



PARENT'S GUIDE

IN SUBSIDIZED CHILD CARE

Table of Contents

WELCOME LETTER4	Termination of Child Care Services 16
OUR POLICIES 5	Parent’s Request for a Hearing/Appeal..... 16
Confidentiality of Records..... 5	Reviewing the Data File..... 17
Non-Discrimination 5	Conducting a Hearing 17
Sexual Harassment Policy..... 5	CDR Appeal Decision Letter 17
Immigration Status..... 6	Appeal Procedure for Child Development Division Review..... 17
Language..... 6	SUBSIDIZED CHILD CARE PROGRAMS .18
Fraud Policy 6	Alternative Payment Program..... 18
Enrollment Categories 7	CalWORKs Alternative Payment Programs... 19
Documentation and Determination of Family Size 7	CalWORKs Stage 1 19
Change of Family Status and Family Size.. 7	CalWORKs Stage 2 19
Parental Choice for Alternative Payment Programs 8	CalWORKs Stage 3 19
Child Development Selections for Educational Services Parental Choices..... 9	FAMILY CHILD CARE EDUCATION NETWORK (FCCEN) Infant/Toddler Program (ITP)) 20
Provider Rate and Family Co-Payment for Alternative Payment Programs 11	PROCEDURES FOR PARENTS 20
Revised Minimum Wage Policy for In- Home Exempt Child Care Providers for the Alternative Payment Programs 11	Admission Priorities and Eligibility List .. 19
CDR Absence Policies..... 12	Enrollment in the Subsidized Child Care Programs 20
Limited Term Service/Temporary Leave of Absences (TLOA)..... 12	Recertification..... 21
Eligible Alternate Provider 13	Notice of Action (NOA), Initial Approval or Denial..... 21
Family Fee Determination 13	Notice of Action, Recipient of Services ... 21
Delinquent Family Fees 14	Uniform Complaint Procedures 22
New Child Care Attendance Sheets Requirements 14	RESOURCES FOR PARENTS 22
Direction 14	Child Care Referrals 22
Inconsistent Child Care Usage..... 14	Child Care Information 23
Child Care Attendance Sheets 15	Resource & Toy Lending Library..... 23
	Workshops/Training/Events 23
	ACRONYMS & DEFINITIONS 24

Our Purpose:

Child Development Resources (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, Child Development Resources of Ventura County, Inc., 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.

Child Development Resources
221 E. Ventura Boulevard
Oxnard, CA 93036
(805) 485-7878
Website: www.cdrv.org

Business Hours:

8:00 a.m. – 5:00 p.m.

*To look up not down,
To look forward and not back,
To look out and not in, and
To lend a hand.*

Ten Times One is Ten, 1870
Edward Evertt Hale
By: Robert Brothers Publishers

This handbook reflects Title 5 Regulation changes effective 2015. Subject to change and errors/omissions.



Dear Parent,

Welcome to Child Development Resources (CDR). We are very pleased that CDR is here to assist you.

Our challenge and commitment is to ensure that every child receives quality child care. CDR acknowledges that one organization, acting alone, is unable to undertake the challenges of ensuring that quality early child care and education is available to all families in our community.

Choosing quality child care is a shared responsibility. No one entity can claim success or bear failure in this arena. The assurance that quality child care flourishes in Ventura County rests with parents, regulatory agencies, child care support agencies such as CDR, government, child care providers and employers. Parents play a key role in selecting quality child care and also play a significant role in supporting quality child care, not only for their children, but within the community as well.

This Parent Handbook has been prepared to familiarize you with the various subsidized child care programs administered by CDR. Our staff is truly committed in assisting you in determining your eligibility status and the appropriate placement for your children.

In closing, it takes all of us working together to ensure that every child receives quality child care he or she deserves. As the first and primary educator of your child, you can provide us with your insights to help us address the specific needs of your family. We encourage your involvement and participation in CDR's subsidized child care programs.

We look forward to getting acquainted with you and the opportunity to work together!

A handwritten signature in blue ink that reads "Jack Hinojosa".

Jack Hinojosa
Chief Operations Officer

OUR POLICIES

Child Development Resources (CDR) has the following policies for parents.

Confidentiality of Records

The use or disclosure of all information pertaining to the child and his/her parent(s) will be restricted to purposes directly connected with the administration of the program. CDR will permit the review of the basic data file by the child's parent or parent's authorized representative, upon request, and at reasonable times and places.

Non-Discrimination

CDR's subsidized child care programs are in compliance with the provisions of California Government Code Sections 11135 through 1139.5 (ED. Code 66250 et seq.) Title 5 of the Civil Right Act of 1964, the Americans with Disabilities Act of 1990, and the Age Discrimination in Employment Act. Our programs are available to all qualified persons without regard to ethnic group identification, national origin, religion, sex, gender, sexual orientation, race, ancestry, color, mental or physical disability.

Sexual Harassment Policy

CDR policy is in compliance with Title 5 California Department of Education Code Sections 231.5 and 48980(h), and in accordance with Education Code section 48985 which prohibits sexual harassment as a form of sexual discrimination. Sexual discrimination complaints can be forwarded in writing to:

**CDR
221 E. Ventura Boulevard
Oxnard, CA 93036**

**Jack Hinojosa, Chief Operations Officer
(State Subsidized and Resource & Referral Programs)
(805) 485-7878, extension 1358**

Immigration Status

Education Code 8322(a). The determination of eligibility shall be without regard to the immigration status of the child or the child's parent(s) unless the child or the child's parent(s) is under a final order of deportation from the United States Department of Justice.

Language

If you speak a language other than English, you may bring an interpreter or notify CDR for other possible arrangements.

Fraud Policy

CDR may actively pursue recovering the funds reimbursed for child care services that were obtained by providing fraudulent or misleading information.

Any fraudulent, false, or misleading information provided to CDR will be grounds for termination and will be cause for CDR to recover funds. Failure to report any changes within five (5) calendar days shall result in termination of services.

Any of the following failures to provide information could constitute fraud:

1. Failure to report accurate information regarding wages (including commissions, overtime, and bonuses), Social Security Administration (SSA), child support or any other income required to document eligibility, parent fees and other income received.
2. Failure to report loss or change of employment.
3. Failure to report a change in employment due to temporary lay-off and/or medical leave.
4. Failure to report changes in family size.
5. Failure to report changes or cessation in school or training program.
6. Inaccurate reporting of actual attendance days of child care on the Child Care Attendance Sheet. **If you or your provider sign that care was provided** for days when it was not, CDR will recover funds from you.
7. Falsified, misleading, or inaccurate documentation regarding family size, training program(s), schools, medical incapacitation, employment and/or income.

Any family terminated for child care services for any of the above reasons is entitled to a fair hearing.

CDR will attempt to recover funds by developing a repayment plan with you. If you refuse to pay a claim, it will be referred to the District Attorney's Office and child care services will be terminated.

The Fraud Policy signed by you is kept in your file.

Enrollment Categories:

Eligibility Categories

- Child Protective Services (CPS)
- At-Risk (limited to 3 months)
- Current Aid Recipient-public assistance
- Homeless
- Income Eligible – at or below 70% state median income, income ceilings/family size

Need Categories

- CPS
- At-Risk (limited to 3 months)
- Employment
- Vocational education or training
- Seeking employment (limited to 60 days)
- Welfare-to-Work Plans (TANF recipients)
- Incapacity
- Seeking permanent housing (limited to 60 days)

Families must document that each parent in the family meets the need criterion (Title 5 Regulations, Article 2, Section 18085.5). Child care shall only be available to the extent there is no parent or other responsible parent capable of providing care during the time care is requested and supervision of the child is not otherwise being provided by school or another person or entity. You or the other parent must have a verifiable need for child care. Failure to document need and eligibility will result in denial of services. Failure to maintain documented need and eligibility will result in termination of child care services.

Documentation and Determination of Family Size (Title 5, Section 18100)

You shall be required to complete the Documentation and Determination of Family Size Form as part of the enrollment and recertification process. You shall provide supporting documentation regarding the number of children and parents in the family, including a self-declaration (form 9600) to confirm the presence or absence of a parent of a child in the family.

Change of Family Status and Family Size (Title 5, Section 18100)

Changes must be reported to your assigned Parent Services Specialist (PSS) or Family Development Eligibility Specialist (FDES) within five (5) calendar days. Updating eligibility and need is required anytime a change occurs in your family status and your basic family unit. These changes include income, family size, residence, employment, or reason for needing child care services as specified in Title 5, Section 18100. If there is a recent departure of a parent from the family, the remaining parent must complete the Change of Family Size form documenting the absence of the parent within six (6) months of reporting this change. You must provide documentation listed on the Change of Family Size form. Failure to comply may result in termination of child care services.

Parental Choice for Alternative Payment Programs

You have the option to choose the type of child care setting for your child. The provider must be licensed, legally exempt from licensing, and/or registered through the TrustLine Registry. In accordance with the California Code of Regulations, Title 5, Section 18227 (c) to be eligible for reimbursement, an individual exempt from licensure must be: an aunt, uncle, or grandparent of the child receiving services, without having to be TrustLine registered. Effective January 23, 2013 all other exempt providers must be TrustLine registered, within 30 days. If you are employed, self-employed, training, seeking employment, or incapacitated you can select a provisional child care provider. This individual must first complete a TrustLine application and submit fingerprints and then be TrustLine registered within 30 days in order to be eligible for reimbursement. A provisional child care provider would only be reimbursed for up to 30 days when meeting the immediate need criteria listed in this paragraph.

CalWORKs Stage 1 program licensed exempt provider selection must be Trustline registered within 120 days.

Subsidized child care services shall not be available when the supervision of your child is being provided by school (i.e. Transitional Kindergarten, private school, or any home school setting) or another person or entity. The provider and you must enter into an agreement before child care services can be reimbursed by CDR.

CDR will reimburse your provider in accordance with the certified need for child care. This means the number of days and hours of child care that are documented and approved by the Parent Services Specialist (PSS) or Family Development Eligibility Specialist (FDES). CDR shall use the age of the child, the certified need for child care, and the facility type to identify the applicable Regional Market Rate Ceiling. The Regional Market Rate Ceiling is based on a Regional Market Rate Survey.

You must review the private contract agreement conditions with your provider. You are the provider's employer, not CDR. CDR will reimburse your provider on your behalf up to the allowable limit. You will be responsible for any conditions or requirements stipulated in the provider agreement or contract between you and your provider that cannot be honored by CDR. You are responsible for notifying your current provider of your intention to withdraw.

You may change your child care arrangement. CDR strongly recommends you notify your PSS or FDES, preferably in writing, within 14 calendar days prior to your child leaving their care so that reimbursement to a new provider may be authorized in a timely manner.

CDR will not be responsible for the reimbursement of child care to an unauthorized child care provider.

Child Development Selections for Educational Services Parental Choices

Families may choose different types of early educational programs. For example, a child may attend a part-day program and also receive child care through a licensed family child care home (FCCCH) or a family friend/neighbor (FFN).

Center Based State Funded Program (Title 5)	Voucher Based State/Federal Funded Program
<ul style="list-style-type: none"> • Services Offered: educational experiences, nutrition services, health screenings, trained teachers & developmental appropriate teaching strategies monitored by their funding agency, staff screened for any criminal background, CPR/First Aid, Health & Safety certified. • Eligibility: children and families with income below the 70% State Median Income (SMI) Guidelines. <p>Full Day State Preschool</p> <ul style="list-style-type: none"> • Ages Served: 3-4 yrs. • Hours of Operations: Includes full day (e.g. 7:00 a.m. to 6:00 p.m.) • Parents are required to be working, attending school/training, seeking employment or incapacitated. <p>Part Day State Preschool</p> <ul style="list-style-type: none"> • Ages Served: 3-4 yrs. • Hours of Operations: 3.5 hours morning or afternoon sessions <p>General Child Care and Development</p> <ul style="list-style-type: none"> • Ages Served: 0-12 yrs. • Hours of Operations: Traditionally to include full day (e.g. 7:00 a.m. to 6:00 p.m.) • Parents are required to be working, attending school/training, seeking employment or incapacitated • Additional services available to children of agricultural workers <p style="text-align: center;">Federally Funded</p> <p>Early Head Start/Early Head Start/Child Care Partnership/Head Start</p> <ul style="list-style-type: none"> • Services offered: comprehensive child development experiences, family support and engagement, health and developmental screenings, home visits, and nutrition services • Eligibility: children in families with incomes at or below the federal poverty guidelines; 10% of children are children with disabilities • Hours of Operation: include full day (e.g. 7:30 a.m. to 5:30 p.m.); 6.5 hour session or 3.5 hour morning or afternoon sessions • Early Head Start Partnerships: (0-3 yrs) collaboration with state funded child care subsidized program. 	<ul style="list-style-type: none"> • Eligibility: children and families with income below the 70% State Median Income (SMI) guidelines or currently receiving or recently received CalWORKS cash assistance. • Parents are required to be working, attending school/training, seeking employment or incapacitated. Additional services available to children of agricultural workers. <p>Care Options:</p> <p>Child Care Center</p> <ul style="list-style-type: none"> • Licensed by the State of California Community Care Licensing Division • Staff screened for any criminal background and are CPR/First Aid, Health & Safety certified. • Educational experiences, meals/snacks • Hours of Operation: Full Day (e.g. 7:00 a.m. to 6:00 p.m.) <p>Family Child Care Home</p> <ul style="list-style-type: none"> • Licensed by the State of California Community Care Licensing Division • Staff are CPR/First Aid, Health & Safety certified • Home Base Educational experiences (most not all) • Hours of Operation: full day and may include non-traditional hours, nights and weekends) <p>Family Friend or Neighbor (FFN)</p> <ul style="list-style-type: none"> • Not licensed • Home Based • Hours of Operations: flexible • Trustful line



Child Development Resources
BY THE NATIONAL CENTER FOR CHILDREN

Families who do not qualify for any federal or state subsidized programs have private pay options through Child Care Center, Family Child Care Home (FCCCH), or Family Friend or Neighbor (FFN).

If you would like additional information on your Child Development Educational Experience Choices please contact Child Development Resources of Ventura County, Inc. (CDR) (805) 485-7878 ext. 1512 or www.cdrtv.org

All information is free of charge.

Choosing Child Care Registration 2.21/Revised.pdf

Child Development Selections for Educational Services Parental Choices

Quality Indicators

- ✓ Staff are CPR/First Aid and Health & Safety Certified
- ✓ Staff are screened for any criminal background
- ✓ Licensed and regulated by the state
- ✓ Facility is clean and safe
- ✓ Communication often and support parent involvement
- ✓ Staff have on-going professional training
- ✓ Staff have education specialized in working with children
- ✓ Low adult to child ratio/appropriate group sizes
- ✓ Developmentally appropriate curriculum
- ✓ School Readiness/educational support
- ✓ Staff interaction provide for social emotional development
- ✓ Quality Rating

Thinking about your child's Educational experiences?

- How will my child be supervised?
(adult to child ratio) _____
- Have the adults been trained to care for children?
(educational background/qualifications of staff) _____
- Will my child be able to grow and learn?
(age appropriate curriculum and healthy social
emotional atmosphere) _____
- Is this a safe and healthy place for my child?
(staff screened for any criminal background, and
are CPR/First Aid, Health & Safety certified) _____
- Is the program well-managed?
(staff receive staff development, quality rating)
(parent involvement) _____
- Does the program work with parents?
(parent involvement) _____
- Checked CCL provider records?
<http://secure.dss.ca.gov/ChildFacilitySearch/home/verify.pdf>
(805) 562-0400 _____



Families who do not qualify for any federal or state subsidized programs have private pay options through Child Care Center, Family-Child Care Home (FCCCH), or Family Friend or Neighbor (FFN).

If you would like additional information on your Child Development Educational Experience Choices please contact Child Development Resources of Ventura County, Inc. (CDR) (805) 485-7878 ext. 1512 or www.cdrtv.org

All information is free of charge.



Provider Rate and Family Co-Payment for Alternative Payment Programs Title 5 18220.6

You can choose any provider you prefer. However, when a provider's usual and customary rate and other allowable charges exceed the maximum Regional Market Rate Ceiling (RMRC), you shall be responsible for paying the provider the difference between the provider's rate and the RMRC. This is considered your co-payment. The co-payment amount due to your provider is your responsibility. CDR shall not be responsible for the collection or payment of your co-payments.

Revised Minimum Wage Policy for In-Home Exempt Providers for Alternative Payment Programs

Background: In September 2013 California passed House Bill AB10, which approved the increase to the California Minimum Wage to \$9.00 per hour effective July 2014, and to \$10.00 per hour effective January 2016. The Federal Fair Labor Standards Act (FLSA) defines "babysitters employed on other than a casual basis" as "domestic service employees" entitled to the FLSA minimum wage guarantees.

In the case of In-Home Exempt Child Care, federal law requires that a minimum wage be paid. The State Department of Education allows CDR to develop a policy per Title 5, Section 18411, "that a minimum number of children be cared for by the In-Home Exempt Child Care provider, in order to ensure that a minimum wage is being paid by the parent." This policy applies to the CalWORKs Stage 2, CalWORKs Stage 3, and Alternative Payment Programs (APP). CalWORKs Stage 1 In-Home Exempt Child Care providers will be exempt from this agency policy. Also, this section does not apply to the FCCEN/ITP.

In order to comply with the federal minimum wage requirement, CDR's policy is that each parent will be required to have a **minimum of five of their children** in the care of the same provider, if such care is by an exempt In-Home Child Care provider (care is provided in the child's home).

When parents are transferred from CalWORKs Stage 1 to CalWORKs Stage 2, who use exempt In-Home Child Care, but who do not have five children with the same provider, they will be notified that they have nineteen (19) days to find a new provider or to switch to out-of-home care. Parents in non- CalWORKs Stage 1 programs, who initially meet the requirements of having five children in the care of an exempt In-Home Child Care provider, but who later have a child leave the home or age out, will receive a nineteen (19) day notice to change providers, or switch to out-of-home care. Failure to comply with the minimum wage law requirements will result in termination of services.

CDR Absence Policies

Title 5 Regulations, Section. 18066 Excused Absence Policies. CDR recognizes that family circumstances or child illness will, on occasion, prevent a child from attending child care. Absences are defined as either excused or unexcused.

Absences from the selected child care setting will be excused when a child is absent for the following verifiable reasons: illness of a child or parent, quarantine of a child or parent, court order visitation of a child with a parent or other relative. Per Education Code, Section 8208(e). Absences must be noted and must have the parent's full signature on the Child Care Attendance Sheet(s) (CCAS). For verifiable absences due to illness or a Dr.'s appointment, you or the provider must indicate on the CCAS who was ill or who had a Dr.'s appointment.

Ten (10) Best Interests of the Child Days

Ten (10) days of absence in the best interest of the child per fiscal year (July 1-June 30) are allowed as defined by the parent. Absences must have the parent's full signature on the CCAS.

Unexcused Absence Days

Children will be allowed a **maximum of three (3)** consecutive unpaid unexcused absences per fiscal year (July 1-June 30). More than the allowed number of unexcused absences will be considered abandonment of services and may result in termination of child care services.

If your child is absent for three (3) consecutive days, you must notify your Parent Services Specialist (PSS) or Family Development Eligibility Specialist (FDES) and your provider by the third day of absence.

Reimbursement for absences will be limited according to the following guidelines:

- Excused absences for illness or quarantine of your child (ren) cannot exceed five (5) consecutive days during the certification period without a physician's note.
- If best interests absences exceed ten (10) days in a fiscal year (July 1 through June 30), it will be your responsibility to reimburse the provider.

This section does not apply to Family Child Care Education Network (FCCEN)/Infant Toddler Program (ITP), and Early Head Start Program.

Limited Term Service Leave /Temporary Leave of Absence (TLOA)

Title 5 CCR 18104, Section (a)

- A. If the family will temporarily not have a need for child care and development program services, the contractor may grant the family a limited term service leave. Reasons for a limited term service leave shall include medical leave and family leave, and may include, but are not limited to, break in employment, school break, the child's visit with the non-custodial parent that is not ordered by court, or family vacation in excess of best interest days as specified in the FT&Cs, Section VI.D, Accounting and Reporting Requirements. Family leave means a leave:

1. For the birth and care of the newborn child of the parent
 2. For placement with the parent of a child for adoption or foster care; and
 3. To care for the parent's child, spouse, or parent who has a health condition.
- B. If the contractor offers limited term services leaves, the contractor:
1. Shall provide equal access to limited term service leaves; and
 2. May set a limit on the number of leaves to be granted in a contract year based on an assessment of contract resources pursuant to 5CCR Section 18054.
- C. If the contractor grants a limited term service leave;
1. The family shall not be disenrolled from the program;
 2. The service agreement with the parent shall indicate that no services will be provided during the limited term service leave; and
 3. The contractor shall not report the child as enrolled nor claim reimbursement from the California Department of Education/Early Education and Support Division (CDE/EESD) while the child is on a limited-term service leave.
- D. A limited terms service leave shall not exceed twelve (12) consecutive weeks in duration, except as specified in Sections II.E and II.F below.
- E. A limited service leave from employment or training shall not exceed sixteen (16) consecutive weeks in duration if the leave s for:
1. A medical and family leave; or
 2. A period when the vocational training program is not in spring, fall or winter sessions.
- F. A limited term service leave may be granted for any portion of the contract period in which a child is attending an After School Education and Safety Program, pursuant to *EC* sections 8482 et seq., or a Federal 21st Century Community Learning Centers program, as referred in *EC* Section 8484.7 et seq.

Eligible Alternate Provider

Before using an eligible alternative provider you must contact your Parent Services Specialist (PSS) or Family Development Eligibility Specialist (FDES). An eligible alternate provider can be reimbursed when your original provider has a paid day of non-operation and you have to obtain an eligible alternate provider to meet the certified need for child care. Reimbursement to an eligible alternate provider shall be limited to ten (10) days per child, per fiscal year (July 1-June 30).

Family Fee Determination

In accordance with the EC, section 8273, families will be assessed a flat monthly fee at the time of initial certification and only be reassessed when a family is recertified or when the family date file is updated due to change in status. Fees will be assessed and collected in accordance with the California Code of Regulations, Title 5 (5CCR), Section 18019.

Families will be assessed either a flat monthly full-time fee or part-time fee, based on hours of care certified for the month, income, and family size. Families with a certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need for 130 hours or more per month will be assessed a full-time fee. CDR cannot, under any circumstances, recalculate fees based on a child's actual attendance.

There are circumstances in which CDR may waive the Family Fee on a case-by-case basis including CPS children up to a year upon the written recommendation of the protective services worker. Families receiving cash aid are exempt from Family Fees.

Delinquent Family Fees Title 5 CCR Section 18108 & 18109

If you are assigned a family fee, you must pay the required amount listed on the Notice of Action, (NOA) whether or not your child attends child care. Family fee must be paid to provider directly according to your certified need of hours approved on the NOA. Failure to pay required family fees will result in termination of child care services. If you have a family fee, you are required to record the total amount paid to your provider on the Child Care Attendance Sheet (CCAS) each month.

When the amount paid by you is not documented on the CCAS submitted for reimbursement, family fees shall be considered delinquent after 7 days. A NOA shall be used to inform you of the total amount of unpaid family fees. The NOA shall include the flat monthly part-time and flat monthly full-time fee and the period of delinquency. The NOA will be issued to inform you that services will be terminated if not corrected within nineteen (19) days from the date of the NOA unless all delinquent fees are paid. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care services until all delinquent fees are paid.

All delinquent family fees must be paid before re-enrollment in the subsidized child care programs unless a timely appeal is received.

New Child Care Attendance Sheets Requirements

Effective July 1, 2014

Background: The California Department of Education/Early Education and Support Division (CDE/EESD) released Management Bulletin (MB) 14-04 on June 27, 2014. CDR is required to inform Parents and their Providers about the Child Care Attendance Sheet Requirements.

Direction

The requirement for the daily signature is no longer applicable in CalWORKs or Alternative Payment subsidized child care programs, with the exception of Infant/Toddler Program/Family Child Care Education Network, and Early Head Start/Child Care Partnership Program which requires daily in and out signatures. CDR will not reduce or withhold reimbursement to a provider for any attendance record or invoice that includes all the required elements as stated above.

Inconsistent Child Care Usage

When the child care usage reported on the monthly Child Care Attendance Sheet (CCAS) is broadly inconsistent from authorized need for child care services, a Parent Services Specialist (PSS) will contact the parent after reimbursement is authorized within 30 days to review current need and child care usage.

Examples of “**broadly inconsistent**” are: a change from full time to part time usage or the reverse: evening and/or weekend usage or inconsistent pattern of usage for more than 50% of the month compared to the certified need.

For purposes of reimbursement to providers, CDR’s Provider Payment Unit will not track attendance.

Child Care Attendance Sheets (CCAS)

CDR uses forms called Child Care Attendance Sheets (CCAS) for you to document your days and hours of child care. These CCAS are used to reimburse your provider. In the Parent Section (*See example below*), you, the parent or any other authorized adult, must write the exact time when your child arrives and leaves child care. **This must be recorded on a daily basis.** In the Provider Section, when your child is dropped off before school or is picked up from school by your provider, your provider must enter in the time.

KEYPOINTS

BELOW ARE PORTIONS OF THE ATTENDANCE SHEET. THE ARROWS INDICATE THE AREAS THAT ARE IMPORTANT FOR THE PARENT AND THE PROVIDER TO BE AWARE OF.

LA INFORMACION QUE SE ENCUENTRA DEBAJO ES UNA PORCION DE LA HOJA DE ASISTENCIA. LAS FLECHAS INDICAN LAS PARTES QUE SON DE IMPORTANCIA PARA LE PADRE Y EL PROVEEDOR DE LAS CUALES DEBEN DE ESTAR AL TANTO.

Parent Enters In Time Here		Provider initials here!		Parent Enters Out Time Here	
Padre llena el tiempo de entrada aqui		Proveedor inicia aqui!		Padre llena el tiempo de salida aqui	
Parent Section Sección Del Padre		Provider Section Sección Del Proveedor		Parent Section Sección Del Padre	
Time In	Full Signature	To School	Initials	Return	Initials
Hora Entrada	Firma Completa	A Escuela	Iniciales	Regreso	Iniciales
0600A		745A	LUV	250P	LUV
10/17/05		746A	LUV	300P	LUV
10/17/05		745A	LUV	250P	LUV
10/18/05		746A	LUV	300P	LUV
10/19/05		735A	LUV	259P	LUV
0600A					
Time Out	Full Signature				
Salida					
530 P					
529 P					
531 P					
533 P					
525 P					
Family Fee: \$0.00 per Full Time Day		\$0.00 per Part Time Day			
PLEASE INDICATE AM OR PM IN THE TIME SLOTS ABOVE. AFTER HOURS ARE DEFINED AS HOURS BETWEEN 6PM AND 6AM.					

At the end of the month, only the approved parent(s) enrolled in the program and the provider are required to sign and date the CCAS, in ink. Prior to signing the CCAS, you must confirm that the hours recorded, any child absences, and the total of your family fee amount paid (if applicable) for the month are correct.

If you fail to complete the CCAS on a daily basis, CDR will not be able to reimburse any days that are not recorded when the CCAS is submitted. You or your provider are not allowed to go back and fill in the missing information after the CCAS has been submitted. Adjustments can be made after submission with supporting documentation.

Providers are enrolled in KinderConnect (KC) database, so that, they can print their own CCASs from home or another off-site location. CCASs will be made available to your provider at least one (1) week in advance of the month that your child care services shall be provided. CCASs are available for reprinting in the event that they are lost or for retro-approvals (applies to Stage 1 only) as far back as three (3) months. Each contains a print date located at the bottom of the

CCASs. If CCASs are printed after the month that services are provided, the provider will be required to submit in/out logs as proof that child care services were recorded on a daily basis and attach them to the CCASs. You will be required to certify and verify need for the month of claim. It is your responsibility to make sure that your provider has printed the CCASs from KinderConnect (KC). The KC database can be accessed from CDR's main website located at www.cdrv.org, under the Provider Resources tab.

Termination of Child Care Services

Failure to comply with regulations of the subsidized child care program and Child Care Attendance Sheet (CCAS) requirements will result in the termination of child care services. You may voluntarily withdraw from services at any time. It is preferable that you give CDR advance notice of your intent to withdraw at least ten (10) days in advance.

Parent's Request for a Hearing/Appeal Title 5 CCR Section 18120 (a)

If you disagree with an action taken by CDR against you, you have the right to hearing. You may request a hearing:

- in writing
- in person
- by telephone at (805) 485-7878 request to speak with the Hearings Officer for subsidized child care programs
- by fax (805) 988-6849 Attn: Hearings Officer
- by email at info@cdrv.org

You must follow the instructions described in the termination Notice of Action (NOA), Page 2, Steps 1 and 2, and submit to the local CDR Appeals Officer in Oxnard. The appeal request must be mailed or delivered to, Child Development Resources, 221 E. Ventura Boulevard, Oxnard, CA 93036, within fourteen (14) calendar days of receipt of the termination NOA. If your appeal is not received within the date written on the NOA or correct the action specified by the last date on the NOA you have abandoned the appeal process.

Timely request for a hearing can be negotiated at your convenience. Postponement or rescheduling of your hearing appointment can be done once to continue the appeal process and must be conducted prior to or on the date of the appeal. The intended action on the NOA will be suspended until the appeal process has been completed. The appeal process is complete when it has been exhausted, or when the parent abandons the appeal process.

Within ten (10) calendar days following the receipt of the request for a local hearing, CDR will notify the parent of the date and time of the hearing. An administrative staff person referred to as the Hearings Officer will conduct the hearing. The hearing can be scheduled to take place at CDR central office, by telephone and/or video conference call (e.g. Skype, ooVoo, Face Time, or Google Video) that do not require you necessarily to attend in person. However, CDR shall insure confidentiality by verifying that you or your Authorized Representative (AR) is the one attending the hearing.

Reviewing the Data File
Title 5 CCR Section 18117 (b)

You and/or your Authorized Representative (AR) can review your CDR family file at any reasonable time, including before a hearing. You or your AR have the right to review the data file, as required by Title 5 CCR Section 18117 (b).

Conducting a Hearing
Title 5 CCR Section 18120 (d)

The Hearings Officer will explain the hearing process to the parent or the parent's AR. During the hearing, the parent will have an opportunity to explain the reason they believe CDR's decision was incorrect and why they disagree with the adverse action. The Hearings Officer will review the case and a decision will be determined. The Hearings Officer will mail or deliver to the parent a written hearing decision letter within ten (10) calendar days after the hearing.

The parent or parent's AR must attend the hearing. Parent must submit in writing request for an AR to attend the hearing if the parent is not attending. The AR authorization form is available upon request and must be submitted prior to hearing. If the parent or AR fails to appear, they will be deemed to have abandoned the appeal process. Only persons directly affected by the hearing will be allowed to attend.

CDR will arrange for the presence of an interpreter at the hearing, if the parent or AR requests one or you may bring your own interpreter to the hearing.

CalWORKs Stage 1 participants must refer to the County Notice of Action on page 2 for appeal instructions.

CDR Appeal Decision Letter
Title 5 CCR Section 18120 (j)

The Hearings Officer will mail or deliver a written decision within 10 calendar days after the hearing. The decision will clearly state the facts of the case that caused the termination Notice of Action (NOA) and the information presented during the hearing. If possible, the letter will be in the preferred language of the parent.

Appeal Procedure for Child Development Division Review

If the parent disagrees with CDR's written decision sent to them by the CDR's Hearings Officer, the parent has nineteen (19) calendar days from the date on the decision letter to appeal to the:

California Department of Education,
Early Education and Support Division
1430 N Street, Suite 3410, Sacramento, CA 95814
Attn: Appeals Coordinator

If the parent does not submit an appeal request to the California Department of Education/Early Education and Support Division (CDE/EESD) within nineteen (19) calendar days, the parent's appeal process will be deemed abandoned and CDR will implement the intended action.

The parent will specify in the appeal request the reason why it is believed that CDR's decision was not correct. A copy of CDR's notice of intended action and CDR's written decision from the Hearings Officer will be submitted by the parent with the appeal request.

Upon receipt of an appeal request, CDE/EESD may request copies of relevant materials from CDR. EESD may also conduct any investigations or interviews necessary to resolve the appeal.

The decision of CDE/EESD will be mailed or delivered to the parent and CDR within thirty (30) days after receipt of the appeal request. CDR will comply with the decision of CDE/EESD.

SUBSIDIZED CHILD CARE PROGRAMS

CDR administers the programs listed below. Each program reimburses for subsidized child care costs for qualifying families and has specific requirements.

Children remain eligible until their thirteenth (13th) birthday. Children identified as exceptional needs must have an Individualized Education Plan (IEP) and the child needs the special care of an adult in a child care setting as documented by a qualified professional in a written statement, up to the age of their 21st birthday.

Alternative Payment Program

Funded by CDE/EESD, Alternative Payment Programs (APP) reimburses for child care costs for qualifying parents.

Need for child care must be established before a child care subsidy may be approved. There are very specific requirements to prove the need for the child care and there are very clear limits on when child care services may be reimbursed. CDR must document that each parent in the family meets a need criterion that precludes the provision of care and supervision of the family's child for some part of the day including;

- a. Employment or seeking employment;
- b. Vocational training leading directly to a recognized trade, para profession, or profession;
- c. Parental incapacity;
- d. Child's exceptional needs;
- e. Seeking permanent housing for family stability;
- f. Written referral from a legally qualified professional from a legal, medical, or social services agency, or emergency shelter for children at risk of abuse, neglect, or exploitation;
- g. Written referral from a county welfare department, child welfare services worker, certifying that the child is receiving protective services and the family requires child care as part of the Family Maintenance Plan.

CDR will require and ask for additional information for the Family Data File. If parent was previously on cash aid, CDR will require the date the cash aid ended.

Families are eligible if they receive public assistance, have qualifying incomes and have verifiable need of services, are homeless, are referred by Child Protective Services or at risk.

California Work Opportunity and Responsibility to Kids (CalWORKs) Alternative Payment Programs

There are three (3) Alternative Payment Programs (APP) that are funded to serve current and former CalWORKs parents as they participate in work and approved work-readiness activities. These APP programs are referred to as CalWORKs Stage 1, Stage 2 and Stage 3. CDR administers all three (3) Stages.

CalWORKs Stage 1

Funded by the California Department of Social Services (CDSS), Stage 1 child care is for a family receiving CalWORKs cash aid and the aided parent is employed or is participating in an approved Welfare-to-Work activity. Parents may receive Stage 1 child care until they are discontinued from CalWORKs cash aid or until determined to be stable by the Ventura County Human Services Agency (HSA). In Ventura County, Stage 1 is administered by the HSA and is contracted with CDR to provide subsidized child care services. A CDR Parent Services Specialist (PSS) is located at four (4) different Job & Career Centers (JCC) (Oxnard, Santa Paula, Ventura, and Simi Valley).

CalWORKs Stage 2

Funded by the California Department of Education/Early Education and Support Division (CDE/EESD), CalWORKs Stage 2 Program reimburses subsidized child care costs for parents when the County CalWORKs Department determines that the parent's work or approved work-readiness activity is stable, or the parent is transitioning off of CalWORKs cash assistance.

Parents remain eligible for services for up to twenty-four (24) months after the parent is no longer receiving or eligible to receive CalWORKs cash assistance. The parent must also be income eligible and have a qualifying need to receive services.

CalWORKs Stage 3

Funded by the CDE/EESD, CalWORKs Stage 3 Program, reimburses the child care costs if a parent is a former CalWORKs recipient of cash assistance and is referred in the twenty-fourth (24th) month of Stage 2 child care. The twenty-fifth (25th) month is the only time that a former CalWORKs recipient may be enrolled into Stage 3. Therefore, if Stage 3 is terminated, the former CalWORKs recipient cannot be re-enrolled into this program. Children are eligible for services until their thirteenth (13th) birthday or identified as exceptional needs.

FAMILY CHILD CARE EDUCATION NETWORK (FCCEN)

Infant/Toddler Program (ITP)

The Infant/Toddler Program (ITP) reimburses child care costs for parents of children zero (0) to five (5) years of age. Children remain eligible until their fifth (5th) birthday. Provider selection by the parent must be made from CDR's Family Child Care Education Network (FCCEN).

PROCEDURES FOR PARENTS

Admission Priorities and Eligibility List

To receive subsidized childcare and development services, families must meet need requirements based on the following categories:

1. Child Protective Services
2. At risk of abuse or neglect
3. Employment
4. CalWORKs Employment Welfare-to-Work
5. Training
6. Seeking Employment
7. Incapacitation of the parent
8. Seeking Permanent Housing for Family Stability

The child care protective services and at risk of abuse or neglect children will be enrolled as first priority.

Income eligible families with the lowest gross monthly income, in relation to family size, will be enrolled first. When two (2) or more families are in the same priority, in relation to income, the family that has a child with exceptional needs will be enrolled next. If there are no families of the same priority with a child with exceptional needs, the same priority family that has been on the eligibility list for the longest time will be enrolled first. For purposes of determining priority for enrollment, cash assistance shall be counted as income.

If CDR is unable to enroll a child in one of the above categories, the family will be referred to our Resource and Referral department for placement on the CDR Eligibility Waiting List (CEWL).

Enrollment in the Subsidized Child Care Programs

When a parent is determined eligible and has a qualifying need to receive services, the CDR Parent Services Intake Specialist (PSIS), Parent Services Specialist (PSS) or Family Development Eligibility Specialist (FDES) will contact the parent to begin the enrollment process. The parent is required to bring the documentation requested by CDR to their initial orientation or recertification appointment. This may include, but is not limited to, the following:

- Proof that the family is income-eligible and has documented, independent verifiable need of child care services. Verification that there is no parent in the family capable of providing care, or provided by school during the time that child care services is being requested.

- Proof that each parent is employed.
- Proof of seeking employment with a Seeking Employment Plan.
- Proof of vocational training leading directly to a recognized trade, para profession, or profession and/or an approved CalWORKs activity.
- Proof of incapacity of a parent in the family size including a medical or psychiatric need by a legally qualified health professional with the Statement of Incapacity (Title 5 CCR 18088).

Recertification

After the initial certification and enrollment:

- Child Protective Services at least once every six (6) months.
- At Risk of abuse or neglect at least once every six (6) months.
- All other families at intervals not to exceed twelve (12) months

Families shall be recertified at intervals not to exceed twelve (12) months (and more often in some cases). The parent must be recertified (eligibility and need re-evaluated) for child care subsidy assistance.

Failure to recertify by the established deadline may result in the termination of services.

Notice of Action (NOA), Initial Approval or Denial

CDR's decision to approve or deny services to a family will be communicated through a written statement referred to as a Notice of Action (NOA).

If services are approved, the NOA will contain eligibility information, the flat monthly family fee if applicable, the duration of eligibility and certified hours of care for each child approved for services.

If child care services are denied, the NOA will contain the basis of denial, and instructions for the parent on how to request a hearing, if they do not agree with CDR's decision.

Notice of Action, Recipient of Services Title 5CCR Sections 18118 and 18119

If upon recertification or update of application, CDR determines that need and eligibility requirements are no longer being met, or family fees and services need to be modified, CDR will notify the family through a written Notice of Action. This notice will include:

- Information on the type of action being taken
- Effective date of the action
- A description of the action
- A statement of the reason for the changes/termination

- The statutory or regulatory basis for the action
- Instructions for the parent on how to appeal or correct if the parent disagrees with CDR’s action. If the action is one that the parent can correct, it must be corrected by the given deadline on the NOA.

Uniform Complaint Procedures

It is the intent of Child Development Resources (CDR) to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding CDR’s alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Education Code Sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the:

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

If the complainant is not satisfied with the final written decision of the California Department of Education, Early Education and Support Division (CDE/EESD) 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.

Legal Reference: 5 CCR, Chapter 5.1. Uniform Complaint Procedures

RESOURCES FOR PARENTS

CDR’s Resource & Referral Program

Child Care Referrals

CDR works with public and private child care providers. Resource & Referral Specialists (R&R) assist families in providing current information on available child care options in Ventura County for:

- Family Child Care Homes

- Center-based programs
- Preschool programs
- School-age programs
- Nanny services
- Camps and other recreational programs for children and families.

CDR works with local employers to offer their employees information on child care options.

Child Care Information

CDR staff works closely with parents in locating and selecting child care arrangements that best meets their needs. The Resource & Referral Specialists provide consumer education materials on selecting child care including information on state licensing regulations. Child care referrals may be accessed by telephone or by visiting CDR's website at: www.cdrv.org

Resources & Toy Lending Library

The CDR *Resources & Toy Lending Library* lends curriculum books and educational materials to licensed child care providers, child care center staff and Early Childhood Education college students in Ventura County. Contact CDR for library hours at (805) 485-7878, extension 512.

Workshops/Trainings/Events

Through the Resource & Referral Program, staff provides technical assistance and training to licensed 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 child care center. 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

ACRONYMS & DEFINITIONS

<u>ACRONYM</u>	<u>DEFINITION</u>
APP	Alternative Payment Programs
AR	Authorized Representation for Local Appeal Hearing
CDR	Child Development Resources
CDE	California Department of Education
CAPP	California Alternative Payment Program
CalWORKs	California Work Opportunity and Responsibility to Kids
CCAS	Child Care Attendance Sheet
CCR	California Code of Regulations
CDSS	California Department of Social Services
CPS	Child Protective Services
CEWL	CDR Eligibility Waiting List
EESD	Early Education and Support Division
FCCEN	Family Child Care Education Network
FDES	Family Development Eligibility Specialist
HSA	Human Services Agency
IEP	Individualized Education Plan
ITP	Infant Toddler Program
JCC	Job & Career Center
KC	Kinder Connect
NOA	Notice of Action
PSS	Parent Services Specialist
PSIS	Parent Services Intake Specialist
PPS	Provider Payment Specialist
R&R	Resource & Referral
RMRC	Regional Market Rate Ceiling
TLOA	Temporary Leave of Absence