



# Child Care Alternative Payment Program

## Parent & Provider Handbook of Written Policies



Approved by the CAPMC Board of Directors 3/08/2018



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### **Agency Hours**

Monday-Friday

8:00 am to 5:00 pm

Closed on all Major Holidays

### **APP/R&R 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**

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 high level, quality services to the children and families of Madera County.

This is accomplished through coordination, advocacy, as well as with direct and indirect services. CAPMC 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, CAPMC will provide access to the following services:

- Resources and referrals for parents to help them make quality child care choices
- Financial assistance with child care expenses for eligible families
- Professional training, technical assistance and information for providers
- Other social service information, health information and referrals
- Information to parents and providers related to child development

The purpose of this handbook is to give families and providers an overview of the APP/R&R program and provide information about policies and procedures. The APP/R&R 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: AN OVERVIEW

Child care 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 recognizes the importance of their role in helping to provide quality care for children in Madera County.

This CAPMC APP/R&R 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. CAPMC APP/R&R creates an agreement with the child care provider that the eligible family has chosen, as parents are best able to choose and evaluate child care for their own children. CAPMC's goal is to help families find the child care setting best suited to their needs.

CAPMC APP/R&R offers eligible families a choice to work with a license-exempt provider or to enroll in any of the following: Early Head Start/Head Start, California State Preschool Programs, private child care centers, a family child care home network, a licensed family child care home, or sectarian care. R&R can provide individualized referrals to licensed homes or centers and counsel parents on how to choose quality care. We encourage parents to carefully interview providers and check references before placing children in their care, as CAPMC APP/R&R cannot guarantee the quality of any provider.

Quality child care is characterized as a warm, caring and safe environment that fosters social and emotional experiences, enriched by interactions between children and adults. Licensed family child care homes and center-based programs are licensed by the California State Department of Social Services (DSS) and must meet standards for health, safety and nutrition. They also provide a nurturing atmosphere that helps 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 purpose of this handbook is to ensure parents and providers fully understand the subsidized child care and development service provided by CAPMC APP/R&R. Please read the entire handbook to fully understand the requirements for both the parent and child care provider.



## SECTION I: PARENT INFORMATION & RESPONSIBILITIES

### Parental Choice Offerings for Parents Eligible for Services-Your Child Care Options

#### **Providers whose purpose is to prepare children for success in school**

These programs operate both full day and part day. They serve preschoolers, infants and toddlers, and include afterschool programs for school-age children directly funded by state and federal government. They operate in a manner that invests in each child's developmental progress, supporting their future success in school.

These programs include state-funded early education programs such as Head Start, Early Head Start, Migrant Head Start and other locally administered school readiness programs. They meet licensing health and safety standards and employ trained teachers who use effective, developmentally appropriate teaching strategies monitored by their funding agency. Nutrition services for children are also provided.

#### **Providers that comply with health and safety requirements**

These programs are licensed family child care homes and licensed child care centers monitored by the DSS 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 children.

#### **Providers that are not subject to either educational or licensing standards**

License-exempt providers provide flexibility to the parent, a family environment with the same values and culture as the parent, and/or the ability to accommodate non-traditional work schedules. They include but are not limited to some relative caregivers, cooperative child care programs, some afterschool programs, and public recreation programs. While license-exempt providers do not have to adhere to licensing regulations, if they are not a close relative of the children in their care, they must register with TrustLine and complete a *Health and Safety Self-Verification* form in order to receive payment from state or federal child care subsidy programs.

*Note: The above descriptions are for informational purposes only and not intended to promote preference for any particular type of provider.*

### Eligibility

Families must meet eligibility requirements based on family gross income and family size as well as need requirements as established by CDE-EESD California Code of Regulations, Title 5 – Education.

#### **Program Eligibility Waitlist**

The CAPMC APP Eligibility Waitlist is a database of parents waiting for assistance through the General Alternative Payment Program for subsidized child care, funded by CDE-EESD. 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; families are not selected on a first come, first serve basis. All program spaces or certified services are contingent on funding. **Families must update their need every six (6) months to maintain an "active" status on the Eligibility Waitlist and must have a working contact phone number with message capability.**

### **CalWORKS Child Care**

CAPMC/APP receives funding for CalWORKs families referred by the Madera County Department of Social Services: CalWORKs families entering from Stage 1, and CalWORKs families who transfer from Stage 2 child care to Stage 3.

### **Cal-SAFE Child Care**

CAPMC APP receives funding for student-parents referred by their high school or equivalent educational institution.

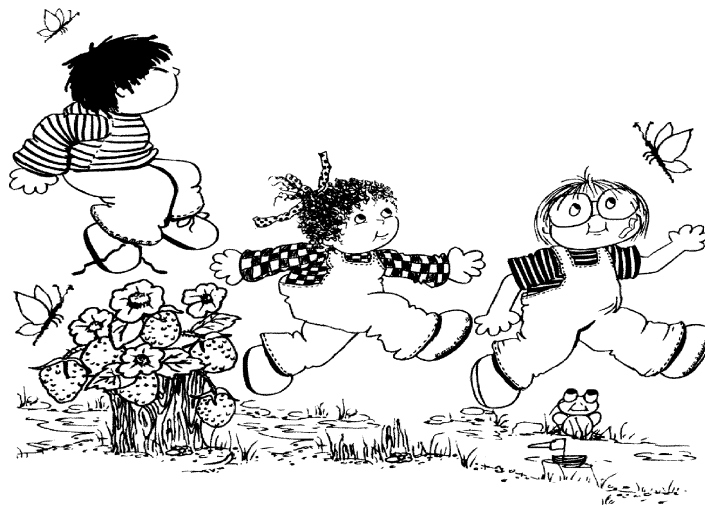
### **Child is under Child Protective Services (CPS) or At Risk**

CAPMC APP receives a referral for services from qualified agencies or legally certified professionals.

### **General Eligibility Requirements**

To be eligible for subsidized child care, the family must meet all of the following:

- Be income eligible based on “Total Countable Income” guidelines. Total countable income means ALL income of the individuals counted in the family size. Families must submit ALL income documentation for the preceding certification of the application for services. Families employed in fluctuating seasonal, migrant, or agricultural employment shall submit documentation of income for the preceding 12 months.
- Meet need criteria for child care that precludes the provision of care and supervision of the family’s child(ren) for some of the day. In other words, a parent/guardian in the family is not available to provide care for the child(ren) during the time requested, and supervision of the child(ren) is not otherwise being provided by a school, person or any other entity.
- Need for childcare due to vocational training leading directly to a recognized trade/profession, employment, seeking employment, seeking permanent housing, or incapacitation.
- Work in or reside in Madera County, California.
- Need for childcare for children under the age of 13 or for children with exceptional needs up to age 21.



## Need Requirements

It is the parent's responsibility to provide all of the information and documentation necessary for CAPMC to determine whether the family meets both 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 it is determined that the documentation meets the criteria. Additional documentation may be requested to verify need & eligibility at any time.

### **Child is under Child Protective Services or "At Risk"**

In these cases, a parent/guardian provides a written referral from a county child welfare caseworker certifying that childcare services are a necessary component of the family maintenance/preservation plan for not less than twelve (12) months. An "At Risk" referral can be from a legally certified professional stating that the child is at risk from abuse or neglect, for not less than twelve (12) months.

### **Employment**

Documentation shall include the parents/guardian's days and hours of employment. This can include but is not limited to pay stubs indicating days and hours worked and/or an employment verification statement from the employer with an independent telephone and/or fax number to contact the employer to verify hours. Title 5 Regulations, provides additional methods to document non-regular or non-typical employment.

### **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.

### **Seeking Employment**

The period of eligibility is for not less than twelve (12) months. Services will be based on stated need with no more than five (5) days per week, less than six (6) hours a day and less than 30 hours per week. The period of eligibility starts on the day authorized by CAPMC/APP and will extend for consecutive working days.

Documentation shall 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.

### **Vocational Training**

Vocational training (school) must be leading towards a recognized trade or profession. **Services are limited to six (6) years from the initiation of service or 24 units after the attainment of a Bachelor's Degree.** The parent is required to provide documentation from the vocational training institution every session to prove adequate progress is being made. This includes: a current class schedule printout, or a Training Verification Form bearing the registrars' stamp, a statement of vocational goal, proof of grades or GPA (a minimum 2.0 is required), or a copy of the most current transcript.



### **Seeking Permanent Housing**

The period of eligibility is for not less than twelve (12) months. 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 APP and will extend for consecutive working days.

Documentation shall 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 needed.

### **Parental Incapacity**

Documentation must come from a legally qualified health professional stating why the parent is incapable of providing care and supervision for the child(ren), the days and hours needed for child care, and the probable duration of incapacitation. Services shall not exceed 50 hours per week.

### **Family Size**

Parents must provide supporting documentation regarding the number of children in the family; this may include a birth certificate, child custody court order, adoption documents or foster care placement records, school or medical records, or any other reliable document that demonstrates the parent child relationship or legal guardianship.

### **Self-Certification, Absent Parent and Single Parent Status**

If only one parent has signed an application for enrollment in child care services, and the birth record information for the child(ren) counted in the family size indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify single parent status under penalty of perjury (Sections I and V Confidential Application for Child Development Services and Certification of Eligibility). The parent who has signed the application shall not be required to submit additional information documenting the presence or absence of the second parent.

### **Enrollment/Recertification Requirements**

State regulations require a formal application and certification for child development services.

Parents must sign a *Confidential Application for Child Development Services and Certification of Eligibility (Form EESD 9600)* and will receive written notice of eligibility no later than 30 days from the date the form was signed. Parents must recertify within 30 days after the end of the 12 month-eligibility.

All families will be certified on no less than a 12-month basis and eligibility will continue based on ongoing income eligibility. Therefore, it is not required to report income changes between recertification, UNLESS your adjusted total family income exceeds the eighty-five (85%) of State Median Income (SMI). It is the parent's responsibility to report to Alternative Payment Program, within 30 days, if income changes and it puts the family over the 85% of SMI.

A parent may at any time, voluntarily request a reduction to their service level. A written request needs to be submitted and must include the days and hours of care needed per day, the effective date of a proposed reduction of service

needed, and a written acknowledgment that the parent understands they may retain the current certified child care service need until the certified need has been recertified.

A parent may voluntarily request a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size to assess the family fee. The parent must provide documentation to support the reported change. If eligible for a family fee reduction, the reduction will take effect on the first of the month following the receipt and approval of the required supporting documentation.

### **Missed Appointments**

CAPMC APP must be notified prior to the appointment if a family is unable to keep an appointment. All CAPMC APP staff has voicemail available 24 hours per day seven (7) days a week for messages. **Failure to keep an appointment without proper notification may result in denial of services.**

### **Parents Responsibility to Notify the Agency of Changes to Family Circumstances**

The family may voluntarily report changes to CAPMC APP if any changes to family circumstances affect their eligibility or need. These changes can include but are not limited to:

- Report increase to your family's income that exceeds the 85% SMI income thresholds within 30 days.
- Provide a 2-week notice to your provider and agency when changing or ending child care services.
- Use established child care hours as indicated on the Child Care Agreement.
- Report changes to your address and phone number.

You may also voluntarily report income or other changes in order to:

- Reduce your Family Fees.
- Increase your Family's Child Care service hours.
- Decrease your Family's Child Care service hours.

Reported changes that modify the reimbursement rate and/or family fee will go into effect the following month after the due process notice.

### **Notice of Action (NOA)**

A *NOA* is a legally binding document stating decisions and/or changes to the family's participation in the Program that is issued by an FSA, Supervisor, Program Manager or authorized CAPMC personnel.

### **Child Care Agreement**

The *Child Care Agreement* is the agreement for services based on the certified need, and authorizes the days and hours of child care and rate of reimbursement to the provider allowed by regulations.

### **License-Exempt Provider Participation**

Regulations require license-exempt providers to register with TrustLine within 30 days of submitting their application. CAPMC APP cannot issue payment until the provider registers. TrustLine is a registry that checks for criminal convictions

and the Child Abuse Index for reports of substantiated child abuse. Your provider has been informed that TrustLine requires submission of an application and fingerprints.

A notice will be sent to your provider with information on how to register with TrustLine and the due date by which it must be done. If you wish to select another license-exempt provider not registered with TrustLine, that provider will have 30 calendar days to submit an application and fingerprints, and become registered. The telephone number to reach TrustLine is 800-822-8490.

**Note: License-exempt providers who are the grandparent, aunt or uncle of the child(ren) in their care by blood, marriage, or court decree do not have to register with TrustLine to be paid for services, must complete a *Declaration of Exemption from the Health & Safety Self-Certification*.**

## Family Fees

The CDE prepares a family fee schedule based on family income and size, and hours of certified care for the month. The family fee applies to the cost of the family child care, and is the contribution to their child care services.

Family fees are either a flat monthly full-time fee or a flat monthly part-time fee and are based on the hours of care certified for the month, income and family size. Fees are based on the child who uses the most hours of care each month. 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. The family fee is effective immediately upon the authorization of services based on initial enrollment or return from a temporary suspension of services. Any **changes** in fees will be effective on the first day of the following month after the 19-day due process period. Parents may waive their right to due process by informing the agency that they request the implementation of a reduction in family fees as soon as possible; the agency will honor this request and reduce the fee the immediate month following the issuance of a Notice of Action. **No adjustments for excused or unexcused absences.**

The parent may **voluntarily** request a reduction to the family fee by reporting a change such as family income, days and hours of care needed, or family size to assess the family fee. The parent must provide documentation to support the reported change. If eligible for a family fee reduction, the reduction will take effect on the first of the month following the receipt and approval of the required supporting documentation.

## Temporary Suspension of Services

A parent may **voluntarily** request temporary suspension of services for a time-period during their 12-month eligibility. The time of the gap in services, along with the family fee amount(s) will be indicated in the Notice of Action approving the change in service.

## **Fee Collection**

The CDE requires that the family pay its fees to the provider in advance. Therefore, the family is required to pay the provider directly within the first five (5) days of the month. Family fees are found on *NOAs, Attendance Sheets* and *Child Care Agreements*.

Providers are responsible for collecting family fees from the family. The 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 to the provider. When CAPMC APP processes reimbursement for a family with family fees, the fee amount will be deducted from the provider's reimbursement check for the month (the fee and reimbursement can be found on the voucher printout).

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. A 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**

Termination of services can occur if family fees are not paid. CAPMC APP will contact families who fail to pay their family fees and issue a *NOA* stating a Delinquency of Family Fee. Fees are delinquent seven (7) calendar days after due date. Services shall be terminated within two weeks unless paid within the two weeks. A reasonable repayment plan will be accepted and the parent must comply with the repayment plan to continue services.

## **Co-Payments**

You may choose a provider regardless of the provider's rate. However, when a provider's rate and other allowable charges exceed the maximum subsidy amount, the parent is responsible for paying the difference. The difference is considered the parent co-payment. CAPMC APP is not responsible for collecting co-payments.

## **Attendance**

*Attendance Sheets* for each child enrolled in subsidized child care are mailed before the beginning of the month to the child care provider. If *Attendance Sheets* are not received, a temporary document (i.e. a blank *Attendance Sheet*) can be used to document the days and exact times children were in and out of child care. The *Attendance Sheet* must remain with the provider and both parent and provider shall sign under penalty of perjury at the end of the month that everything on the *Sheet* is true and correct.

## **Attendance Sign-In/Sign-Out Sheet**

Parents, or the provider, are required to sign the child(ren) in and out at the exact clock time in, utilizing pen ink only, on the *Attendance Sheet every day of care*. The provider shall enter the exact clock time of arrival or departure for school age for split schedule children, such as before and after school. 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* that include the child's name.

### **Certified Hours**

Parents must follow the contracted hours on the *Child Care Agreement* and the *NOA*. Providers will be reimbursed based on the hours of services provided that are broadly consistent with the certified hours of need stated on the *Child Care Agreement*; any change in the parent's approved level of service will be done through a *NOA*. Registration fees and other customary fees charged by the provider are payable up to the monthly maximum. **Any other days, hours, late fees, evenings, weekends, vacations, holidays or miscellaneous charges not certified by CAPMC APP are the parent's responsibility.**

### **Policy on Utilization of Certified Child Care Schedule**

When a parent has a day of non-utilization (i.e. their child is absent from child care on a certified day of child care) s/he shall **write in the specific reason for the absence on the *Attendance Sheet* under the appropriate date.**

When utilization of the certified child care schedule falls below the 80% threshold for broadly consistent CAPMC APP will:

1. Issue a warning letter for the first incident.
2. Issue a warning letter for the second incident
3. Issue a *Termination NOA* for the third incident (absences due to illness or emergency will be considered prior to issuing a *Termination NOA*).

### **Broadly Consistent**

CAPMC APP will review the attendance sheets to insure that the days and hours of services provided are broadly consistent with the certified need for care as documented on the child care agreement and/or Notice of Action (NOA). If in review of the attendance sheets the hours of services are **not broadly consistent** with the parents certified need, the FSA shall inform the parent of the broadly consistent violation and the consequences, and inform the parent of their right to voluntarily request a change to their service level.

The FSA shall explain the process of submitting a written request that includes the days and hours of care needed per day, the effective date of a proposed reduction of service needed, and a written acknowledgment that the parent understands that they may retain their current certified child care services need until the certified need has been recertified.

### **Temporary Suspension of Services**

A parent may **voluntarily** request temporary suspension of services for a time-period during their 12-month eligibility. The time of the gap in services, along with the family fee amount(s) will be indicated in the Notice of Action approving the change in service.

### **Submitting *Attendance Sheets* and *Statement of Services* for Reimbursement**

Attendance records must be submitted by the third day of the following month, no more than two (2) months after the due date for the month to be reimbursed, and no more than seven (7) days after the due date for the last month of the fiscal year (June). Late reimbursements will **not** be made for the last month of the fiscal year.

### **Fraudulently Completed Attendance Sheets-Withheld Reimbursements**

The parent and provider must sign at the end of the month, attesting under penalty of perjury, that the information on the attendance record or invoice is accurate. CAPMC APP will disallow reimbursement for the month of service in which inauthentic *Attendance Sheets* are submitted, and the parent will be responsible for paying their provider. The parent shall receive a *NOA* informing them of the decision for a reduction of reimbursement to their provider and possible termination for misrepresentation or fraud. The provider will also be informed of the decision to withhold reimbursement. *If a mistake is made on the Attendance Sheet, lineout the mistake, correct and initial. Please do not scratch out or use whiteout.*

### **Provider Holidays/Facility Non-Operational Days**

CAPMC APP will provide payment for 10 non-operational days documented on the licensed facility's contract and policy statement in a contract year (July 1-June 30). Examples of commonly chosen non-operational days are federal holidays and provider vacations. CAPMC APP does not provide reimbursement when the provider is unavailable to provide services (e.g. due to illness or any day elected by the provider to not provide services that exceeds 10 non-operational days).

### **Provider Policies/Parent and Provider Relationship**

Each Child Care Provider sets policies for their program, not CAPMC APP. It is the parent's responsibility to obtain these policies and follow them to establish effective communication with the provider.

### **Notice to Change Provider**

Parents must give a minimum two (2) week notice to CAPMC APP and the provider if they self-terminate from the Program or want to change providers. If a two (2) week notice is not given and the parent stops taking the child(ren) to child care, the parents are responsible for paying the provider. The contract with the 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. The Program Manager on a case-by-case basis will consider requests for more than one (1) change per year.

### **Multiple Providers**

Parents are limited to one (1) provider except under the following conditions:

- The primary provider is unable to accommodate all hours of certified care;
- One (1) provider is a licensed center for the purpose of providing preschool; or
- The child is ill or the child's primary provider is closed (in this case an eligible alternate provider can be reimbursed by CAMPC APP for services provided).

### **Non-Attendance**

Providers must drop the parent after three (3) consecutive days of non-attendance when 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 (2) weeks (10 days) drop notice; the three (3) unexcused days are included in the 10 days.

## Causes for Termination

Termination from the Program may occur for the following reasons:

- Failure to meet subsidy requirements;
- Knowingly misrepresenting eligibility;
- Providing incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive;
- Violating CAPMC's policies and procedures; or
- Federal and/or state contract funding ends.

## Family Rights and Grievance Process

### 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 non-secular 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

Parents/Authorized Representatives 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 Community Care Licensing Office.  
**Complaint Hotline: 1-844-538-8766**
3. Review the licensee's public file kept by the Community Care Licensing Office.  
**Web Facility Search: <https://secure.dss.ca.gov/CareFacilitySearch/home/selecttype/>**
4. Review reports of licensing visits and substantiated complaints against the licensee made during the last three (3) years at the family child care home or child care center.
5. Complain to the Community Care licensing office and inspect the family child care home or child care center without discrimination or retaliation against them or their child(ren).
6. 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 of Social Services has excluded someone in writing from the family childcare home or child care center on or after January 1, 2001).
7. Make a written request that a parent not be allowed to visit their child(ren) or take their child(ren) from the family child care home or child care center provided a certified copy of a court order has been shown.
8. 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: 1314 E Shaw Ave., Fresno, CA 93710  
Licensing Office Telephone: (559) 243-4588

9. Upon request, be informed by the licensee of the name of any adult granted a criminal record exemption, and the type of association to the family child care home or child care center (the name of the person may also be obtained by contacting the Community Care Licensing Office).
10. Receive from the licensee, the *Caregiver Background Check Process* form.
11. Be informed, by the licensee, whether the facility has liability insurance or bond that covers injury to clients due to the negligence of the licensee or employees of the facility.

**Note: California state law states 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)**

### **Uniform Complaint Procedure**

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the Community Action Partnership of Madera County's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (ED Code, sections 200 and 220 and Government Code, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Education.

Early Education and Support Division  
Complaint Coordinator  
1430 N. Street, Suite 3410  
Sacramento, CA 95814  
(916) 322-6233

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court.

### **Complaint or Grievance against a CAPMC Staff Member**

First attempt to resolve the issue within 30 days of the incident by discussing it with the FSA or CAPMC/APP&RR staff person involved. If the issue is not resolved, request a *CAPMC Parent/Community Complaint Form* and submit it within seven (7) days to the staff member's supervisor, who will schedule a meeting to discuss the matter and submit a written resolution. If a satisfactory resolution is not reached, request a meeting with the Program Manager. The Program Manager will issue a written response to the complainant within five (5) days after the meeting.

If a satisfactory resolution has not been reached, request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager, stating the problem and desired solution. The complainant will receive a written response within 10 days of the meeting. If a satisfactory solution is still not met, the 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 issue a written response. If the complainant is still dissatisfied, s/he 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 final decision within five (5) days of the hearing.

### **Report concerns**

Any incident that is suspected to be a breach of ethics, or in violation of federal, state or local laws should be reported immediately to one of the following sources:

- Executive Director (559) 675-5749
- Ethics Hotline (877) 453-7244 or [reportlineweb.com/capmc](http://reportlineweb.com/capmc)

The Ethics Hotline is available 24 hours a day, seven days a week. Translators are available. The Ethics Hotline is operated by an independent company that specializes in handling calls of this type.

### **Complaints against Licensed Providers**

Parents may contact R&R 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 Complaint Hotline at 1-844-538-8766 or call the office in Fresno, California; R&R will be notified if the complaint is substantiated.

### **Complaints against License-Exempt Providers**

Parents may make complaints of non-compliance of health and safety issues against license-exempt providers by providing a written and signed complaint. CAPMC/APP will inform the provider of the complaint and advise the provider of their right to a written rebuttal. CAPMC/APP will notify the parent and provider that childcare payments will cease in two (2) weeks unless both the parent and provider submit a written declaration stating that the health and safety deficiency is completed.

### **Appealing a *Notice of Action (NOA)***

Families have the right to appeal decisions made by CAPMC/APP that affect their participation in the Program. The procedure for the appeal process is detailed on the back of every *NOA* and must be followed to protect appeal rights. Please visit <http://www.cde.ca.gov/sp/cd/ci/parentappealinformation.asp> to read the *Parent Appeal Information Pamphlet*. In addition, a *Parent Appeal Information Pamphlet* is given to the parent at the time of their initial enrollment process.

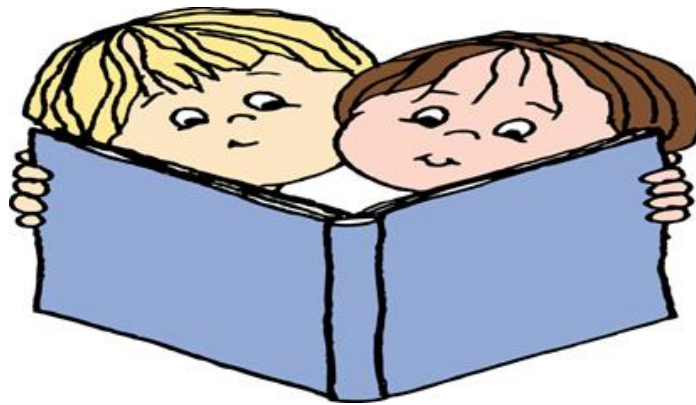
Parents have the right to have an authorized representative (AR) act on their behalf at the local appeal hearing. An authorization form to request an authorized representative is available and should be submitted with the appeal request, but any written or oral notice that an AR has been duly authorized by a parent is sufficient. Services can continue throughout the appeal process.

To appeal a *NOA*, file a request for a hearing within 14 days from the date the *NOA* was received. The request can be made in writing, in person, by calling 559-661-0779, by faxing 559-661-0764 or by emailing [appchildcare@maderacap.org](mailto:appchildcare@maderacap.org). Notification of the time and place of the appeal hearing will be sent out within 10 calendar days; the appellant and/or their AR are required to attend the hearing. Failing to attend results in the abandonment of the right to appeal **(postponement of an appeal hearing with prior notice is allowed one [1] time)**. A written decision will be sent to the appellant within 10 calendar days following the hearing.

If the appellant disagrees with the written decision, s/he has 14 days to appeal to the CDD. The CDD will issue a written decision within 30 calendar days after receiving the appeal. If the appeal is denied, services will terminate immediately on the date of the written notice.

### **Confidentiality**

Authorized CAPMC/APP representatives, fiscal auditors, legal/court ordered persons and the CDE are allowed access to 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 to the administration and delivery of our services. FSAs and other CAPMC/APP staff members do not provide information to outside sources.



## **SECTION II: PROVIDER INFORMATION & RESPONSIBILITIES**

CAPMC APP requires that all child care providers participating with eligible parents in our Program submit documentation before payment for child care services can begin. Therefore, if a parent begins using child care services before an authorized start date for subsidized payment or uses services after services have been terminated, the parent is responsible for payment of child care services.

### **Licensed Provider Participation Requirements**

Licensed providers are required to:

- Provide a copy of their child care license(s) from California Department of Social Services Community Care Licensing Office 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) during their annual re-certification date and will become effective the first day of the following month.
- Provide a copy of their contract and policies; policies can be updated once per contract year (July 1-June 30) during their annual re-certification date.

- Provide a copy of their valid California Driver License or state issued ID bearing the current address being used for child care.
- Provide a copy of their 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.
- Read the CAPMC APP Parent & Provider Handbook and submit a signed *Acknowledgement of Receipt of Written Policies*.
- 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 parents unlimited access to their child(ren) during normal hours of operation and whenever children are in care.

### License-Exempt Provider Participation Requirements

A license-exempt provider is defined as a family member or friend 18 years of age or older in good health who cares for children from only one (1) family other than their own. Exempt providers are required to:

- Provide a copy of their valid California Driver License or state issued ID bearing the current address being used for child care.
- Provide proof of residence.
- Provide a statement of their rates; rates can be updated once in a contract year (July 1-June 30) during their annual re-certification date and will become effective the first day of the following month.
- A copy of their Social Security Card bearing their name.
- Complete and sign a *Health and Safety Self Certification Form (CCP1 or CCP4)*.
- Complete and sign a tax identification form (*W-9*) annually.
- Obtain a current *CPR/First Aid Certificate* within 30 days of enrollment.
- Have a current working phone number for contact and emergencies.
- Allow CAPMC/APP staff to visit the home or facility any time during contract hours.
- Allow parents unlimited access to their children during normal hours of operation and whenever children are in care.

- Read the CAPMC/APP Parent & Provider Handbook and submit a signed *Acknowledgement of Receipt of Written Policies*.
- Complete the TrustLine fingerprint background check and receive clearance **within 30 days** after submitting the application. CAPMC APP cannot issue payment until the provider registers. TrustLine is a registry that checks for criminal convictions and the Child Abuse Index for reports of substantiated child abuse. (For relative exemption, see “Note: License-Exempt...” below)  
Information on how to get fingerprinted and the due date by which it must be done will be provided during the provider enrollment appointment. The telephone number to reach TrustLine is 800-822-8490.

**Note:** License-exempt providers who are the grandparent, aunt or uncle of the child(ren) in their care by blood, marriage, or court decree do not have to register with TrustLine to be paid for services, but must complete a *Declaration of Exemption from the Health & Safety Self-Certification*.

### **Child Care Agreement-Certificate for Services**

A *Child Care Agreement* is issued after the parent & provider have completed the requirements. The *Agreement* authorizes the days and hours of child care. Reimbursement rates are based on certified need not to exceed the provider’s full-time monthly rate or applicable monthly ceiling established by regulations for subsidized care, whichever is lower. Updates to the *Child Care Agreement* may occur periodically due to changes in the parents’ schedule and need. In such cases, providers will be issued an update to the *Agreement* and the parents will be issued a *NOA* indicating the change.

### **Attendance**

*Attendance Sheets* for each child enrolled in subsidized child care will be mailed before the beginning of the month to the provider. If *Attendance Sheets* are not received, a temporary document (i.e. a blank *Attendance Sheet*) can be used to document the days and exact times children were in and out of child care. The *Attendance Sheet* must remain with the provider and both parent and provider shall sign under penalty of perjury at the end of the month that everything on the *Attendance Sheet* is true and correct.

### **Attendance Sign-In/Sign-Out Sheet**

Parents or the provider are required to sign the child(ren) in and out at the exact clock time, with pen ink, on the *Attendance Sheet* every day of care. The provider shall enter the exact clock time of arrival or departure for school age or split schedule children (e.g. before and after school). 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* that include the child’s name.

### **Certified Hours**

Parents must follow the contracted hours on the *Child Care Agreement* and the *NOA*. Providers will be reimbursed based on the hours of services provided that are broadly consistent with the certified hours of need stated on the *Child Care Agreement*; any change in the parent’s approved level of service will be done through a *NOA*. Registration fees and other customary fees charged by the provider are payable up to the monthly maximum. **Any other days, hours, late**

fees, evenings, weekends, vacations, holidays or miscellaneous charges not certified by CAPMC APP are the parent's responsibility.

### **Policy on Utilization of Certified Child Care Schedule**

When a parent has a day of non-utilization (i.e. their child is absent from child care on a certified day of child care) s/he shall **write in the specific reason for the absence on the *Attendance Sheet* under the appropriate date.**

When utilization of the certified child care schedule falls below the 80% threshold for broadly consistent CAPMC APP will:

1. Issue a warning letter for the first incident.
2. Issue a warning letter for the second incident
3. Issue a *Termination NOA* for the third incident (absences due to illness or emergency will be considered prior to issuing a *Termination NOA*).

### **Broadly Consistent**

CAPMC APP will review the attendance sheets to insure that the days and hours of services provided are broadly consistent with the certified need for care as documented on the child care agreement and/or Notice of Action (NOA). If in review of the attendance sheets the hours of services are **not broadly consistent** with the parents certified need, the FSA shall inform the parent of the broadly consistent violation and the consequences, and inform the parent of their right to voluntarily request a change to their service level.

The FSA shall explain the process of submitting a written request that includes the days and hours of care needed per day, the effective date of a proposed reduction of service needed, and a written acknowledgment that the parent understands that they may retain their current certified child care services need until the certified need has been recertified.

### **Temporary Suspension of Services**

A parent may **voluntarily** request temporary suspension of services for a time-period during their 12-month eligibility. The time of the gap in services, along with the family fee amount(s) will be indicated in the Notice of Action approving the change in service.

### **Fraudulently Completed *Attendance Sheets*-Withheld Reimbursements**

The parent and provider must sign at the end of the month in pen ink, attesting under penalty of perjury, that the information on the attendance record or invoice is accurate. CAPMC APP will disallow reimbursement for the month of service in which inauthentic *Attendance Sheets* are submitted and the parent will be responsible for payment to the provider. A *NOA* will be issued to inform the parent of the decision for a reduction of reimbursement to their provider and possible termination for fraud. The provider will also be informed of the decision to withhold reimbursement. *If a mistake is made on the Attendance Sheet, lineout the mistake, correct and initial. Please do not scratch out or use whiteout.*

### **Provider Holidays/Facility Non-Operational Days**

CAPMC APP will provide payment for 10 non-operational days documented on the licensed facility's contract and policy statement in a contract year (July 1-June 30). Examples of commonly chosen non-operational days are federal holidays and provider vacations. CAPMC APP does not provide reimbursement when the provider is unavailable to provide

services (e.g. due to illness 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 policies for their program, not CAPMC APP. It is the parent's responsibility to obtain these policies and follow them to establish effective communication with the provider.

### **Percentage of Subsidized Children Enrolled**

Regulations limit the number of subsidized children enrolled in any home, center or school to 75% of its 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**

Parents must give a minimum two (2) week notice to CAPMC APP and the provider if they self-terminate from the Program or want to change providers. If a two (2) week notice is not given and the parent stops taking the child(ren) to childcare, the parents are responsible for paying the provider.

### **Non-Attendance**

Providers must drop the parent after three (3) consecutive days of non-attendance when 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 (2) weeks (10 days) drop notice; the three (3) unexcused days are included in the 10 days.

### **Payment/Reimbursement Procedures**

Providers are chosen by enrolled families to provide child care services. Providers contracted with CAPMC APP are not employees of CAPMC and are responsible for their own tax reporting and liabilities (CAPMC will issue a *1099 Miscellaneous Income Statement* for all payments totaling \$600.00 or more in a tax year).

### **Reimbursement Rates**

Providers are paid based on the rates they charge parents who pay privately (non-subsidized parents) and it is fraudulent to charge different rates to parents on subsidized child care and to parents who are not. A Family/Child is eligible for reimbursement when they are certified for child care services. Child care reimbursement is based on the need for care, the child's age, type of care and the applicable ceiling amount. The Regional Market Rate (RMR) and California Code of Regulations, Title V Education Regulations, Chapter 19, Subchapter 2.5 Utilization of the Regional Market Rate Ceiling. Title V can be viewed at <http://government.westlaw.com/linkedslice/default.asp?SP=CCR-1000> The Regional Market Rate information can be viewed at the California Department of Education website, Early Education and Support Division at <http://www3.cde.ca.gov/rcsc/> ; or a copy can be requested from the program, or accessed from our website: [maderacap.org](http://maderacap.org)>Resources>Forms>Regional Market Rate.

The Statement of Services will be reviewed with the authorized Child Care Agreement hours of care and the Attendance Sheets. Providers will be reimbursed the amount requested in their Statement of Services, up to the maximum which is allowed by the State.

## Method to Determine Applicable Reimbursement Ceiling on the Child Care Agreement 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  
Less than 2 hours per day = Part-Time Hourly Rate  
Family certified for 14 or fewer full-time days (six [6] hours or more) in a month = Full-Time Daily Rate

### Reimbursement for License – Exempt Providers

Hourly Rate up to Full-time Monthly maximum.

### 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 normally charged to all parents in their contract filed with CAPMC/APP.

### Submitting Attendance Sheets and Statement of Services for Reimbursement

*Attendance Sheets* and *Statement of Services* are the primary source for child care reimbursement and auditing purposes. Attendance records must be submitted by the third day of the following month, no more than two (2) months after the due date for the month to be reimbursed, and no more than seven (7) days after the due date for the last month of the fiscal year (June). Late reimbursements will **not** be made for the last month of the fiscal year. *Attendance Sheets* and *Statement of Services* can be faxed to 559-661-0764, delivered to CAPMC/APP during business hours Monday – Friday 8:00am – 5:00pm, delivered to the APP drop box located outside on the east side of the CAPMC building, or mailed to 1225 Gill Ave, Madera, CA 93637 (must be postmarked before or on the 3<sup>rd</sup> of the following month of service).

**Reimbursement for Provider** Submission of request for reimbursement must include Attendance Sheets and Statement of Services for each child served. Attendance Sheets must be completed, signed, and dated in ink at the bottom of the form with full signature by the Parent and Provider. The Statement of Services must be sent to the CAPMC APP Office with Attendance Sheets and include the following:

- A. Provider and/or Business Name
- B. Contact information
- C. Service month and year
- D. First and last name of the family
- E. First and last name of the child
- F. Age of the child
- G. Number of units
- H. Type of Unit/Care Type
- I. Rate per Unit
- J. Grand total you are invoicing the family

**You are welcome to use the Statement of Services located behind our pre-printed attendance sheets.**

Statement of Services - For Provider Use

# of Units	*Type of Unit/**Care Type	***Rate per Unit	Total

\*Type of Unit: hour, day, week, month, annual

\*\*Care Type: holiday, registration fee, drop notice fee, evening or weekend adjustment, etc.

\*\*\*Rate per Unit: dollar and cents amount      Grand Total \$ \_\_\_\_\_

**Payment Schedule**

Payment is made once a month on the third Friday via mailed check or direct deposit (pay dates can be found on the *Attendance Sheet & Payment Schedule- available at the office or on our website*). CAPMC APP recommends that providers choose direct deposit for their reimbursement for optimum timeliness and safety of funds; checks cannot be picked up at the CAPMC office.

**Funding Sources**

CAPMC APP reserves the right to alter the *Attendance Sheet & Payment Schedule* in the event of a delayed allocation from its funding source. CAPMC APP will notify parents and providers in case of such an event.

**Lost Checks**

Payment will be stopped and CAPMC will reissue checks 10 working days after the date the checks were originally mailed.

**Inaccurate Reimbursement**

In case of inaccurate reimbursement, please contact the family’s FSA. The payment will be audited and any necessary adjustments can take up to 15 business days to be issued.

**Late Attendance Sheets**

*Attendance Sheets* received by CAPMC APP after the due date will be considered late and will not be processed for payment until the pay date for the following month according to the *Attendance Sheet & Payment Schedule*. Late payments will **not** be reimbursed for the last month of the fiscal year.

**Family Fees**

The CDE prepares a family fee schedule based on family income, size and hours of certified care for the month. 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 either a flat monthly full-time fee or a flat monthly part-time fee and are based on the hours of care certified for the month, income and family size. 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. The family fee is effective immediately upon the authorization of services based on initial enrollment or return from a temporary suspension of service. Any changes in fees will be effective on the first day of the following month after the 19 day due process period. Parents may waive their right to due process by informing the agency that they request the implementation of a reduction in family fees as soon as possible; the agency will honor this request and reduce the fee the immediate month following the issuance of a Notice of Action.

### **Fee Collection**

The CDE requires that the family pay its fees to the provider in advance. Therefore, the family is required to pay the provider directly within the first five (5) days of the month. Family fees are found on *NOAs, Attendance Sheets* and *Child Care Agreements*. When CAPMC APP processes reimbursement for a family with family fees, the fee amount will be deducted from the provider's reimbursement check for the month (the fee and reimbursement can be found on the voucher printout).

Providers are responsible for collecting family fees from the family. The 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 the provider's payment. Please contact your FSA or our Provider Specialist if you need help calculating the family fee.

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**

Termination of services can occur if family fees are not paid to the provider. CAPMC APP will contact families who fail to pay their family fees and issue a *NOA* stating a Delinquency of Family Fee.

### **Co-Payments**

When the provider's rate and other allowable charges exceed the maximum subsidy amount, the parent is responsible for paying the difference. The difference is considered the parent's co-payment. CAPMC APP is not responsible for collecting co-payments.

## **Provider Rights and Grievance Process**

### **Complaint or Grievance against a CAPMC Staff Member**

First attempt to resolve the issue within 30 days of the incident by discussing it with the FSA or CAPMC APP staff person involved. If the issue is not resolved, request a *CAPMC Parent/Community Complaint Form* and submit it within seven (7) days to the staff member's Supervisor, who will schedule a meeting to discuss the matter and submit a written resolution. If a satisfactory resolution is not reached, request a meeting with the Program Manager. The Program Manager will issue a written response to the complainant within five (5) days after the meeting.

If a satisfactory resolution has not been reached, request a meeting with the Executive Director within five (5) days after the meeting with the Program Manager, stating the problem and desired solution. The complainant will receive a written response within 10 days of the meeting. If a satisfactory solution is still not met, the 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 issue a written response. If the complainant is still dissatisfied, s/he 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 final decision within five (5) days of the hearing.

### **Limits of Provider Participation-Minimum Wage Law**

Since child care providers are independent contractors and not employees of CAPMC, CAPMC is not responsible for federal and state tax obligations. Please note that in California, 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. If necessary, CAPMC will require a minimum number of children in care at the same time by an in-home (child's home) license-exempt provider 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 for any of the following:

- If the license-exempt provider is denied clearance by TrustLine,
- For non-conformity with licensing regulations,
- If the license is under a temporary suspension order or has been revoked,
- For submission of false information,
- For failure to provide pertinent information,
- For threatening or inflicting of physical/verbal abuse on staff, parents or children,
- In case of refusal to provide access to CAPMC staff or parents, or
- For failure to comply with the laws, rules or regulations established by the State of California or the federal government.

### **Confidentiality**

Authorized CAPMC APP representatives, fiscal auditors, legal/court ordered persons and the CDE are allowed access to family and child care providers files. The disclosure or release of any information that pertains to child care services is restricted to purposes directly related to the administration and delivery of our services. FSAs and other CAPMC APP staff members do not provide information to outside sources.

## SECTION III: CAPMC/APP FRAUD PREVENTION

### Fraud Defined

#### Fraud is defined as:

- Intentionally providing false or misleading information on participant agreements and/or eligibility and 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 to 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 and immediately terminate the family from the Program.
- CAPMC collaborates with the Madera County District Attorney's office and other law enforcement agencies 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 it determines have obtained services fraudulently. If parents dispute the amount of the overpayment, CAPMC will 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 repayment was made in full.
  - CalWORKs Stage 2 Families: In agreement with the Madera County Department of Social Services, after repayment of funds for services obtained through fraud has been made, parents in CalWORKs Stage 2 contracts are eligible for future services with no probation period.

## Harassment Policy

Any person who makes threats against, harasses, uses profane language, destroys property, 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. *This includes but is not limited to social media: Facebook, Instagram, LinkedIn, YouTube, Snap Chat and other sources of communications.*

## Discrimination Statement (5 CCR 18107(d))

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

## Confidentiality and Use of Information

"Information provided from applicants or participants in programs operated and administered by Community Action Partnership of Madera County (CAPMC) such as Head Start, Migrant Head Start, Victim Services, Drought Assistance, etc. is confidential and used ***only*** in connection with determining eligibility and participation in CAPMC programs. ***It is not and cannot be used for any other purpose without your permission.*** Such information is ***not*** provided or available to other government agencies or programs including, but not limited to, Department of Homeland Security, Immigration and Customs Enforcement (ICE) or other law enforcement agencies such as the police or sheriff's department. In addition, all CAPMC employees agree to keep all information regarding CAPMC clients in the strictest confidence."

**Acknowledgement of Receipt of Written Policies**

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 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