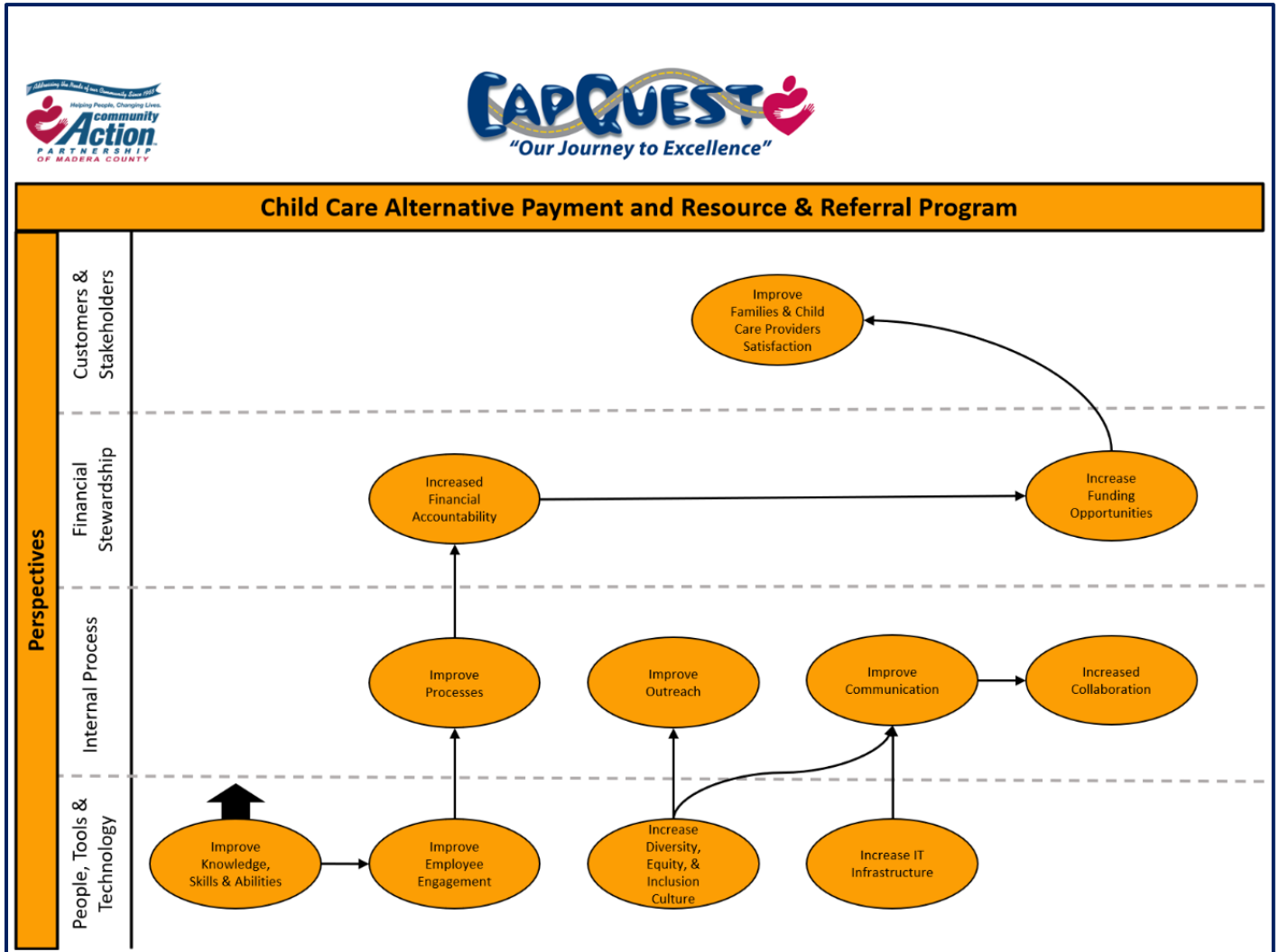







Child Care Alternative Payment and Resource & Referral Program Objectives



Child Care Alternative Payment and Resource & Referral Program Goals, Initiatives and Measures

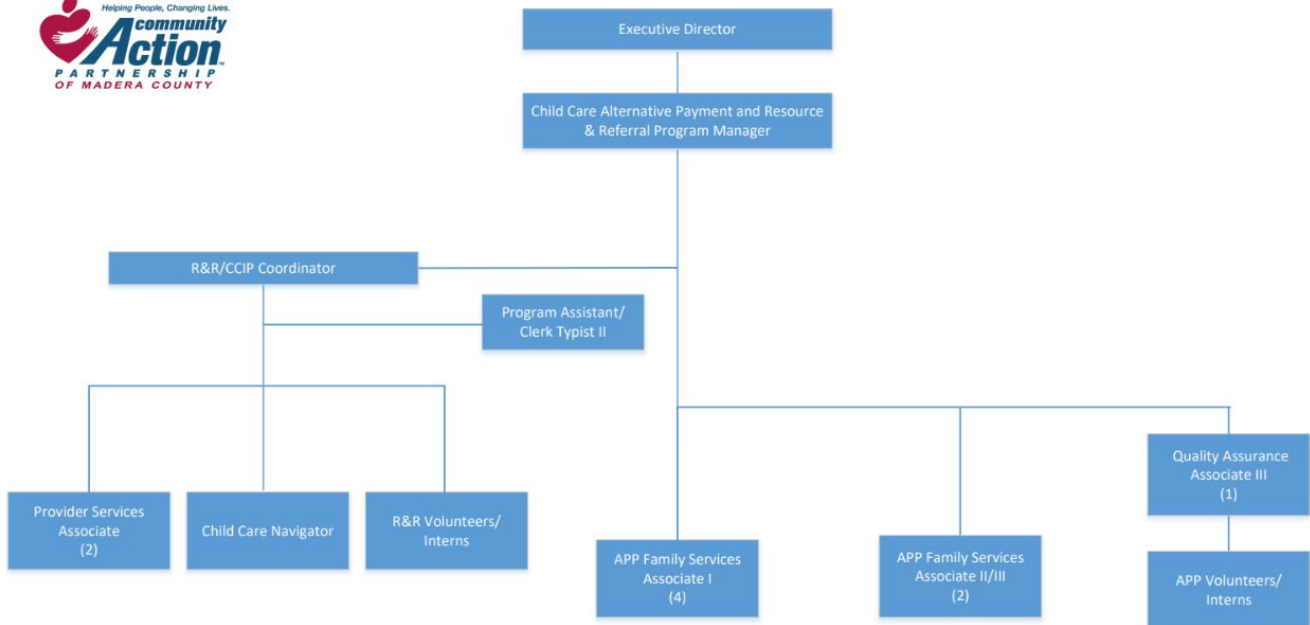
<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>Our goal is to address parent/provider issues and concerns in order to provide excellent customer service. In addition, increase parent/provider participation and involvement. Lastly, communicate critical information related to program/policy changes in a timely manner.</p>	<p>Alternative Payment and Resource & Referral Program</p>	<p>Conduct yearly parent/provider surveys for customer satisfaction and program improvements.</p> <p>Communicating critical information related to program/policy changes through our parent/provider newsletter and the monthly provider calendar. In addition, update, when necessary, our Parent and Provider Handbook of Written Policies, and distribute to parent and providers in a timely manner.</p> <p>Utilizing social media, electronic communication and text messaging for mass communication.</p> <p>Increased provider participation.</p>	<p>Surveys will be issued roughly around January - February and due by April, latest May. (Done yearly, due dates are subject to change based on Program Self-Evaluation due date to California Department of Social Services (DSS)).</p> <p>Provider surveys will be issued every June 30th at the closing of the fiscal year to plan for the new fiscal year. All surveys are due by the end of July. Suggestions and feedback provided will be used to retain current participation and attract new recruitment. In addition, offer incentives if funding permits it.</p> <p>Ongoing yearly reviews will be conducted to monitor progress.</p>	<p style="text-align: center;">●</p> <p style="text-align: center;">●</p> <p style="text-align: center;">●</p>

<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>The ability to serve a broader community outside of the home base location. In addition, sustain current funding available and take-on new families based on the high demands of child care in our community.</p>	<p>Alternative Payment and Resource & Referral Program</p>	<p>Increased agency presence outside of Madera, CA.</p> <p>Increased diversity by focusing on different regions in our community. Marketing our program services by displaying flyers/brochures in English/Spanish, (common language spoken in our community).</p> <p>Demographic Populations, conduct outreach in rural areas, schools and community events.</p> <p>Sustained funding when possible.</p> <p>Funding growth based on the demands of our community.</p> <p>Increased collaboration with other agencies by participating in outreach opportunities and attending meetings.</p>	<p>The number of waitlist applications received and entered in our KinderSystem Eligibility List will demonstrate the demands of subsidized child care services needed in our community. This will be reviewed every six (6) months or when funding permits for enrollment.</p> <p>Collaboration is ongoing. It will be reviewed yearly. Success of such will be determined in number of waitlist applications received and the number of prospective new licensed child care providers registered through Resource & Referral.</p> <p>Ongoing yearly reviews will be conducted to monitor progress. *At the end (June) and beginning of the fiscal year (July) due to funding availability.</p>	

<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>Ensure Alternative Payment Program is in compliance with Child Care Bulletin No. 22-03 - <i>Guidance on Provider Payments, Child Care Bulletin No. 21-07 – Recording and Reporting Attendance and Title-5 Regulations.</i></p>	<p>Alternative Payment and Resource & Referral Program</p>	<p>Provider payments are calculated correctly, reimbursement to provider is determined by the certified need and not by attendance. In addition, provider payments adhere to Title 5 Regulations and the <u>current</u> Child Care Bulletins. Provider payments shall be processed on time and on a monthly basis.</p> <p>State reporting deadlines are met monthly.</p>	<p>Quality assurance on family files and provider payments are conducted monthly to determine if training is needed and to ensure compliance with state regulations.</p> <p>Completed attendance sheets are due to Fiscal on the 3rd Monday of every month. *Date is subject to change due to holiday.</p> <p>Reimbursement to providers is issued on the 3rd Friday of every month.</p> <p>State reporting is due on the 20th of every month, no exception. Unless, submitted sooner due to holiday.</p>	<p></p> <p></p> <p></p> <p></p>

Child Care Alternative Payment and Resource & Referral Program Organizational Chart

CHILD CARE ALTERNATIVE PAYMENT AND RESOURCE & REFERRAL



Revised June 2024