

Parent Handbook

with Provider Guidelines



Acknowledgments

This handbook is the result of collaboration among the staff at CCRC. We have reviewed the content to assure the information provided to parents and providers was current per publication date.

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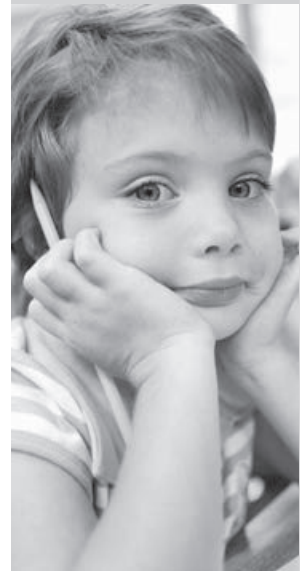
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Children
are the only future
the human race has...
...teach and
treat them well

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Introduction and Welcome

Welcome to the Child Care Resource Center (CCRC). CCRC is committed to promoting optimal child development and family well-being through access to quality child care. As an organization, we are committed to providing access to quality child care for families in the San Fernando, Santa Clarita, and Antelope Valleys, and all of San Bernardino County. Working together, we will improve the lives of children and families in Los Angeles and San Bernardino County.

Child Care Resource Center (CCRC) Background

Beginnings

Child Care Resource Center (CCRC) began as a volunteer organization in 1975. After it was incorporated in 1976, it began to offer Resource and Referral (R&R) services. When the California Department of Education (CDE) awarded CCRC a grant in 1976, the agency began to provide subsidies to low-income parents to help with child care costs.

Vision Statement

Healthy and strong children and families living in thriving communities.

Mission Statement

CCRC cultivates child, family and community well-being.

Organizational Values

The organizational values guide the way CCRC conducts business.

CCRC Values

- We strive for excellence in all that we do.
- We create new and innovative ways to serve our community.
- We live our values through collaboration.
- We treat everyone with respect.
- We are dedicated to every client's success.
- We act with integrity in our daily actions.





Parental Choice

Child Care Resource Center (CCRC) provides federal and state child care subsidies to families throughout Los Angeles County and San Bernardino County. The programs are funded through the California Department of Education and must comply with the regulations that govern these programs. All families and child care providers participate in the programs without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental/physical disability.

General Child Care and Development

A. Center-Based Program and Infant Toddler Program (CCTR)

These programs are available throughout Los Angeles and San Bernardino County, with child care and development services provided at specific sites. The sites must meet quality program standards set by the California Department of Education and utilize developmentally-appropriate curriculum for instruction. Families access CCTR services through the site wait list. As CCTR funding becomes available, the most eligible families from the site wait list receive services first. Families may remain on the CCTR program as long as they continue to meet the need and eligibility criteria of the program, follow the program rules and regulations, and funding is available.

B. California State Preschool Program (CSPP)

These programs are available throughout Los Angeles and San Bernardino County, with child care and development services provided at specific sites. The sites must follow preschool curriculum standards set by the California Department of Education. Families access CSPP services through the site wait list. As CSPP funding becomes available, the most eligible families from the site wait list receive services first. Families with children enrolled in part-day CSPP must meet the eligibility criteria of the program, families with children enrolled in full-day CSPP must meet the need and eligibility criteria of the program.

Head Start Programs

By focusing on the whole family, Head Start and Early Head Start programs both focus on giving families the necessary resources to care for their children in healthy and productive ways. CCRC's Head Start program staff offer medical, dental, mental health, special needs and nutrition services as well as many opportunities for parents to be involved in their child's growth, development and education.

A. Head Start Preschool

Head Start is for children aged three (3) to five (5) from low income families who live in your local service area. Professional staff works with each child to ensure that all necessary medical and dental exams are completed and provides young learners with social and academic skills that prepare them for school. Children with disabilities are integrated into the preschool environment and parents are assisted with any disability services they may need for their child.

B. Early Head Start

The Early Head Start (EHS) program serves newborns to three year olds in a home based program. EHS is a federally funded community-based program for low-income families with infants and toddlers and pregnant women. Its mission is simple:

- To promote healthy prenatal outcomes for pregnant women
- To enhance the development of very young children
- To promote healthy family functioning

Subsidized Child Care Programs

CCRC's subsidized child care offer federal and state child care vouchers or certificates to families. Programs are funded through the Los Angeles County of Department of Public Services (DPSS) and the California Department of Education (CDE) and must comply with the regulations that govern these programs: County of Los Angeles Stage 1 Contract and Title 5. All families and child care providers participate in the programs without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. Information pertaining to families served is considered confidential and will be used for program administration purposes only.



Parents enrolled in a subsidized child care program have parental choice regarding the child care provider they select. Options include:

A. Providers that comply with health and safety requirements:

These programs are licensed and monitored by the California Department of Social Services, Community Care Licensing Division to ensure health and safety requirements. The advantage of meeting these requirements is that children are supervised and hazards in the environment are minimized. Some of these programs may also contain an educational component. It is the parent's responsibility to evaluate and consider the value of the educational services provided to the children in their care. Types of providers listed in this category include:

- a) Licensed Family Child Care Home (FCCH)
Licensed Family Child Care takes place in provider's home.
- b) Licensed Child Care Center (CCC)
A Licensed Child Care Center is a facility whose building, grounds, director, teachers and other staff meet requirements of Community Care Licensing (CCL).

B. Providers that are not subject to either educational or licensing standards:

There are a variety of providers who are considered exempt from licensing including: some relative caregivers, cooperative child care programs, some after school programs, public recreation programs, and others. While license-exempt providers do not have to adhere to licensing regulations, in order to receive payment from state or federal child care subsidy programs if they are not a close relative of the children in their care, the caregivers must register with TrustLine and complete a Health and Safety Self-Verification. License-exempt providers may be utilized because of the flexibility they provide the parent, a family environment with the same values and culture as the parent, and/or the ability to accommodate non-traditional work schedules. Types of providers listed in this category include:

- a) License-Exempt Center
A center that provides child care for school-age children before and after school and during other times when school is not in session, such as summer, school holidays or off-track weeks, may be license-exempt. Example: When a school district runs the program and employs the staff, the program usually does not need to have a license.






b) License-Exempt Provider (Family, Friend, or Neighbor Care)

A license-exempt provider is an individual provider who is exempt from licensing. This means that he/she is not required to be licensed by Community Care Licensing. The provider can be a relative, friend or neighbor.

- Related License-Exempt Provider cares for children of relatives. A related license-exempt provider may also care for children of one non-related family.
 - ▶ CDE and DPSS define relative to be aunts, uncles, and grandparents. Siblings, great aunts/uncles, great grandparents and cousins are considered non relative providers and must go through the Trustline Registry process.
 - ▶ Falsifying the nature of the provider's relationship to the child is considered fraud and will result in the termination of child care services with the provider.
 - ▶ If you are a related license-exempt provider and also care for children of a non-related family, you must be registered with TrustLine Registry and have a negative TB (Tuberculosis) test within the past year.

- Non-Related License-Exempt Provider cares for children who are not related to him/her.
 - ▶ If you are a non-related license-exempt provider, you may care for children of one non-related family, you must be registered with the TrustLine Registry and have a negative TB (Tuberculosis) test within the past year.
 - ▶ You are required to clear a background screening and to be placed on the TrustLine Registry before being approved as a CCRC provider. CCRC may not pay for child care services provided before your TrustLine screening has been cleared.
 - ▶ If at any time TrustLine Registry is denied, closed, or revoked CCRC will terminate its agreement with you.

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- In-home License-Exempt Provider is someone who cares for children in the parent’s home. The parent acts as employer to exempt in-home child care providers. They must follow employer-related laws, such as those related to state disability and federal and state unemployment taxes in accordance with the Fair Labor Standards Act. This is the parent’s responsibility. An in-home exempt provider may be a related or non-related provider.
 - ▶ For CDE programs only, CCRC shall require that the in-home license-exempt provider will receive at least the current minimum wage based on state and federal laws. Minimum wage must be met during all child care hours.
 - ▶ An In-home Provider Affidavit must be signed by both the parent and provider stating that all federal and state employment laws will be followed.

TrustLine Registry

TrustLine was created by the California Legislature to offer parents, employment agencies, child care resource and referral programs, and child care providers access to a background check conducted by the California Department of Social Services (CDSS). This includes a check of the California Criminal History System and Child Abuse Central Index (CACI) at the California Department of Justice (DOJ) and a check of Federal Bureau of Investigation (FBI) records.

The TrustLine Registry is made up of child care providers who have submitted an application to CDSS and their fingerprints to the DOJ background clearance process. Individuals listed on TrustLine do not have: 1) disqualifying criminal convictions listed on the California Criminal History System; 2) substantiated reports of child abuse listed on the CACI; and 3) disqualifying criminal convictions listed on the FBI Criminal History system.

CCRC General Policies and Procedures

Equal Opportunity

CCRC offers its programs and services to eligible families on a non-discriminatory basis. It provides equal access without regard to age, sexual orientation, gender, ethnic group, race, ancestry, national origin, religion, color, and mental or physical disability.

Uniform Complaints/Grievance Procedure

All complaints/grievances must be in writing. If you have any questions, contact the Subsidy Program Coordinator at CCRC's corporate office. Send an email to Parenthelp@ccrcca.org with Uniform Complaint in the subject line.

Confidentiality

In accordance with federal laws, regulations, and orders relating to confidentiality, the Child Care Resource Center shall keep all records and information confidential. CCRC may not use, share, or discuss information in the data file related to child care providers, eligibility lists or an enrolled family with anyone, even a relative, except under limited circumstances.

Access to confidential information is restricted to authorized personnel, auditors, other subsidy programs, and government officials for program administrative purposes.

You must sign a release to allow CCRC to share your information with family members or others you authorize. The release must indicate the names of family members or others to whom CCRC may release information and must include the time period/dates that the release covers.

Behavior Expectations

CCRC staff treats program participants and providers with respect. Likewise, we expect participants and providers to treat other participants and CCRC staff members with respect. CCRC cannot allow threats of physical abuse or abusive language directed against another parent, provider, or staff.

Expressing Appreciation/Gift Giving

If you wish to show appreciation to staff that have worked with you, you may send a "thank you" note to the person's immediate supervisor. In accordance with CCRC policy, you may not give gifts to staff.





Termination of Child Care Services and Appeal Rights

If you violate any policies, procedures or regulations, CCRC may terminate your child care services. You have a right to appeal the termination. More information about termination and appeal rights is included in the Stage 1 and California Department of Education handbook sections.

Quality Assurance Department (QA)

QA supports other departments in providing high-quality service to parents and providers. Its goals include:

- A.** Working cooperatively with parents and child care providers with whom QA conducts business.
- B.** Developing and maintaining professional and supportive relationships with parents and child care providers.
- C.** Resolving parent or provider complaints and parent/provider disagreements in a courteous and professional manner.
- D.** Assisting with complaints about your provider, CCRC services, or your case specialist. If you have a complaint, first discuss it with your Case Specialist.
- E. Examples of how CCRC handles complaints include:**
 - Documents all complaints in writing.
 - Helps you and your provider work out differences related to child rearing philosophy or style, business disagreements, and similar situations. If the differences cannot be resolved, CCRC helps you make other child care arrangements.
 - Refers complaints alleging licensing violations to Community Care Licensing.
 - Reports complaints alleging suspected child abuse to the Child Abuse Hotline and/or local law enforcement.
 - Suspends referrals to the involved provider, or prevents contracting with new subsidized children, while a complaint is under investigation.
 - Attempts to resolve the issue quickly based on policies and procedures.
 - Refers complaints about the program and/or staff to the appropriate department manager, coordinator or supervisor.

Suspected Fraud

If child care funds are obtained by providing fraudulent or incomplete information, CCRC may actively pursue recovery of any funds paid through our agency to provide child care services.

Fraud is defined as: The misrepresentation of facts material to an issue, made with the intent to obtain something to which one is not entitled. Fraud exists when an individual knowingly and with intent:

- Makes a false statement or misrepresentation to obtain benefits.
- Fails to disclose a fact, which if disclosed, could result in denial, reduction, or discontinuance of benefits.
- Accepts benefits knowing he/she is not entitled, or accepts any amount of benefits knowing it is greater than he/she is entitled.

If CCRC suspects, or is notified in some way, an individual has given false or misleading information about his/her eligibility for the use of child care services, CCRC may investigate. Fraud investigation reports may be used as supporting documentation for any inquiring control regulatory agencies.

It is the policy of CCRC that providing any fraudulent, false or misleading information regarding the established eligibility criteria may be grounds for termination from the subsidized child care program. Examples may include:

- Providing false information about employment, income, and/or status as a student.
- Failure to report changes within five days of the change.
- Failure to report changes or completion of a school or training program.
- Falsifying or providing misleading information or inaccurate documentation.
- Falsifying eligibility relating to medical incapacitation.
- Misuse of child care services.
- Failure to report a change in family size.
- Inaccurate reporting of actual attendance days.



Contract and Program Rules Overview

Parents enrolled in CCRC's Subsidized Child Care Program must understand and agree to the following rules:

All Programs

- Only use child care during the days and hours for which they are eligible (i.e., actual work hours and school hours) and have been approved.
- Complete all eligibility forms and provide required documentation as requested to meet program requirements. Parents can be re-certified at any given time in order to continue eligibility for the Subsidized Child Care Program.
- Be responsible for payment to the provider for any child care days and hours used beyond those authorized on the Notice of Action (ST1-12).

CalWORKs Stage 1

- Have a Greater Avenues for Independence (GAIN) approved activity.
- Complete a Monthly Variable Schedule Calendar (ST1-21) and attach it to the Provider Payment Request (PPR) before it is submitted to CCRC, as applicable.

CalWORKs Stage 2, CalWORKs Stage 3, Alternative Payment, and Family Child Care Home Education Network (FFCHEN)

- Ensure that the recorded times reflect the actual hours the child was in attendance. Falsification of information on the Attendance Sheet will be grounds for termination from the program.
- Note on the Attendance Sheet the specific reason for the child's absence (illness or other reason).
- Report all eligibility and need changes to your assigned Case Specialist within five (5) business days including but not limited to a) marital status, b) employment (loss or change of job), c) income, d) home or work address or phone numbers, e) family size, and f) work/school hours. Failure to report changes will result in termination from the program.
- Pay assigned family fees by due date on billing statement.

CalWORKs Stage 1 Child Care (LA County Only)

The Los Angeles County Department of Public Social Services funds CalWORKs Stage 1 subsidized child care and sets the eligibility criteria. The Stage 1 subsidized child care program may serve families on cash aid who demonstrate a need for child care.

Establishing Stage 1 Enrollment Eligibility

To establish eligibility for subsidized child care, you request child care through your GAIN worker, eligibility worker, or a CCRC representative. The Case Management Department will review your request to determine eligibility for child care services using the following criteria:

- Parent/guardian is receiving cash aid/TANF/CalWORKs.
- Parent/guardian has a qualifying need and is participating in an approved Welfare-to-Work activity.
- There is one eligible child under 13 years or a child with special needs under 19 years living in the home.

Enrolling in a Stage 1 Program

If eligibility for child care services is established, CCRC will mail a letter confirming the receipt of your request Participant Document Checklist (ST1-10). Included with the letter will be a ST1-10 that lists the paperwork required for enrollment and the paperwork listed on the ST1-10 which will have a due date.

CCRC must receive all required paperwork listed on the ST1-10 within 30 calendar days from the date of the original letter confirming the receipt of your request ST1-10. If accurate and complete paperwork is returned an approval Notice of Action (ST1-12) will be issued. This notice authorizes child care for the duration of the approved activity up to a maximum of one year (12 months) from the date CCRC mailed you the ST1-12.





Eligibility and Need

A. Eligibility

- You are receiving cash aid/TANF,
- You have a qualifying need, and
- You have an eligible child under 13 or a child with special needs under 19.

B. Qualifying Need

GAIN approves your Welfare-to-Work activity as a qualified need for Stage 1 child care services except if the activity is employment. CCRC may authorize child care if you are working or participating in any of the following:

- Vocational education
- Remedial education
- Supportive service activities
- Job club
- Job search

C. Approved Schedule

The Notice of Action (ST1-12) authorizes child care for the approved Welfare-to-Work activity which includes an approved schedule based upon the employment or activity, and the travel time to and from the activity. Hours when your child(ren) attends school are deducted from hours approved. You must follow the approved schedule. You may be approved for a set schedule or a variable schedule. CCRC pays for child care costs only:

- During hours authorized for care according to your approved schedule.
- If you choose to enroll your child in a program that offers private education, CCRC will only pay for the part of the need that is for child care (not tuition).

You are responsible for the cost of care during non-authorized hours or for the cost of child care you use for something other than your approved activity. If you are authorized for a variable schedule you must record your hours of work or participation in an approved activity on a Monthly Variable Schedule Calendar (ST1-21).

Re-certification Process for Stage 1

CCRC re-certifies you at least yearly or according to your activity and its length. The re-certification procedure follows:

- A.** Prior to your authorized child care end date, CCRC will mail your recertification paperwork. The paperwork includes a Participant Document Checklist (ST1-10), termination notices to the participant and to the child care provider.
- B.** If you return complete and accurate paperwork by the due date, CCRC may reauthorize your case for the length of your approved activity, up to a maximum of one year (12-months) calculated from the date CCRC mailed you the Notice of Action (ST1-12) approval.
- C.** If you do not re-certify and your case terminates, you will need to reapply for child care and CCRC will have to re-determine your eligibility.

Termination and Appeal Procedure for Stage 1

A. Termination

If you do not follow DPSS or CCRC regulations, CCRC may terminate you from subsidized child care or may take other action.

B. Appeal Procedure

If you disagree with any action taken by CCRC/DPSS, you have 90 days to ask for an appeal hearing. The 90 days will start the day after CCRC/DPSS gave or mailed you the notice. Please see the back of your Notice of Action (ST1-12) and complete as directed.



California Department of Education Child Care

Participation in Child Care Resource Center's California Department of Education (CDE) programs is based on available funding and your qualifications for the program. The information that follows explains how you establish eligibility for a CDE subsidized child care program (CalWORKs Stage II, CalWORKs Stage III, Alternative Payment, or Family Child Care Home Education Network).

CDE Eligibility and Need

In order to receive subsidized child care services, families must meet eligibility and need requirements as described below.

A. Eligibility Criteria

For CalWORKs Stage II you must meet the following eligibility requirements:

- You are a current cash aid/TANF recipient or have been terminated from cash aid within last 24 months.
- Your family's adjusted monthly income, based upon family size, meets program requirements.
- Your family includes a child under the age of 13 years or a child under the age of 22 with an approved special need.

For CalWORKs Stage III you must meet the following eligibility requirements:

- You are a former cash aid/TANF recipient who has not received cash aid within the last 24 months and you are transferring from CalWORKs Stage I or II.
- Your family's adjusted monthly income, based upon family size, meets program requirements.
- Your family includes a child under the age of 13 years or a child under the age of 22 with an approved special need.

For Alternative Payment you must meet the following eligibility requirements:

- Your family's adjusted monthly income, based upon family size, meets program requirements.
- Child Protective Services (CPS) or At-Risk Services referred your family.

- Your family is homeless.
- Your family includes a child under the age of 13 years or a child under the age of 22 with an approved special need.

For Family Child Care Home Education Network (FCCHEN) you must meet the following eligibility requirements:

- Your family's adjusted monthly income, based upon family size, meets program requirements.
- You have a child under the age of 13 (siblings may also participate up to the age of 22 if there is an eligible special need).
- You agree to use only FCCHEN approved providers.
- Child Protective Services (CPS) or At-Risk Services referred your family.
- Your family is homeless.

Need Criteria

In addition to meeting eligibility requirements, you must have at least one qualifying need. Your authorization includes a schedule of approved child care for the time that you spend in an approved activity. The activity that qualifies as a need must prevent you from caring for your child. The following activities qualify as a need for services:

A. Employment

- **Set Schedule:**

When you work a set schedule (i.e., Monday through Friday 8:00 a.m. to 5:00 p.m.) or when the schedule for your approved activity is set, the approval Notice of Action (NOA) will state that you are on a set schedule.

- **Variable Schedule:**

When you work unpredictable days and/or hours, or when the schedule of an approved activity shows unpredictable days and/or hours, the Notice of Action (NOA) will state that you are on a variable schedule. In addition, you must complete a Variable Schedule Form and submit other documentation to your Case Specialist.

B. Employment in the Family's Home or a Licensed Family Child Care Home

- **If employment is in the family's home:**

You must provide justification for requesting subsidized child care based





on the type of work being done and program requirements, the age of the family's child(ren) for whom services are being sought, and if the child is more than five (5) years old, the specific child care needs. If you are a licensed family child care home or individual license exempt provider, you are not eligible for services during business hours because the employment does not preclude the supervision of the family's children.

CCRC shall determine whether the parent's employment and the identified child care needs preclude the supervision of the family's children.

- **If you are employed in a licensed family child care home you will be required to:**
 - a) Submit a copy of the family child care home license indicating it is licensed as a large family child care home.
 - b) A signed statement from the licensee stating that you are the assistant.
 - c) Proof that your fingerprints are associated with that licensed family child care home as the assistant, which the Case Specialist may verify with the local Community Care Licensing office.
 - d) Verification that payroll deductions are withheld for you by the licensee, which may be a pay stub.

You are not eligible for child care services if you are employed by a small licensed family child care home.

C. Self-Employment Guidelines

You are self-employed when you are an independent contractor. You may be self-employed in a leased space or constant space (i.e., barber, cosmetologist, nail technician) or self-employed in variable locations (i.e., landscaper, domestic worker, day-laborer).

If you are self-employed, you must submit three (3) documents and supporting materials to your Case Specialist:

- **Self-Employment Declaration Form:** On this form you indicate the name or nature of your business, business address, hours of work, expected gross monthly income, and either an independent statement from the owner or lessor or an independent verification of clients.
- **Work Schedule and Income Received Log:** On this log, you track your monthly work hours and income. You must also provide copies of business appointment logs, a list of clients, client receipts, or other documentation to verify your work hours and income.

- **Self-Employment Income Report:** On this report you track your monthly income and business expenses. You must attach copies of business expense receipts to the income report.

D. Travel Time and Sleep Time for Employment

Travel time may be requested for travel to and from your child care provider and your place of employment. Travel time cannot exceed half of the daily hours of your employment or a maximum of four hours per day.

Sleep time may be requested if your employment work hours are anytime between 10:00 p.m. and 6:00 a.m. Sleep time cannot exceed the number of hours of your employment and travel time.

E. Education and Training

CCRC may provide child care if you are in a vocational training leading directly to a recognized trade, paraprofessional or professional career.

Guidelines follow:

Time Limits for Education and Training

- Your child care services for education and/or training will expire once either of the following conditions are met:
 - a) A maximum of six (6) years from the initiation of services for training or educational services. The six (6) year period begins with the first approved Notice of Action (NOA).
 - b) Twenty four (24) semester units, or its equivalent, after the attainment of a Bachelor's Degree.

Adequate Progress of Educational or Training Goal

You must make adequate progress each quarter, semester, or training period in your education or training for which child care services are provided.

- In a graded program you must earn a 2.0 grade point average or above.
- In a non-graded program you must pass the program's requirements in at least 50% of the classes or meet the training institution's standards.

F. Failure to Meet Adequate Progress

- You must meet adequate progress as explained above in "Adequate Progress of Education or Training Goal".



- The first time you fail to meet adequate progress, you will be placed on Academic Probation. You may continue to receive child care services for one additional quarter, semester, or training period. At the conclusion of this period you must make adequate progress.
- If at the conclusion of this period you fail to meet adequate progress you will be terminated and not eligible for child care services until after six (6) months from the date of termination.

G. On-line or Televised Classes

- Must be from an accredited training institution recognized by the United States Department of Education.
- Must be unit bearing classes and shall be counted as class time at one (1) hour a week for each unit.
- You must provide documentation including, but not limited to, the syllabus or other class documentation and/or the web address of the on-line program.

H. Travel Time for Education or Training

Travel time may be requested and authorized for travel to and from your child care provider and your educational or training institution. Travel time cannot exceed half of the weekly hours of your education or training hours or a maximum of four (4) hours per day.

I. Study Time

Study time may be requested and authorized as follows:

- Two (2) hours per week per academic unit in which you are enrolled.
- On a case-by-case basis, you may request additional study time upon confirmation from your class instructor, additional time may not exceed one (1) hour per week per academic unit in which you are enrolled.

J. Seeking Employment/Job Search

You may qualify for subsidized child care while you are looking for work. The following guidelines apply:

- Your job search period is limited to 60 working days per program year (July 1 - June 30) per family.
- You will receive no more than five (5) days per week and no more than 29 hours per week for job search activities.
- You will be required to sign a Job Search Agreement/written declaration under penalty of perjury stating your plan to secure, change, or increase employment. You will need to identify a general description of when you will need child care services and if you will need a set or variable schedule for seeking employment.
- Appropriate job search activities include: going to businesses and filling out applications, job interviews, visiting your local One-Stop Center, EDD, or GAIN office for job referrals.
- CCRC will not pay for child care while you are reviewing newspaper classified sections, sending resumes, using the Internet from your home, or waiting for return phone calls.

K. Incapacity

If the primary basis of your need is incapacity, you may be able to receive subsidized child care services. A Medical Statement (Incapacitated Parent) form must be completed by a legally qualified and licensed professional. CCRC may contact the legally qualified health professional for verification, clarification, or completion of the medical statement.

The Medical Statement (Incapacitated Parent) form must include:

- Description of the nature of incapacity,
- Statement that the incapacity prevents you from caring for your child(ren) for some part of the day,
- The probable length of the incapacity,
- Time and days that child care is needed because of the incapacity,
- The professional's name, address, and telephone number, and
- Child care hours cannot exceed 50 hours per week.

L. Seeking Permanent Housing

If you are seeking permanent housing, you must have a written referral from a homeless shelter or a public social service agency stating that your family



is homeless and the CCRC Self-Declaration – Seeking Permanent Housing form that describes your current living arrangements, and how you will secure permanent housing, if applicable.

In addition, you will need to document your activities on the Seeking Permanent Housing Log and submit the log to your Case Specialist by the 7th of each month. Example: March forms are due April 7th.

You may be granted an eligibility period of 60 consecutive working days, in which you may seek permanent housing. This is a part-time benefit, and you may seek housing for no more than five (5) days a week and not to exceed 29 hours a week. At the end of your 60-day period you may request an extension for an additional 20 working days of seeking housing (not to exceed 80 working days per program year) if you submit a new self-declaration that includes:

- An update on your housing search, a description of the activities undertaken to seek permanent housing, and when you will need child care services, or
- Documentation from a shelter must be provided if your family is in a shelter.

M. Limited Term Service Leave of Absence

If a family does not need subsidized child care temporarily, California State Regulations allows them to take a Limited Term Service Leave of Absence based on the approval of the request and signed agreement. A leave may be granted for:

- Medical reason with approval from a licensed professional shall be limited to 16 consecutive weeks per approval.
- Non-medical reason shall be limited to 12 consecutive weeks per approval.

You must notify your Case Specialist at least two (2) weeks in advance of the first day of your leave. You will need to complete and submit a Leave of Absence Request Form and Leave of Absence Agreement, which states the reason for the request as well as the estimated first and last day of the proposed leave.

Note: The agency reserves the right to deny a request for a Leave of Absence.

Important Eligibility and Need Definitions

A. Family Size

Family size shall be determined by the number of parents and the children for whom the parents are responsible who comprise the household in which the child is living.

A “parent” means a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, or any other adult living with the child who has responsibility for the care and welfare of the child.

When there is a single parent household and documentation indicates there is a secondary parent who is not included as part of the family size, CCRC will request documentation to verify that the primary parent is the sole adult responsible for the household. The following documents are examples of what may be requested to verify family eligibility:

- Marriage/domestic partnership
- Legal separation/divorce records
- Court-ordered custody visitation records
- Child support evidence
- Rental receipts or agreements; contracts
- Utility bills

B. Children with Special Needs

If a parent requests that a child(ren) remain in the program after the child’s 13th birthday due to special needs, the parent must submit a copy of a portion of the child’s active Individualized Education Plan (IEP) that contains:

- The name of the child,
- Information that the child qualifies as a child with special needs,
- What services are provided via the plan, and
- Active period of the plan.

A parent must also submit a statement signed by a legally qualified professional that states the child requires the special attention of adults in a child care setting. This statement must include the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion.





C. Income

Income determines program eligibility and whether you will need to pay family fees. Documentation of income guidelines follow:

- You must provide documentation of all sources of income for parents included in your family size.
- If CCRC determines the documentation provided is insufficient we will request additional documentation to verify total countable income.
- You must report all sources of income, including but not limited to employment wages, child support, Social Security, cash aid/TANF and pensions.
- You must report regular assistance for expenses, such as rent, utilities, child care fees, car payments and school expenses.

D. Fluctuating Income

When income or wages change from pay period to pay period due to bonus, commission, overtime, or seasonal employment, your family's income is determined as follows:

- Migrant, agricultural, or seasonal employment income is calculated by averaging the income from the 12 months prior to the calculation.
- Intermittent earnings or income, bonuses, commissions, lottery winnings, inheritance, back child support payment, or net proceeds from the sale of real property or stock income is calculated by averaging the income from up to the 12 preceding months and dividing by the number of months.
- Unpredictable days and hours of employment, overtime, or self-employment income is calculated by averaging the income for the four (4) consecutive months prior to the date of the calculation.

E. Family Fees

Family fees are based upon the child who is enrolled in the program with the greatest number of hours. Fees are assessed based upon the Family Fee Schedule set by the California Department of Education. Fees are determined by the family size, income and the amount of child care services approved. Full-time care is 130 hours or more per month and part-time care is less than 130 hours

per month.

- Fees are due by the 1st of the month before child care for that month begins.
- Your payment is late if it is not received by the 10th of the month.
- CCRC mails a family fee billing statement for the next month between the 11th and 15th of each month. If you do not receive it, you are expected to call the Family Fees Department.
- You must pay the fee even if your child is absent or on vacation.

If you are unable to pay your family fees on time or in full, you must contact your Case Specialist immediately to arrange a payment plan.

- Once a payment plan has been arranged, you are responsible for paying your agreed upon plan amount plus your regular monthly fee.
- Existing payment plans may not be changed or added to, and no additional payment plans may be made until the current plan reaches a zero balance.

When you do not pay family fees in full and on time, CCRC issues a termination Notice of Action (NOA) for delinquent family fees.

- A check returned for non-sufficient funds (NSF) is viewed as nonpayment and results in a termination NOA for delinquent family fees. In addition, the NSF bank fee is added to the total outstanding balance.

F. Absence Policy

If a child is absent more than the allowable number of days per fiscal year, the family will be terminated from the program.

- Best Interest absences are limited to 10 per fiscal year, per child. Best interest days include vacation days, illness of sibling or extended family member, parent day off work, or any time away from the provider that the parent documents.
- Unexcused absences (no reason given) are limited to 30 per fiscal year, per child.
- Unpredictable days and hours of employment, overtime, or self-employment income is calculated by averaging the income for the four (4) consecutive months prior to the date of the calculation.
- Excused absences are unlimited. They include days of child illness, court ordered visitation, or family emergency (transportation, family bereavement, natural disaster, household or legal emergency).
- Absences are tracked per child, per fiscal year.
- If your child does not access child care for more than two (2) weeks, you must notify your Case Specialist within five (5) days.
 - i. You must indicate the specific reason for an absence on the attendance



sheet or the absence will be counted as unexcused.

G. Notification of Changes within Five Business Days

Changes in your circumstances may affect your eligibility and need. You are required to report any changes in your family status or child care need to your Case Specialist within five (5) business days. You must report any changes that include, but are not limited to the following:

- Parent work or school schedule
- Marital status/family size
- Child school information
- Employment (loss or change of job)
- Income – increase or decrease of all countable income
- Home or work address/phone number
- Any other eligibility or need criteria

If you fail to notify your Case Specialist of any changes within five (5) business days, you may be terminated from the program. You will be given up to two (2) occurrences for failure to notify. A third occurrence of failing to notify within a recertification year will result in termination of child care services.

OCCURRENCE	ACTION TAKEN
First	The Case Specialist will mail a Failure to Notify Letter.
Second	The Case Specialist will mail a second Failure to Notify Letter.
Third	Child care services will be terminated.

H. Child Care Attendance Sheets

When completing the attendance sheet, you are responsible for the following information:

- To know the current approved hours for care.
- Notify the Case Specialist of changes in the family status or child care need within five (5) business days.
- To complete the attendance sheets based on hours used for care.
- To complete the attendance sheet “in” and “out” time on a daily basis.
- You must sign the bottom of the attendance sheet under penalty of perjury.



The Case Specialist will contact the parent when there are concerns that the attendance sheet is not being completed accurately. Failure to accurately complete attendance sheets on more than two (2) occurrences within the recertification year will result in the termination of child care services.

I. Approved Schedules

The Notice of Action authorizes child care for the approved eligibility and need of the parent. You may be approved for a set schedule or a variable schedule. Travel time to and from the activity and hours when your children attends school are deducted from hours approved.

CCRC only pays for child care costs in the following scenarios:

- During hours authorized for care according to your approved schedule.
- If you choose to enroll your child in a program that offers private education, CCRC will only pay for the part of the need that is for child care (not tuition). For example: before or after school care.

You are responsible for cost of care during non-authorized hours or for cost of child care you use for something other than your approved activity.

If you use care that is not authorized with a Notice of Action you may be responsible for reimbursement to the provider and terminated from the program.

Termination, Appeal Rights & Re-enrollment

If you do not follow CCRC or California Department of Education's (CDE) rules and regulations, CCRC may terminate your child care services.

A. Appeal Rights

If CCRC terminates your child care services or you disagree with any action taken by CCRC staff, you have the right to file a local appeal within 14 calendar days of the date on the Notice of Action (NOA).

B. Local Appeal Hearing Procedure

- You may appeal the intended action and request an appeal hearing in writing, in person, by telephone, email or fax within 14 calendar days of the date on the NOA.
- Once your appeal request is received, the intended action as stated on the appealed NOA will be suspended until the appeal process has been completed. Please note that while in appeal you are expected to remain compliant and continue to follow CCRC and CDE program rules and regulations. Resolution of this matter shall not prohibit CCRC from issuing

a subsequent NOA to your family for issues related to the subsidized child care program.

- Within 10 calendar days following CCRC's receipt of your appeal request, the agency will notify you of the time and place of the hearing. You have the option of having the hearing in the office or by telephone conference.
- You may also request to have an authorized representative attend the hearing with you or in your place.
- If you or your authorized representative do not attend the hearing, CCRC will consider your appeal abandoned.
- CCRC does allow you to reschedule one appeal appointment. If you do not participate in the rescheduled appeal appointment, CCRC will consider your appeal abandoned.

C. Appeal Hearing

You must bring evidence that supports your claim that care was inappropriately terminated or incorrectly changed.

Within 10 calendar days following the appeal hearing, you will receive a CCRC decision letter that either denies your appeal (upholds CCRC's decision) or grants your appeal (rules in your favor).

D. Appeal Procedure for California Department Education (CDE)

If you disagree with CCRC's written decision, you have 14 calendar days in which to appeal to CDE by following the instructions on the back of the Notice of Action (NOA). Your appeal must include:

- A written statement specifying the reasons you believe CCRC's decision was incorrect,
- A copy of the agency's decision letter, and
- A copy of both sides of the NOA.

Within 30 calendar days after the receipt of your appeal, CDE will issue a written decision to you and CCRC. If your appeal is denied, CCRC will stop providing child care and development services immediately upon receipt of the decision letter.

Procedure for Re-enrollment after Termination

If CCRC terminated you from a CalWORKs Stage II program because you did not comply with CDE or CCRC regulations and you no longer receive cash assistance (TANF), you may be eligible to reapply and be re-enrolled for services. To be considered for re-enrollment:

- You must take steps to correct the issue that resulted in termination.
- You must meet the eligibility and need requirements at the time of reapplication.
- You must be within the 24 month time period after you were terminated from cash aid.
- You may be required to pay all delinquent family fees in full before re-enrolling into a subsidized program.

If CCRC terminated you from a CalWORKs Stage III, Alternative Payment or Family Child Care Home Education Network (FCCHEN) Program because you did not comply with CDE or CCRC regulations:

- You may contact CCRC and ask to be added to the Centralized Eligibility List (CEL).
- You may be required to pay all delinquent family fees in full before re-enrolling into a subsidized program.



Provider Guidelines

Provider Relations and Expectations

A. Independent Contractor

When you become a CCRC subsidized child care provider, you are an independent contractor. This means that:

- You work for yourself, you do not work for CCRC.
- You are not an employee of CCRC.
- You are not an agent of CCRC.

B. How Subsidized Child Care Works

- A family applies to CCRC for a subsidized child care payment program.
- The family qualifies and enrolls in a CCRC program.
- The family chooses you as its child care provider.
- CCRC reimburses you on behalf of the family. Be advised that the requested rate provided by you may not be paid in full.

C. Things to Know

- You must be at least 18 years of age.
- You must provide CCRC with the physical address where child care is taking place.
- Do not attempt to use CCRC as a reference.
- You and your employees do not qualify for CCRC insurance benefits. You will hold CCRC harmless for any negligent acts committed by you or your employees, including any injuries to children.
- Do not use the CCRC logo on any of your literature, promotional items or marketing materials.
- You shall pay, when and as due, any and all taxes incurred as a result of all payments issued by CCRC. All providers, except those identified as corporations who receive payment from CCRC of more than \$600.00 in a year will receive a 1099-MISC tax statement.

D. You May Not Give Gifts to CCRC Staff

CCRC staff may not accept gifts from providers, parents, or vendors. If you wish to show appreciation you may send a “thank you” note to the person’s immediate supervisor.



Provider/Parent Relationships

This section of the handbook will help you with day-to-day provider operations as you develop your program and routines.

Parent/Provider Communication

CCRC strongly recommends parents and providers discuss the below items before providing child care services:

- A.** Authorized pick-up and emergency contact persons
- B.** Medical authorization
- C.** Allergies
- D.** Meals and snacks
- E.** Naps/rest periods
- F.** Required forms that need to be completed to enroll the child in your care
- G. Provider Policies – discuss your policies on:**
 - Fees
 - Hours of operation
 - Expected pick-up time and late pick-up consequences
 - Provider closures/dates you do not operate
 - Vacation
 - Termination (Initiated by parent or provider)
 - Any policies related to CCRC’s operations and how they affect your services

Reporting Suspected Child Abuse

A. Mandated Reporters of Child Abuse

All employees of CCRC are mandated reporters of suspected child abuse. The CA State Penal Code 11164-11174.3 requires mandated reporters to report all cases of suspected child abuse.



B. Child Care Provider Reporting Requirements for Suspected Child Abuse

Child care providers are mandated reporters of child abuse. This means that you are required by law to report any knowledge or suspicion of child abuse or neglect to authorities. If you do not file a suspected child abuse report with the proper reporting agency, you are violating California law (Penal Code Section 11166). Providers who violate this criminal and civil law may be subject to termination or suspension from receiving CCRC referrals or from providing care for families subsidized through CCRC.

C. Reporting Procedure – How to Report Suspected Child Abuse or Neglect

If you know of or suspect child abuse or neglect, have questions, or need a reporting form:

- Call the Department of Children and Family Services (DCFS) Child Abuse Hotline 1 (800) 540-4000.
- Complete and file a written report within 36 hours. Call the local police department for urgent or emergency situations.

_____ *Fill in your local number.*

D. Recognizing the Types of Child Abuse

There are many types of child abuse. Knowing about the types of child abuse will help you to recognize it. It will also help you to know when to file a child abuse report with the Department of Children and Family Services Child Abuse Hotline or the police.

- Physical Abuse — This includes hurting a child by hitting, shaking, burning, etc.
- Sexual Abuse — This includes any sexual contact with a child, using a child for sexual films or prostitution, exposing a child to adult activity, including photographs, videos, etc.
- Emotional Abuse — This can include repeated threats or insults to control, scare, or embarrass a child, or to damage a child's self-esteem. Emotional abuse may also be called verbal abuse.
- Domestic Violence — This includes situations that cause children to see, hear, or know about any violent acts in their home.
- Neglect — This includes ignoring a child's emotional needs for love, attention, etc., or their physical needs for food, clothing, medical care, supervision, etc.

CCRC General Policies for Subsidized Providers

CCRC Subsidized Provider Document Requirements

A. When completing forms:

- Use ink only, no pencil
- Do not use white out or correction tape
- Submit originals when requested

B. Once CCRC receives the correct and signed paperwork, the agency will process the information and set you up as a subsidized provider. You may begin providing services as a subsidized provider after CCRC sends you written authorization.

C. As a child care provider, you must select one of the following two options to receive child care payments from CCRC. If you have not done so by the time your first payment is issued, you will be required to pick up your check and sign up for one of the following payment options.

- **Payment Option #1:** Direct Deposit
- **Payment Option #2:** Provider Pay Card (PPC)

Note: Please make sure to inform CCRC of any changes that may affect your direct deposit or PPC (i.e., close bank account, change banks, change in TAX ID, change in address).

Moving Your Child Care Services to a New Location

CCRC entered into an agreement with you based on information you provided. This information included the address of your services. Therefore, if you plan to move your services or to open another site you must notify CCRC.

You must call CCRC before you move.

A. If you plan to continue providing child care, you must update your paperwork:

- CCRC will send you all required documents to complete.
- CCRC will not pay you until you have turned in updated paperwork.



- Please note: Mail sent to your previous address will not be forwarded to the new address and will be returned to CCRC. If CCRC receives a 2nd mail return, care will be terminated immediately if you are a licensed provider. Exempt providers will be terminated within 30 days unless a new complete change of address packet is received. It is crucial that all address changes be reported. You must submit all required documents to update your address immediately in order to prevent a gap in payment.

B. If you are a licensed provider you must also:

- Notify Community Care Licensing,
- Apply for a new license if you plan to continue child care,
- Submit a copy of your new license as soon as you receive it, and
- If you are a Family Child Care Home, submit a change of address packet to CCRC.

C. CCRC may be able to pay you according to the effective date on your license if you have submitted all other documents required by CCRC on time.

D. If you do not plan to continue child care at the new location, you must:

- Contact CCRC and let us know about your plans to move,
- Provide the names of the child or children you will no longer provide child care services for, and
- Provide your new address and a W-9 so that CCRC can mail your income tax forms to you.

Important Reminders!

- You are an independent contractor. You do not work for CCRC, and are not an agent of CCRC.
- CCRC does not provide references for any reason – loans, employment, etc.
- Please do not attempt to use CCRC as a reference.
- Please do not use the CCRC logo on any of your literature, promotional items or marketing materials.

CCRC Provider Payment Policy and Procedure

Rates and Policies

A. Rate Process

As you know, CCRC must approve your rates and authorize you as a subsidized provider before you begin subsidized services.

You must submit the required documents to CCRC for review, including your child care fees and policies. Please keep in mind that:

- Your rates for all CCRC subsidized families must be the same.
- Your rates for subsidized families cannot be higher than the rates you charge non-subsidized families. CCRC will request proof that the rate is the same. This may include a brochure or flyer.
- CCRC cannot authorize rates above the established Regional Market Rate (RMR) ceiling. If your rates are higher than the RMR ceiling you may arrange for the parent(s) to make up the difference.
 - i. Co-payments: When you arrange for a parent to pay you the difference between your rate and the rate CCRC authorizes, it is called a co-payment. CCRC is not responsible for co-payment arrangements between you and the parent.

Note: Families served under the FCCHEN program cannot be charged a co-payment.

- Please keep in mind that your rates will remain in effect unless you notify us of a change or there is a change in the RMR, or your rates submitted have an expiration date.
- For centers or private schools operating an extended child care (before/after school care), your rates must be separate from school tuition and other school-related fees.

Completing the Family and Child Care Center Statement

(required for CDE providers)

- Use ink; do not use pencil.
- Provide all requested information.
- If you make an error, neatly cross it out and initial it. Do not use white out or correction tape.



- Attach your facility brochure/flyer that includes your schedule of fees or a rate chart on letterhead.
- Attach all policies that will assist us in calculating your reimbursement (absence policy, closure days, scholarships, etc.).
- Sign and date the Statement.

Completing the Fee Schedule for License-Exempt Providers

(required for CDE providers)

- Use ink; do not use pencil.
- Provide all requested information.
- If you make an error, neatly cross it out and initial it. Do not use white out or correction tape.
- Sign and date the fee schedule.

Completing the ST1-05 Parent/Provider Service Agreement

(required for Stage 1 providers)

- Use ink; do not use pencil.
- Provide all requested information.
- If you make an error, neatly cross it out and initial it. Do not use white out or correction tape.
- Sign and date the Agreement.

Licensed Providers Only: Attach a copy of your facility license and facility brochure/flyer that includes your schedule of fees or a rate chart on letterhead and all policies that will assist us in calculating your reimbursement (absence policy, closure days, scholarships, etc.).

B. Rates for Children with Exceptional Needs

If you care for a child with exceptional needs or a severe disability, you may qualify for a special rate. To apply for a Special Rate the provider must:

- Complete the Provider's Statement for Special Needs Request stating the additional services and accommodations required to care for the child.
- Submit documentation demonstrating how caring for the child will result in an ongoing financial impact to you.
- All required forms should be requested by the parent and taken to his/her provider for completion.

- The Americans with Disabilities Act (ADA) is a federal civil rights law that protects children and families with special needs. The law states that the parents of children with special needs are entitled to have access to all child care facilities – both centers and family child care homes. As a child care provider you are required to consider caring for and accommodating children with disabilities on a case by case basis.

C. Regional Market Rate (RMR)

The RMR, which is set by the California Department of Education (CDE), is the maximum rate CCRC can reimburse for child care services. It may increase or decrease at any time. CDE sets the RMR, but CCRC applies it based on:

- Geographic area
- Authorized child care hours and days
- Your payment schedule – hourly, daily, weekly, monthly
- Age of the child
 - i. Rates may decrease as the child gets older
 - ii. Rates for children the same age may vary due to each parent’s need for services

D. Rate and Policy Change Request

- You may request a rate change/addition once during the fiscal year, July 1 – June 30.
- You may request a policy change once during the fiscal year, July 1 – June 30.
- CalWORKs Stage 1 providers:
 - i. Submit a new ST1-05 to CalWORKs Stage 1. In addition, licensed providers must submit a copy of their facility brochure/flyer.
 - ii. CCRC will send an Approval Provider Notification, (ST1-06) to let you know if the new rate has been approved.
- CDE providers – CalWORKs Stage II, CalWORKs Stage III, FCCHEN, and CAPP:
 - i. If you are a licensed provider you will need to submit a Family and Child Care Center Statement (CCRC will provide you with this) along with your facility brochure/flyer. License-exempt providers are required to submit a Fee Schedule form supplied to you by CCRC. Return all required paperwork to the Provider Support Department.



ii. You will be notified in writing if your rate change is approved or not.

If CCRC Receives	If Approved, Rate is Effective	Example
On or before the 5th of the month	The 1st day of the following month	If CCRC receives the rate change request November 5th, if approved, it is effective December 1st.
On or after the 6th of the month	The 1st day of the 2nd month	If CCRC receives the rate change request November 6th, if approved, it is effective January 1st.

E. Rate Guidelines

- Licensed Child Care Providers

TIME-FRAME	DETAILS
Hourly	Parent has a child care need of less than 10 hours per week and less than six (6) hours per day.
Daily	Parent has a child care need of two (2) days or less per week and a minimum of six (6) hours per day.
Part-time Weekly	Parent has a child care need of three (3) or more days per week and at least 10 hours but less than 30 hours per week.
Full-time Weekly	Parent has a child care need of three (3) days or more per week and 30 hours or more per week.
Part-time Monthly	Parent has a child care need of 10 hours or more per week and less than 30 hours per week, and that need occurs in every week of the month.
Full-time Monthly	Parent has a child care need of 30 hours or more per week and that need occurs in every week of the month.

- License Exempt Providers (Family, Friend, or Neighbor Care)

Time-frame	Details
Hourly	Parent has a child care need of less than 30 hours per week and less than six (6) hours per day.
Daily	Parent has a child care need of less than 30 hours per week and six (6) hours or more per day.
Part-time Weekly	Parent has a child care need of three (3) or more days per week and at least 10 hours but less than 30 hours per week.
Full-time Weekly	Parent has a child care need of three (3) days or more per week and 30 hours or more per week.
Full-time Monthly	Parent has a child care need of 30 hours or more per week and that need occurs in every week of the month.



Payment Policies

Each case is reviewed individually to meet the family’s need for child care. CCRC will take into consideration the parent’s need (work, school, training, etc.), age of the child, hours of child care, your rates, and the RMR when determining the authorized schedule and rates. Child care hours and rates are subject to change based on the needs of the parent. CCRC will notify you, in writing, of any changes to the authorized schedule and authorized payment rates.

A. Variable Schedule Information (Usage Only – No Set Hours)

CCRC pays for child care hours up to the maximum authorized for children whose parents are on a variable (no set hours) schedule. Please read below as there are differences in how variable schedules are handled in the CalWORKs Stage 1 program compared to CDE Programs.

- **CalWORKs Stage 1 Providers**
 - If the ST1-06 states that a parent is on a variable schedule, CCRC will pay you only for the hours of care you provide up to the maximum hours authorized if care is used for work or other approved activity. This may include transportation time to/from the activity.
 - Parents who have a variable schedule need to complete a Monthly Variable Schedule Calendar (MVSC) which is required to be attached to the Provider Payment Request (PPR) before it is submitted. A PPR without a MVSC is considered incomplete and will be returned to the provider.



- iii. If a child does not attend child care (is absent), you will not be paid, even if the absence is due to illness or vacation. In addition, you will not be paid for days you are closed.
- iv. When you sign the PPR, you certify that the child care was provided for the purpose for which child care was certified. This means that child care used for any reason other than to participate in an approved activity (work, school, training) does not qualify for a subsidized payment. The parent/guardian is responsible for such child care costs. The parent is also responsible for child care that exceeds authorized rates and hours.

- **CDE Providers (CalWORKs Stages II and III, FCCHEN, CAPP)**

- i. If the Child Care Service Agreement (CCSA) on file for you states you do accept children whose parents have a variable schedule and your Approval Provider Notification indicates that a child is on a variable schedule, CCRC will pay you only for the hours of care you provide up to the maximum hours approved for the child. Any child care hours used beyond the maximum approved is the responsibility of the parent.
- ii. CCRC pays only for child care hours used for work or other approved activity as recorded on the attendance sheet. This may include transportation time to/from the activity.
- iii. CCRC authorizes the hours of child care based on documentation received from the parent. The Variable Schedule Form, which states the number of days and hours of participation in the approved activity, is one example of need documentation. CCRC may verify the hours and compare them to the hours of care used.
- iv. If child care is used for any reason other than to participate in an approved activity it does not qualify for a subsidized payment. The parent is responsible for such child care costs.
- v. You will not be paid if a child on a variable schedule does not attend child care even if the absence is due to illness or vacation. In addition, you will not be paid for days you are closed.
- vi. If the CCSA on file for you says you do not accept children whose parents have a variable work/activity schedule:
 - ▶ You may not care for a child whose parents have a variable schedule
 - ▶ CCRC will be required to terminate care for any children in your care if the parent's schedule changes to variable.

B. Temporary Schedule Changes for Mildly Ill or Suspended Children

- **Mildly Ill/Sick Child**

If a school-age child attends child care for a full day because he/she is sick and is not able to attend school, please make sure that this is documented on the PPR or attendance sheet. If the illness lasts five (5) consecutive days or more, you must submit additional documentation with the PPR or attendance sheet such as a doctor's note.

- **Suspended Child**

If a child is suspended from school and attends child care full day rather than part day, please make sure that this is documented on the PPR or attendance sheet. If the suspension lasts more than one (1) day, a copy of the suspension notice must be attached to the attendance sheet or PPR.

- **Suspended from Child Care**

CCRC does not pay for a child (of any age) who is suspended from child care services.

Fee-Related Payment Policies

Please discuss the following fee-related policies with each parent/guardian before you begin to provide child care services to his/her child(ren).

A. Deposits and Registration Fees

- **Deposits:** CCRC does not pay deposits or any other type of advance payment to reserve a slot for a child.
- **Registration Fees:** CCRC may pay registration fees to licensed family child care homes, child care centers, and license-exempt centers if they are within the RMR limits and are not higher than the fees for non-subsidized families.

B. Late Fees

CCRC does not pay late fees for parents whose child is not picked up by his/her scheduled time, or by close of your business day. The parent is responsible for late fees.



C. Academic and Other School Fees

CCRC does not pay:

- Private or public school-related fees for kindergarten and primary grades, tuition, books, uniforms, etc.
- Meals, transportation, field trips, or activities that are not included in your basic child care rate.

Note: If your center offers a school age program, you must have a separate fee schedule for tuition and other school-related fees (before/after school care).

D. Two-Week Notice

State law does not allow payment of two (2) providers for the same time period.

- If a parent chooses to end care remove their child immediately, payment will end the last day child care was used.
- If a provider (by contract) requires a two-week notice, the parent will be responsible for paying that notice.

Other Payment Policies and Procedures

A. Monitoring the Use of Child Care

- CCRC is responsible to funding agencies for monitoring child care use.
- CCRC is not responsible for reimbursement of child care hours that are not authorized. Please refer to your child care approval notice.
- CCRC will contact the parent if the use of child care reported on the attendance sheet is broadly inconsistent* from the authorized schedule of days and/or hours. Failure to report changes in child care need will result in the parent being responsible for the portion of payment that was not authorized and may lead to termination from the program.

*Broadly inconsistent is defined as a deviation of more than two (2) hours per day from the certified need for more than two (2) consecutive weeks.

B. Child Absences

- **Exempt Providers - Part-Time Schedule**
 - i. CCRC pays exempt providers for actual days and child care hours.
 - ii. When a child is absent from your care, you will not be paid.

- **Exempt Providers - Full-Time Schedule**

- i. CCRC pays exempt providers who are authorized with full-time set hours based on the child care authorization.
- ii. CCRC may pay a day of absence if the absence falls on a day the child was scheduled to attend unless:
 - a. You do not charge for days of absence.
 - b. You have not followed the Absence Notification Procedure regarding cases of abandonment of child care.

Please see Monitoring the Use of Child Care for more information regarding excessive absences.

- **Licensed Providers**

CCRC may pay a day of absence if the absence falls on a day the child was scheduled to attend unless:

- i. You do not charge private pay families for days of absence.
 - a. You have not followed the Absence Notification Procedure regarding cases of abandonment of child care.

Please see Monitoring the Use of Child Care for more information regarding excessive absences.

- **Family Child Care Home Education Network Providers (FCCHEN)**

CCRC may pay a licensed provider for absences only if the following conditions are met:

- i. Such charges are noted in your policies and those policies are on file with CCRC.
- ii. The day of absence falls on a day the child was scheduled to attend.
- iii. You have not followed the Absence Notification Procedure regarding cases of abandonment of child care.
- iv. The number of eligible absences for the child has not exceeded the fiscal year limit.

If a child is absent more than the allowable number of days per fiscal year, the parent will be responsible for payment. Please see Absence Policy for limitations on page 27.



C. Absence Notification Procedure

All providers agree to notify Provider Payments when a child is absent for five (5) consecutive days or more (abandonment of care).

- Call Provider Payments directly at 818-717-1000. For children in CDE, call ext. 4721. For children in Stage 1, call ext. 4717.
- You must call no later than one (1) business day following the 5th day of absence.
- Failure to report absences by the 6th day may result in non-payment.
- If you cannot determine if the child will be returning to your care, CCRC will contact the parent to find out why the child has not been in care.
- If CCRC determines that the child will not be returning, CCRC will notify you of the last day of payment.

D. Documenting Absences on PPRs and CDE Attendance Sheets

It is important for CCRC to know the reason for a child's absence.

- **Stage 1 Providers**
 - i. Providers may make a notation on the bottom half of the PPR or attach a note specifying the reason for the absence (i.e., child sick, vacation).
- **CDE Providers**
 - i. Parents must write the specific reason on the attendance sheet (i.e., child sick, vacation).
- **All Providers**
 - i. Do not include hours on the Stage 1 PPR or times on the CDE Attendance Sheet if the child was not in your care. Indicating child care hours that were not provided or forging a parent's signature is considered fraud and will result in CCRC terminating its business relationship with the provider.

E. Procedure for Provider Closure Days (Days of Non-Operation) and Payments

- **Licensed Providers Only**
 - i. You must submit your policies listing specific dates of when your facility will be closed and no services will be available to families and children.

- ii. CCRC may pay a licensed provider up to 10 days of non-operation (closure days) per fiscal year (July 1 – June 30) only if:
 - ▶ You usually require payment from non-subsidized families in your care,
 - ▶ Such charges are noted in your policies and those policies are on file with CCRC, and
 - ▶ Day closed falls on a child’s normally scheduled day.
- iii. Please write Provider Closed on the PPR or attendance sheet to let CCRC know the days your facility was closed.

- **License-Exempt Providers**

- i. CCRC will not pay exempt providers for legal holidays unless child care is provided per the approved schedule. Legal holidays are: New Year’s Day, Martin Luther King Junior Day, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day and the day after, Christmas Day.

ALL PROVIDERS, PLEASE NOTE:

Payment for days of non-operation does not apply to a child on a usage-only variable schedule. You will not be paid for a day(s) you are closed.



CalWORKs Stage 1 Authorization and Provider Payment Process

A. Authorization

- You submit an ST1-05.
- CCRC approves the ST1-05 and sends you a green ST1-06 Approval Notice with your current authorization which includes:
 - i. Start date – first date you may begin providing subsidized care
 - ii. End date – last day of authorized period
 - iii. Hours of authorized child care (approved schedule)
 - iv. Rate of reimbursement
- CCRC will not pay for child care services before the start date or after the end date, or for hours not listed on the ST1-06, unless you receive a new ST1-06.

B. Provider Payment Request (PPR) Procedure

- CCRC mails you a white PPR for each child after care has been authorized.
- From then on, CCRC will send you a PPR by the 1st of each month until the end date for authorized care. If you do not receive a PPR by the 1st week of the month, call Provider Payments (818) 717-1000, ext. 4717 to inform them that you have not received the PPR.
- You must complete a separate PPR for each child. A PPR with information for more than one child will be returned to the provider.

C. Completing the PPR

- Review the top pre-printed section for accuracy and complete your section as follows:
 - i. If any pre-printed information is incorrect, do not correct it. Call the CalWORKs Department to report changes.
 - ii. Use ink; do not use pencil.
 - iii. If you make a mistake, neatly cross out the mistake with a single line and write the correction.
 - iv. Do not use white out or correction tape.
 - v. Write the total number of child care days and total hours you provided for the week.



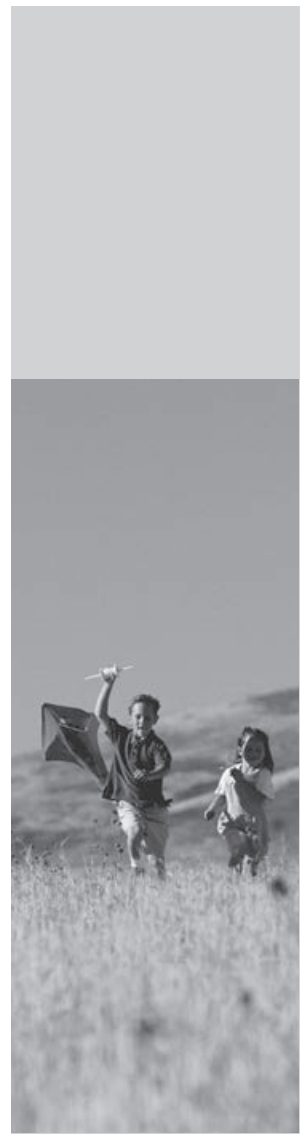
- vi. Write the amount you are claiming for authorized care on the PPR. For hourly, daily, or weekly rates, complete the “Amount Provider is Billing” each week and total up all weeks in the “Total” box. Please make sure the weekly totals add up to the total in the “Total” box.
- vii. For monthly rates fill in the “Total” box at the bottom.
- viii. If you provide care for children of parents on a variable schedule, you must attach the parent’s Monthly Variable Schedule Calendar to the PPR for that family.
- ix. At the end of the month the enrolled parent must sign and date the PPR certifying that the information is correct.
- x. At the end of the month the provider must also sign and date the PPR certifying that the information is correct.
- xi. PPRs must remain in the provider’s possession at all times.
- xii. Unsigned PPRs are not payable and will be returned to the provider.
- xiii. If a parent leaves your care without signing the PPR and you are not able to reach the parent, attach a letter of explanation to the PPR along with your personal sign-in sheets. CCRC will forward the unsigned PPR to DPSS for review. This will cause a delay in your payment.

- **Calculating partial weeks**

- i. In most months, the first and last weeks are partial weeks.
- ii. Bill only for the days that are in the month you are billing.
- iii. If you are paid by the week, this may require billing for a percentage of the week.

D. Submitting the PPR

- Original PPRs must be submitted to CCRC after the last day of care noted on the PPR or it will be returned to you. You may:
 - i. Submit by mail
 - ii. Submit in the external/night drop box
 - iii. Submit in the lobby drop box
 - iv. Submit at the front desk
- Please be aware that PPRs may be returned to you for correction and payment will be delayed due to:
 - i. Errors, missing information, missing signatures, or incorrect/missing monthly total





ii. Crossed out information in the pre-printed section of the PPR

- PPR deadlines and payment schedules are printed on the back of the form. If you have submitted your PPR but have not received payment call the Provider Payments Department and they will research the matter.
- CCRC will only pay valid PPRs for child care provided during the current fiscal year and the immediate prior fiscal year. PPRs for the prior fiscal year must be received no later than June 30th of the current fiscal year. The fiscal year runs July 1st to June 30th.

Example: Fiscal 2014-2015: CCRC can process PPRs for the 2014-2015 fiscal year plus the 2013-2014 fiscal year. PPRs for the 2013-2014 fiscal year are due no later than June 30, 2015.

E. Helpful Tips to Avoid Payment Delays

- Have a daily log for each child of the hours provided.
- Make sure you fill in the total number of hours and days for each week at the end of each week to ensure accuracy.
- Make sure your weekly amounts add up to the total amount being claimed (total box).
- Make sure you are using the correct PPR, see preprinted dates on the PPR.
- Complete and submit PPRs at the end of the current care month.
- Make and keep copies of the PPRs for your records.
- Make sure that CCRC has your current address. CCRC mails PPRs and Direct Deposit Notifications to the address on file.
- Use the return envelope provided by CCRC to mail your PPR.
- PPRs will be paid based on the current authorization.
- Call Provider Payments customer service at 818-717-1000, ext. 4717 if you have questions or need help completing the PPR.

CDE Authorization and Provider Payment Process

(CalWORKs Stage II, CalWORKs Stage III, FCCHEN, CAPP)

A. Authorization

- You must submit a complete provider packet.

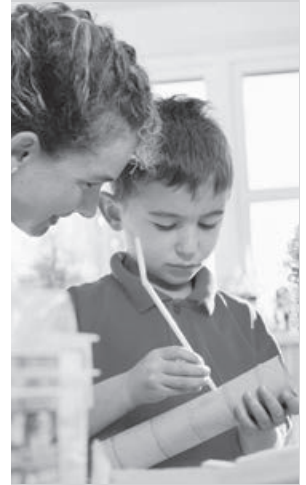
- Once you have been approved as a provider, CCRC renews the Child Care Service Agreement (CCSA) with you every three (3) years. For example: If the CCSA is dated July 1, 2012 it will be renewed on July 1, 2015, unless CCRC sends you a written notice of a change or termination.
- CCRC sends you a green Approval Provider Notification with your current authorization. This includes:
 - i. Start date – first date you may begin providing subsidized care.
 - ii. End date – last day of authorized period (if applicable). Note: If no end date is included in the Schedule Notes section, this means that the approval is on-going.
 - iii. Hours of authorized child care (approved schedule).
 - iv. Rate of reimbursement.
 - v. CCRC will mail you written notification of all changes to the authorized schedule.
- CCRC will not pay for child care services before the start date, after the end date, or for hours not listed in the green Approval Provider Notification unless you receive a new notice extending authorization.
- If you have received a termination date or a notice of action, CCRC will not pay you for services after the termination date unless CCRC sends you a new Approval Provider Notification extending the authorization.


B. CDE Attendance Sheet Procedure

- CCRC will mail you a yellow CDE attendance sheet for each child after care has been authorized.
- From then on, CCRC will send you an attendance sheet by the 1st of the month.
- If you do not receive an attendance sheet by the 1st week of the month, call Provider Payments at 818-717-1000, ext. 4721 to inform them that you have not received the attendance sheet.

C. Completing the Attendance Sheet

- Review the pre-printed section for accuracy and complete the attendance sheet as follows:
 - i. If any pre-printed information is incorrect call CCRC to report the changes.
 - ii. Use ink; do not use pencil.
 - iii. If a mistake is made, neatly cross out the mistake with a single line and write the correction.



- 
- iv. Do not use white out or correction tape.
 - v. When a child is absent from child care:
 - ▶ The parent must record all absences on the attendance sheet.
 - ▶ The parent must write the specific reason for the absence in the space provided. Examples of reasons include child sick, parent did not work, visiting a relative, court-ordered visit, etc.
 - vi. The exact time-in and time-out (including a.m. or p.m.) must be indicated daily when dropping off/picking up the child from care. Times of arrival and departure must be to the exact minute (do not round times).
 - vii. If the child is school age, the times of drop off/pick up must be indicated daily in the middle shaded columns of the attendance sheet.
 - viii. At the end of the month, the enrolled parent must sign and date the bottom of the attendance sheet certifying that all dates and times listed are correct.
 - ix. The provider must also sign and date the bottom of the attendance sheet certifying that the information is correct.
 - x. Attendance sheets that are not signed at the bottom may not be payable.
 - xi. Exception: If a parent leaves your care without signing the bottom of the attendance sheet and you are unable to reach the parent, attach a letter of explanation to the attendance sheet along with your personal sign-in sheets. Provider Payments will research the matter to determine if the unsigned attendance sheet is payable. This will cause a delay in your payment.
 - xii. Attendance sheets must remain in the provider's possession at all times.

D. Submitting Attendance Sheet to CCRC

- Original attendance sheets must be submitted to CCRC after the end of the care month.
 - i. Submit by mail
 - ii. Submit in the external/night drop box
 - iii. Submit in the lobby drop box
 - iv. Submit at the front desk
- If the attendance sheet is submitted prior to the last day of the month, CCRC will only pay up to the date of drop off.

- Attendance sheets received more than 60 days after the close of the child care month are no longer eligible for payment and may be returned to you. **EXCEPTION:** June attendance sheets must be received within 30 days after the close of the month.
- Attendance sheets will be reviewed for accuracy and completeness prior to issuing payment. Errors on attendance sheets may affect payment, result in the family losing subsidized child care, or CCRC choosing to end their business relationship with the provider.
- Deadlines and payment schedules are printed on the back of the attendance sheet. If you have submitted your attendance sheet but have not received payment call Provider Payments and they will research the matter.
- Attendance sheets cannot be corrected once submitted to CCRC. These are legal documents signed under penalty of perjury and will be paid according to the family's certified need.
- CCRC is only responsible for payment for attendance sheets that are complete and accurate.
- For variable schedules, payment will be based on the days/hours reported on the attendance sheet not to exceed the family's certified need. Adjustments may not be made due to incomplete attendance sheets.

E. Helpful Tips to Avoid Payment Delays

- Make sure CCRC has your current address. CCRC mails attendance sheets and direct deposit notifications to the address on file.
- Make sure attendance sheets are completed daily to ensure accuracy.
- Submit completed attendance sheets for the current care month after the end of the care month.
- Make and keep copies for your records.
- To avoid errors/omissions, please review the attendance sheet prior to submitting.
- Parents and providers are required to follow State guidelines when completing attendance sheets. CCRC will contact the parent and provider to provide assistance on the proper completion of attendance sheets when concerns are identified. Non-compliance may lead to a family needing to choose a new provider, a family losing their child care services, or CCRC ending their business relationship with the provider.
- Attendance sheets will be paid based on the current authorization.



- Call Provider Payments customer service at 818-717-1000, ext. 4721 if you have questions or need help completing the attendance sheet.

Overpayment Procedure

If CCRC overpays you for services, CCRC expects you to return the full amount overpaid to you. If you notice an overpayment, contact the Provider Payments Department immediately to make arrangements for repayment.

- If you are currently participating in any CCRC subsidized child care program, the agency will deduct the amount of the overpayment from your next payment(s) until the full amount owed is paid.
- If you are not currently participating in the subsidized child care program, and you do not repay CCRC immediately, you must sign an agreement to return the overpayment.
- If you do not return an overpayment, you may not enroll any children who are subsidized by CCRC until the overpayment is repaid.
- If CCRC causes an electronic double payment in error, the amount of the overpayment will automatically be withdrawn from your account or pay card within 24 hours of the overpayment.
- The agency holds you responsible if you receive payment, and holds a parent accountable if he/she receives services by deliberately filing false information or by not reporting important information.

Underpayment Procedure

If CCRC underpays you for services due to a calculation error the payment will be adjusted.

Child Care Fraud

CCRC is required by State and Federal regulations to hold accountable parents and/or providers who receive services and/or payments by misrepresenting or withholding pertinent information. CCRC Board policy defines fraud as “any intentional action or intentional omission that results in falsification and/or misrepresentation of information, either verbal or written, resulting in ineligible use or provision of child care and/or ineligible receipt of childcare payments”. This also includes License-Exempt Providers who falsify the nature of the provider’s relationship to the child.

CCRC works with DPSS Welfare Fraud investigators as well as the Los Angeles County District Attorney’s office on cases of suspected child care fraud by providing documentation including, but not limited to, attendance records and payment history as requested. Consequences of ineligible child care may range from a repayment plan to prosecution by the District Attorney’s office.

Providers who falsify attendance documents and/or receive services or payments by misrepresenting or withholding pertinent information will be terminated from providing subsidized child care services to CCRC families.

Any provider terminated for fraud from any CCRC payment program shall be considered permanently terminated and not allowed re-entry to any CCRC payment program.

It is the provider’s legal obligation to be truthful and accurate in all of their dealings with the Child Care Resource Center. Any attempt to deceive CCRC, to obtain payments the provider has not earned, is a felony in California and must be reported.

Fiscal Year

CCRC’s fiscal year begins July 1 and ends June 30. You must report and settle payments, including correcting any payment problems, before the fiscal year ends.

- CDE Programs: CCRC will only pay valid attendance sheets for child care during the current fiscal year. Attendance sheets received more than 60 days after the close of the month are no longer eligible for payment. Exception: June attendance sheets must be received no later than July 31st.
- Stage 1 Programs: CCRC will only pay valid PPRs for child care provided during the current fiscal year and the immediate prior fiscal year.

Provider Complaints/Provider Termination

Complaint Policy

CCRC is committed to:

- Working cooperatively with all child care providers with whom it conducts business,
- Developing and maintaining professional and supportive relationships with child care providers, and
- Resolving all parent complaints and provider/agency disagreements in a courteous and professional manner.

Complaint Procedure

CCRC accepts complaints about providers from parents and the public and complaints from parents, providers and the community regarding suspected misuse of CCRC services. Cases of suspected misuse will be researched and referred to the appropriate authorities as applicable. CCRC accepts complaints from providers regarding CCRC services. If you have a complaint, call a Quality Assurance Liaison.

CCRC handles complaints as follows:

- Documents complaints in writing.
- Helps parents and providers work out differences related to child rearing, philosophy or style, business disagreements, and similar situations. If the differences cannot be resolved, CCRC helps the parents make other child care arrangements.
- Refers complaints alleging licensing violations to Community Care Licensing.
- Reports complaints alleging suspected child abuse to the Child Abuse Hotline and/or local law enforcement.
- Suspends referrals to the involved provider, or prevents adding additional subsidized children while a complaint is under investigation.
- Resumes participation with and resumes referrals to the provider when notified that the complaint or investigation has been resolved in the provider's favor.

- Attempts to resolve the issue quickly in accordance with policies and procedures.
- Investigates all concerns regarding the deliberate filing of incorrect information in order to receive subsidized services. CCRC expects parents and providers to complete all paperwork accurately and truthfully.
- Refers complaints about the program and/or staff to the appropriate department manager, coordinator, and/or supervisor.

Provider Termination

A. Causes for Termination

CCRC reserves the right to terminate our business relationship with you if:

- You refuse to sign or do not return required CCRC documentation for your basic provider data file.
- You submit fraudulent information or claims.
- You do not give CCRC a copy of your current license.
- You do not comply with licensing requirements including but not limited to capacity limits.
- Your license has been suspended or revoked by Community Care Licensing.
- You provide care at a location other than the one identified on your license and/or noted in the provider agreement.
- You do not notify CCRC of new or changed information; for example, you move without notifying CCRC.
- You fail to take or complete corrective action required by CCRC or any governmental agency or authority.
- You are uncooperative with CCRC staff or ask them to commit illegal or unethical acts.
- You or your representative threaten violence or harm, or demonstrate a similar inappropriate behavior against CCRC staff or a participant.
- You fail to comply with any CCRC policy or procedure.

B. Termination without Notice

CCRC, at its sole discretion, may terminate you immediately:

- For a substantiated claim of abuse or neglect
- For a substantiated report of child care fraud
- If TrustLine has been denied
- For any reason CCRC determines warrants termination

C. Voluntary Withdrawal from Participation

You may voluntarily withdraw from the subsidized child care program. If you wish to withdraw and you have CCRC subsidized children in your care, CCRC requests that you give parents a 14 calendar day notice. This will allow staff and parents the time to make alternative child care arrangements.

D. Follow-Up to Provider Termination

If you have questions about your termination or wish to discuss it, you may call Provider Support.

Resource and Referral (R&R)

An important function of R&R is to provide free child care referrals to parents, whether or not a family qualifies for subsidized child care. In addition to making referrals, staff is available to answer questions on child development concerns and to coordinate child care provider trainings on professional topics, licensing, business practices, improving the quality of the child care environment, marketing, and more. In addition, R&R manages the Family Child Care Home Education Network and the Book, Toy & Resource Libraries.

Referral Services

Referrals are available to parents free of charge. R&R provides each family with a list of licensed child care providers or license-exempt centers who may meet their criteria based upon information parents provide.

- If you are a licensed family child care provider, licensed or license-exempt center, your facility can be included in CCRC's provider database, which is updated regularly and maintained by the department.
- R&R makes referrals in accordance with the agency's referral policy.

Provider Referral Policy

The Child Care Resource Center operates on the basis of parental choice in child care. We believe that parents who have accurate and objective information about available child care options and are knowledgeable about quality child care are the best ones to evaluate and choose child care for their children. We offer parents the opportunity to learn what to look for in a child care setting and their rights as parents to pursue adequate and safe care for their children. CCRC makes referrals, not recommendations.

Our policy is:

- Parental choice in selection of child care services.
- To refer to licensed providers based on proximity to the parents' stated location preference, age of the child and times that care is needed.
- To make every effort to serve parents looking for child care. However, we make referrals, not recommendations. CCRC staff is not responsible for the fulfillment of child care services.
- To provide at least four (4) referrals (whenever possible) and at least one (1) of the referrals shall be a provider over which our agency has no fiscal operational control.

- To offer information to the caller about their option to choose a license-exempt provider.
- Not to discriminate against any individual or group based on race, creed, religion, national origin, gender, sexual orientation, age, handicap or income.
- Not to release information on providers or the families we serve. All information received from providers and parents remains confidential unless it involves the immediate health or safety of a child.
- CCRC reserves the right not to refer to providers of child care:
 - i. Where there is documentation of abuse or neglect.
 - ii. When service or place of care has been documented as unsafe and conditions have not been corrected.
 - iii. When a facility is not licensed and is not exempt from licensing requirements.

CCRC's complaint policy is available upon request.

- CCRC may not allow religious instruction in some programs it administers, such as FCCHEN.

Child Care Referral System

- Asks parents/guardians questions such as child's age, child care schedule, desired location, etc. The information provided by the parent allows R&R to offer the best referrals for the family, based on information given by the providers in the database.
- Randomly generates from its database of licensed providers a list of up to 15 providers who may be a match.
- Encourages parents to visit, interview and observe several providers.
- Suggests that parents call CCL to inquire on the status of a provider's license and to see if there are any past or pending complaints.
- Provides parents with tips and tools for selecting a provider, including a pamphlet, Quality Child Care, which includes:
 - i. A checklist on how to interview providers;
 - ii. Child care regulation information; and
 - iii. Other suggestions for selecting providers.

- Confidentiality
 - i. In accordance with the Child Care Resource Center’s confidentiality policy, information gathered during referrals will not be made available to outside sources.
 - ii. The data collected are used to assist state and local agencies to understand and plan effectively to address child care needs in the community.
 - iii. Parents may obtain referrals in person or through the website, www.ccrcca.org.

Parent Education and Child Development Services

CCRC has a comprehensive parent education program. Activities may include:

- School readiness activities, home visitation, mommy & me classes, workshops & trainings and more.
- Other educational programs held throughout the year that assist parents with their understanding of child development.
- Publications that offer education and information.

Book, Toy & Resource Library

The library offers a place for parents and children to discover, explore, learn and play. There are locations in Chatsworth, Palmdale, Victorville and San Bernardino that provide thousands of high quality, age appropriate resources. Library programs and services are free. Please visit www.ccrcca.org for current hours or call the local office.

Some of the items available include:

- Child development books and videos
- Parenting videos and books
- Wide variety of bilingual (English and Spanish) children’s books (ages 0-13)
- Age appropriate games, puzzles, and toys
- Outdoor riding equipment, water play tables, and much more

Provider Outreach and Training

R&R provides guidance, support, information, and offers training for providers that includes:

- The department hosts over 150 workshops and training sessions per year on a range of topics and also plans conferences and institutes with community partners.
- How to provide quality child care.
- Child development topics and concerns.
- How to acquire a child care license from Community Care Licensing.
- How to find resources such as grants and loans.
- How to become a subsidized child care provider.
- How to operate a business, including business record keeping, marketing, creating and maintaining family files.
- Capacity building.

Child Care Initiative Project (CCIP)

- Assists unlicensed child care providers in becoming licensed through the Community Care Licensing process and Licensed Family Child Care Providers (FCCs) in increasing the quality of their environments.
- Provides training in guidance and discipline, growth and development, nutrition, meal preparation, and health and safety, with an emphasis in infant care.
- Provides access to resources such as fire extinguishers, smoke alarms and first aid/CPR classes.
- Helps individuals build a successful and strong business.





 **Child Care
Resource Center™**
Quality · Support · Development · Education

www.ccrcca.org