



**March 16, 2020**

## **Frequently Asked Questions (FAQ's)**

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### **Parent Questions**

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**1. My child's school district has closed and I will need additional hours of child care during the school closures. Will my child care be paid?**

CDA will honor the approved hours on your child care certificate, up to the maximum hours. This means if your child is approved a vacation schedule child care can be reimbursed for those hours during the school closures. If your current approved schedule does not cover the additional child care hours you may need, contact your Child Care Eligibility Specialist to voluntarily request a schedule change. You may need to supply additional documentation for your CES to process the change.

**2. My current child care provider is closed, can I have a different child care provider during the school closures?**

Yes, you may choose another child care provider to cover your child care needs. If you want to choose another child care provider please contact your Child Care Eligibility Specialist. CDA can provide you with a list of licensed child care providers who are active on our program and who have chosen to be part of our Provider Referral Program. You may also contact the local Resource and Referral Agency, YMCA-CRS at (619) 521-3055 or ymcasd.org for referrals to licensed family child care homes and centers.

**3. What if I want to choose a family member, friend or neighbor to care for my child during this time?**

You may choose a family member, friend or neighbor to watch your child(ren). If you choose this type of provider you will need to contact your Child Care Eligibility Specialist so they can have our Provider Services staff enroll the new provider. Depending on your relationship to the provider, the provider may have to complete the Trustline process before care can begin.

**4. I have to turn in paperwork to my Child Care Eligibility Specialist, but prefer not to come into your offices at this time. What can I do?**

You have several options to get your paperwork to us that doesn't require you to physically come in. You may mail it in, drop it the drop box located outside our offices (both of CDA's office locations have drop boxes) or you can submit via our website [here](#). Please contact your Child Care Eligibility Specialist if you need any assistance.



## Child Development Associates

*Our mission is to encourage and support the success and well-being of children, families, and the child care community.*

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### Provider Questions

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**1. School age children in my care are now unexpectedly on a long break from school. Will I get paid for the additional hours of child care?**

CDA will honor the approved hours on the child care certificate, up to the maximum hours. This means if the child is approved a vacation schedule child care can be reimbursed for those hours during the school closures. If the current approved schedule on the child care certificate does not cover the additional child care hours please advise the family to contact their Child Care Eligibility Specialist to voluntarily request a schedule change.

**2. What if I choose or am mandated to close my child care program? What steps do I need to take? Will I be paid for the time I am closed?**

Please notify your Provider Specialist if you choose or are mandated to close. We will request a written notification of your closure and advise you to contact Community Care Licensing and any other programs you may work with.

California Code of Regulations, 5 CCR Section 18076.2 (b)(2) currently only allows CDA to pay 10 non-operational days per year when providers have written policies regarding their closures. If you have already received payment for closure days this fiscal year (July 1, 2019 – June 30, 2020) CDA will only be able to pay up to the 10 allowable closure days. If you have available closure days that can still be paid this fiscal year and want to modify what you have on file with CDA, please contact your Provider Specialist.

**3. Is the California Department of Education going to make any exceptions to the 10 non-operation days due to the COVID-19 outbreak?**

CDA has not received any direction that we can exceed the 10 non-operational days at this point. However we have been notified that the State Superintendent of Public Instruction (SSPI) is working with the Governor's Office to issue an Executive Order that will provide further guidance on this issue. We will provide updated information when it becomes available.

**4. Will there be any delays to my payment due the COVID-19 outbreak?**

CDA is not anticipating any delayed payments to providers and we are prepared to ensure provider payments are made timely and in accordance to our reimbursement schedule.



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### **5. What if parent didn't sign the bottom of their attendance and won't be back to my child care until the COVID-19 outbreak is resolved?**

If a parent unexpectedly left your program and did not sign the bottom of the attendance record, you can still submit the attendance record for payment. Be sure to notate any absences and sign the attendance record before submitting.

### **6. My daycare home will remain open however I do not want to provide child care for a sick child. Can I turn them away? Will I be paid?**

Please follow your normal policies for when a child may come to your program sick. CDA can reimburse for absences due to illness when providers have those written policies on file with CDA. Currently, CDA is not able to reimburse for absences for children with variable schedules.

### **7. I realized my contract is not updated to state I charge for child absences. How can I update that with you?**

You may update your written policies with your daycare clients and CDA at any time. Please submit any new written policies you have and CDA will make them effective the day of receipt. We cannot backdate any changes

### **8. Parents would like to enroll with my child care home because their regular provider has closed. I currently am enrolled to capacity. Will exceptions be made during this time to allow me to care for more than my license capacity?**

Providers should still stay within their licensing capacities to ensure the health and safety of children. CDA has not received any information from Community Care Licensing that there will be any relaxation of these requirements and CDA does not have the authority to give providers permission to operate over capacity. You should contact your assigned analyst at Community Care Licensing if you have any questions at this time about your capacity.