the agency which issued your NOA.

What happens next?

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

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

For further information or to ask a question about the appeal process, please contact:

Community Connection for Child Care
2000 K Street, Suite 110
Bakersfield, CA 93301
1-877-861-5200



Notification of Parents' Rights

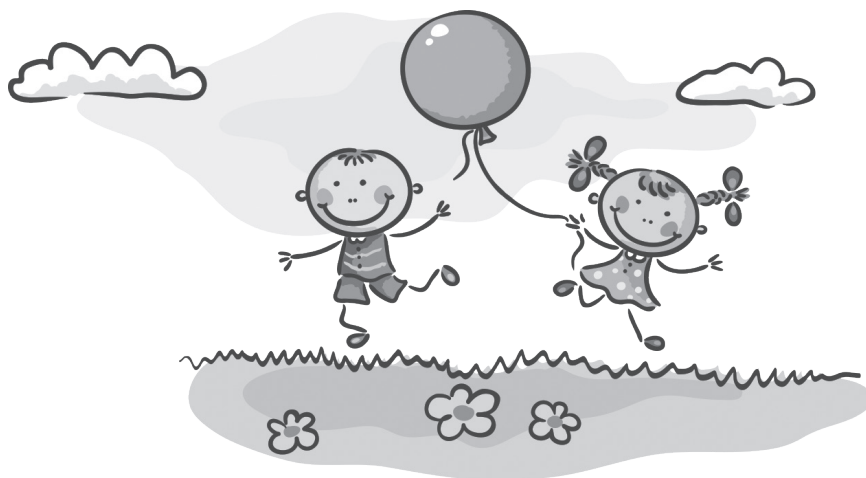
Parents' Rights

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

Licensed child care providers must provide CCCC with the following:

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

- 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.
- Days you are closed (if any) - CCCC will take the first 10 listed as paid non-operational days per fiscal year. Changes to a provider's planned days of non-operation must be submitted in writing.
- 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.
- Providers may submit rate changes as needed and will be effective within 60 days of a complete submission.
- Reimbursable non-operational days are limited to 10 per fiscal year (July 1st to June 30th).
- Non-operational days listed that are specific to a year will NOT rollover to another year and will need to be submitted annually.
- If the rates and/or policy is specific to a year or period, the provider gives CCCC permission to continue to use the policy/rates on file, regardless of the year, until the provider submits a current policy and or rates.

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

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 to the child 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.

Friends or neighbors are allowed to provide child care for only one non-relative family.

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 (Friend or Neighbor)
- Declaration of Exemption from TrustLine Registration and Health and Safety Self-Certification (Family)
- 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

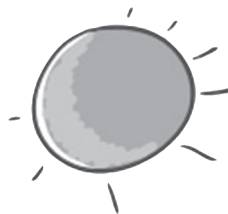
All non-relative exempt providers (friend or neighbors) must be registered with TrustLine showing they are free from criminal convictions of serious crimes that could affect the health and/or safety of children, before payment can be made and/or child care services begin.

Stage 1 Only

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

CalWORKs Stage 2, Stage 3, and CAPP

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



Exempt Provider Rates

Exempt provider rates are established from a percentage of the family child care home provider ceilings.

Location of Child Care

In-Home Child Care and 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 who choose child care in their home (in-home child care) are considered the employer of the in-home child care provider (domestic services worker), and as such, parents may be responsible for paying at least the state's minimum wage, social security taxes, Medicare taxes and state workers compensation insurance for the provider. Parents may also be responsible for unemployment taxes.

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.

Attendance Logs

Monthly Attendance Logs will be provided for each child enrolled in child care. The purpose of the Attendance Log is to document daily, the certified child care services each child used.

Please do not make changes to pre-printed information on the Attendance Log. If a new Attendance Log is needed, contact the case manager immediately. **Regulations require Attendance Logs be completed on a daily basis** to ensure accuracy and allow for timely signatures and timely submission of Attendance Logs.

Provider Responsibilities:

- Monitor the parent's daily documentation of EXACT clock times (IN and/or OUT) on the Attendance Log provided for each child enrolled.
- Enter EXACT daily time IN and/or OUT for school age children with split schedules.
- Monitor that parents comply with accurately completing the Attendance Log and documenting on the Attendance Log the reason for the child's absences (i.e., child ill, parent ill, provider ill, with grandparent, doctor appointment, etc.).

- Title 5 (5CCR), section 18066.5 (b) requires providers to report to CCCC when the child has been absent for seven (7) consecutive days without contact from the parent. Providers need to record these child absences on the attendance log as "absent/no contact". Providers also need to record on the attendance logs any attempts by the provider to contact the parent. The provider's business relationship with CCCC could be affected if the provider does not report timely.
- Document when child care has ended on the last day of care.
- Document a scheduled or unscheduled provider closure on the Attendance Log, including when it is due to the provider's own illness.
- Sign 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 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.
- If the parent has abandoned services without signing the bottom of the Attendance Log, payment can still be issued to the child care provider without the parent's signature at the bottom of the attendance log. Providers must notify CCCC within 7 calendar days of the child's last day of child care services and submit the completed Attendance Log with the days and times child care services were provided, the documentation of the child's absences and any attempts the provider made to contact the parent. Providers must sign the bottom of the Attendance Log.

Payment

Reimbursement for child care services is issued directly to the child care provider, on behalf of the parent.

As allowed by regulations, licensed and license exempt providers will be paid based on the family's certified need or maximum authorized hours, if variable schedules, regardless of the child's attendance. See the child care certificate for payment details for each child.

As of March 1, 2024, part time and full time certified child care services are defined as: Part-time - when the certified child care hours are less than 25 hours

per week; and Full-time - when the certified child care hours are 25 or more hours per week.

Attendance Logs must be completed on a daily basis.

Provider payments are issued within 21 days of submission of a complete and accurate attendance log.

If a provider submits attendance logs for multiple children and not all attendance logs include adequate information to provide reimbursement, reimbursement for complete and accurate attendance logs will not be held.

If CCCC is unable to make timely payments due to unforeseen circumstances, including but not limited to an emergency or system malfunction, child care providers will be notified as soon as possible.

CCCC will deny payment of Attendance Logs received more than 4 months after the original due date. If Attendance Logs are more than 4 months overdue, payment will be denied and any outstanding payments become the sole responsibility of the parent (excluding Stage 1)..

Family Fee Payment and Receipt Submission

Family fees are assessed based on hours of certified need, income, and family size using the CDSS 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 provide a 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.
- Child Care Certificates are issued when a parent is enrolled, recertified and/or when changes to the authorized hours, rates or provider occur. Certificates must be signed by the parent and provider and returned to CCCC before payment can be processed.
- Parents are responsible for 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.
- Subsidized child care payments for 13 year old children will end at parent's 12 month recertification, 12 months of service, or the child's 14th birthday, whichever happens first, unless the child has a documented exceptional need.
- 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.
- No signature on the bottom of the Attendance Log or confirmation by both parent and provider of the accuracy of the child care reported on the Attendance Log will delay payment until the missing signature or confirmation is received.
- Any unexpected closures or days of non-operation in excess of 10.

- 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).
- 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.
- Payment of child care subsidies may be delayed if the California State budget is not signed on time by June 30th of each year.
- A child care provider fails to meet the responsibilities of CCCC subsidy programs, including reporting within 7 days when a child stops using child care.
- A provider fails to respond to notices regarding any overpayment made to the provider and or failure to comply with a repayment agreement.
- 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.

Underpayments/Over-payments

If the provider believes there is an error in their reimbursement, the provider shall contact CCCC immediately, to determine if an adjustment is needed.

CCCC will begin the process to recover funds due to administrative over-payments, within 30 days of discovery, by contacting the child care provider. A payment plan will be established, with the provider's agreement, to recover from future payments or set up direct re-payments from the provider.

If it is determined that an over-payment was caused by the parent and/or provider CCCC will begin the process of recovering funds within 30 days of discovery. A payment plan will be established, with the provider's agreement, to recover from future payments or set up direct re-payments from the provider.

If the provider does not respond to contact attempts to set up a repayment plan within 15 calendar days, the full amount owed will be invoiced to the provider.

If a provider does not comply with the repayment agreement/invoice, a claim will be filed with the Kern County courts, or referred to the Department of Human Services' Income Review Unit or Kern County District Attorney's office as applicable.

Administrative underpayments will be corrected within 21 days of discovery.

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

- 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 discontinued or rejected and the provider wishes to appeal, they may request a conference with a Program Manager within 14 calendar days of the discontinuance date. If the discontinuance is affirmed, a final agency-level appeal may be requested in writing to the CCCC Director.



Notice to Providers

To all family child care home providers and license-exempt individual providers who serve families receiving subsidies:

Changes to the law regarding collective bargaining require the California Department of Social Services (CDSS) to provide information about licensed family child care home providers and license-exempt (family, friend, and neighbor) child care providers to the Child Care Providers United – California (CCPU) union, as the certified provider organization representing family child care providers. These changes are referenced in Government Code (GOV) section 6207, Health and Safety Code (HSC) section 1596.86, and Welfare and Institutions Code (WIC) section 10422. If you have any questions, please contact: ProviderDataCollection@dss.ca.gov

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 CCCC Eligibility List has thousands of children who are eligible and waiting for subsidized care. Our ultimate goal is to ensure those who truly need child care assistance 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 discontinuance from the program.

Web Site

We encourage parents and providers to access CCCC's web site at <http://kern.org/cccc> 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 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 does not live up to the responsibilities as specified.

Name (Please Print): _____

Address: _____

City: _____ Phone: _____

Email: _____

Signature: _____

Date: _____

Please check box:

Parent

Provider

CCCCParent&ProviderHandbook_English_2024.indd Rev. 6/24









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

*A program operated by the
Kern County Superintendent of Schools,
John G. Mendiburu, Ed.D., Superintendent*



State Fiscal Year 2024-25 Schedule of Income Ceilings (85 percent of SMI)

FAMILY SIZE	FAMILY MONTHLY INCOME	FAMILY ANNUAL INCOME
1-2	\$6,595	\$79,143
3	\$7,472	\$89,660
4	\$8,712	\$104,544
5	\$10,106	\$121,271
6	\$11,500	\$137,998
7	\$11,761	\$141,134
8	\$12,023	\$144,270
9	\$12,284	\$147,407
10	\$12,545	\$150,543
11	\$12,807	\$153,679
12	\$13,068	\$156,816

Source: 2022 American Community Survey (ACS) Public Use Microdata Sample File