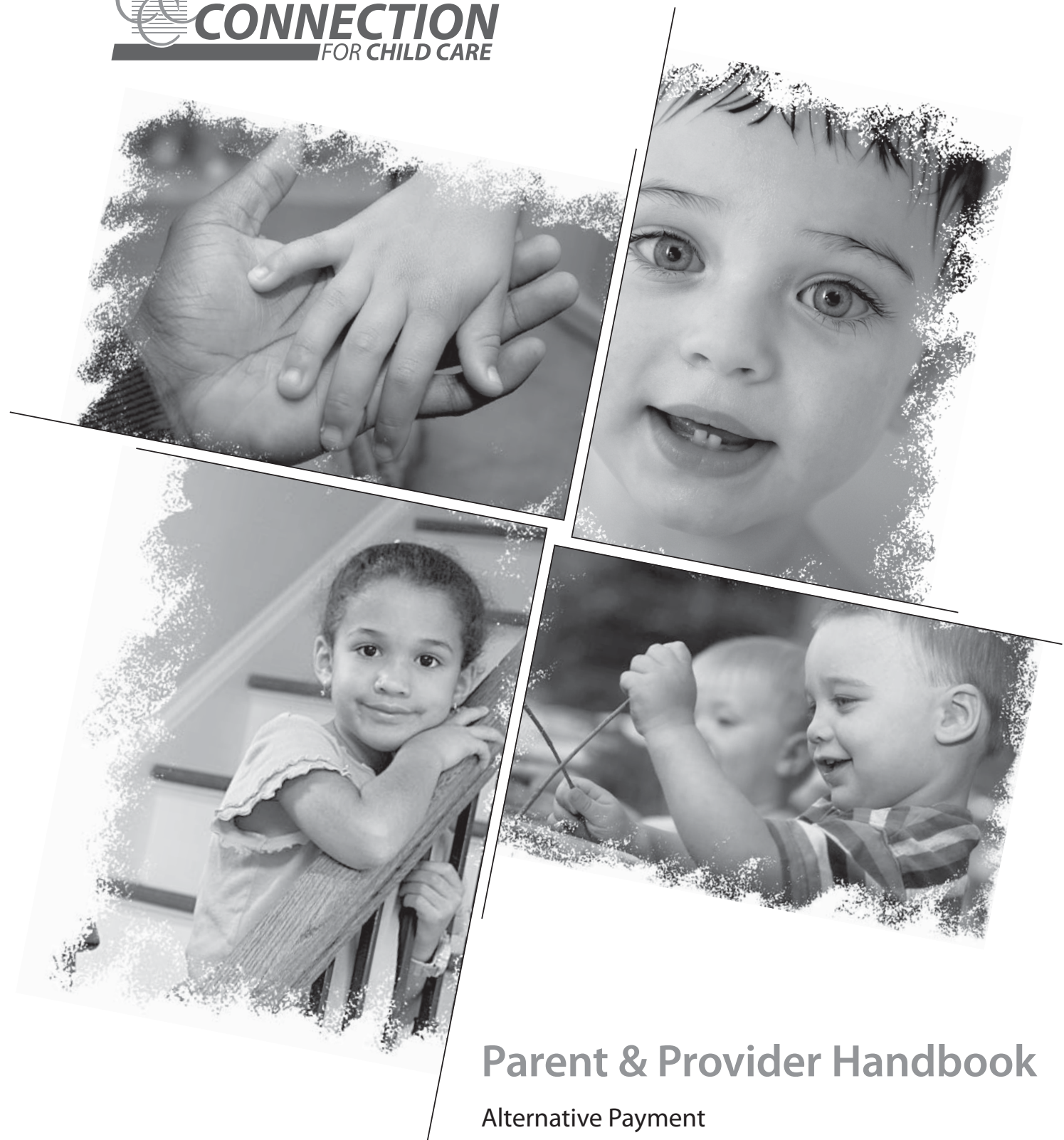


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*A program operated by the  
Kern County Superintendent of Schools Office,  
Christine Lizardi Frazier, Superintendent.*



## Parent & Provider Handbook

Alternative Payment

Child Care and Development Block Grant

CalWORKs Stages



Detach and return this page to CCCC.

MISSION STATEMENT

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

## Handbook Verification of Receipt

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

Name (Please print): \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

Please check box:

Parent

Provider \_\_\_\_\_



2000 24th Street, Suite 100 • Bakersfield, CA 93301

Phone (661) 861-5200 • Fax (661) 861-5240 • Toll Free 1-877-861-5200

# Web Site

We encourage parents and providers to access CCCC’s web site at <http://kcsos.kern.org/cccc/> for a variety of information that we believe will help increase the quality of child care provided in Kern County. Training opportunities, child care ideas and parenting tips are all included in our comprehensive web site. We hope you will check the site often!

## Family Child Care Home & Child Care Centers Notification of Parents’ Rights

### PARENTS RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the family child care home or child care center without notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee’s public file kept by the licensing office.
3. Review, at the family child care home or child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the family child care home or child care center without discrimination or retaliation against you or your child.
5. Be notified and receive, from the licensee, a written notice that lists the name of any person not allowed in the family child care home or child care center while children are present. (NOTE: This notice is only required when the Department has, in writing, excluded someone from the family child care home or child care center on or after January 1, 2001).
6. Request in writing that a parent not be allowed to visit your child or take your child from the family child care home or child care center, provided you have shown a certified copy of a court order.
7. Receive from the licensee the name, address and telephone number of the local licensing office.  
  
Licensing Office Name: Community Care Licensing Fresno Regional Office  
Licensing Office Address: 770 East Shaw Ave., Suite 300, Fresno, CA 93710  
Licensing Office Telephone: (559) 243-4588
8. Be informed by the licensee, upon request, of the name and type of association to the family child care home or child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
9. Receive, from the licensee, the Caregiver Background Check Process form.
10. Be informed, by the licensee, that the facility has or does not have liability insurance (or a bond) that covers injury to clients due to the negligence of the licensee or employees of the facility.

**NOTE: CALIFORNIA STATE LAW REQUIRES THAT THE LICENSEE MAY DENY ACCESS TO THE FAMILY CHILD CARE HOME OR CHILD CARE CENTER TO A PARENT/ AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.**

For the Department of Justice “Registered Sex Offender” database, go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)

### TABLE OF CONTENTS

- 2 Definitions
- 3 Program Overview
- 3 Parents’ Responsibilities
  - 3 Child Care Options
  - 3 Eligibility & Needs Requirements
  - 4 Enrollment Requirements
- 5 Minimum Wage Law
- 5 Concerns About Providers
- 5 Attendance Logs
- 6 Additional Important Information
  - 6 Family Fees
  - 6 Delinquent Family Fees
  - 6 Financial Responsibility
  - 7 Statement of Confidentiality
- 7 Providers’ Responsibility
  - 7 Licensed Child Care Providers
  - 7 Provider Policies
- 8 Exempt Providers
  - 8 Location of Child Care
  - 8 TrustLine Registry
- 9 Attendance Logs
  - 9 Family Fee Payment and Receipt Submission
- 10 Circumstances That May Affect Payment
- 11 Fraud Prevention
- 12 Website
- Back Handbook Verification of Receipt



# Definitions

**Adult** - a person who is at least eighteen (18) years of age.

**Best Interest Day (BID)** – Circumstances that constitute an excused absence for time spent with a parent or other relative that is clearly “in the best interest of the child”:

1. Medical, counseling or therapy appointment for the family
2. Family observance of a religious holiday
3. Family vacation time
4. Time with the non-custodial parent or a visiting relative that is not court-ordered.

Best Interest Days are limited to **10 days** in a fiscal year.

**California Alternative Payment Program (CAPP)** - programs funded by the State of California and the Federal Government to assist low-income families with their child care and development needs.

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

**California Department of Social Services (CDSS)** - Stage 1 child care program administered by CDSS for families receiving cash assistance through the Department of Human Services.

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

**Co-payment** - any charges above what subsidized programs can pay. The co-payment is paid directly to the provider by the parent.

**Drop-in care** - an occasional need for child care for the parent’s authorized activity. Payment will be made for days and/or hours of attendance only. Drop notices are not available to licensed providers when children are enrolled in drop-in child care.

**Excused Absences** - child absences due to illness, quarantine, illness or quarantine of the parent or sibling, family emergency, or to spend time with a parent or other relative as required by a court of law. These reasons must be documented on the Attendance Log.

**Exempt Child Care** - a child care provider that is not licensed by the State of California, Community Care Licensing and/or has completed TrustLine and the registration process with Community Connection for Child Care (CCCC).



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

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

**Full Signature** - the legal signature of the individual (e.g., signature normally used on checks or other documents). Signatures will be compared for consistency purposes.

**Licensed Child Care** - a child care provider who holds a valid license granted by the Community Care Licensing, State of California or a Federal License (to operate a child care facility on a military base).

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

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

**Stage 1** - child care for CalWORKs families referred to CCCC by the Department of Human Services (DHS) for approved CalWORKs activities.

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

**Stage 3** - as funding is available, child care for families who have exhausted their 24 months after receiving cash aid, meeting eligibility and need criteria.

**Unexcused Absences** – Any absence that does not meet the definition of excused or use of Best Interest Days in excess of 10 days per fiscal year. Excessive unexcused absences may affect child care authorization.

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

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

# Fraud Prevention

CCCC takes the issue of child care fraud very seriously. Fraud is a serious issue that impacts our ability to serve children. CCCC partners with the Kern County District Attorney’s office and other law enforcement to investigate and prosecute fraudulent activity. CCCC reserves the right to require repayment for services determined to be obtained fraudulently or due to failure to report changes and may refuse future enrollment with any program administered by the agency. In addition, we will not hesitate to terminate parents / providers who purposefully do not follow the rules.

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

## Special Note:

Please feel free to contact CCCC staff with any questions or concerns. The CCCC Subsidized Child Care Programs are designed to assist income eligible parents with their child care needs. Every attempt has been made to provide clear and consistent policies for all enrolled parents and their child care providers. CCCC hopes its relationship with both parents and providers will be positive, honest, and professional. Parents and providers have the right to be treated in a respectful and courteous manner by all CCCC staff. Accordingly, CCCC staff has the right to be treated in a respectful and courteous manner by parents and providers. Disruptive or aggressive behavior, including but not limited to abusive language or physical threats made by parents and/or providers towards any CCCC staff, may result in termination from the program.

Any parent who has completed enrollment for subsidized child care has the right to a fair hearing on any decision of the CCCC subsidy staff. The Notice of Action given to parents whenever a decision is made affecting them contains information on the back regarding the right to request an appeal.



## Circumstances That May Affect Payment

- CCCC requires all providers, whether licensed or exempt, to report any changes in their status within five calendar days. (For example: change in address, phone, licensing status, closures, etc).
- When moving, please bring valid photo ID and Social Security Card into any CCCC office to complete the change of address and new W-9 form.
- Parents who use child care which is unauthorized will be financially responsible for payment to the provider. CCCC will only pay for child care that is authorized on the child care certificate.
- Licensed child care providers may submit 10 days of closure or non-operation (i.e. vacation or holidays) annually to CCCC for which payment is expected. CCCC will not pay licensed child care providers for days when the provider is closed, unless specified in their policies as a non-operational day.
- CCCC requires licensed providers to contact case managers when a child is absent for three consecutive days. If the absence is not reported by the third day, licensed providers will forfeit payment of any drop notice even if a drop notice is specified in their child care policies on record with CCCC.
- Drop notices will be paid by CCCC if specified in the provider's policies to a maximum of two weeks and as allowed by funding regulations.
- CCCC requires a copy of the child's Suspension Notice be attached to the Attendance Log for the month in which service was provided when seeking payment for additional child care during the hours school is in session.
- Overlapping child care is defined as two or more providers requesting payment for a child for the same time period. CCCC reserves the right to deny payment for overlapping child care.
- CCCC may pay an alternate provider for child care when a child is ill and we have documentation that the original provider is not available; or when the usual provider of care has a closed paid day on a day that the parent must work or attend other approved activities (Limited to 10 days).
- CCCC reserves the right to request and verify employment of providers who have other employment in addition to being a child care provider. This verification is needed to prove provider availability during child care hours.
- All deadlines must be met to ensure payment. It is the client's responsibility to ensure CCCC receives required documents by the stated due date.
- CCCC reserves the right to terminate provider participation with all CCCC subsidy programs when:
  1. A child care provider submits false or misleading information and/or documentation to CCCC.
  2. Credible information has been provided to CCCC that a contracted provider and any other household member has a criminal conviction or history of behavior that indicates a substantial risk to the health and/or safety of children in care.
  3. Directed by any legal entity with appropriate authority who provides CCCC with information and/or direction to end contracting privileges. These entities may include but are not limited to: Community Care Licensing, or the Kern County Department of Human Services (Special Investigations Unit or Child Protective Services).

## Program Overview

This handbook is designed to give parents and providers an overview of CCCC programs, outlining eligibility and need requirements and to provide information about program policies and procedures. CCCC subsidy programs are funded by CDE and through a contract with Department of Human Services (DHS) to serve low-income families who meet the appropriate eligibility and need criteria. The subsidy programs include CalWORKs Stage 1, Stage 2, Stage 3, and CAPP. CCCC is responsible for processing payments to child care providers for authorized child care hours. The subsidy programs are operated on a non-discriminatory basis ensuring equal treatment and access to services without regard to race, color, creed, religion, national origin, ethnicity, gender, sexual preference, or physical disability. Eligible families may select from a full range of child care services, and when requested, referrals for health and social services. This handbook was developed with funds from CDE and CDSS. CCCC is solely responsible for its content.

Please note that payment of child care subsidies may be delayed if a California State budget is not signed on time by June 30th of each year.

## Parents' Responsibilities

### Child Care Options

Subsidy programs are parental choice programs. CCCC offers licensed child care referrals to parents needing assistance choosing a child care provider. Since these are referrals and not recommendations, parents are responsible for personally evaluating the provider's qualifications before making a selection. Parents have the right to get information about any substantiated or inconclusive complaints about a licensed child care provider that they select for their child. The information is public and can be obtained by calling the local licensing office at (559) 243-4588.

When selecting an exempt provider (a friend, family member, or neighbor) they must meet with CCCC to be informed of agency policies and procedures. Parents are required to give appropriate notice to CCCC and to the provider when changing and/or ending child care services. Parents will be responsible for any payment owed to the child care provider due to unauthorized use of child care. Parents are responsible for choosing providers free from a criminal background. Most exempt providers will be required to submit to a thorough background check through TrustLine.

### Eligibility And Need Requirements

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

Children who have reached their 13th birthday are not eligible for subsidized services. The only exception is children who are physically or mentally incapable of caring for themselves as determined by a legally qualified professional. Families on the subsidy programs are selected from the Centralized Eligibility List (CEL) in Kern County as vacancies occur or through a referral from DHS for CalWORKs participants.





## Enrollment Requirements

When first applying for child care assistance, parents must complete applicable enrollment documentation, as listed below, to prove eligibility and need before services and payments begin.

### **Documents needed to show eligibility and need (not all of these items are needed to qualify for Stage 1 child care)\***

- Current Photo ID
- Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) if the enrolled child has special needs
- Official Birth Certificates for all children counted in the family size
- Immunizations for all children not yet in school
- Physicals (if using exempt care for all children not yet in school)
- Employment Verification
- Training Verification (see Procedures for Student Families)
- Documentation supporting current residence for both parents
- Family Income (including but not limited to)
  - Original check stubs (one full month's original check stubs, no photocopies or fax)
  - Financial Aid award letter (students)
  - Tips
  - Survivor Benefits
  - TANF (Passport to Services or Notice of Action)
  - Pensions/Annuities
  - Veteran's Pensions
  - Worker's compensation
  - Unemployment/Disability income
  - Alimony/Child Support
  - Military Pay
- If self-employed, a combination of the following will be required:
  - Profit & Loss Statement
  - Calendar showing days/hours worked
  - Advertisement showing hours of operation
  - Ledger sheets
  - Invoices for services/receipts for expenses
  - Business license
  - Estimated quarterly taxes
  - Business contracts
  - Tax Returns

\*List subject to change based on Regulations

## Attendance Logs

Monthly Attendance Logs will be provided for each child enrolled in child care. The purpose of Attendance Logs is to record authorized child care needed on a daily basis for parents' authorized activity (i. e. work, school). Attendance Logs must be completed in ink. Changes to pre-printed information on the Attendance Log are not permitted. Use of white out is not permitted. **ATTENDANCE LOGS MUST BE COMPLETED ON A DAILY BASIS.**

Providers are responsible for the following:

- Monitoring parents' signing IN and/or OUT with EXACT clock times daily on the Attendance Log provided for each child enrolled.
- Initialing and entering EXACT daily time IN and/or OUT for school age children with split schedules.
- Signing the bottom of the Attendance Log each month on the last day of child care stating under penalty of perjury child care was used as authorized and documented on the Attendance Log. The signature of the provider indicates the person who is named (pre-printed) on the Attendance Log provided the child care at the address on record with CCCC.
- Monitoring parents' compliance and accurately documenting reason for absences (i.e., ill, with grandparent, doctor appointment, etc.)
- Documenting on the Attendance Log when they are closed.
- Submitting to CCCC original completed Attendance Logs by the 5th calendar day of each month and by the end of the CCCC business day. When accurate and complete Attendance Logs are received by the due date, providers should receive payment by the 25th of each month. Completed Attendance Logs received after the 5th calendar day will result in payment being delayed. Please allow enough time for the US Post Office to deliver your Attendance Logs by the 5th of the month as they must be received by CCCC by that date. CCCC reserves the right to deny payment of Attendance Logs that are two or more months late from the original due date.



## Family Fee Payment And Receipt Submission

Family Fees are assessed based on the family income and family size using the CDE Family Fee Schedule. Family Fees are calculated on a child's days and hours of enrollment (full-time or part-time child care). Unless otherwise notified, family fees are due to the child care provider the first day of each month. Non-payment of family fees by the due date will delay payment to all providers that the family uses. Providers are responsible for collecting the Family Fee as billed and for returning the signed Billing Statement by the 5th calendar day of each month the fee is due. The amount of the paid fee will be deducted from the previous payment for the corresponding month of service.

For example: The Billing Statement shows the fee is due by April 1, when the fee is collected, the receipt should be submitted to CCCC by the end of CCCC business day on or before April 5th.

## Exempt Providers

Parents can also choose exempt child care providers. Providers are considered to be exempt when they are not licensed by the State of California, Community Care Licensing. They include the following:

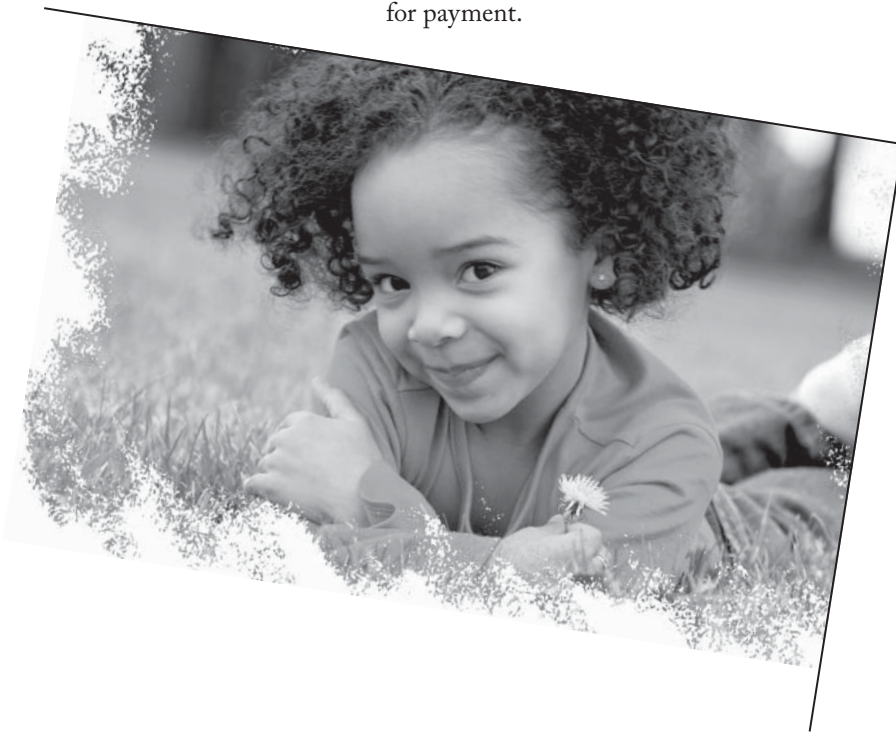
1. Providers who are the grandparent, aunt or uncle, of a child.
2. Providers who are friends, neighbors, or relatives not specified in #1 who provide care for a child of one family other than their own. In this instance exempt providers must be TrustLined (fingerprinted) to ensure they do not have a criminal background.

### Location Of Child Care

All providers must provide a physical address indicating the location where child care services will be provided. If providers choose to use a P.O. Box as their mailing address, CCCC must also have the physical address on file to indicate where child care services are provided.

### TrustLine Registry

CCCC is committed first and foremost to the safety of children. All non-relative, exempt providers must be registered with TrustLine showing that they are free from criminal convictions for serious crimes that could affect the health and/or safety of children. When an exempt provider's TrustLine is denied or closed, all payments by CCCC will stop immediately. If TrustLine issues a clearance at a later date, CCCC may contract for payment.



## Minimum Wage Law

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

## Concerns About Providers

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

CCCC recognizes that health and safety standards should be met in any child care setting, licensed or exempt. CCCC will accept a written complaint regarding an exempt provider.

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

## Attendance Logs

Monthly Attendance Logs will be provided for each child enrolled in child care. The purpose of Attendance Logs is to record child care needed for a parent's authorized activity (i.e. work, school). Attendance Logs must be completed in ink. Changes to pre-printed information on the Attendance Log is not permitted. Use of white out is not permitted.

Parents are responsible for the following:

- Signing each enrolled child in and/or out EACH DAY on the Attendance Log using full signature and EXACT clock time. For example, an exact clock time is 7:03AM. Parents should not round off times. Failure to sign each child in and/or out with EXACT clock times EACH DAY will be cause for termination from the program.
- Signing the bottom of the Attendance Log each month, on the last day of care, stating under penalty of perjury child care was used for the parent's authorized activity.
- Signing the bottom of the Attendance Log monthly which confirms that child care was provided by the child care provider on record with CCCC.
- Reporting a child's absence to the child care provider on the day it occurs.
- Documenting the reason for the child's absence on the Attendance Log upon returning to care.



## Additional Important Information (See separate Statement Of Understanding)

- Parents have the right to unlimited access to their children while in care.
- Parents are required to recertify for child care services every six months for working parents; every quarter, semester, or session for students.
- Parents are required to notify CCCC within 5 calendar days of any changes in family size, family income (including application for cash aid), residence, work, training status, or any other changes affecting eligibility and need for child care services.
- Parents may be required to provide proof or documentation when the family size changes. For example: a utility bill showing alternate residence for an absent parent, court documents reflecting an adoption, or submitting a birth certificate for a new(born) child. It is the parent's responsibility to prove family size.
- Parents are financially responsible for any unauthorized use of child care.
- Parents may be eligible for Family Leave when temporarily not needing child care services (see separate Limited Term Service Leave Requirements).
- Parents may be eligible for child care services to complete job search activities (see separate Procedures for Job Search).
- Parents may be eligible for child care services to complete educational or vocational training (see separate Procedures for Student Families).
- Parents may be responsible for child care payment when exceeding the 10 Best Interest Days (BID) available during the fiscal year for payment per CDE regulations.
- Parents are responsible for calling CCCC and providing a copy of any suspension notice for a school age child needing additional child care during the school day.

### Family Fees

Family Fees are assessed based on the family income and family size using the CDE Family Fee Schedule. Family Fees are calculated on a child's days and hours of enrollment (full-time or part-time child care). Unless otherwise notified, family fees are due to the child care provider the first day of each month. Non-payment of family fees by the due date will delay payment to all providers the family uses.

### Delinquent Family Fees

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

### Financial Responsibility

CCCC will only pay for child care that is authorized on the child care certificate. Parents will be financially responsible for any unauthorized charges for child care services including those accrued by failure to follow CCCC policies.

## Statement Of Confidentiality

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

## Providers' Responsibilities

Providers will be required to complete a W-9 form for reporting income to the Internal Revenue Service. All child care providers are independent contractors and will receive a 1099 form for tax reporting purposes.

### Licensed Child Care Providers

Parents have an option of choosing licensed providers, which are either center-based or family child care, to meet their child care needs. Licensed child care providers must hold a valid child care license and be in compliance with all Community Care Licensing regulations.

### Provider Policies (See separate Provider Statement Of Understanding)

Licensed child care providers who contract with CCCC must provide the following:

- A copy of the provider's rate sheet listing the following:
  - > Rates charged to the general public for services they provide.
  - > The provider's discount or scholarship opportunities (if any).
  - > Days and hours of operation.
  - > Days of closure or non-operational days for which all families are charged.
  - > Registration fees (if any).
  - > A statement indicating whether or not religious instruction or worship is practiced as part of the services provided.
  - > Drop notices.
- A statement signed by the provider confirming that the rates charged for any subsidized child are equal to the rates charged for a non-subsidized child.
- Parents have unlimited access to their child(ren) while in care.
- Providers may submit policy changes to CCCC one time per year between April 15 – May 15 to be effective July 1. CCCC will make this information available to all divisions in the agency, including but not limited to, Resource & Referral and Subsidized Child Care Departments.

