



Quality
Service

Programs

Resources

Child Care
Options

Policies

Provider's Guide

In Subsidized Child Care

REV June 2023



Contact Information:

Child Development Resources of Ventura
County, Inc.

221 E Ventura Boulevard Oxnard, CA 93036

(805) 485-7878

www.cdrv.org

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CHILD DEVELOPMENT RESOURCES VALUES

OUR PURPOSE

Child Development Resources of Ventura County, Inc. (CDR) was founded in 1980. CDR is a private, non-profit, community-based corporation, 501(c)(3) and receives County, State, and Federal contracts to administer the Child Care Resource & Referral Program, Subsidized Child Care Services, Head Start/Early Head Start, General Child Care and State Preschool Programs.

OUR MISSION

CDR provides a foundation to build promising futures for children. CDR collaborates with families and communities to deliver programs that enrich lives.

OUR VISION

Every child's growth and development will be fully supported to ensure a happy and successful adult life.

YES COMMITMENT

We are the Community and Place of YES! We inspire children, parents, and staff with an attitude of YES that we all can achieve our aspirations and goals.

Child Development Resources

221 E. Ventura Boulevard

Oxnard, CA 93036

(805) 485-7878

Website: www.cdrv.org

Business Hours:

Monday to Friday 8:00 a.m. – 5:00 p.m.



Dear Providers,

Welcome to Child Development Resources of Ventura County (CDR). Since 1980, we have been serving families and children with programs dedicated to providing early care and education services.

CDR administers programs for finding and receiving assistance with early education and care for children. These programs allow parents to continue their work, training, or other needs while their children are placed with care givers offering a safe and healthy environment. CDR is also dedicated to supporting the child care community by offering training and resources to child care providers to increase their knowledge on early childhood development.

We support our vision and mission with the commitment of being a community and place of YES, an attitude in how we will serve you. We are committed to providing positive, respectful, and optimal service to our community. This commitment drives our approach in helping you attain the services you need to succeed.

In this guidebook you will find information to assist you in understanding our programs and policies. Our staff will guide you on the services that best meet your needs.

We look forward to serving you and helping you achieve your aspirations and goals.

Stuart Orlinsky
Program Operations Analysis Officer

POLICIES

CDR strives to treat every family, child, provider, and partner with the utmost respect. The following policies apply across all our programs and were designed to facilitate and ensure positive interactions among all participants.

CODE OF CONDUCT

Providers participating in a CDR child care program are required to conduct themselves in a respectful manner when communicating with CDR employees.

The following behaviors are strictly prohibited. Any childcare provider who displays any one of the following behaviors will be excluded from participating in the subsidized childcare programs:

1. Physically or emotionally abusing any child or adult at the CDR office or at any CDR activity.
2. Verbally abusing or harassing any child or adult at the CDR office or during a telephone communication.
3. Bringing alcoholic beverages to the CDR office.
4. Bringing illegal drugs to the CDR office.
5. Conducting business in an intoxicated state.
6. Smoking in the CDR building(s).
7. Possessing any and all weapons.
8. The use of vulgar degrading and/or threatening language or gestures

Foul or abusive language in person or over the phone will not be tolerated. CDR reserves the right to terminate child care services if it is determined that a parent's or provider's conduct is inappropriate.

If a provider believes a CDR employee has acted inappropriately toward them or anyone else, the provider should report that information to a CDR supervisor or manager. Management will investigate the matter and respond accordingly.

CONFIDENTIALITY

The use or disclosure of all information pertaining to the parent, child, or providers will be restricted to purposes directly connected with the administration of the program.

CDR will, without notice to the parent or provider, release personal information pertaining to the child and his/her parents(s), and provider for the following:

- Officials within or acting on behalf of federal, state, county, or private funder in connection with audits or the normal oversight/compliance of the program.
- Cooperate with authorized requests from law enforcement or government/private agencies conducting official investigations.
- Appropriate parties to address disaster, health, or safety emergency during the period of the emergency.

Parents may authorize a third party, not to include their active child care provider, to access information regarding their family's case by submitting a completed and signed CDR Authorization to Release

Information. The form must be submitted to our office in person prior to any third-party request for information.

FRAUD POLICY

Any fraudulent, false, or misleading information provided to CDR will be grounds for disenrollment and will be cause for CDR to recover funds.

Any of the following is considered an act of fraud:

- A. Inaccurate reporting of actual attendance days of child care on the Child Care Attendance Sheet. Example: If provider or parent sign that care was provided for days when it was not, this will be considered fraud.
- B. Falsified, misleading, or inaccurate documentation used for establishing eligibility as a child care provider.

CDR will pursue recovery of funds through payment plans or a collection agency. Fraud cases may be referred to the District Attorney's Office and child care services will be disenrolled.

LANGUAGE

If the provider speaks a language other than English or are hearing impaired, CDR will attempt to provide information through written materials or by presentation of an interpreter in a language that they understand.

MANDATORY REPORTING POLICY

Child care providers are required by law to report cases of child abuse and neglect. The provider will be given information on how to report these cases to the proper authorities if CDR is contacted. If a CDR employee suspects a child is being abused or neglected, they will report the family to proper authorities. The Child Abuse Hotline telephone number is (805) 654-3200.

NON-DISCRIMINATION

CDR operates on a non-discriminatory basis, giving equal access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, limited English proficiency, or mental or physical disability.

UNIFORM COMPLAINT PROCEDURES (UCP)

It is the intent of CDR, including Child Care Providers, to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students, interested third parties, and including Child Care Providers, have the right to file a complaint regarding CDR's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the:

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

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

Note: All child care providers are required to post this notice prominently at their facilities.

PROVIDER GRIEVANCE PROCEDURE

Providers are encouraged to try and resolve any problems with CDR Specialist and/or Supervisor prior to filing a grievance. If the issues are not resolved, providers may file a grievance.

The provider may submit a grievance in writing to the Child Care Services Manager, at 221 E. Ventura Boulevard, Oxnard, CA 93036, no later than ten (10) business days from the date the Notice of Communication was issued. The written grievance must include a clear and concise statement of the action being questioned, the reason the action is unwarranted, and any written documentation in support of the grievance.

The Child Care Services Manager or designee will respond to the grievance, in writing, within ten (10) business days. If the provider disagrees with the decision, the provider may write a grievance petition to CDR's Program Operations Analysis Officer, at 221 E. Ventura Boulevard, Oxnard, CA 93036.

The Program Operations Analysis Officer will review the issue involved and render a decision, in writing, to the provider within ten (10) working days of receiving the request for review. If the provider disagrees with the decision of the Program Operations Analysis Officer, the provider may petition to the Chief Executive Officer for review, at 221 E. Ventura Boulevard, Oxnard, CA 93036, who will render a decision within ten (10) working days of receiving the request for review. If still dissatisfied, the provider may petition the Board of Directors for a review via the President of the Board in writing, at 221 E. Ventura Boulevard, Oxnard, CA 93036.

If the provider requests a review by the Board of Directors, it will be held within sixty (60) days from the date the grievance is received. The decision will be sent by certified mail or delivered personally to the provider. The decision rendered by the Board of Directors will be the final administrative action afforded the provider within CDR.

CHILD CARE OVERVIEW

CDR Alternative Payment Programs serve eligible families by providing subsidies and services for children ages birth through thirteen years and children with exceptional needs up to age 21, funding permitting. These programs are designed to support low-income parents with child care, so that they may continue to work, find work or improve their ability to join the workforce.

Providers chosen to provide child care services for eligible families will be enrolled in one of the following programs: CalWORKs Stage 1, CalWORKs Stage 2, CalWORKs Stage 3, California Alternative Payment Program, Family Child Care Home Education Network (FCCHEN) & Infant/Toddler Program (ITP), or the Emergency Child Care Bridge Program for Foster Children (Bridge Program). These programs are funded by the California Department of Social Services (CDSS). Providers may also be reimbursed under a separate agreement by the Early Head Start Child Care Partnership Program federally funded by the Office of Head Start.

CDR adheres to all applicable laws, rules and regulations governing the Child Care Payment and Assistance Programs and operates in accordance with California and federal laws governing non-profit organizations.

Each program has specific participation requirements. Parents are informed of those requirements prior to enrollment and are responsible for complying with the program policies imposed by CDR and the program funders.

The following are a few program policies which govern parental rights, program limitations and policies which CDR must adhere to.

PARENTAL CHOICE

Parental Choice is a key element of our child care payment assistance programs. Parents have the right to choose the type of child care service provider that best meets their family needs.

While Parental Choice is a cornerstone of our programs, providers may not participate in our programs unless they complete and comply with a Provider Subsidized Child Care Agreement that outlines all program and agency requirements.

PROVIDER CHANGES/MULTIPLE CHILD CARE PROVIDERS

Only one provider per child can be reimbursed for child care services when the hours of operation of the child care provider selected can accommodate the child's certified need for child care.

When a parent requests a change in child care provider, CDR recommends the parent give the current provider proper notice according to the provider's personal parent contract or agreement. Parents are responsible for any additional fees required by the current childcare provider that CDR does not reimburse.

PARENTAL RIGHTS

Parent(s) of the child(ren) in the provider's child care program and CDR must have unlimited access to the child(ren) and to all written records concerning the child(ren), during normal hours of operation and whenever the child(ren) are in the provider's care.

PROVIDERS ARE INDEPENDENT CONTRACTORS

Providers are not employees of CDR. **Providers are independent, self-employed contractors.** CDR does not withhold Federal or State income taxes; it is the providers responsibility for reporting income. In January of each year, providers will be mailed an IRS *Form 1099* for non-employee contractors. The *Form 1099* will reflect the total amount reimbursed by CDR for the prior calendar year for child care services provided to children on the subsidized childcare program. *CDR will not issue a 1099 to providers that earn less than \$600 per calendar year or to those Providers that have organized their business as a C-Corporation or S-Corporation (as determined on their IRS Form W-9).* Please contact the local IRS office for regulations and responsibilities as an independent contractor.

RELIGIOUS INSTRUCTION

As required by the CDSS to receive reimbursement, the provider must not conduct religious instruction or worship for children participating in state or federal funded programs.

COMPLAINTS AGAINST A LICENSED PROVIDER

Licensed providers must meet all regulatory standards and comply with all licensing regulations to be a contracted subsidized child care provider and added to the CDR Resource & Referral database. CDR is not an enforcement agency. CDR has no authority over the licensing of providers. CDR is obligated to follow direct actions when notified of any decisions made by the Community Care Licensing Division (CCL) as noted below.

Parents who believe their Licensed Provider has failed to comply with health and safety requirements are encouraged to contact CCL within 24 hours of the alleged incident and submit their complaint by either phone at **1-844-LET US NO (538-8766)** or in writing via email at LetUsNo@dss.ca.gov.

Subsidized Child Care Programs are required to notify parents if a child care provider has received either a revocation, Temporary Service Order (TSO), or been placed on probationary status. When CDR is notified that a revocation or TSO has occurred, CDR shall, within two (2) business days, do the following:

- A. Stop reimbursement to the licensed child care facility, and
- B. Notify the parents and the licensed child care facility in writing that the reimbursement has been stopped and the reason for termination.

When a provider is placed on probation, CDR shall provide notice to the parent(s) that the provider has been placed on probation and that the parents have an option to locate alternate child care arrangements or may remain with the provider without risk of subsidy reimbursements being terminated.

CDR reserves the right to terminate services or refuse to enter into a Provider Subsidized Child Care Agreement with a licensed provider if there are serious health and safety concerns. Complaints that allege a violation of CCL regulations may be considered a breach of the Provider Subsidized Child Care Agreement - Licensed with CDR.

PROVIDER PARTICIPATION

Alternative Payment Programs are Parental Choice programs. **California Department of Social Services (CDSS)** subsidized programs do not directly fund spaces in child care centers or family child care homes. Providers may participate in the program only if a parent certified for the program selects their facility or services.

In addition to being selected by a participating parent, providers must meet additional requirements to take part in the program. Participation requirements differ by provider type (licensed or exempt). The provider's subsidized agreement file is not complete without the following information.

CDR will not reimburse for childcare until the Provider Subsidized Child Care Agreement forms are completed, a Notice of Action is issued to the parent, and a Notice of Communication is issued to the provider.

ALL CHILD CARE PROVIDERS (LICENSED AND EXEMPT)

- A. Copy of a current and valid State issued Identification Card or Driver's License, **and** a copy of Social Security card with current Department of Homeland Security (DHS) authorization card if required for validation of your Social Security card. **Names on all documents must match exactly.** (Identification and Social Security cards are not required for child care centers.)
- B. Signed W-9 tax form.
- C. Signed Provider Subsidized Child Care Agreement
- D. Signed Important Things to Know
- E. Signed Provider Guide Receipt for Child Development Resources Subsidized Child Care Programs

LICENSED CHILD CARE PROVIDERS (IN ADDITION TO ALL DOCUMENTS LISTED ABOVE)

- A. Copy of a current child care facility license.
- B. License-Exempt Centers must submit a statement on center letterhead indicating their facility adheres to the State of California, Community Care Licensing Division, Title 22 Regulations. Otherwise, they will be reimbursed as an Exempt provider for only one family.
- C. Centers/Providers using Tax Identification Number (TIN) or Employer Identification Number (EIN) for tax purposes must submit a copy of the card or a letter from the Internal Revenue Service (IRS) acknowledging the number.
- D. Licensed Child Care Providers must submit their facility's parent contract specifying their absences policies, non-operation day closures (if any), hours of operation, rates, contact information, and ages for childcare services reflected on their childcare license where applicable.
- E. Provider Rate sheet – the rate sheet that is posted or given out to the public or private pay families. Rate Sheets must be typed, any handwritten changes will not be accepted.
- F. Signed License Certification of Capacity

EXEMPT CHILD CARE PROVIDERS (IN ADDITION TO ALL DOCUMENTS LISTED ABOVE)

- A. Fingerprint Registration with TrustLine documents or a Declaration of Exemption from TrustlineRegistration.
- B. Health and Safety Self-Certification.
- C. Health & Safety Facility Checklist.
- D. Signed Exempt Provider Information Form

Exempt providers shall assume all responsibility and liability from his/her decision to enter into a Provider Subsidized Child Care Agreement with the parent(s). This shall include compliance with any terms set forth and agreed upon between the parent(s) and the provider. In the selection of exempt child care, the provider shall assume all responsibility and liability for complying with tax requirements.

A provider who is related to a parent (blood relative or by marriage) may only provide services to children from one non-related family or the provider may care for an unlimited number of related children at the discretion of the parent(s) of the child(ren). CDR will require verification that any additional children are related (aunts, uncles, grandparents) before authorizing placement or reimbursing services. A birth certificate or marriage license from both the parent and the provider may be required.

TRUSTLINE REQUIREMENTS

Eligible Exempt Non-Relatives are adults who care for an unrelated child. The State of California does not consider siblings, great grandparents, great aunts/uncles, and cousins as relatives for this purpose. These providers must register as TrustLine providers and may only provide child care services for one family. If a provider's TrustLine registration is ever denied, closed, or revoked, she/he/they will not be eligible for reimbursement, and their Provider Subsidized Child Care Agreement with CDR will be terminated.

IN-HOME CHILD CARE SERVICES FOR EXEMPT PROVIDERS

In-Home child care is when the child care provider goes to the child's home to provide the child care, or, when the child and the child care provider both live in the same home. Child care cannot take place at a third-party location.

In-home care is allowable for families in all subsidy programs so long as the parent signs a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home license exempt provider and acknowledge they are responsible for complying with any applicable federal and state employment laws. Parents are responsible for paying their child care provider at least the state minimum wage, social security tax, Medicare, and state worker's compensation insurance for their provider. They may also be responsible for unemployment taxes. They may be required to withhold federal or state income taxes from the child care provider's earnings. Parents may obtain more information about their employer responsibilities by reviewing the 2022 California Employer's Guide, developed by the Employment Development Department.

ESTABLISHING A PROVIDER AGREEMENT WITH CDR

To establish a Provider Subsidized Child Care Agreement with CDR all documents in the Provider Subsidized Child Care Agreement packet must be completed prior to attending the scheduled orientation. The provider will receive a Provider Subsidized Child Care Agreement from the parent receiving childcare.

Providers must attend a Provider Orientation. Prior to doing so, the provider must read and complete the Provider Subsidized Child Care Agreement packet. Providers can also submit a parental contract or personal agreement that shows all the terms that are required of non-subsidized clients, including customary rates, if applicable. Licensed providers must also submit a copy of their current rate sheet to CDR's Resource and Referral Unit.

Prior to the orientation start, all forms will be reviewed for completeness. During the orientation, the provider will be asked to sign all forms that require a signature and initials. Failure to complete the required documents prior to the scheduled orientation will result in rescheduling of the orientation for a later date and time.

Providers cannot subcontract this agreement to another person at any time while reimbursement from CDR is issued. Any written agreements or contracts outside of the approved Provider Subsidized Child Care Agreement between the provider and the parent regarding any customary childcare services must be submitted to CDR.

CDR will not reimburse the provider until they have an approved Provider Subsidized Child Care Agreement.

METHODS OF COMMUNICATION

Providers must provide CDR with a current contact number. Providers must also provide their residential address. Providers must submit verifying documentation of their address upon request as needed by providing a utility bill or rental agreement.

CDR requires providers to provide a valid email address. Providers who provide an email address will be able to send and receive communication related to their child care case. Providers who provide a cell phone number grant CDR permission to send occasional text messages. CDR will not be responsible for costs incurred by the providers for receiving text notifications.

CDR will NOT accept a P.O. Box or private mailbox as an address unless it is for mailing purposes only.

PROVIDER OWNERSHIP CHANGES

It is necessary for any providers that are undergoing an ownership change to contact their assigned Provider Agreements Specialist. Additional documentation will be required to initiate the change and may lead to completing a new enrollment packet and scheduled orientation.

DIRECTOR CHANGES

Any center director or primary contact staff changes must be reported to CDR. The reported change is encouraged in writing and may lead to a scheduled orientation with the center director or new staff member.

ADDRESS CHANGES

Address changes must be submitted in writing. The provider may complete an updated address/information change form, or can submit a signed, written request.

LICENSED PROVIDERS

Licensed providers must submit a copy of the new license or facility profile. Providers will receive a 30-day grace period from the date of the move. Failure to submit the new licensing information to CDR within 30 days will result in termination of the Provider Subsidized Child Care Agreement. The provider may then choose to be contracted as a License-exempt provider providing child care for one non-related family and/or as many related families.

LICENSED- EXEMPT PROVIDERS

License-exempt providers must submit verification of new home address when changing from In-home to Out-of-Home or vice versa. CDR reserves the right to determine what type of documentation is acceptable to verify the above information such as a bill that contains your name and address. Providers may call the Provider Services Unit for an address change form, or any additional documentation needed to process the change.

NOTICE TO PROVIDERS REGARDING SHARED INFORMATION

For Licensed-Exempt and Family Child Care Home Providers

Pursuant to Senate Bill (SB) 75, Chapter 51, Statutes of 2019, effective July 1, 2019, there are changes to California law regarding the sharing of the providers personal information. Pursuant to these changes, the providers business and/or personal contact information will be shared with specified provider organizations as defined in the law. Relevant changes can be found in sections 8431 and 8432 of the Education Code, section 6253.21 of the Government Code, and section 1596.86 of the Health and Safety Code. Beginning July 1, 2019, the California Department of Education (CDE) is required to collect the following information from licensed family child care providers and license-exempt individual providers who participate in any state-funded early care and education program:

- Provider Name
- Provider's home address*
- Provider's mailing address
- County
- Work and cellular telephone numbers
- Email address, if known
- Agency, contractor, subcontractor, or political subdivision administering the program
- State facility license number, if applicable
- The date the provider began subsidy care
- The date the provider ended subsidy care, if applicable
- The unique provider identification number, if applicable.

*Providers approved to participate in the Secretary of State’s Address Confidentiality Program may provide the designated address in lieu of a home address.

CDR will be submitting your information to CDE initially by August 30, 2019, and then on a recurring monthly basis through the Child Development Management Information System (CDMIS). The CDE will subsequently submit the list to specified provider organizations as defined by law and pursuant to SB 75. The CDE can also use this information to meet federal Child Care and Development Block Grant requirements, including emergency response preparedness.

If providers have any questions, please contact:

CDMIS Support

Phone: (916) 445-1907

Email: CDMIS@cde.ca.gov

Fax: (916) 323-6853

Mail: 1430 N. Street, Suite 3410, Sacramento, CA 95814

REIMBURSEMENT PROCEDURE

REIMBURSEMENT METHODS

DIRECT DEPOSIT

To receive a quicker reimbursement for services, CDR offers Direct Deposit for reimbursements. A checking or savings account is required. A Direct Deposit Authorization form must be submitted along with a voided check or bank letterhead including account information with the account holder's name and a valid email address. CDR does not accept temporary checks without all the required information. In the event a reimbursement check is issued by CDR, it will expire after 60 (sixty) days from the date issued. Therefore, providers are required to cash their reimbursement check(s) immediately to avoid stale dated checks. CDR also offers pay cards for providers who do not have a banking account as an alternate option.

NOTICE OF COMMUNICATION

When a child is successfully enrolled in a CDR program with a provider having an active Provider Subsidized Child Care Agreement, CDR will send the provider a Notice of Communication (NOC). The NOC is the official authorization for child care services and reimbursement. The NOC contains the following information for each child which serves as part of the agreement for child care services:

- A. Effective start date and end date of care
- B. Parent name
- C. Provider's name
- D. Child's name and date of birth
- E. Approved child care hours and schedule
- F. Provider rate information and the Regional Market Rate ceiling information
- G. Applicable Family Fee, if applicable
- H. Mailed Date

If there is a discrepancy on any information provided on the Notice of Communication, it is the provider's responsibility to discuss it with the parent. It is in the provider's best interest to advise the parent to follow-up with their CDR Parent Specialist listed on the Notice of Communication.

The Notice of Communication and the Provider Subsidized Child Care Agreement stand as the authorization for childcare and reimbursement agreement for the specified child(ren).

It is the responsibility of the parent to pay the provider directly for any extra or added childcare costs that exceed the approved certified days and hours for service. The provider may collect fees for services rendered outside of the contract period if a parent uses services for personal business (for example, going out at night, shopping, etc.).

Should the Parent Specialist authorize any changes reported by the parent, an updated Notice of Communication (NOC) will be sent to the provider for their records. A NOC will be issued when the following actions take place:

- A change in reimbursement amounts for child care services.
- A change in the hours of care, rates, or schedules.
- An increase or decrease in parent fees.
- A disenrollment of services, including, but not limited to a family's disenrollment from the program, or family's change in provider.

- Any change to the family's eligibility status that may impact reimbursement.

Providers are advised to review the Notice of Communication as soon as it is received to ensure the rates that are listed accurately reflect the rates that were submitted and are current.

PROVIDER RATES

Providers are required to submit documentation of their usual and customary rates charged to non-subsidized families. These rates must be on file with CDR prior to the approval of a Provider Subsidized Child Care Agreement. CDR may reimburse a provider's rate in full up to the Regional Market Rate (RMR) ceiling. Provider rates charged to CDR subsidized families should not exceed the rates charged to non-subsidized or private pay families.

The Provider Agreement Specialist will compare the provider's submitted rates with CDR's Resource and Referral database to verify that all parents, regardless of subsidy eligibility and/or participation, are charged equally.

RATE CHANGES

Children will not be enrolled with a provider who does not have a rate category corresponding to the age of the child. If a rate is needed the Provider Agreement Specialist will contact the provider to submit their typed updated rate sheet before any reimbursement can be authorized. A minimum of thirty (30) days written notice is needed to process any rate updates or changes submitted to the subsidized Provider Services Unit. Rate changes will become effective 30 days from the date received by CDR.

The Provider Services Unit (PSU) and the Resource & Referral (R&R) Units are two separate divisions of CDR. Licensed providers that want to change or update rates with PSU, must submit a copy of the typed rate sheet. It is recommended that a copy of the typed rate sheet is submitted to both the Provider Service Unit and the R&R unit.

REIMBURSEMENT SCHEDULE

CDR Provider Services Unit releases a Submission of CDR Attendance Record Due Dates each fiscal year. The updated schedule is available on CDR's website at <https://www.cdrv.org/provider-resources/child-care-attendance-sheets/> and by request. To request an updated Submission of CDR Attendance Record Due Dates schedule, contact the Provider Services Unit at (805) 485-7878.

Any missing reimbursements must be reported to CDR within thirty days of the original due date of the attendance record with an exception to April, May, and June reimbursements. April, May, and June reimbursements must be reported missing no later than the end of year deadline which is mailed to the provider each year.

The release date of reimbursement disbursement may also be impacted by the CDSS, County of Ventura, and the state budget. Any delay in the distribution of funds from our funders to CDR may result in delays in reimbursement distribution to the provider.

Providers are encouraged to review reimbursement amounts as soon as it is received and notify CDR immediately if there are any discrepancies.

OVERPAYMENTS

OVERPAYMENT DUE TO ACCOUNTING ERROR

Providers are responsible for reimbursing CDR for any overpayment made as a result of an accounting or processing error. CDR may deduct any overpayment amount from future reimbursements owed to the provider.

OVERPAYMENT DUE TO FALSE INFORMATION

The provider's failure to meet the conditions of the Provider Subsidized Child Care Agreement due to incorrectly or improperly claimed reimbursement must be repaid to CDR.

PROVIDER REIMBURSEMENT

REGIONAL MARKET RATE

The Regional Market Rate (RMR) ceiling is determined by CDSS. The allowable reimbursement rate is the RMR ceiling and is a limitation imposed on CDR. It may be increased or decreased by CDSS without notice. The factors used by CDSS to determine the RMR are geographic location, authorized days and hours based on child care need, providers established payment schedule (i.e., hourly, daily, weekly, or monthly), and age of the child.

Parents and providers will be notified of the providers established rate and RMR payment limitations in the Notice of Action (NOA) or Notice of Communication (NOC) mailed at the time child care services are authorized by CDR. If the RMR ceiling does not cover the providers full rate for child care services, the parent is responsible for paying the provider the difference, known as a co-payment.

Reimbursements by CDR shall be equal to the provider's rate charged to non-subsidized families, not to exceed the established Regional Market Rate (RMRC) Ceiling.

For more information on the RMR, visit the CDSS's informational page on Reimbursement Ceilings for Subsidized Child Care at <https://rcsc.adm.dss.ca.gov/>.

EVENING/WEEKEND ADJUSTMENTS

After-hour adjustments to the Regional Market Rate (RMR) ceilings for evening and/or weekend child care can be reimbursed when the provider is Licensed and:

- A. Evening care is done from 6:00 pm to 6:00 am, and/or
- B. Weekend care is done between Saturday and Sunday.

An after-hour adjustment up to 1.25% may be applied when 50% or more of the care occurs during these periods, not to exceed provider rates submitted or the RMR ceiling.

An after-hour adjustment up to 1.125% may be applied when 10%-49% of the care occurs during these periods, not to exceed provider rates submitted or the RMR ceiling.

If the provider's evening, weekend, or usual and customary rates do not exceed the RMR ceiling, the provider will be reimbursed with the appropriate rate submitted. NOTE: Since after-hour adjustments are calculated based on the Regional Market Rate (RMR) ceilings, a provider who does not charge extra for evening or weekend care may still see an adjustment applied if their usual and customary rates exceed the RMR ceiling. If this occurs, the adjustment will be made, not to exceed the RMR ceiling.

ADJUSTMENTS FOR CHILDREN WITH EXCEPTIONAL NEEDS

When child care is provided to a child with exceptional needs, an adjustment can be made by 1.2 % or by 1.5 % when the child is severely disabled if:

- A. The child care has been determined to have special needs by an active Individualized Family Service Plan (IFSP) or an Individualized Education Program (IEP) on file and
- B. Provider must submit documentation to prove on-going financial impact.

License-exempt providers are not reimbursed for evening/weekend adjustments, non-operational days, or absences without proper documentation. Proper documentation should show that the contractual terms used by the provider for services to a non-subsidized family has required reimbursement for such terms. CDR reserves the right to determine what documentation is sufficient proof.

CO-PAYMENT

When a provider's rate and other allowable charges exceed the RMR ceiling, the parent is responsible for paying the difference to the provider. This payment is known as a co-payment. CDR is not responsible for co-payment arrangements between parents and providers.

A parent may be responsible for both a Family Fee and a Co-Payment. A family that has been assessed with a Family Fee may also be responsible for a Co-Payment if the provider rate exceeds the RMR ceiling.

FAMILY FEE

Families may be assessed a Family Fee; this fee is applied toward the payment due to the child care provider. **CDR requires parents to pay their Family Fees in full directly to the child care provider.**

Family Fees are determined according to the Family Monthly Fee Schedule issued by the California Department of Social Services (CDSS), which is determined by the following three factors:

- A. Family's adjusted monthly income
- B. Family size
- C. Family fee will be applied to the child that is certified for care with the most hours.

Parents assessed a Family Fee will be notified in writing through a Notice of Action. The notice will indicate the effective date of the fee and the amount the parent is responsible to pay directly to the provider each month.

Providers will also receive a notice, in the form of a Notice of Communication, indicating the family's Family Fee amount. CDR will not recalculate fees based on a child's actual attendance.

All Family Fees must be paid to the provider within the service month during which the fee was assessed. The payment due date may be arranged between the parent and the provider. Both parties must certify on the Attendance Record under penalty of perjury that the Family Fee was paid in full. If providers and parents fail to declare the outcome of the Families Fee, the parent will be contacted by their CDR Parent Specialist. Failure to report the family fee on the Attendance Record may delay reimbursement to the provider.

Providers are responsible in informing CDR if the parent fails or refuses to pay the Family Fee within the service month care is provided. CDR is required to disenroll child care when a parent fails to pay the required Family Fee *in full* to the provider in a timely manner per Title V section 18108 & 18109. Disenrolled families with delinquent Family Fee's may not re-enroll for services until the delinquent fees have been paid in full.

REGISTRATION/MATERIALS/TRANSPORTATION/MEAL FEES

In addition to fees for basic child care services, CDR may reimburse Providers for child care registration, materials, transportation, and meal fees if the amount due is within the limits established by CDSS regulations.

Any registration, materials, transportation, and meal fees must be declared in the Provider's submitted personal contract and charged to all non-subsidized families. For example, if the provider charges a registration fee, the provider's policy must state the total amount due, the due date and whether that fee is a one-time or renewable fee.

Fees must also be requested on the attendance sheet. If the provider forgets to request an extra fee on attendance record and the attendance record has already been reimbursed by CDR, the provider is encouraged to contact their Provider Reimbursement Specialist.

Reimbursable fees shall be paid either in a lump sum or pro-rated over 12 months so as long as the total amount does not exceed the *RMR* ceiling.

The total reimbursement to a provider (fees for basic child care services and all other allowable fees) must not exceed the RMR ceiling. If reimbursement exceeds the RMR ceiling, the parent is responsible for paying the balance of the fees to the provider.

OTHER FEES

CDR will not reimburse for late fees charged to parents for failure to pick up children at the required time or by the close of the provider's business day. Any amount due to the provider for child care services provided in excess of approved days and hours are the responsibility of the parent.

DAYS OF NON-OPERATION (HOLIDAYS/VACATION)

Licensed providers are eligible to be reimbursed for up to ten (10) days of non-operation per fiscal year (July 1-June 30) under specific circumstances.

License-exempt providers are **not** eligible for non-operational days. Reimbursement will be based on the authorized days attended.

All providers are responsible for informing and updating parents of their business hours (the dates and hours they are open and closed) in a timely manner.

For a licensed provider to qualify for a day of non-operation reimbursement, the provider must prove that the day for which they are requesting the reimbursement was normally an authorized day of care *and* that the non-operation day also applied to the licensed provider's subsidized and non-subsidized families.

Providers seeking reimbursement for days of non-operation are required to submit supporting documentation (e.g., a schedule of their non-operation days) as part of their CDR Provider Subsidized Child Care Agreement. The schedule should specify the ten (10) dates of non-operation for which they would like to be reimbursed 30 days prior to the first day requested. An excess of 10 provider non-operation days per fiscal year will be the responsibility of the parent to the provider. This is between the parent and the provider.

EXTENDED NON-OPERATIONAL DAYS

The provider must give CDR and parent a 30-day notice in writing prior to the first day of non-operation when they intend to take vacation or plan to be temporarily absent more than the allowable 10 days of non-operation. The additional days will not be reimbursed by CDR and will be prorated from the provider's reimbursement.

CHILD CARE FOR SCHOOL-AGED CHILDREN

CDR will reimburse for child care hours only. CDR does not reimburse tuition for private school (T-K, Pre-K, kindergarten or through twelfth grade) or home school/ independent study of any kind. If children attend a private school or home school for grades kindergarten and above, parents are responsible for the cost of the formal education. Children who are authorized for before and/or after school care must have the times reported on the attendance record.

KINDERGARTEN READINESS

This section applies only to licensed child care centers.

Children who are eligible for public school kindergarten are not eligible for subsidized preschool. However, a child may continue to receive preschool services until certified as "kindergarten ready" or until entry into first grade. If the child is not "kindergarten ready", the parent must contact CDR. Such scenarios will be handled on a case-by-case basis.

Parents with children who are kindergarten age or older may have child care approved before and/or after school, as well as during off-track, holiday, and vacation periods. If a center or private school has a flat fee for education and child care combined, CDR cannot enter into agreement with the center or school.

TEMPORARY SUSPENSION OF CHILD CARE SERVICES

A Temporary Suspension of Services (TSOS) may be granted for a limited period if a family temporarily has no need for child care. The family does not lose their child care with CDR, but CDR will not reimburse for child care during this time. When a family is placed on TSOS, the provider will receive a Notice of Communication (NOC) from CDR.

TSOS shall not exceed 6 months in duration. Children on an approved TSOS will not be disenrolled from the program; however, providers will not be reimbursed by CDR for services rendered during the suspension period.

Reimbursement will resume when the child returns to the care of the provider as specified in the NOC. Parents should communicate the need for any stoppage in services with their provider. It is in the provider's discretion if the child will be readmitted to their facility. CDR cannot require a provider to re-admit a child following a TSOS.

*County programs such as CalWORKs Stage 1 and Bridge Program do not allow for a TSOS.

COMPLETING CHILD CARE ATTENDANCE RECORDS

Electronic child care attendance is mandatory and available through CareConnect. The provider will be enrolled in the CareConnect database, where the provider can enter all required data from their own mobile device, tablet, or computer.

When a parent is approved for childcare, the provider will receive a Notice of Communication. Once received, the provider will have access to log into CareConnect. If a Notice of Communication is not yet received access will not be permitted.

To activate your CareConnect Account, the provider must have:

- A. A valid working email address
- B. Password to gain access to the CareConnect site. This will be given during the provider's orientation.

Written instructions on how to locate CareConnect on CDR's website are provided in the provider orientation packet. The CareConnect database videos and written instructions can be accessed from CDR's main website located at www.cdrv.org. Any issues or problems with accessing CareConnect can be reported by contacting the Provider Services Unit, selecting the SUPPORT link on CareConnect, or referencing CDR's website.

Attendance records must be available and accessible to parent(s) daily.

To receive reimbursement, providers must ensure that the in/out times the child is brought to and from childcare is accurately recorded. If the child is school age, the provider must enter the time that the child goes to and from school. Licensed providers must maintain records for at least three (3) years and provide them to CDR staff if requested. All absences must be recorded daily on the attendance record.

The provider must note on the attendance record any day of non-operation, registration fees, material fees and/or any other required fees listed in their personal parent contract. Attendance records that are incorrectly filled out or missing signatures will be delayed, and a reimbursement may not be issued.

At the end of the service month both the parent and provider **MUST** sign and date full signatures in the designated signature box certifying under the penalty of perjury, that the information is true and correct.

If there is difficulty in obtaining the parent to digitally sign the electronic attendance record at the end of the month, the provider must note their efforts and the parent's refusal to cooperate directly on the attendance record. Reimbursement may be delayed until CDR can secure the parent's signature. However, attendance records that are missing both the parent's and provider's signatures at the end of the month will not be reimbursed.

CDR recommends that providers print a copy of each completed attendance record at the end of each service month. CDR also recommends that the provider maintain a physical sign-in and sign-out logs as future reference, if needed.

It is both the parent's and provider's responsibility to document all reasons for absences and/or changes in hours on the attendance record. It is in the provider's best interest to ensure accuracy of this information on the attendance record.

Children with variable schedules will be reimbursed for actual care only. Reimbursement for absences can be made when the parent was scheduled to work and was not able to attend. The absence must be noted on the attendance record and qualify as an excused absence. (see absence policy).

Variable schedules must have actual times the child was in care. All varying schedules will be reimbursed starting with the first day of care and will work down the week until the maximum number of hours or days have been reimbursed, whichever comes first. Any childcare provided above and beyond the maximum number of hours or days will not be reimbursed, regardless if they are after hours or weekends.

SUBMISSION OF CDR ATTENDANCE RECORD DUE DATES

CalWORKs Stage 1 and Emergency Child Care Bridge program attendance records are due to CDR by the third (3rd) working day of each month, as outlined on the Submission of CDR Attendance Record Due Dates, available on CDR's website located at www.cdrv.org.

Attendance records received after the due date will be processed with the next reimbursement period. This applies to CalWORKs Stage 1 and Emergency Child Care Bridge programs only.

Funding for CDR programs is based on a July 1 through June 30, fiscal year. To receive reimbursement at the end of the fiscal year, all attendance records must be completed and received by the date indicated on the quarterly and year-end Provider Reminder Letter that will be sent to the provider as a courtesy. Reimbursement will not be processed if the attendance record is received after the date stated on the Provider Reminder Letter.

ABSENCES AND DAYS OF NON-OPERATION

CHILD ABSENCE POLICY

CDR recognizes that family circumstances or child illness may on occasion prevent a child from attending child care. Absences are defined as either excused or unexcused. If a provider is requesting reimbursement for anything other than actual child care provided, then documentation must be submitted that clearly states the provider's policy regarding absences, holidays, vacations, or any other payment conditions that private pay clients are also required to pay for.

Child Absences (child illness, parent illness, best interest, family emergency, and other types of excused absences) shall only be reimbursed when the provider submits documentation showing that all families (subsidized and private pay) are required to pay for when the child is absent.

If a child is not going to attend child care the parent must inform the provider. The provider is encouraged to note the specific reason for the absence (example: flu, high temperature, chicken pox) on the attendance record.

If a child is absent for seven consecutive days and the family has not been in communication with the provider regarding the reason the family is not using services, the provider shall promptly notify the CDR Parent Specialist noted on the Notice of Communication.

Reimbursement for absences is limited by:

- A. The Provider must have on file with CDR, verification that non-subsidized families pay for absences and days of non-operation.
- B. If the submitted attendance record shows a consistent absence pattern or the utilization of less than 25% of approved childcare, the Parent Specialist will contact the parent and may update the parent's file and issue a new Notice of Communication reflecting the updated need of child care services.
- C. Excessive absences from child care that are more than thirty consecutive days may indicate the parent may no longer have a need for child care or may have a change in their family situation. Parents who do not report these changes to their CDR Parent Specialist will have their child care services disenrolled due to abandonment of services. CDR will make three attempts to contact the parent prior to disenrolling.

TERMINATION OF SUBSIDIZED AGREEMENT

TERMINATION OF SUBSIDIZED AGREEMENT BY CDR

CDR shall reserve the right to terminate the Provider Subsidized Child Care Agreement immediately for the following reasons:

- If it appears that the provider's operation is creating imminent danger to the health and safety of the children or when direction is provided by CCL indicating that the provider is under investigation for a complaint of a serious nature.
- If the provider is in the legal process of revocation of license or TSO.
- The provider consistently refuses to follow written agreement guidelines, or
- If child care fraud is suspected.
- Provider knowingly bills subsidized family a higher child care rate than private paying families.
- Provider violates agency's Code of Conduct.

CDR retains the right to terminate the Provider Subsidized Child Care Agreement in the instance of threats of bodily or other harm to any officials or staff legally connected to the administration of CDR programs. CDR expects providers to treat staff with due respect and consideration. Instances of aggressive behavior, yelling, name calling, profanity, any physical aggression or any behavior or language that is deemed as threatening or abusive are grounds for termination of the Subsidized Child Care Agreement.

Fraudulent use of CDR's attendance record: If the provider states that they provided child care service and found they did not provide the service and the provider signed the attendance record stating that the child was in care, CDR shall recover the funds from the provider for fraudulently claimed child care services. The agreement will be terminated and referred to the District Attorney's Office.

INACTIVE PROVIDERS

CDR will terminate a Provider Subsidized Child Care Agreement when there is no activity or child care authorized.

LICENSED PROVIDERS

The agreement will be terminated after 12 months from the last date of service provided. Once the agreement is terminated, the Licensed provider will need to repeat the agreement process and attend an updated provider orientation.

EXEMPT PROVIDERS

The agreement will be terminated after 3 months (90 days) from the last date of service provided. Once the agreement is terminated the provider will be reinstated so long as the care provided is for the same family, the reinstatement is prior to the twelfth month after the last date of services provided, and the providers information remains the same. If after the twelfth month from the last date of service provided, the Exempt provider will need to complete the agreement process and attend an updated provider orientation.

TRUSTLINE PROVIDERS

When CDR receives a notice that an exempt provider has been denied TrustLine registration, both the parent and provider will be notified immediately. Child care reimbursement will stop according to the date indicated in the TrustLine letter.

TERMINATION OF SUBSIDIZED AGREEMENT BY PROVIDER

If a provider chooses to terminate their Subsidy Agreement with CDR, the provider must give parents and Specialist advance written notice of terminating the agreement to provide child care. If the provider discontinues services without advance notice, reimbursement will end the same day as the last day of care provided.

PARENT DISENROLLMENT OF CHILD CARE SERVICES

A parent disenrolled from the program for any reason will receive a 19-calendar day disenrollment NOA by mail and 14-calendar days if hand delivered. The child care provider will also receive an NOC regarding the disenrollment specifying the last day of services. Any changes to the child care disenrollment will be relayed via a NOC to the provider.

WITHDRAWAL OF CHILD CARE SERVICES

PARENT REQUEST TO WITHDRAW CHILD FROM CHILD CARE PROVIDER

Parents may choose to discontinue services with their provider at any time. Parents are encouraged to notify their providers and CDR in writing according to the provider's rules and policies regarding the discontinuing of services. Parents are strongly encouraged to notify CDR in writing at least 19 calendar days prior to the change to allow time for the change to be processed.

CDR will discontinue services on the date the parent notifies CDR in writing of the discontinued care. If a future date is reported, the future date will be indicated. Discontinued services will not be processed retroactively.

PROVIDER REQUEST TO DISCONTINUE CHILD CARE SERVICES FOR A SPECIFIC FAMILY

Providers may discontinue services according to their written policies and procedures if an enrolled parent and/or child does not comply.

Providers who discontinue services for a child(ren) enrolled in a CDR program are asked to notify the parent and it is recommended that they notify CDR in writing at least ten (10) business days prior to the last date of service. CDR will not reimburse the provider beyond the last day of care provided.

CDR will not be responsible for the reimbursement of child care to an unauthorized child care provider or for services after the last day of approved services.

INFANT TODDLER PROGRAM PROVIDER REQUIREMENTS – FCCEN NETWORK

PARENT INVOLVEMENT

Families enrolled in the Infant and Toddler Program (ITP) are encouraged to participate in the following to meet program requirements along with the Family Child Care Home provider to ensure parents and providers support the child's learning and development:

- Provider must complete at least two individual conferences with the parent to discuss the development and growth of the child per year.
- Parents are encouraged to participate in daily activities whenever possible at the Family Child Care Home, therefore providers have an open-door policy to allow the parent to participate when activities take place at the facility.
- Provider, parent, and CDR staff shall maintain open communication regarding the child's progress.

PARENT SURVEY

Annually a survey will be distributed to parents to determine program needs, plan, and conduct activities to help parents support their child's learning and development and to meet the needs of the family. The results of the Parent Survey will be used as part of CDR's annual self-evaluation process.

DESIRED RESULTS DEVELOPMENTAL PROFILE

A DRDP is required for each child enrolled in the Infant and Toddler Program that is attending and is authorized for at least 10 hours of care per week. A DRDP is used as a tool by the child care provider to develop lesson plans and activities that are developmentally and age appropriate for the child. A DRDP is required within the first 60 days of enrollment and once every six months thereafter for infants, toddlers, preschoolers, and school aged children.

FAMILY CHILD CARE ENVIRONMENT RATING SCALE

CDR staff will complete an environment rating scale annually for each FCCEN provider that is appropriate for the type of setting and age children served to measure program quality. Every three years an environment rating scale must be completed as part of the program compliance review with CDSS.

QUARTERLY MEETINGS

Providers must attend at least 3 FCCEN meetings per fiscal year. FCCEN provider meetings are held quarterly each fiscal year (September, December, March, and June).

NUTRITION PROGRAM

Family Child Care Home providers are required to be part of the California Food Program. This ensures that children have nutritious meals and snacks when in the family child care home.

PROVIDER RESOURCES

CHILD CARE REFERRALS

CDR maintains a database of licensed child care centers and family child care homes that offer care in our service area. CDR works with public and private child care providers. Resource & Referral Specialists assist families in providing current information on available child care options in Ventura County for:

- A. Family Child Care Homes
- B. Center-based programs
- C. Preschool programs
- D. School-age programs
- E. Nanny services
- F. Camps and other recreational programs for children and families.

Referral services reach parents of all income levels. Staff work closely with parents to connect them with child care providers and educate parents on choosing appropriate care.

Parents are provided with information and resources on best practices for selecting a Child Care Provider; however, these are only recommendations. The selection of a provider is reserved for the parent; it is the parent's right and responsibility. This service is free and available to the public, regardless of income level or other eligibility requirements.

CDR's Resource and Referral department assists families by phone, in person, online and in other ways that are tailored to the needs of each family.

WORKSHOPS/TRAININGS/EVENTS

Through the Resource & Referral Program, staff provide technical assistance and training to all child care providers to improve the quality of existing child care programs and to adults who are interested in opening a licensed family child care home or a child care center. Some of our regularly scheduled trainings are: The Business of Family Child Care, Preventative Health Practices and CPR/First Aid. CDR sponsors special countywide events such as workshops and conferences. For additional information about CDR programs, workshops, trainings, and events visit CDR's website at www.cdrv.org.

CHILD CARE INITIATIVE PROJECT

The California Child Care Initiative Project (CCIP) is a free training and support program for individuals who are interested in obtaining a Family Child Care Home License, those who already operate a licensed family child care program as well as for individuals who are providing informal care to family, friends, and neighbors.

Providers receive the following support through the Child Care Initiative Project (CCIP):

- A. Assistance completing the application to start or expand your family child care business
- B. Incentives of educational materials upon reaching training goals
- C. Technical assistance to prepare your home for the visit from Community Care Licensing
- D. Professional development opportunities
- E. Free training and workshops
- F. Technical assistance to support high quality care
- G. Networking opportunities

CCIP workshops are based on the California Early Childhood Educator (ECE) Competencies which include a variety of topics that enhance knowledge, build skills, and support professional growth in the field of child development. A few of the ECE competencies are: Child Development and Learning; Observation, Screening and Assessment, and Family and Community Engagement.

- A. Personalized support completing the Family Child Care Home License application, including a pre-licensing home visit to help the provider prepare for the home inspection.
- B. Partial reimbursement for Pediatric CPR, Pediatric First Aid and Health & Safety certification(subject to funding availability).
- C. Research-based professional development and training on child development health and safetyand family child care business practices.
- D. Technical assistance to Provide capacity building and quality improvements in family care.
- E. Ongoing support to license-exempt and TrustLine providers.

To get started, please contact our Resource & Referral Department at (805) 485-7878 x 512. An R&R Specialist can answer questions, provide the provider with additional information, and help them take the first steps toward a rewarding career as Licensed Family Child Care Provider. The provider may also visit us online at www.cdrv.org to learn more.

HEALTH & SAFETY REIMBURSEMENT

As part of our commitment to support the growth and development of child care providers, CDR issues partial reimbursements for the three certification courses required of child care licensing applicants:

- A. Pediatric Cardiopulmonary Resuscitation (CPR)
- B. Pediatric First Aid
- C. Preventive Health and Safety

Reimbursements are available on a first come, first served basis, as funds are available. Reimbursement will not exceed payment of the actual cost of the certification (up to \$100) and cannot exceed \$150 per person per year. Certification courses must be or have been taken during the current fiscal year (July 1st – June 30th).

The courses must be offered by the American Red Cross, American Heart Association or an EMSA approved training program.

To be eligible for partial reimbursement, providers must live in CDR's service area and be a family child care provider, license exempt provider, family child care assistant or a child care center staff member.

To request reimbursement for a certification course the provider must successfully complete the course and submit the following to the Resource & Referral Department:

1. Original Receipts
2. A copy of the certification cards
3. Completed Reimbursement Request form for each course.

For more information, please contact a Resource & Referral Specialists at 805-485-7878 x 1512.