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Agency Schedule
Monday-Friday
8:00 am to 5:00 pm
Closed on all Major Holidays

Families/Clients will be seen by appointment only
Community Action Partnership of Madera County
Child Care Alternative Payment and Resource & Referral Program
1225 Gill Ave, Madera CA 93637
Main phone 559-661-0779 ◦ Toll Free 800-505-0404 ◦ Fax 559-661-0764
We encourage parents and providers to access the CAPMC website at https://www.maderacap.org
OUR MISSION
Helping people, changing lives and making our community a better place to live by providing resources and services that inspire personal growth and independence.

OUR VISION
CAPMC will be recognized as a premier social service agency that eliminates the effects of poverty by helping people obtain knowledge and skills to achieve self-reliance and economic stability... one life at a time.

THE PROMISE OF COMMUNITY ACTION
Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

OUR VALUES
Trustworthiness, Respect, Responsibility, Fairness, Caring, Citizenship

Welcome to the Community Action Partnership of Madera County (CAPMC) Child Care Alternative Payment and Resource & Referral Program (APP/R&R). We are a private non-profit agency organized for the expressed purpose of helping people become self-sufficient by providing a high level of quality services to the children and families of Madera County.

This is accomplished through coordination, advocacy, direct and indirect services. This agency provides assistance on a non-discriminatory basis extending equal treatment and access to services for children, parents and providers of child care without regard to race, color, creed, religion, national origin, ethnicity, ancestry, age, sex, sexual preference or disability.

To offer maximum support for parents and providers, we will provide access to the following services:

- Resources and referrals for parents to assist in making quality child care choices
- Financial assistance with child care expenses for eligible families
- Professional training, technical assistance and information for providers
- Other social service and health information and referrals
- Information to parents and providers relating to child development

The purpose of this handbook is to give families and providers an overview of the program and provide information about policies and procedures. Our program is governed by the California Department of Education (CDE) Early Education and Support Division (EESD), Title 5 – Education Regulations and specific requirements or clarification can be cited from this code of regulations. These programs, administered by the California Department of Social Services (CDSS) are state and federally funded.
CHILD CARE ALTERNATIVE PAYMENT PROGRAM: OVERVIEW

This program is designed to make full or partial child care subsidies available to families who demonstrate a need for assistance based on various eligibility requirements, including family size and income. Community Action Partnership of Madera County Child Care Alternative Payment Program (APP) contracts directly with the child care provider that the eligible family has chosen.

We believe that parents are best able to choose and evaluate child care for their own children. Our goal is to assist you in finding the child care setting best suited to your family’s needs. There are many different types of child care; licensed family child care homes, licensed child care centers, and license-exempt child care that can be family or friends. Quality care can be found in any of these settings. The final responsibility of selection lies with the parents. The Child Care Resource & Referral Program (R&R) at Community Action Partnership of Madera County can give individualized referrals to licensed homes or centers along with counseling on choosing quality care. CAPMC APP/R&R cannot guarantee the quality of any provider. We encourage you to carefully interview providers and check references before placement of your children into their care.

Quality child care is characterized as warm, caring and safe environments which foster social and emotional experiences, enriched by interactions between children and adults. Family Child Care Homes and Center Based Programs are licensed by the California State Department of Social Services and must meet standards for health, safety, and nutrition. They also provide a nurturing atmosphere which helps to meet the multicultural and multilingual needs of children. An appropriate family child care environment allows for emotionally nurturing interactions and facilitates feelings of trust and security. As children grow in the environment, they explore, question and experiment with concepts, thus encouraging problem solving, self-help skills and language development.

The following information in this handbook is provided to both parents and providers. This allows us the opportunity to insure that this subsidized child care and development service is fully understood by all participants. Please read the entire handbook so to fully understand the requirements for both the parent and child care provider.

The care of children is an important partnership between parents and providers. Parents and caregivers must work together to develop a warm, caring and responsive relationship as well as a safe environment for children. CAPMC APP/R&R also recognizes their important role in helping to provide quality care for children in Madera County.
Parental Choice – Your Child Care Options

Parental Choice Offerings for Parents who are Eligible for Services

1. Providers whose purpose is to prepare children for success in school:
   These programs include state-funded early education programs, Head Start, Early Head Start, Migrant Head Start and other locally administered school readiness programs. These programs also meet licensing’s health and safety standards. They employ trained teachers and use effective, developmentally appropriate teaching strategies that are monitored by their funding agency. Nutrition services for children are also provided. These programs operate both full-day and part-day, serve preschoolers, infants and toddlers, and include after school programs for school-age children directly funded by the state and federal government. These programs are operated in a manner that invests in each child’s developmental progress and supports their future success in school.

2. Providers that comply with health and safety requirements:
   These programs are Licensed Family Child Care Homes and Licensed Child Care Centers who are monitored by the 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.

3. 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.

The above descriptions are not intended to communicate a preference for any particular type of program.

Section I: Parent Information & Responsibilities

Eligibility
Eligibility and need for child care services is defined by the California Department of Education, Child Care & Development Division, Regulations Handbook, Title 5 – Education. Families must meet eligibility requirements, based on family gross income and family size as established by the California Department of Education Child Development Division. In addition, the family must meet child care need requirements.

1. Program Eligibility Waitlist: The CAPMC/APP Eligibility List is a database of parents who are waiting for assistance through the General Alternative Payment Program for subsidized child care, funded by CDE-CDD. After an application is entered on to the Eligibility List, the applicant is ranked based on family size and monthly income. When vacancies occur, families with the lowest rank number are contacted first in order of priority, families are not selected on a first come, first serve basis. All program spaces or certificated services are contingent on funding. Families must update their need every 6 months to maintain an “active” status on the CAPMC/APP Program Eligibility Waitlist and must have a working contact telephone number with a message capability.
2. **CalWORKS Child Care**: CAPMC/APP receives funding for CalWORKS families who are referred from the Madera County Department of Social Services.

3. **Cal-SAFE Child Care**: CAPMC/APP receives funding for student-parents who are referred from their high school or equivalent educational institution.

4. **Child is under Child Protective Services**: CAPMC/APP receives a referral for services from qualified agencies.

**General Eligibility Requirements:**
To be eligible the family must meet all of the following criteria.

- The family is **income eligible** using “Total Countable Income” guidelines. Families will provide one (1) months’ worth of documents showing all family income.

- The family meets need criteria for child care that precludes the provision of care and supervision of the family’s child for some of the day. There is no parent/guardian in the family capable of providing care for the child during the time requested and supervision of the family’s child is not otherwise being provided by school, person or entity.

- The need criteria are: vocational training leading directly to a recognized trade/profession, employment, seeking employment, seeking permanent housing, or incapacitation.

- The family’s residence is in Madera County, California.

- Children are under the age of 13 (children with exceptional needs can be 13-21 years of age).
**Need**

**Need Requirements:** It is the parent’s responsibility to provide ALL the information and documentation necessary for the agency to determine if the family meets both the eligibility and need qualifications. The Family Services Associate (FSA) will indicate what documentation will be needed based on the criteria for services; the family will be certified for child care services only when the documentation is determined to meet the criteria. Additional documentation may be requested to verify need & eligibility at any time.

- **Child is under Child Protective Services:** In these cases, a parent/guardian provides a written referral from a county welfare case worker certifying that child care services are a necessary component of the family maintenance/preservation plan.

- **Employment:** The documentation of the parent/guardian employment shall include days and hours of employment. This could include, but not be limited to pay stubs provided to determine income eligibility indicating days and hours, employment verification statement from employer, with an independent telephone and/or fax contact to employer to verify hours.

- **Self –Employment:** Documentation for self-employment will include a declaration of need under penalty of perjury that includes the description of the employment and an estimate of the days and hours worked per week. To demonstrate the days and hours, a copy of one (1) or more of the following is required: appointment logs, job logs, client receipts, client contact numbers, mileage logs, and as applicable, business license, lease/rental agreements and annual tax returns. To qualify for child care to cover self-employment work hours, the parent must be making at least State of California minimum wage.

- **Seeking Employment:** The period of eligibility is limited to 60 working days per contract period (July 1-June 30). Services will be based on stated need with no more than 5 days per week, less than 6 hours a day and less than 30 hours per week. The period of eligibility starts on the day authorized by CAPMC/AP Program and will extend for consecutive working days. Documentation shall also include a declaration under penalty of perjury that the parent is seeking employment and shall include the parent’s plan to secure, change or increase employment. Parents who do not find work after 60 seeking work days will lose their enrollment status.

- **Vocational Training:** The vocational training (school) must be leading towards a recognized trade or profession; services are limited to six (6) years from the initiation of services; or twenty-four semester (24) units after the attainment of a Bachelors Degree. Parent will provide documentation of the vocational training institution, current class schedule printout or Training Verification Form w/ registrars’ stamp, statement of vocational goal & grades or transcript and GPA (minimum 2.0 required) proving adequate progress per session.

- **Seeking Permanent Housing:** The period of eligibility is limited to 60 working days in the contract period. Services shall occur no more than five (5) days per week, less than six (6) hours a day and for less than 30 hours per week. The period of eligibility starts on the day authorized by CAPMC/AP Program and will extend for consecutive working days. Documentation shall also include a declaration under penalty of perjury that the parent is seeking permanent housing and shall include the parent’s search plan to secure a fixed, regular and adequate residence along with when services will be necessary.

- **Parental Incapacity:** Documentation must be from a legally qualified health professional stating why the parent is incapable of providing care and supervision for the child along with the days and hours needed and probable duration of incapacitation. Services shall not exceed 50 hours per week.
Enrollment

Enrollment/Recertification Requirements:

• Missed Appointments: The APP program must be notified immediately if a family is unable to keep an appointment, prior to the appointment date. All CAPMC/APP staff has voicemail available 24 hours per day - 7 days a week for messages. Failure to keep an appointment without proper notification may result in the family being denied.

• Changes to Family Circumstances: The family is responsible to notify CAPMC/APP of any changes to family circumstances that may affect their eligibility or need within five (5) calendar days. These changes could be, but are not limited to, family income, family size, employment, school change, marital/relationship status, address, phone number, or need for services.

• Notice of Action (NOA): A Notice of Action is a legally binding document issued by a Family Service Associate, APP Manager, Community & Family Services Program Manager or authorized CAPMC personnel stating decisions and/or changes to the family’s participation in the program.

• Child Care Agreement: The Child Care Agreement is the agreement for services that is based on the certified need. The Child Care Agreement authorizes the days and hours of child care and rate of reimbursement to the provider allowed by regulation. Parents and their child care provider must sign and return the agreement within five (5) days of receiving it or payment will not be made for services and the parent will be responsible for paying their provider for services rendered. All parties who sign the agreement concur with the terms and rates.

• License-Exempt Provider Participation: If you choose a license-exempt provider for your child care services, regulations require that license-exempt providers be registered on TrustLine within 30 days of submission of the application in order to be paid. TrustLine is a registry that checks for criminal convictions and the Child Abuse Index for reports of substantiated child abuse.

A notice will be sent to your provider with information on how to become registered on TrustLine and the due date for being registered. Your provider has been informed that TrustLine requires submission of an application and fingerprints. The TrustLine phone number is 800-822-8490. In the event that your provider does not become registered on TrustLine by the due date, no payment will be issued until the provider is registered. If you wish to select another license-exempt provider and s/he is not already registered on TrustLine, then that provider will have 30 calendar days to submit an application and fingerprints and become registered on TrustLine.

Note: License-exempt providers who are by blood, marriage, or court decree the grandparent, aunt, or uncle of the child(ren) in care do not have to be registered on TrustLine to be paid for services.

• Family Fees: The California Department of Education (CDE) prepares a family fee schedule and the amount of a family’s fee is based on a family’s income and size. Family fees are applied toward the cost of the family’s child care and are the family’s contribution to their child care services.

Family fees are assessed either a flat monthly full-time fee or a flat monthly part-time fee, based on the hours of care certified for the month, income and family size. Family fees are based on the child who uses the most hours of care each month, which is usually the youngest child. Families with a certified need of less than 130 hours per month will be assessed a part-time fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee.
When CAPMC/APP processes the reimbursement for a family who has a family fee, the amount of the family fee will be deducted from the provider’s reimbursement check for the month; the fee amount, along with the child care reimbursement amount is indicated on the voucher print-out.

• Collection of Fees: CDE requires that the family pay the family fee to the provider in advance. The family will pay the family fee within the first five (5) days of the month directly to the provider. Child care providers are responsible for collecting the family fees from the family.

The child care provider will fill out the pre-printed receipt on the back of the child’s attendance sheet (one receipt per family, written on the attendance sheet that has the fee amount printed on the front) when the fee is collected from the parent. This receipt will show the total paid to the provider. Missing receipts will delay payment of the provider’s reimbursement. Please contact your Family Service Associate or our Provider Specialist if you need help calculating the family fee.

The family fee amount is indicated on NOAs, Attendance Sheets, and Child Care Agreements along with the effective date of any increase or decrease.

If services are also being provided by another child care and development program in which the family is required to pay a family fee, a fee credit equal to the amount paid to the other provider may be granted. A receipt of payment to the other service provider must be submitted on a monthly basis and the parent will pay the difference. The credit will be applied to the family’s subsequent fee billing period and cannot be carried over beyond the subsequent fee billing period.

• Past Due Family Fees: If a family does not pay their family fee, CAPMC/APP will contact the family and a Notice of Action stating a Delinquency of Family Fee will be sent. The parent will risk termination for non-payment of fees.

• Co-Payments: If a provider’s usual rate exceeds the maximum rate the California Department of Education allows CAPMC/APP to reimburse, the parent must pay the difference directly to the child care provider.

• Limited Term Service Leave: If the family will temporarily not have a need for subsidized child care services, a limited term service leave shall be granted and the family will not be disenrolled from the program. Reasons for a limited leave shall include medical and family leave; break in employment, school break, child’s visit to a non-custodial parent that is not ordered by court, or family vacation in excess of best interest days. Family Leave means birth or care of a newborn child; placement of a child for adoption or foster care; care of a child, spouse or parent who has a health condition. Limited service leave will not exceed 12 consecutive weeks in duration in a contract year or 16 consecutive weeks in a contract year if the leave is for medical or family leave or a period when the vocational training program is not in spring, fall or winter session. Any leave must be approved by your Family Service Associate; a two (2) week notice shall be given to the provider, and family will be considered self-terminated if notice is not given to the FSA prior to the end of the limited leave that they need services restarted. No payment will be issued while families are on leave and if a two (2) week notice is not given to the provider, the parent is responsible for the payment.
**Attendance**

**Attendance Requirements:** Attendance Sheets for each child enrolled in the subsidized program will be mailed before the beginning of the month to the child care provider; if the Attendance Sheet has not been produced, a temporary document (blank attendance sheet) can be used to document the exact times and full signatures. The Attendance Sheet must remain with the Provider and both parent and provider shall sign under penalty of perjury that everything on the attendance sheet is true and correct.

- **Certified Hours:** Parents must follow the contracted hours stated on the Child Care Agreement and the Notice of Action. Providers will be reimbursed based on the certified need stated on the Child Care Agreement; any change in the parent’s approved level of service will be done through a Notice of Action (NOA). **Any other days, hours, late fees, evenings, weekends, vacations, holidays or miscellaneous charges not certified by the program are the responsibility of the parent to pay.**

- **Attendance Sign In/Sign Out Sheet:** Parents or Guardians are required to sign their child or children in and out at the exact clock time and with full signatures on the attendance sheet every day of care. The Child Care Provider shall enter the exact clock time of arrival or departure with an initial for school age or split schedule children, such as before and after school. The reimbursement for services is dependent on submission of evidence that care has been given and this evidence is based on complete and accurate daily sign-in/sign-out sheets.

- **Inaccurate Attendance Sheets-Withheld Reimbursements:** The parent is responsible for the accuracy and integrity of the attendance sign in/sign out sheet. CAPMC/APP will disallow reimbursement for the month of service in which inauthentic attendance sheets are submitted. Any of the following listed will be considered inaccurate and payment will not be processed and the parent will be responsible for payment to the provider. A Notice of Action (NOA) will be issued to inform the parent of the decision for a reduction of reimbursement to the parent’s provider and the provider will also be informed of this decision to withhold reimbursement. **If a mistake is made - line-out mistake, correct and initial, please do not scratch out or use white-out.**

  1. Inaccurate, missing, unreadable, rounded up or down clock times
  2. Forged clock times
  3. Forged signature/initia ls
  4. Missing signature/initia ls
  5. Single entries done with different colored ink indicating the clock time and signature were recorded at separate times and not at drop-off or pick-up by authorized adult.
  6. Single entries not done in one motion, indicating the recorded time and signature were not at the same time.
  7. Entire blocks of attendance sheet documentation filled out all at one time and not on a daily basis
  8. Non certified/unreported hours used; change not reported within 5 calendar days & services being improperly received

- **Submission of Attendance Sheets for Reimbursement:** Attendance records must be submitted by the 3rd day of the following month and no more than 2 months after due date for the month to be reimbursed and no more than 7 days after due date for last month of fiscal year (June); no late payment will be reimbursed for the last month of the fiscal year.

- **Absences:** CAPMC/APP will provide reimbursement for excused absences to licensed child care providers only; non-licensed providers (exempt) are reimbursed for actual hours of child care provided. **Identify the specific reason for the absence on the attendance sheet at the appropriate date and sign with full signature.**
The following are excused absences:

1. Illness (either child or parent), dental/doctor/therapy appointments, quarantine of child or parent. If the illness exceeds 5 consecutive days, a doctor’s verification is required. *Example: Child has pink eye – parent signature*

2. Court ordered visitations – Court order must be on file. *Example: Child with father for 3 weeks in summer-parent signature*

3. Family emergencies which may include, but are not limited to sudden death, funerals, sibling illness, transportation problems (max 15 days per year) or disaster. Family emergencies will be evaluated on a case by case basis and must be clearly described on attendance sheet. *Example: Out of town funeral – parent signature*

4. Ten (10) Child Best Interest Days (BID) per contract year; defined as times determined by the parent when it is better for the child to be away from child care. Best interest days include vacations, family activities, school activities, or other reasons determined by parent. For CPS referrals there is no limit on best interest days. *Example: Parent off work and stayed home with child – parent signature*

- **Unexcused Absences:** Ten (10) unexcused days per contract year (July1 - June 30) of non-attendance is grounds for termination from program. Unexcused absences are defined as days of non-attendance for reasons other than listed in the excused absence category.

- **Provider Holidays/Facility Non-Operational Days:** CAPMC/APP will provide payment for ten (10) non-operational days documented in the license facility’s contract and policy statement in a contract year (July 1 – June 30). Examples of a commonly chosen non-operational day are federal holidays and provider vacations. The program does not reimburse when the provider is unavailable to provide services such as when the provider is ill, or any day elected by the provider to not provide services that exceeds 10 non-operational days.

- **Provider Policies/Parent & Provider Relationship:** Each child care provider sets their own policies (not CAPMC/APP) for their program and it is the parent’s responsibility to obtain the information about these policies. The parent is responsible to follow the provider’s polices and establish effective communication in regards to the policies.

- **Notice to Change Provider:** Parents must give a minimum two (2) week notice to CAPMC/APP and the provider if they terminate from the program or want to change providers. If a two (2) week notice is not given, and the parent stops bringing the child or children, parents are responsible for paying the provider. The contract with a new provider will not become effective until after the end of the two (2) week notice. Families shall not change providers more than once in a contract year unless the change is due to serious and compelling reasons. Requests for more than one change per year shall be considered on a case by case basis by the program manager.

- **Non-Attendance:** Providers must drop the parent after three (3) consecutive days of non-attendance where there has been no contact with the parent. These days of non-attendance will be considered unexcused and the family will be processed for termination. Licensed Providers may be reimbursed for up to two weeks (10 days) drop notice; the three (3) unexcused days are included in the ten days.
Family Rights and Grievance Process

• **Grievance/Complaint Procedure:** First attempt to resolve the issue within 30 days of the incident by discussing it with the Family Service Associate or CAPMC/APP staff person involved. If it is not resolved, request a CAPMC Parent/Community Complaint Form and submit within seven (7) days to the individual’s Supervisor, who will schedule a meeting to discuss the matter and submit in writing resolution of the issue. If no satisfactory resolution has been reached, request a meeting with the Program Manager within five (5) days your meeting with the Supervisor; the Program Manager will issue a written response to you within five (5) days after the meeting. If no satisfactory resolution has been reached, then request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager stating problem and desired solution, you will receive a written response within ten (10) days of the meeting. If a satisfactory solution is still not met, complainant has five (5) days after receipt of the Executive Director’s decision to request a hearing with the Executive Committee of the CAPMC Board of Directors. Upon conclusion of the hearing, the Executive Committee will respond in writing of their decision. If the complainant is still dissatisfied, he/she may request the issue be brought to the full CAPMC Board of Directors by submitting a written request to the Chairperson of the Board within three (3) days of receiving the Executive Committee’s decision; the Board of Directors will hear the complaint and render a decision within five (5) days of the hearing that will be final.

• **Complaints with Licensed Providers:** Parents may contact Child Care Resource & Referral to register a complaint. The complaint will be documented in writing and the parent will be advised to contact the California Department of Social Services Community Care Licensing office in Fresno, California and the Resource & Referral program will be notified if the complaint is substantiated.

• **Complaints with License-Exempt Providers:** Parents may make complaints of non-compliance on health and safety issues against license-exempt providers by describing the complaint in writing and signing the complaint. CAPMC/APP will inform the provider of the complaint and advise the provider of their rights to a written rebuttal. CAPMC/APP will notify the parent and provider that child care payments will cease in two (2) weeks unless both the parent and provider submit a written declaration stating that the health and safety deficiency has been corrected.

• **Appeals to Notices of Action:** Families have the right to appeal decisions made by CAPMC/APP that affect their participation on the program. The procedure for the appeal process is detailed on the back of every Notice of Action (NOA) issued and must be followed to protect your appeal rights. Parents have the right to have an authorized representative (AR) act on their behalf at the local appeal hearing. An authorization form to request an authorized representative is available and should be submitted with the appeal request, but any written or oral notice that an AR has been duly authorized by a parent should be sufficient. Services can continue throughout the appeal process.

1. File a request for a hearing within fourteen (14) days of the date the NOA was received if you disagree with a proposed action. The request can be made in writing, in person, by telephone 559-661-0779, by fax 559-661-0764 and by email Idelano@maderacap.org.
2. Within ten (10) calendar days you will be notified of time and place of appeal hearing; you and/or your AR are required to attend the hearing, if you do not attend, you abandon your rights to an appeal (postponement of an appeal hearing with prior notice is allowed one (1) time);
3. Within ten (10) calendar days following hearing you will receive a written decision;
4. If you disagree with the written decision you have 14 days to appeal to the Child Development Division (CDD);
5. Within 30 calendar days after receipt of your appeal, CDD will issue a written decision and if the appeal is denied, services will terminate immediately on the date of the written notice.
• **Confidentiality:** Authorized representatives from CAPMC/APP, fiscal auditors, legal/court ordered and the California Department of Education are allowed access to the family and child care providers files. The disclosure or release of any information that pertains to child care services is restricted to purposes that are directly related the administration and delivery our services. Family Service Associates or other CAPMC/APP staff members do not provide information to outside sources.

• **Parental Choice:** CAPMC/APP is a parental choice subsidy program which supports the parent’s rights and responsibility to select the most appropriate child care provider for their child(ren). State funding prohibits payment to providers whose services offer religious instruction or worship; therefore parents who chose a facility offering religious instruction or worship may only do so if funding is available from federal sources.

• **Parents Rights – Family Child Care Homes and Child Care Centers:**

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 childcare 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
Section II: Provider Information & Responsibilities

Participation

CAPMC/APP requires that all child care providers participating with the eligible parent on our program submit documentation before payment for child care services can begin. If a parent begins using child care services before an authorized start date for subsidized payment or after the family has been terminated, the parent is responsible for payment of child care services.

Licensed Provider Participation Requirements:

- Provide copy of the child care license(s) from California Department of Social Services Community Care License and adhere to all CCL requirements
- Provide a statement of current fees and/or rates that are normal, customary and charged to all families (private pay and subsidized). Rates can be updated once per contract year (July 1-June 30) on the provider’s annual re-certification date and will be effective the first day of the following month
- Provide a copy of the provider’s contract and policies; policies can be updated once per contract year (July 1-June 30) on the annual re-certification date
- Provide a copy of a valid California Drivers License or state issued ID with the current address being used for child care
- Provide a copy of provider’s social security card or Federal Employer Identification Number (FEIN)
- Allow CAPMC/APP staff to make site visits to the home or facility during any contract hours
- Complete and sign a tax identification form (W-9) annually
- Sign the Child Care Agreement
- Read CAPMC/APP Parent & Provider Handbook and submit signed Handbook Verification of Receipt
- Operate the child care facility on a non-discriminatory basis, providing equal treatment and services without regard to race, color, creed, religion, sex, national origin, ancestry, physical or mental disability or any other category prohibited by law
- Allow parent’s unlimited access to their children and providers caring for their children during normal hours of operation and whenever children are in care
License – Exempt Provider Participation Requirements:
An exempt provider is a family member or friend (18 years of age or older) who cares for the children from only one family other than their own.

• Provide a copy of a valid California Drivers License or state issued ID with the current address being used for child care
• Provide proof of residence
• Provide a statement of the provider’s rates; rates can be updated once in a contract year (July 1-June 30) on the provider’s annual re-certification date and will be effective the first day of the following month
• A copy of provider’s social security card that matches the name of provider
• Complete and sign a Health and Safety Self Certification – (CCP1 or CCP4)
• Complete and sign a tax identification form (W-9) annually
• Sign the Child Care Agreement
• Obtain within 30 days of enrollment a current CPR/First Aid Certificate
• Have a current working phone number for contact and emergencies
• Allow CAPMC/APP staff to make site visits to the home or facility any time during contract hours
• Allow parent’s unlimited access to their children and providers caring for their children during normal hours of operation and whenever children are in care
• Complete the TrustLine Registry fingerprint background check and receive a clearance within 30 days after submission of application in order to be paid. TrustLine is a registry that checks for criminal convictions and the Child Abuse Index for reports of substantiated child abuse. The TrustLine phone number is 800-822-8490.

At the provider enrollment appointment, information on how to get fingerprinted and the due date for being registered will be provided. **In the event that a provider does not become registered on TrustLine by the due date, no payment will be issued until the provider is registered.**

Note - *Providers who are the aunt, uncle or grandparent by blood, marriage or court decree of the child(ren) in care are exempt from the required TrustLine background check and must complete a Declaration of Exemption from the Health & Safety Self-Certification.*

• Read CAPMC/APP Parent & Provider Handbook and submit signed Handbook Verification of Receipt
**Child Care Agreement** – Agreement for Services

After the provider has completed the required documents a *Child Care Agreement* is issued. The Child Care Agreement authorizes the days and hours of child care, rate of reimbursement based on certified need that is not to exceed the provider’s full time monthly rate or applicable monthly ceiling established by regulation for subsidized care, whichever is lower.  All parties who sign the agreement concur with the terms and rates.

Parents and their child care provider must sign and return the agreement within five (5) calendar days of receiving it or payment will be the parent’s responsibility. It is the provider’s responsibility to make a copy for their records and it is the parent’s responsibility to make sure the signed agreement is returned to the CAPMC/APP office.
**Documentation of Attendance**

**Attendance Requirements:** Attendance Sheets for each child enrolled in the subsidized program will be mailed before the beginning of the month to the child care provider. If you do not receive the attendance sheet(s), call immediately to report it. If the Attendance Sheet has not been produced a temporary document can be used to document the exact times and full signatures. Providers are to maintain the attendance sheets at the child care site at all times. Parents and providers shall sign under penalty of perjury that everything on the attendance sheet is true and correct.

- **Certified Hours:** Providers must adhere to the contracted hours stated on the Child Care Agreement and the Notice of Action. Providers will be reimbursed based on the certified need stated on the Child Care Agreement; any change in the parent’s approved level of service will be done through a Notice of Action (NOA). Any other days, hours, late fees, evenings, weekends, vacations, holidays or miscellaneous charges not certified by the program are the responsibility of the parent to pay.

- **Attendance Sign In/Sign Out Sheet:** Parents or Guardians are required to sign their child or children in and out at the exact clock time and with full signatures on the attendance sheet every day of care. The Child Care Provider shall enter the exact clock time of arrival or departure with an initial for school age or split schedule children, such as before and after school. The reimbursement for services is dependent on submission of evidence that care has been given and this evidence is based on complete and accurate daily sign-in/sign-out sheets.

- **Inaccurate Attendance Sheets—Withheld Reimbursements:** The parent is responsible for the accuracy and integrity of the attendance sign in/sign out sheet. CAPMC/APP will disallow reimbursement for the month of service in which inauthentic attendance sheets are submitted. Any of the following listed will be considered inaccurate and payment will not be processed and the parent will be responsible for payment to the provider. A Notice of Action (NOA) will be issued to inform the parent of the decision for a reduction of reimbursement to the parent’s provider and the provider will also be informed of this decision to withhold reimbursement. **If any one or more of the following is found on attendance sheets, it will be considered fraudulent and/or inaccurate and be subject to disallowance. If a mistake is made - line-out mistake, correct and initial, please do not scratch out or use white-out.**

  1. Inaccurate, missing, unreadable, rounded up or down clock times
  2. Forged clock times
  3. Forged signature/initials
  4. Missing signature/initials
  5. Single entries done with different colored ink indicating the clock time and signature were recorded at separate times and not at drop-off or pick-up by authorized adult.
  6. Single entries not done in one motion indicating the recorded time and signature were not at the same time.
  7. Entire blocks of attendance sheet documentation filled out all at one time and not on a daily basis
  8. Non certified/unreported hours used; change not reported within 5 calendar days & services being improperly received

- **Submission of Attendance Sheets:** Attendance records must be submitted by the 3rd day of the following month and no more than 2 months after due date for the month to be reimbursed and no more than 7 days after due date for last month of fiscal year (June); no late payment will be reimbursed for the last month of the fiscal year.
• **Absences:** CAPMC/APP will provide reimbursement for excused absences to licensed child care providers only; non-licensed providers (exempt) are reimbursed for actual hours of child care provided. **Identify the specific reason for the absence on the attendance sheet at the appropriate date and sign with full signature.**

The following are excused absences:

1. Illness (either child or parent), dental/doctor/therapy appointments, quarantine of child or parent. If the illness exceeds five (5) consecutive days, a doctor’s verification is required. *Example: Child has pink eye – parent signature*

2. Court ordered visitations – Court order must be on file. *Example: Child with father for 3 weeks in summer-parent signature*

3. Family emergencies which may include, but is not limited to sudden death, funerals, sibling illness, transportation problems (max. 15 days per contract year) or disaster. *Example: Out of town funeral – parent signature*

4. Ten (10) Child Best Interest Days (BID) per contract year; defined as times determined by the parent when it is better for the child to be away from child care. Best interest days include vacations, family activities, school activities, or other reasons determined by parent. For CPS referrals there is no limit on best interest days. *Example: Parent off work and stayed home with child – parent signature*

• **Unexcused Absences:** Ten (10) unexcused days of non-attendance is grounds for termination from program. Unexcused absences are defined as days of non-attendance for reasons other than listed in the excused absence category.

• **Provider Holidays/Facility Non-Operational Days:** CAPMC/APP will provide payment for ten (10) non-operational days documented in the license facility’s contract and policy statement in a contract year (July 1 – June 30). Examples of a commonly chosen non-operational day are federal holidays and provider vacations. The program does not reimburse when the provider is unavailable to provide services such as when the provider is ill, or any day elected by the provider to not provide services that exceeds 10 non-operational days.

• **Provider Policies/Parent & Provider Relationship:** Each child care provider sets their own policies (not CAPMC/APP) for their program and it is the parent’s responsibility to obtain the information about these policies. The parent is responsible to follow the provider’s policies and establish effective communication in regards to the policies.

• **Percentage of Subsidized Children Enrolled:** Regulations limit the number of subsidized children enrolled in any home, center or school to 75% of the capacity; CAPMC/APP must be notified if this limit is reached to determine if this rule can be waived due to lack of licensed care in the area or the facility meets special needs of the particular child.

• **Notice of Termination:** Providers must give CAPMC/APP and the parents a minimum two (2) week notice if they wish to terminate the contract. Parents must also give a minimum two (2) week notice to CAPMC/APP and the Provider if they terminate from the program or want to change providers. If a two (2) week notice is not given, and the parent stops bringing the child or children, parents are responsible for paying the provider.

• **Non-Attendance:** Providers must drop the client after three (3) consecutive days of non-attendance where there has been no contact with the parent. These days of will be considered unexcused and parent will be processed for termination. Licensed Providers may be reimbursed for up to two weeks (10 days) drop notice; the three (3) unexcused days are included in the ten (10) days.
Payment/Reimbursement Procedures

Providers are self-employed independent contractors who are chosen by the enrolled families to provide child care services. Providers contracted with CAPMC/APP are not employees of the agency and are responsible for their own tax reporting and liabilities. A 1099 Miscellaneous Income Statement will be issued for all payments totaling $600.00 or more in a tax year.

- **Rates:** Providers are paid based on the rates they charge parents who pay privately (non-subsidized parents) and are subject to the Regional Market Rate (RMR) ceiling that has been established for every county by the California Department of Education. The RMR ceilings for child care providers are the maximum amount child care programs can be paid from the state for subsidized children. It is fraud to charge different rates to parents who are on a subsidized program and to parents who are not. Child Care Providers will be paid based on the rate on signed Child Care Agreement.

**Method to Determine Applicable Rate for Child Care Certification Reimbursement for Licensed Providers:**

- Total number of hours needed for care ÷ 4.33 weeks = average # of hours of care per week:
  - Average of 30 hours or more weekly = Full-time Monthly rate
  - Average of less than 30 hours weekly = Part-time Monthly rate

**Reimbursement for Non-licensed Providers (Exempt):** Hourly rate up to Full-time Monthly maximum

- Family **certified** for 14 or less Full-time days (6 hours or more) in a month = Full-time Daily rate

- **Evening/Weekend Rate for Licensed Providers:** Rate adjustments for after hour care apply to license providers when “after hour” services include 10% or more of the total hours of care used, when services occur between the hours of 6:00 pm and 6:00 am and/or weekends, and the provider has an evening/weekend rate that is customarily charged to all parents in their contract on file with CAPMC/APP.

- **Family Fees:** The California Department of Education (CDE) prepares a family fee schedule and the amount of a family’s fee is based on a family’s income and size. Family fees are applied toward the cost of the family’s child care and are the family’s contribution to their child care services.

  Family fees are assessed either a flat monthly full-time fee or a flat monthly part-time fee, based on the hours of care certified for the month, income and family size. Family fees are based on the child who uses the most hours of care each month, which is usually the youngest child. Families with a certified need of less than 130 hours per month will be assessed a part-time fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee.

  When CAPMC/APP processes the reimbursement for a family who has a family fee, the amount of the family fee will be deducted from the provider’s reimbursement check for the month; the fee amount, along with the child care reimbursement amount is indicated on the voucher print-out.

- **Collection of Fees:** CDE requires that the family pay the family fee to the provider in advance. The family will pay the family fee within the first five (5) days of the month directly to the provider. Child care providers are responsible for collecting the family fees from the family.

  The child care provider will fill out the pre-printed receipt on the back of the child’s attendance sheet (one receipt per family, written on the attendance sheet that has the fee amount printed on the front) when the fee is collected from the parent. This receipt will show the total paid to the provider. Missing receipts will delay
payment of the provider’s reimbursement. Please contact your Family Service Associate or our Provider Specialist if you need help calculating the family fee.

The family fee amount is indicated on NOAs, Attendance Sheets, and Child Care Agreements along with the effective date of any increase or decrease.

If services are also being provided by another child care and development program in which the family is required to pay a family fee, a fee credit equal to the amount paid to the other provider may be granted. A receipt of payment to the other service provider must be submitted on a monthly basis and the parent will pay the difference. The credit will be applied to the family’s subsequent fee billing period and cannot be carried over beyond the subsequent fee billing period.

- **Past Due Family Fees**: If a family does not pay their family fee, CAPMC/APP will contact the family and a Notice of Action stating a Delinquency of Family Fee will be sent. The parent will risk termination for non-payment of fees.

- **Co-Payments**: If a provider’s rate exceeds the maximum rate (RMR ceiling) the California Department of Education allows CAPMC/APP to pay, the parent must pay the difference directly to the child care provider. The provider and family will make the arrangements to pay the co-payment.

- **Attendance Sheet Submission for Reimbursement**: Attendance sheets issued for each child are considered the primary source document for reimbursement and auditing purposes. Complete and signed attendance sheets are to be submitted to the CAPMC/APP office on or before the 3rd calendar day following the last day of the month and no more than 2 months after due date for the month to be reimbursed and no more than 7 days after due date for last month of fiscal year (June). Attendance sheets can be mailed, delivered during business hours or placed in the APP drop box located on the east side of the CAPMC building at 1225 Gill Ave, Madera, CA 93637.

- **Late Attendance Sheets**: Attendance sheets received in our office after the due date will be considered late and will not be processed for payment until the following month’s schedule; no late payments will be reimbursed for the last month of fiscal year.

- **Payment Schedule**: Payment is made once a month and a check is mailed or with direct deposit authorization on the 3rd Friday of each month, specific dates are documented on the Attendance Sheet & Payment Schedule. CAPMC/APP recommends that providers choose direct deposit for their reimbursement for optimum timeliness and safety of funds. No checks can be picked up at the CAPMC office.

- **Funding Sources**: CAPMC/APP reserves the right to alter the payment schedule in the event of a delayed allocation from their funding source, parents and providers will be notified when a program funding is delayed.

- **Lost Checks**: Stop payment and re-issue of checks from CAPMC will be processed 10 working days after mail date.

- **Inaccurate Reimbursement**: If you believe that an reimbursement for child care services in inaccurate, please contact the Family Service Associate for the family and an audit will be made of the payment and any adjustments can take up to 15 business days to be issued.
Provider Rights and Grievance Process

• **Grievance/Complaint Procedure:** First attempt to resolve the issue within 30 days of the incident by discussing it with the Family Service Associate or CAPMC/APP staff person involved. If it is not resolved, request a CAPMC Parent/Community Complaint Form and submit within seven (7) days to the individual’s Supervisor, who will schedule a meeting to discuss the matter and submit in writing resolution of the issue. If no satisfactory resolution has been reached, request a meeting with the Program Manager within five (5) days after your meeting with the supervisor; the Program Manager will issue a written response to you within five (5) days after the meeting. If no satisfactory resolution has been reached, then request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager stating problem and desired solution, you will receive a written response within ten (10) days of the meeting. If a satisfactory solution is still not met, complainant has five (5) days after receipt of the Executive Director’s decision to request a hearing with the Executive Committee of the CAPMC Board of Directors. Upon conclusion of the hearing, the Executive Committee will respond in writing of their decision. If the complainant is still dissatisfied, he/she may request the issue be brought to the full CAPMC Board of Directors by submitting a written request to the Chairperson of the Board within three (3) days of receiving the Executive Committee’s decision; the Board of Directors will hear the complaint and render a decision within five (5) days of the hearing that will be final.

• **Limits of Provider Participation – Minimum Wage Law:** Since child care providers are independent contractors and therefore not employees of CAPMC, CAPMC is not 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 service worker) and as such, may be responsible for minimum wage, social security taxes, state workers compensation requirements and unemployment taxes for in home care. CAPMC will require a minimum number of children in care at the same time by an in-home (child’s home) licensed-exempt provider if necessary to comply with the Fair Labor Standards Act (FLSA). The number of children is subject to change based on current minimum wage plus rates allowed for the payment.

• **Rejection of Provider Participation:** Providers may be denied an agreement for services if a child care setting is deemed a health and/or safety threat or consideration to children or provider has a criminal record that would be detrimental to the provision of child care services.

• **Termination of Provider Participation:** A provider’s agreement for services will be terminated if the exempt provider is denied clearance through the TrustLine Registry, there is non-conformity with licensing regulations, license is under a temporary suspension order or has been revoked, there is submission of false information, failure to provide pertinent information, threatening or inflicting physical/verbal abuse on staff, parents or children, refusal to provide access to CAPMC staff or parents, failure to comply with the laws, rules or regulations established by the State of California or the federal government.

• **Confidentiality:** Authorized representatives from CAPMC/APP, fiscal auditors, legal/court ordered and the California Department of Education are allowed access to the family and child care providers files. The disclosure or release of any information that pertains to child care services is restricted to purposes that are directly related the administration and delivery our services. Family Service Associates or other CAPMC/APP staff members do not provide information to outside sources.
Section III: CAPMC/APP Fraud Prevention

Fraud is defined as:

- Intentionally providing false or misleading information on participant agreements and/or eligibility & need documentation (e.g. employment verification forms, check stubs, training verification forms, provider contract agreements, provider rate sheets, family size, increased income not reported, other parent related to child in home, no need for care, care is being done by person other than provider of record, child not dependent of parent).
- Intentionally failing to notify your Family Services Associate of changes in your work or school schedule to avoid a reduction in or denial of benefits for services or payments provided by CAPMC.
- Alteration or forgery of any eligibility or need documents.
- Claiming that you have received child care services that you know your family has not received and/or that your provider of record has not given.
- In any way, intentionally providing misleading information, documentation and/or statements regarding your child care eligibility or need.

Fraud Policy:

- If services are received by willful and intentional misrepresentation or withholding of pertinent eligibility or need information, CAPMC will hold the parent accountable for such actions and will be immediately terminated from the program.
- CAPMC partners with the Madera County District Attorney’s office and other law enforcement to investigate and prosecute fraudulent activity.
- If substantiated intentional misrepresentation is found against a provider, the provider will be permanently ineligible to receive subsidized child care reimbursements.
- CAPMC will act to recover any misappropriated funds, including those services provided during any appeal process. Parents are responsible for reimbursing CAPMC for costs of services fraudulently obtained. CAPMC will issue an overpayment letter to collect the money directly from parents who we determine to have obtained services fraudulently. If parents dispute the amount of the overpayment, we provide the opportunity for review of the overpayment, but CAPMC does not re-hear the original termination issues.
- Limit of Future Services:
  - **CAPP & CalWORKS Stage 3 Families:** After repayment of funds for services obtained through fraud; parents in either CAPP or CalWORKS Stage 3 contracts are prohibited from future services for a period of one (1) year from the date of the receipt from CAPMC indicating payment in full.
  - **CalWORKS Stage 2 Families:** After repayment of funds for services obtained through fraud; parents in CalWORKS Stage 2 contracts are eligible for future services with no probation period; in agreement with the Madera County Department of Social Services.

Harassment Policy:

Any person who makes threats against, harasses, verbally or physically abuses or endangers the safety of any child(ren), parent, provider, CAPMC staff member or representative will be immediately terminated from the program and will be permanently ineligible to receive subsidized child care reimbursements.
Handbook Verification of Receipt

Parents/Providers who participate in a subsidized child care program administered by Community Action Partnership of Madera County 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.

I, (Print Name) ________________________________________ under penalty of perjury of the State of California and the County of Madera, do hereby attest that I have read, understand and agree to abide by the policies and procedures of the CAPMC Alternative Payment Program as outlined in the Parent & Provider Handbook.

__________________________________   __________________
Parent or Provider Signature     Date