

# Program Guidelines

Effective January 2024  
(Board Approved)

**Visit one of our locations.  
We are here to help you thrive!**

Drop box available 24/7 outside of both office buildings.

**Bonita Office  
(Administrative)**

180 Otay Lakes Road, Suite 300  
Bonita, CA 91902  
(619) 427-4411

**Kearny Mesa Office**

5473 Kearny Villa Road, Suite 350  
San Diego, CA 92123  
(619) 427-4411

**Client Support Service Hours**

Monday – Thursday: 8:30 AM – 5:00 PM  
Friday: 8:30 AM – 12:00 PM

*(If a holiday falls within the week, offices close  
at 12 PM the last business day of the week)*

**Case Management Department**

This department maintains family case files and provides family supportive services.

(619) 427-4411

[APBonita@cdasd.org](mailto:APBonita@cdasd.org)

[APKearnyMesa@cdasd.org](mailto:APKearnyMesa@cdasd.org)

**Provider Services Department**

This department enrolls and supports child care providers.

(619) 427-4411

[ProviderServices@cdasd.org](mailto:ProviderServices@cdasd.org)

**Enrollments Department**

This department screens families interested in enrolling in the Alternative Payment Program.

(619) 427-4411 x 1400

[Enrollments@cdasd.org](mailto:Enrollments@cdasd.org)

**Provider Payment Support Service Hours**

Monday – Friday: 8:30 AM – 5:00 PM

**AP Fiscal Department**

This department processes child care reimbursements.

(619) 427-4411 x 1300

[PaymentQuestion@cdasd.org](mailto:PaymentQuestion@cdasd.org)

# Child Development Associates

Welcome to Child Development Associates (CDA). We are a community based, non-profit agency that has been proudly serving children and families since 1974. We believe that all families deserve access to quality early care, education and supportive services that will promote children's healthy development and future success.

At CDA, we believe in creating opportunities for families to prosper. Every day, we provide families access to reliable and affordable child care so parents can work or complete their education, and nutritious meals so children can grow healthy. With children learning and parents earning, we create positive change.

Through California's Alternative Payment Program, CDA reimburses child care providers on behalf of parents who can't afford child care on their own. This program allows low income parents to choose the type of care that best meets their needs. Our goal is to assist parents to achieve self-sufficiency and families to prosper.

Due to the complexity of public funding, there are unfortunately many rules and regulations CDA, families, and child care providers participating in the program must follow. We understand the enrollment process and the needed documentation can be confusing, overwhelming and may at times feel invasive. You have our commitment to assist you through each step along the way. As valued parents and providers in the program, you are encouraged to ask questions or ask for help if there is anything you need assistance with. Your Child Care Eligibility Specialist or Provider Specialist will gladly help.

At CDA, we work to ensure that families have access to critical services, get the needed support to be successful in our program, and child care providers receive timely and accurate reimbursement. CDA is committed to providing excellent service to all families and providers and we appreciate any feedback you may provide.



Rick Richardson  
President and CEO







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# Families





## What is the Alternative Payment Program?

The Alternative Payment (AP) Program is a child care subsidy program, operated in accordance with the California Code of Regulations, Title 5, the California Welfare and Institutions Code (WIC) and the California Department of Social Services (CDSS) Program Requirements. Funding is provided through the California Department of Social Services and Federal Child Care and Development Block Grant Funds.

CDA makes reimbursements for child care services directly to the family's selected provider, on the parent's behalf. To participate in the program, a family must meet the eligibility and need requirements determined by the State of California.

CDA has been serving families through our Alternative Payment Program since 1992. Currently, our Alternative Payment Program serves over 13,860 children and 7,660\* families county-wide who depend on child care services to go to work, school, and/or seek employment. At CDA we have a strong commitment to families and children and operate our program based on the following goals, objectives, and philosophy.

*\*Impact numbers as of December 2023.*

Your Child Care Eligibility Specialist or Provider Specialist will walk you through the policies and procedures of the program.

We are here to help you understand and navigate through the program's complexities and are available to answer any questions you may have.



## Goals & Objectives

- To provide supportive child care services that will help families reach self-sufficiency and remain off of aid.
- To assist CalWORKs families in transitioning from short term Stage 1 child care services to long term child care arrangements in Stage 2 and 3.
- To establish partnerships with families, which include opportunities for families to receive resources and information on quality child care options.
- To guide parents through the enrollment and recertification process with respect and empathy.
- To refer children and families to appropriate agencies in the community based on their health or social service needs.
- To partner with the community to best support families and child care providers and to provide information to the community regarding services available through our agency.
- To routinely and not less than once per year, collect parent surveys and programmatic data to complete a self-review and make necessary improvements to program management.
- To invest in staff by identifying and providing training and professional development opportunities.
- To support child care providers by providing information and making timely and accurate reimbursements.

## Philosophy

### We Believe...

- In the importance of stable, consistent child care that makes it possible for a parent to achieve self-sufficiency.
- That parents know their children best and they should have a selection of quality child care options to choose from that meets their family's particular needs.
- In being respectful of the cultural and linguistic characteristics of the families we serve.
- In providing services in a way that is courteous and professional.
- In quality child care services that promote healthy development and growth.
- In supporting the professional child care community.

Our program has a Family Resource Team available to provide you individualized assistance with resources or referrals. You can contact them at [familyresources@cdasd.org](mailto:familyresources@cdasd.org)





# How the Program Works

All of CDA staff work together as a team to ensure that parents can participate and be successful on the Alternative Payment (AP) Program and that providers receive timely and accurate reimbursement. We strive to provide quality customer service and are always available and willing to help the families and providers enrolled in the program.



**APPLY!** – When applying for child care services, each family is assigned a Child Care Eligibility Specialist (CES) to be their point of contact with CDA. The CES processes the family’s application, determines their eligibility and manages their child care case while the family is enrolled in the AP Program.



**PICK A PROVIDER** – Each family chooses a child care provider that best meets their family’s needs. In the AP Program, parents have a choice of child care arrangements such as a family child care home, child care center or care by a trusted relative or family friend.



**PROVIDER ENROLLS** – After a provider is selected by a parent, the provider is assigned a Provider Specialist to be the point of contact with CDA. The Provider Specialist enrolls the provider and manages the provider’s file during the provider’s participation on the AP Program.



**CHILD CARE IS APPROVED** – Once a family completes all the enrollment requirements, child care is approved and each child is given a certified schedule of the days and hours that may be used. The family remains eligible for no less than 12-months or 24-months depending on the program type they have enrolled in. They may continue the same services—using the same child care schedule and have no changes to their family fees—even if they have changes in their family’s eligibility and/or need.



**CHILD CARE BEGINS** – Once authorized child care begins with a provider, the parent and provider are responsible to record each child’s attendance daily, on monthly attendance records issued by CDA; they must also ensure the attendance records are complete and accurate.



**SUBMIT ATTENDANCE RECORDS** – The parent and provider are responsible to submit completed attendance records to CDA’s office or digitally through CareConnect.



**REIMBURSEMENT** – Based on the submitted attendance records, the AP Fiscal Department calculates and issues provider reimbursements. They can also answer questions regarding provider reimbursements that have been issued.

**ELIGIBILITY PERIOD** – Once a family establishes eligibility (at initial enrollment, transfer from Stage 1 or recertification), the family will receive child care services for no less than 12-months or 24-months depending on the program type they have enrolled in, before having their eligibility and need re-verified. Parents are not required to report any changes to income or other changes during their eligibility period. There are some exceptions to 12-month or 24-month eligibility period, including the requirement for parents to report their income exceeding a specific amount, explained later in these guidelines. A parent may, at any time, voluntarily report changes to reduce the family’s fees or increase the family’s services.

# Child Care Funding

Child care subsidies for the Alternative Payment Program are provided by state and federal funding; funds are distributed to CDA from the California Department of Social Services (CDSS) via contract types with different parent eligibility periods:

- C2AP – CalWORKs Stage 2 Alternative Payment – 12-month eligibility period
- C3AP – CalWORKs Stage 3 Alternative Payment – 12-month eligibility period
- CAPP – California Alternative Payment Program – 24-month eligibility period

A family's enrollment onto the program and continuation of services are dependent on available funding. To maximize available funding, CDA reserves the right to change the family's contract type at any time to another contract type for which they are eligible.

# Child Eligibility Criteria

[Title 5, § 18407, 18107]

To be approved for subsidized child care services, a child must be living in the family's household and must meet all of the following criteria:

- Be:
  - A son or daughter of the eligible family, **or**
  - Receiving foster care benefits, federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits, **or**
  - The responsibility of the eligible adult to support.
- Be under 13 years of age
  - Children who are 12 years of age at certification or recertification will be certified for not less than 12 months.
  - A child who has exceptional needs and is physically or mentally incapable of caring for themselves as determined by a legally qualified professional may qualify up to 21 years of age.
- Live in the state of California while services are being received.



# Family Eligibility and Need Criteria

In addition, to each child needing to meet the child eligibility requirements above, all families must meet at least **one** eligibility category listed below at enrollment and at each subsequent recertification. CDA will determine which contract type a family is eligible for based on the eligibility categories and available funding.

[Title 5, § 18406, 18408, WIC 10271, 10271.7]

## Eligibility Categories

- The parent is currently receiving CalWORKs cash aid
- The parent received CalWORKs cash aid or diversion services from the county welfare department within 24 months of enrollment.
- The family is income eligible.
- The family is receiving Child Protective Services (CPS) through the county welfare department or has a child who is at risk of abuse, neglect, or exploitation.
- The family is experiencing homelessness.
- A member included in the family size is certified to receive benefits from one of the following means-tested government program:
  - Medi-cal
  - CalFresh
  - CalWORKs
  - Child only cash aid
  - WIC
  - Head Start
  - Early Head Start
  - The Federal Food Distribution Program on Indian Reservations
  - California Food Assistance Program

## Need

In addition to meeting at least one eligibility category, a family must have a need for child care services because **the child**:

- Is a recipient of child protective services
- Is being neglected, abused, or exploited, or **at risk** of neglect, abuse or exploitation
- Is at risk of being homeless;

## OR

Because each adult in the family size has one or more of the following need:

- Employment or Self-employment
- Vocational training
- Educational program:
  - To earn a high school diploma or General Education Degree/High School Equivalency (GED/HSE) certificate
  - English Language Learner/English as A Second Language (ELL/ESL) Program
- Seeking employment
- Parental incapacity
- Homelessness
- Seeking permanent housing for family stability



# How Does a Family Enroll?

## 1) Admission and Enrollment

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### Admission Priorities

[WIC 10271 xxxx]

Families are ranked for enrollment in accordance with the guidelines set by the State of California. Admission priorities are as follows:

- **Priority 1** – Children receiving child protective services or children at risk of abuse or neglect.
- **Priority 2** – Income Eligible in relation to family size and income.
  - Within Priority 2, if two or more families are in the same priority in relation to income, then enrollment shall occur as follows:
    - One - A family with a child with exceptional needs
    - Two - A family whose home language is other than English
    - Three - A family who has waited on the waiting list the longest

If CDA must dis-enroll families, the families will be dis-enrolled in reverse order of the admission priorities.

### Enrollment Process

[Title 5, § 18081-18083, 18100, 18107]

Before a family is enrolled in CDA's Alternative Payment Program, the parent must meet with a CDA staff member to submit all information and paperwork required by CDA and the California Department of Social Services (CDSS).

For an overview of the enrollment process, see page 4.

The parent must supply:

- Documentation to prove the family's eligibility, which may include requests for income documentation or other supporting verification demonstrating eligibility for services.
- Documentation to prove the family's need for child care.
- Picture identification to document the identity of each parent.
- Documentation to identify all children in the family.
  - This documentation must show the relationship between the parents and the children and will be used to determine the family size.
- Proof that the child receiving services lives in the state of California.
- Up-to-date immunization records for children who are enrolled with:
  - An in home license-exempt provider (in the child's home) and there are other unrelated children being cared for in the home.
  - A license-exempt relative providing care in their home and there are other unrelated children being cared for in the home.
  - The name, phone number and address of their selected child care provider.

An application for child care services will be completed for the family based on the above information and documentation; the application must be signed and dated by the parent and a CDA staff member. The completed application that includes a CDA approved child care provider and the supporting documentation supplied will be reviewed to determine if the family meets the need and eligibility requirements for child care services.

After the enrollment appointment has been completed, CDA will notify the family within thirty (30) calendar days whether services have been approved or denied. ***Child care services should not begin until a Notice of Action (NOA) approving services is received from CDA. Child care services will not be reimbursed for any care that took place before the approval date.***

## Enrollment by Transfer from Another CalWORKs Agency

[Title 5, § 18409 18409.3]

When a family is transferred to CDA from another CalWORKs Stage 1 or Stage 2 program, CDA obtains the family's information from the transferring agency. Based on that information, the family will receive the same level of child care services for not less than 12 months with no interruption in child care services.

## Documentation of Family Eligibility

Parents must supply documentation of the family's eligibility for child care services. Families may qualify with one or more of the following eligibility types:

- Current CalWORKs cash aid recipient
- Income eligible
- Child Protective Services or the child is identified as at-risk of abuse, neglect or exploitation
- Family is experiencing homelessness.
- A member included in the family size is certified to receive benefits from a means-tested government program

## Documentation of Current CalWORKs Cash Aid Recipient

[Title 5, § 18085]

If a family's eligibility is based on current CalWORKs cash aid, the parent must supply documentation of the family's public cash assistance. CDA has access to San Diego County's cash aid records but if CDA cannot obtain a family's records the parent must supply the documentation to CDA.

## Documentation of Receipt of Means-Tested Government Program

If a family's eligibility is based on anyone in the family size as being certified to receive benefits from a means-tested government program, the family must provide documentation of **current** enrollment in any one of the means-tested government programs listed below:

- Medi-cal
- CalFresh
- CalWORKs
- Child only cash aid
- California Food Assistance Program
- WIC
- The Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start

Families must also provide income documentation by:

- Submitting the application for the means-tested government program indicating the income declared at the time of enrollment; **or**
- If the parent does not have access to the means-tested government program application, the parent may submit a self-declaration indicating that they do not have access to the application and to the best of their recollection, the income that was declared on the application for the means-tested government program.

## Documentation of Income

[Title 5, § 18078, 18096]

Parents must supply documentation of **all** income for all the adults and children counted in their family size. Gross monthly income (**total income before taxes or other deductions**) and family size are used to determine priority for enrollment, income eligibility and family fees.

- **Income eligibility** – A family is income eligible when the family’s adjusted monthly income is at or below 85 percent of the state median income for their family size.

## Income Types

For the purpose of calculating a family’s income, income is defined as either regular and steady or fluctuating. The type of income determines how much income documentation a family will need to supply.

### Regular and Steady Income

[Title 5, § 18084, 18084.1]

A family’s income is considered regular and steady when the income from employment and any other sources of income received is consistent and stable.

### Fluctuating Income

[Title 5, § 18078]

A family’s income is considered fluctuating when it varies, due to any of the following:

- Migrant, agricultural, or seasonal work.
- Inconsistent and/or unstable employment or self-employment resulting in an inconsistent pattern of income; **or**
- Intermittent, occasional, sporadic or infrequent earnings or income, including but not limited to bonuses, commissions, lottery winnings, inheritance, back child support payment, overtime, or net proceeds from the sale of real property or stock.

To document employment income, a parent must provide payroll check stubs a letter from their employer or other record of wages issued by the employer, and a signed release authorizing CDA to contact the employer for verification.

### Income as Declared for Means-Tested Government Program

For families who are currently enrolled in a means-tested government program they can supply income in two ways by:

- Submitting the application for the means-tested government program indicating the income declared at the time of enrollment; **or**
- If the parent does not have access to the means-tested government program application, the parent may submit a self-declaration indicating that they do not have access to the application and to the best of their recollection, the income that was declared on the application for the means-tested government program.

How Much Income Is Needed?	
If a family has this type of income...	The parent must submit documentation of the following...
Regular and Steady (Set) Earnings or Income	The earnings or income from either month of the one to two month window preceding the income calculation*
Fluctuating Earnings or Income	<b>All income sources</b> from at least two months, up to 12 months, preceding the income calculation*

\*As applicable: initial certification, recertification, when a parent voluntarily reports a change in income to request a decrease in family fees or when the family reports an increase in income that exceeds 85% of the State Median Income (SMI).



## Self-Employment Income

To document self-employment income the parent must complete a self-certification of income and attach a combination of as many of the following types of documentation as reasonably necessary to document income:

- A independently drafted letter from the source of income; **or**
- A copy of the most recently signed and completed income tax return with a statement of current estimated income for tax purposes; **or**
- Other business records, such as ledgers, receipts or business logs.

If the parent's business provides services to customers, the parent must also supply proof of the cost for those services. This may be a list of each type of service that could be provided and how much clients are charged for each service.

## Documentation of Other Income Sources

In addition to employment earnings families will be responsible for providing documentation of other income sources such as child support, unemployment benefits, etc.

If regular assistance for living expenses (example: rent/housing costs, utilities, child care fees, automobile payments, school expenses, etc.) is received, it must also be reported and may be considered income.

## Documentation of Child Protective Services

[Title 5, § 18092]

If eligibility and need is based on child protective services, a written referral, dated within the six (6) months immediately preceding the date of the application of services, must be received from a legal medical, social service agency or emergency shelter.

The written referral must contain all of the following information:

- A statement from the local county welfare department, child protective services unit certifying that the child is receiving child protective services and that child care and development services are a necessary component of the child protective services plan; **or**
- A statement by a legally qualified professional that the child is at risk of abuse or neglect and the child care and development services are needed to reduce or eliminate that risk; **and**
- The probably duration of the child protective services plan or the at-risk situation; **and**
- The name, address, telephone number and signature of the legally qualified professional who is making the referral.



## Documentation of Homelessness

[Title 5, § 18090]

If a family's eligibility is based on the family experiencing homelessness, the family must obtain and provide documentation which includes either of the following:

- A written referral dated within 3 months prior to the application for services, from one of the following entities, which identifies the child as experiencing homelessness:
  - A legal, medical, or social services agency; **or**
  - A local educational agency liaison for children and youth experiencing homelessness; **or**
  - A Head Start program; **or**
  - An emergency or transitional shelter; **and**
  - Includes the name of the identifying entity; physical address; telephone number and title and signature of the person identifying the family as experiencing homelessness.
- A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

## Documentation of Family Need

[Title 5, § 18085.5]

Parents must supply documentation of their need (reason for needing child care) to justify the days and hours of child care services that are being requested. Families may qualify with one or more of the following need types:

- Employment/Self-employment
- Vocational training
- Educational programs:
  - To earn a high school diploma or high school equivalency certificate
  - For English language learners
- Seeking employment
- Parental incapacity
- The child(ren) are recipients(s) of Child Protective Services or identified as being at risk of abuse, neglect or exploitation
- Family is experiencing homelessness.
- Family is seeking permanent housing for family stability.

Parents must keep ALL pay stubs and documentation of income handy. They may be needed for the recertification or if an income update is requested by the parent.



## Documentation of Employment

[Title 5, § 18086]

When a parent is employed, documentation reflecting the parent's days and hours of employment is required. If the total number of hours worked each week is consistent, but the **days and hours of employment** vary the documentation shall support the **total number of hours worked each week**. Documentation of employment may be provided by one or more of the following:

- An *Employment Verification Form* received directly from the employer or through an authorized employment verification agency.
- Paystubs that indicate the days and hours of employment.
- Paystubs that indicate the total hours of employment per pay period.
- Verbal or written verification from the employer via CDA contact with the employer.

## Documentation of Self-Employment

[Title 5, § 18086]

When a parent is self-employed, the parent shall obtain and provide documentation of employment consisting of the following:

- A declaration of need under penalty of perjury that includes a description of the employment and an estimate of the days and hours worked per week; **and**
- As many of the following documents needed to support the days and hours of employment: appointment logs, client receipts, job logs, mileage logs, a list of clients with contact information, or similar records; **or**
- As applicable, a copy of a business license, workspace lease, or a workspace rental agreement.





## Employment or Self-Employment in the Home

[Title 5, § 18086.1]

When a parent's employment, including self-employment, is in the family's home or on property that includes the family's home, the parent will need to provide justification for requesting child care services for the employment. Justification must describe the type of work being done and its requirements, the age of the family's children for whom services are requested, and if any child is more than five (5) years old, the child's specific child care needs. Based on the documentation supplied, CDA will determine whether the employment and identified child care needs prevent the supervision of the family's children.

Examples of employment which **do not prevent** a parent from caring for the family's children during the parent's business hours includes (but is not limited to):

- A family home child care provider; **or**
- A license-exempt child care provider

## Employment as an Assistant in a Large Family Child Care Home

[Title 5, § 18086.1]

When a parent is employed as an assistant in a licensed, **large** family child care home and is requesting child care services for the family's child in that same family child care home, the parent will need to provide all of the following:

- A copy of the family child care home license indicating it is licensed as a large family child care home.
- A signed statement from the licensee stating that the parent is the assistant employed to meet the State-required child-to-staff ratio.
- Proof that the parent's fingerprints are associated with the licensed family child care home as an assistant.
- Proof of payroll deductions withheld for the parent by the licensee, which may be a pay stub.

When a parent is employed as an assistant in the same **small** family child care home that the family's child is enrolled in, the family is not eligible for child care services for this employment as it **does not** prevent the parent from caring for the family's child.

## Documentation of Vocational Training

[Title 5, § 18087]

Vocational training includes educational or job training/apprenticeship/internship program courses and/or classes leading to a recognized trade, para-profession or profession. When a parent is enrolled in a vocational training program the parent must supply all of the following:

- The name of the training institution that is providing the vocational training.
- A current class schedule that is either an electronic print-out from the training institution or, if unavailable, a *Vocational Training and Educational Program Verification Form* or other document that includes all of the following:
  - The classes in which the parent is currently enrolled.
  - The days of the week and times of day of the classes.
  - The signature or stamp of the training institution's registrar.

**Online or televised instructional classes** that are unit bearing classes from an accredited training institution shall be counted as class time at one hour a week for each unit. The parent shall provide a copy of the syllabus or other class documentation, as applicable. The accrediting body of the training institution shall be among those recognized by the United States Department of Education.



### **Study Time**

Additional child care for study time may be granted and is determined as follows:

- When the vocational training, on-line, or televised instructional classes are based on academic units, study time is determined at two hours per week per academic unit in which the parent is enrolled.
- Additional time for studying may be approved by CDA, on a case-by-case basis, if the parent provides a declaration signed under penalty of perjury as to why the additional time is needed for the specified course(s). Additional time, if approved, shall not exceed one hour per week per academic unit for the specified course(s) in which the parent is enrolled.

When the vocational training is not based on academic units, CDA shall determine the hours approved for study time but in no case may the study hours exceed the number of class hours per week.

### **Maintaining Adequate Progress**

In order to continue receiving child care services for enrollment in vocational training parents must make adequate progress. To make adequate progress a parent must:

- If in a graded program, earn a minimum of a 2.0 GPA for the last enrolled quarter, semester, or academic enrollment period; **or**
- If in a non-graded program, pass the program's requirements in at least 50 percent of the classes or meet the training institution's standard for making adequate progress.

At each recertification, the parent must provide one of the following for the most recently completed training period:

- Report card
- Transcript
- If the training institution does not use formal letter grades, other records to document that the parent is making adequate progress.

If a parent does not make adequate progress, as described above:

- The parent will have until the family's next recertification to receive child care services and make adequate progress.
- At the next recertification: If the parent again does not make adequate progress, the parent must have another basis of need for services or the family will be dis-enrolled. The need of vocational training will not be available again for that parent for six (6) months.

## Limitations to Services for Vocational Training

Child care services for parents participating in vocational training are limited to whichever expires first:

- Six (6) years from the start of services for vocational training.
- Once child care is authorized for vocational training the six (6) year time limit begins and will not be stopped until the six (6) year limit is reached.
- The six (6) year time limitation will not be adjusted even if the parent changes vocational goals, has breaks in between school terms, takes courses intermittently or is terminated and re-enrolled by CDA during the six (6) year period.
- Twenty-four (24) semester units or its equivalent after earning a Bachelor's Degree.

When a parent's vocational training service limit (6 years or 24 semester units, whichever expires first) has been reached, child care services may continue until the next recertification.

The above service limitations will not apply when the parent provides documentation of the following:

- When a parent is receiving services from a program operating pursuant to Education Code section 66060
- When a parent is attending vocational training when eligible for rehabilitation services through the California Department of Rehabilitation (DOR), **or**
- When a parent is attending retraining services available through the Employment Development Department (EDD) of the State or its contractors due to a business closure or mass layoff.

## Documentation of Educational Program – High School Diploma, High School Equivalency or for English Language Learners

[Title 5, § 18086.6]

When a parent is enrolled in classes or courses to earn a high school diploma or General Education Degree/High School Equivalency (GED/HSE) certificate, or an English Language Learner/English as a Second Language (ELL/ESL) program, the parent must supply documentation of the days and hours, which shall include the following:

- The name of the institution that is providing the instruction.
- A current class schedule that is either an electronic print-out from the educational program or, if unavailable, a signed *Vocational Training and Educational Program Verification Form* or other document that includes all of the following:
  - The classes in which the parent is currently enrolled.
  - The days of the week and times of day of the classes.
  - A Registration Confirmation from The Educational Program.

**Online or televised instructional classes** that are unit bearing classes from an accredited training institutions shall be counted as class time at one hour a week for each unit. The parent shall provide a copy of the syllabus or other class documentation, as applicable. The accrediting body of the training institution shall be among those recognized by the United States Department of Education.





## Study Time

Additional child care for study time may be granted and determined as follows:

- When the educational program, on-line, or televised instructional classes are based on academic units, study time is determined at two hours per week per academic unit in which the parent is enrolled.
- Additional time for studying may be approved by CDA, on a case-by-case basis, if the parent provides a declaration signed under penalty of perjury as to why the additional time is needed for the specified course(s). Additional time, if approved, shall not exceed one hour per week per academic unit for the specified course(s) in which the parent is enrolled.

When the educational training is not based on academic units, CDA shall determine the hours approved for study time but in no case may the study hours exceed the number of class hours per week.

## Maintaining Adequate Progress

In order to continue receiving child care services in an educational program, parents must make adequate progress. To make adequate progress each school term, a parent must:

- In a graded program, earn a minimum of a 2.0 GPA for the last enrolled quarter, semester, or academic enrollment period; **or**
- In a non-graded program, pass the program's requirements in at least 50 percent of the classes or meet the training institution's standard for making adequate progress.

At each recertification, the parent must provide one of the following for the most recently completed training period:

- Report card
- Transcript
- If the training institution does not use formal letter grades, other records to document that the parent is making adequate progress.

If a parent does not make adequate progress, as described above:

- The parent will have until the family's next recertification to receive child care services and make adequate progress.
- At the next recertification: If the parent again does not make adequate progress, the parent must have another basis of need for services or the family will be dis-enrolled. The need of educational training will not be available again for that parent for six (6) months.

## Limitations to Services for Educational Programs

Child care services for parents participating in educational programs are limited to six (6) years from the start of services for educational programs.



## Documentation of Seeking Employment

[Title 5, § 18086.5]

When child care is requested for seeking employment the parent must supply:

- A written declaration, signed under penalty of perjury that the parent is seeking employment,
- The parent's plan to secure, change, or increase employment; **and**
- The days and hours that child care is being requested.

Child care services are limited to no more than five (5) days per week and for less than 30 hours per week.

## Documentation of Parental Incapacity

[Title 5, § 18088]

When child care is requested because a parent is unable to provide care and supervision of the family's children due to a physical or mental condition, documentation of parental incapacity must be obtained from a legally qualified health professional.

The documentation must state or include all of the following:

- The parent is incapacitated.
- The parent is unable to provide care or supervision for the children for part of the day.
  - For a physical incapacitation, an explanation of how the parent is unable to provide care and supervision is required.
- The days and hours per week that child care services are recommended to accommodate the parent's incapacitation, taking into account the age of the children and the child care needs. This may include time for the parent's regularly scheduled medical or mental health appointments.
- Name, business address, telephone number and professional license number of the legally qualified health professional giving the opinion of incapacitation.
- If applicable, the name of the health organization with which the health professional is associated.
- Signature of the legally qualified health professional.
  - The required documentation of a parent's incapacitation must be dated by a legally qualified health professional within 30 days of receipt, in order to be considered valid for determining need.

Child care services for parental incapacity cannot be more than 50 hours per week.



## Documentation of Child Protective Services

[Title 5, § 18092]

When a family's eligibility is based on the children receiving child protective services or the children being at risk of abuse or neglect, the referral provided to document eligibility must also include the days and hours of child care services needed for each child.

## Documentation of Seeking Permanent Housing

[Title 5, § 18091]

When child care is requested for seeking permanent housing, the parent must supply, in writing:

- A declaration of the parent's plan to secure a fixed, regular and adequate residence.
- The days and hours child care is being requested.

Child care services are limited to no more than five (5) days per week and for less than 30 hours per week.





## 2) Travel Time and Sleep Time

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### Travel Time for Employment, Vocational Training or an Educational Program

[Title 5, § 18086 (f)2, 18087(f)(2)]

Parents may request child care for travel time to and from the location at which child care services are provided and their place of employment or the location of their vocational training or educational program. CDA will determine the travel time authorized based on the parent's request and what amount is reasonable, based on the distance and the parent's method of transportation.

- Travel time for **employment** cannot be more than half of the daily hours authorized for employment or four (4) hours per day, whichever is less.
- Travel time granted for **vocational training or an educational program** based on the actual travel time needed not to exceed four (4) hours per day, whichever is less.

### Sleep Time for Employment

[Title 5, § 18086(d)(2)]

Parents may request child care for sleep time if they work anytime between 10:00 PM and 6:00 AM. Child care for sleep time may not be more than the number of hours approved for employment and travel time during the hours of 10:00 PM and 6:00 AM.

Sleep time will not be approved when:

- There is a parent in the family available and capable of providing care for the child(ren) during the time care is requested; **or**
- Supervision of the family's child(ren) is otherwise provided by time that a child is attending a public or private school or other early learning and care services.



## CDA's Role in Obtaining Documentation and Verifying Eligibility and Need

As much as possible, CDA will help parents to obtain the required documentation of the family's eligibility and need, but ultimately it is the parent's responsibility to supply.

All documentation submitted or information reported to CDA to document eligibility and/or need may be verified by CDA staff. Verification may be completed for any period of time during which a family is requesting, or has received, services in the Alternative Payment Program.

- Information may be verified with an employer, employment verification agency, educational or vocational training institution, physician or other legally qualified health professional, client, business contact, bank or financial institution, or any other person, agency, or facility from which eligibility and need information is needed as it applies to the family's child care case.
- While CDA will attempt to verify this information as discreetly as possible, this requirement is part of program participation and cannot be waived. If parents have concerns that their employment status may be affected by CDA contacting their employer, parents are asked to please contact their Child Care Eligibility Specialist to discuss the concerns.

Child care services may be denied or terminated if:

- A parent fails to supply the required documentation.
- The documentation supplied does not meet program requirements or does not support a parent's need or eligibility for services.
- The documentation submitted or information reported cannot be independently verified as true and accurate.



# Family Fees

[Title 5, § 18108-18110, 18113-18116]

## Definition of Family Fees

Family fees are the “share of cost” that a family must pay for child care services. This share of cost is a flat-rate monthly fee and is based on a sliding fee scale called the Family Fee Schedule, which is issued by the California Department of Social Services.

## Family Fee Assessment

Family fee amounts are determined by family size, income and child care schedule.

The full-time monthly or part-time monthly family fee will be applied based on the monthly hours of the family’s certified need.

- Full-time (“FT”) monthly fee = A certified need of 130 hours or more per month.
- Part-time (“PT”) monthly fee = A certified need of less than 130 hours per month.

Parents pay family fees directly to their provider, based on their family size, income and approved child care schedule.

Parents may also be responsible for a co-payment. See “Co-payments,” page 63.

**NOTE: Family fees cannot be recalculated based on actual attendance.**

Family fees **will not be assessed** for either of the following:

- Families receiving CalWORKs cash aid.
- Families of Child Protective Services (CPS) or At-Risk children, if their child care referral waives the family fee. Waivers are valid for 12 months, and parents may be required to submit a new waiver or income to determine any applicable fees if they cannot secure a new waiver.

Family fees *may* change due to changes in family size, income and/or hours of certified care. Family fees will only be re-assessed at a family’s recertification or when voluntarily requested by the parent.

## Family Fee Assignment

Family fees are per “family.” If there is more than one child receiving subsidized child care services:

- Family fees are applied to the child who is enrolled in child care for the most hours.
- If the children are enrolled for the same number of child care hours, the fees are applied to the youngest child.

When the child who is assigned the family fee is enrolled with more than one child care provider:

- The child’s certified hours with each provider will be added together to determine the total hours of certified care for the month.
- The monthly family fee will be payable to the provider who is authorized for the most hours.
  - CDA will communicate who the fees should be paid to with a Notice of Action to the parent.



## Family Fee Notification and Effective Dates

Parents and providers will receive written notification of the effective date of any family fees and the monthly full-time (“FT”) and monthly part-time (“PT”) family fee rates. If a family has more than one child and/or child care provider, the notice will also say which child and/or provider is assigned the family fee.

- Parents and providers are encouraged to keep copies of these notices for their records.

## Payment of Family Fees

Parents must pay their family fees **directly** to their child care provider.

When families are enrolling in the Alternative Payment Program or are resuming from a Temporary Suspension of Services (TSS) in the middle of a month, family fees must be paid by the first day of authorized services.

After that, family fees must be paid in advance each month, in order for child care services to be provided.

Family fees must be paid based on the fee amount printed on the child’s attendance record. *Failing to pay or paying family fees incorrectly may result in overdue fees and termination from the Alternative Payment Program.*

***Child care providers may not waive payment of family fees at any time, for any reason. If family fee payment is waived, both the parent’s and provider’s participation on the Alternative Payment Program may be terminated.***

## Family Fee Receipts

Parents should receive a receipt from their child care provider to show the family fees they paid. Family fee receipts should be pre-numbered and show all of the following:

- The amount paid
- The date of payment
- The rate of payment
- The period of service (dates of child care provided) covered by the payment

***Providers may choose, instead, to give the parent a copy of their attendance record, which also serves as a receipt of family fees paid.***

Documentation verifying payment of family fees may be requested by CDA if there is ever a discrepancy regarding what fees were paid. Parents may want to keep track of their family fees and any other child care expenses paid, as families may be eligible for tax benefits for child care expenses.

Family Fee Effective Dates	
For a family fee assessed...	The family fee is effective on...
At Enrollment	The first day of authorized services
When a Change is Voluntarily Reported by Parent: <ul style="list-style-type: none"> <li>• Family Fee Decrease</li> </ul>	The first day of the following month
At Recertification: <ul style="list-style-type: none"> <li>• Family Fee Decrease</li> </ul>	The first day of the following month
At Recertification: <ul style="list-style-type: none"> <li>• New Family Fee</li> <li>• Family Fee Increase</li> </ul>	The first of the month after a 19-day notice period
When Resuming from a Temporary Suspension of Services	The first day that services resume

Based on a child’s certified hours each month, the full-time monthly or part-time monthly family fee will print out on the child’s attendance record.

## Documenting the Family Fee on the Attendance Record

Payment of family fees paid must be recorded on the attendance record. Under the “Family Fee Certification & Receipt” section, the provider must write the amount of fees the parent paid for the **current** month and the date the fees were paid.

- Any payments made based on a repayment plan **should not** be documented on the attendance record. Repayment of overdue fees is between the parent and provider and only current month’s fees should be documented on attendance records.

By signing the attendance record, both the parent and provider are certifying that the family fee reflected in the “Family Fee Certification & Receipt” section is what the parent paid their provider for the current month.

## Family Fee Notification Letter

Based on the family fee amounts paid, as documented on a child’s attendance record, CDA will issue the parent and the provider a *Family Fee Notification Letter* if any family fees were overpaid or if a family fee balance is owed to the provider for that month. The due date for payment of any overdue balance for that month will be **14 days from the date the letter was issued** and will be listed on the letter. For any questions regarding the letter, parents may contact their Child Care Eligibility Specialist.

## Late Payment of Family Fees

Family fees are considered late or overdue if they are not paid in full by the due date listed on the Family Fee Notification Letter. The provider must notify CDA by the **due date listed on the Family Fee Notification Letter** if the parent has not paid their family fee balance for that month.

When CDA is notified of overdue fees by the deadline, CDA will issue a Notice of Action to terminate child care services.

- The Notice of Action will include the amount of overdue family fees, the monthly fee rate, and the dates for which the fees are owed.
- These terminations can be cancelled and child care services may continue if, before the effective date of the termination, CDA receives confirmation from the child care provider that either the parent has paid the overdue balance or the parent and provider have agreed to a reasonable repayment plan.

***If CDA is not notified of any overdue fees by the deadline, the family fee balance will be considered resolved and CDA will not be able to take any action with the parent.***

If a family is terminated for not paying overdue family fees or if a family has any overdue family fees when terminating for any other reason, they are ineligible for re-enrollment. To re-enroll, all outstanding fees must be paid in full and proof of payment for delinquent fees will be required. There must also be an opening for subsidized child care and the family must again meet the program requirements.



## Repayment Plans

If a parent is unable to pay family fees in full, or if the family has been issued a termination for overdue family fees, the parent and provider may work out a reasonable payment plan.

When a repayment plan is in place, child care services may continue, as long as:

- The parent pays current fees when due,
- The parent follows the repayment plan, **and**
- The family remains eligible for the Alternative Payment Program.

If the provider notifies CDA that the parent's payments on a repayment plan were not made on time or the correct amount was not paid, a Notice of Action will be issued to terminate child care services.

## Re-evaluation of Family Fees When Authorized Services End Mid-Month

When CDA has issued a Notice of Action ending services in the middle of a month, family fees will be re-evaluated based on the certified hours through the termination date.

- **Set Schedule** - Family fees for set schedules will be re-evaluated based on the parent's certified need during the partial month.
- **Varied Schedule** - Family fees for varied schedules will be re-evaluated based on the parent's certified need within the maximum days and hours approved during the partial month.

After attendance records are processed for reimbursement, CDA will notify the parent of any family fees overpaid or due to their provider.

## Family Fee Credit for Child Care Costs Paid to Other Providers

[Title 5, § 18112]

A family may receive credit for child care costs if any children in the family size are not receiving services through CDA. All of the following criteria must be met:

- CDA is unable to subsidize care for the child.
- When submitting attendance records to CDA, the parent attaches a receipt or cancelled check verifying the other child care costs.
- The receipt or cancelled check has the name of the child for whom the fees were paid and the period of service (dates of child care provided) covered by the payment.

The credit amount will be applied to the next billing period and will be deducted from the family fees owed to the child care provider. The most credit that can be allowed is the amount of one month's family fees.



## Child Care Schedule

Documentation of a family's need, plus applicable travel time, sleep time, and/or study time, if requested, will be used to determine the family's days and hours of authorized child care. The authorized care is referred to as the family's "certified child care schedule" and will be authorized as either set or variable.

### Set Schedule

A set child care schedule will be approved when the days and hours **OR** the total number of hours of the parent's need activity is consistent and/or stable week to week.

- An example of a set child care schedule is: Monday – Friday 8:30 AM – 5:30 PM **OR** 40 set hours per week, but days worked vary.

### Variable Schedule

(Title 5, § 18078(x))

A variable child care schedule will be approved if the total number of hours of the parent's need, each week, is inconsistent and/or unstable from week to week.

- Variable child care schedules are authorized "up to" a maximum number of days and hours per week, within authorized days and times.
- An example of a variable child care schedule is: Varied up to 35 hours per week to be used up to a maximum of 4 days per week, Monday – Sunday between the hours of 6:00 AM and 6:00 PM.

## Recertification

[Title 5, § 18082.1]

Recertification is a formal process to collect information and updated documentation to determine if a family meets the program requirements to continue receiving child care services.

Parents must complete a recertification no later than 50 calendar days following the last day of their certification period. CDA staff will notify the parent in writing in the final 30 days of their certification period with all the information needed to complete the recertification, including when the recertification must be completed by, the recertification appointment date and what information/documentation is required.

Parents are required to sign and date an updated application for child care services, certifying that their family's information is current and accurate. A termination notice will be issued if a family's recertification is not completed, the family does not have a CDA approved child care provider, or if a family no longer meets the program requirements.





# Regional Market Rate Ceiling (RMRC)

[Title 5, § 18074.2, 18075]

The Regional Market Rate Ceiling (RMRC) is the maximum amounts that CDA can reimburse providers, as determined by the State of California.

The RMRC for each child is determined by considering all of the following factors:

- County where the child is receiving services
- Age of the child\*
- Provider type
- Provider's rate category (how they charge for child care such as monthly or weekly)
- Total number of certified hours of child care

*\*For children who are attending a licensed child care center, are enrolled in kindergarten and are less than six (6) years old, the six (6) years and older age category will be used.*

When child care is authorized for a total of...	To determine the maximum reimbursement allowed...
25 or more hours per week	The <b>Full-Time Weekly or Monthly RMRC</b> is used
Less than 25 hours per week	The <b>Part-Time Weekly or Monthly RMRC</b> is used

For an example of how the RMRC is applied for reimbursement, see page 58.

## Reimbursement Rate Categories

(WIC Section 10228)

If a licensed child care provider's reimbursement rate category could be interpreted as either **full-time weekly** or **full-time monthly** and CDA cannot determine a single rate category from the provider's rate sheet, CDA will select the applicable RMRC that results in the **higher reimbursement**. Currently this is the weekly RMRC.

In cases where a provider only **has a monthly rate**, CDA will select the monthly RMRC when authorizing child care services.

# Certificate for Child Care Services

Upon initial approval of child care services, a Certificate for Child Care Services will be issued to the family.

The Certificate is an "Addendum to Parent's Notice of Action" and reflects the certified child care schedule for each child, full-time and part-time monthly family fees, if applicable, and the maximum reimbursement amount the parent is eligible for, based on the RMRC.

The family's approved provider will also receive a copy of the Certificate. A new Certificate for Child Care Services will be issued any time:

- The family selects a new child care provider.
- The family voluntarily requests a change in child care services or family fees.
- The maximum reimbursement amount changes due to a change in RMRC.
- The family completes recertification.
- Child care services will be terminated.

For an overview of the Child Care Certificate, see page 76.

# Using Child Care Services

## 1) Limitations on the Use of Child Care Services and Reimbursement

### 24 Hour Care

[Health & Safety Code, § 1596.75]

According to state licensing regulations, licensed and non-licensed child care providers are prohibited from providing child care to any child continuously for 24 hours. Based on this regulation, child care schedules cannot be authorized for more than 23.5 hours in a 24-hour period. If a family's certified child care schedule results in a need for care that is more than 23.5 continuous hours the parent must make arrangements for a break in care before the 24th continuous hour of care.

### When Services Are Received from Other Subsidized Programs

[Title 5, § 18076.2(d)(2)]

A child is not eligible for child care services for any period of time that the child is receiving subsidized services from another subsidized child care and development program. If other subsidized services are being received, child care services with CDA may only be authorized before and after the child's subsidized hours with the other program.

- Example: A child is enrolled in a state preschool program Monday-Friday, 9:00 AM – 12:00 PM. Based on the parent's work schedule, however, additional child care is needed. Child care services on Monday-Friday with CDA may only be authorized before 9:00 AM and after 12:00 PM.

For any child attending subsidized preschool, child care services can be provided before and/or after preschool hours and for the preschool's holidays and vacations, based upon the documented need of the family.

- Parents must supply their child's preschool calendar to CDA.
- If a calendar is not received, child care services may only be authorized before and after the child's preschool hours, even on days the preschool is closed for a holiday or vacation.



## School-Age Child Care

[Title 5, § 18076.2(d)(1)]

A child is not eligible for child care services during the times that the child should be in attendance in public school. Child care can be provided for school-age children before and/or after school and for school holidays, vacations, and in-service days, based upon the documented need of the family.

Child care may be provided during school hours if the child cannot attend school for reasons such as illness. A notation should be made on the attendance record that the child attended care full time due to illness. The following restrictions apply to school-age children:

- **Children enrolled in private school** – Only if there is a portion of the day considered “child care” may reimbursement be considered for children in private school. If parents choose to place a child in a private school for grades kindergarten and above, they will be responsible for tuition for the portion of the day that covers the child’s formal education. CDA will reimburse for the part of the day that child care is provided, if applicable.
  - CDA will not reimburse for any materials, clothing or activity fees related to or used during the child’s school hours.
- **Children who participate in an online independent study school** – In the event that a parent chooses to enroll their child in an online independent study school, subsidized child care cannot be provided during any days/hours in which the child is scheduled to meet online with their teacher. Parents must supply documentation that shows the days and hours of the school and as applicable any time that the child will be meeting with their teacher.
- **Children who participate in homeschool** – Child care is not reimbursable while the child is participating in homeschool. Parents of children who participate in homeschool programs must supply proof that the child is enrolled in a recognized public or private school and supply documentation of the school program and calendar. The home school shall meet the legal requirements for homeschool pursuant to the California Department of Education guidelines. If those requirements are not met, then the child is legally required to attend public school and reimbursement will not be made during the public school hours. Reasonable hours may be assigned around the child’s home school and the parent’s need for services. If evening hours are requested for homeschooling due to a parent’s employment, documentation of the parent’s employment must be on file to necessitate child care that is needed during the day.
- **Remote Learning** – If a school offers the choice between in-person instruction and remote/distance learning instruction, subsidized child care cannot be provided during any days/hours of care that take place when the in-person instruction is available. CDA may only reimburse for child care provided during non-school hours or when in-person instruction is not available.
- **School-age children not enrolled in school** – Subsidized child care cannot be provided during school hours when a child, based on the child’s age, should be in attendance at public school. California law mandates all children to be enrolled in school at six (6) years old.





## Eleven (11) and Twelve (12) Year-old Children

[Welfare and Institutions Code 10273]

California Education Code states the preferred placement for eleven (11) and twelve (12) year-old children for child care and development services is in After School Education and Safety (ASES) Programs or 21st Century Community Learning Centers (21st Century CLC). Parents are encouraged to locate and visit one of these programs to determine if the program meets all or part of the child's daily child care and developmental needs. Parents may contact the local Resource and Referral Service for a list of participating school sites.

A child may be enrolled in an ASES Program or 21st Century CLC and remain enrolled in the Alternative Payment (AP) Program for the hours within a day or times during the year, such as during vacation or school breaks, when services are not provided by the ASES Program or 21st Century CLC. These programs typically do not operate during school vacations and/or holidays; if summer programs are available, they may operate only three (3) hours per day. When a child is enrolled in both programs, the AP Program may also be used if the child cannot attend the ASES Program or 21st Century CLC due to illness.

If a parent chooses to move the family's eleven (11) or twelve (12) year-old child out of the AP Program and into an ASES Program or 21st Century CLC and later determines that the program does not meet their needs, the child will receive priority to transfer back into the AP Program. To receive this priority, the parent must request a transfer within 30 days of leaving the ASES Program or 21st Century CLC. Transfers back into the AP Program are contingent on available space and/or funding and the family meeting eligibility and need criteria.





## 2) Absence Policies

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An absence is when a child is not present or attending child care on a day the child is scheduled to attend.

### Reporting and Documenting Absences

[Title 5, § 18066]

If child care will not be used on a day a child is scheduled to attend, the parent must inform their child care provider. The parent or provider must note the specific reason (Example: child ill, vacation day, doctor's appointment) for the absence on the attendance record.

### Abandonment of Child Care

[Title 5, §18066.5]

CDA is required to dis-enroll a family from child care services on the basis of Abandonment of Care when there has been no communication with the child care provider or CDA for a total of thirty (30) consecutive days.

#### Family responsibilities

A family must be in communication with their child care provider regarding their child's attendance. To avoid termination of services for the reason of Abandonment of Care, the family **must** communicate with their child care provider regarding their child's attendance and inform them for the reason for any absences (Example: child ill, vacation day, doctor's appointment).

#### Provider responsibilities

If after **(7) seven consecutive calendar days**, a family has not been in communication with their child care provider or notified them of the reason for the absence, the provider **must** promptly (**within 24 hours of the 7th day**) notify their Provider Specialist via email or a phone call.

If the provider expects payment, they must:

- Record these absences as "**child absent/no parent contact**" in the comments box on the attendance record.
- Record all attempts to contact the parent in the comments box on the attendance record. (Example: Called parent on 11/22/23, emailed parent on 11/23/24, called parent on 11/24/23)
- Notate on the attendance record, in the parent signature section, that the parent has abandoned their child care and is not available to sign.
- If the family makes contact with the child care provider after they have made a report to CDA, the child care provider must notify their Provider Specialist to avoid CDA taking action to terminate the family's child care for the reason of Abandonment of Care.

*Note: If the provider does not follow the above requirements when care has been abandoned and submits an attendance record without the parent signature, CDA will enforce complete attendance record policies as outline on page 52*

#### CDA responsibilities

Upon notification from the child care provider of the child's absence of seven (7) consecutive calendar days, CDA staff will attempt contact with the family. If CDA staff are unable to reach the parent, a written request will be issued for them to contact their Childcare Eligibility Specialist (CES) and/or child care provider to avoid termination of child care for Abandonment of Care. If the family fails to respond and has not been in communication with the child care provider or CDA for a total of thirty (30) or more consecutive calendar days, CDA will issue a termination Notice of Action (NOA) for the Abandonment of Care to the family with a copy to the child care provider.

## Additional Child Care for an Unscheduled but Documented Need for Services

[Title 5, § 18075]

There may be times when child care is needed for a parent's documented need for services (employment, seeking employment, etc.) that are not part of the parent's regular schedule (example: parent needs to work overtime or an additional day).

To approve the additional child care and for reimbursement of the additional care to be considered:

- The parent must contact and inform the family's Child Care Eligibility Specialist of the need for additional child care.
- Total child care hours cannot be more than the amount the State allows for the parent's need (example: total hours for seeking employment must stay under 30 hours per week)
- Documentation reflecting the parent's unscheduled need:
  - Must be submitted to CDA within 14 days of when the additional child care is used.
  - Must list the exact dates and hours, including travel time, that the additional child care is needed.
- The parent must document on the attendance record the actual child care times used and the reason for the additional child care. (Example: "worked overtime," "switched days with coworker")

While the additional child care hours may be eligible for reimbursement, the reimbursement to the provider might not increase if the provider is already receiving the maximum allowable reimbursement amount. If the provider's expected reimbursement is more than the maximum that CDA can reimburse, the parent will have a co-payment, which is paid directly to the child care provider.

## Additional Child Care for Personal Use

If child care is needed for personal reasons that are not part of the child's certified child care schedule:

- The parent will have to pay the provider for the additional child care used. CDA's reimbursement to the provider will not be more than the maximum reimbursement rate based on the child's certified schedule.
- Arrangements for the non-subsidized care must be made between the parent and the provider.
- Attendance for the non-subsidized care should be documented on the provider's own attendance record and not on CDA's attendance record.



# Selecting a Child Care Provider

## The Selection Process

The selection of child care is an important decision. CDA recommends that parents thoroughly research their child care and early education options, which include the different subsidized child care programs and child care provider types available to families.

### Subsidized Child Care

The following are free or reduced-cost child care programs available for income eligible (low-income) families:

- Early Head Start / Head Start Program
- California State Preschool Program (CSPP)
- Family Child Care Home Education Network (FCCHEN)
- Alternative Payment (AP) Program

### Child Care Providers

The following are the child care provider types available to families:

- Child Care Centers (licensed and license-exempt)
- Family Child Care Homes (licensed)
- License-Exempt Relative (grandparent, aunt or uncle to the child only)
- License-Exempt Non-Relative
- Sectarian Care (licensed and license-exempt)

To find the type of environment that is best for their children, parents are encouraged to visit a variety of child care settings, question potential child care providers regarding their program and even ask for references.

### Health and Safety

CDA does not check the safety of child care sites, nor the safety of the child care provided. It is a parent's responsibility to make sure the child care provided and the place where the care takes place is safe and meets their standards for quality child care.

- If considering a **licensed child care provider**, parents have the right to review the provider's facility file on record with Community Care Licensing. The file will contain the licensing history of the facility and any substantiated complaints and/or violations of the Health and Safety Code.
- By law, licensed providers must make a copy of these licensing reports available to the public.
- An overview of a facility's licensing history, complaints and/or violations can be accessed online: [www.cclcd.dss.ca.gov/carefacilitysearch](http://www.cclcd.dss.ca.gov/carefacilitysearch).
- For file details, parents must contact Community Care Licensing at (619) 767-2200. File reviews may be conducted over the phone or parents may schedule an appointment to review facility files in person at the Community Care Licensing office.

It is also important that parents are clear about the business side of a provider's child care program. Questions that parents should ask include:

- What rates are charged for services?
- Are there any additional costs or fees?
- What type of notice period, if any, is required when a family decides to discontinue child care with the provider?
- What holidays, if any, does the provider close for? Is payment expected?
- Is payment expected for child absences due to holidays, parent's vacation, or the child's illness?

This information will be important for the following situations:

- To determine if the family may be responsible for any co-payments or fees that CDA will not be able to cover.
- When the family exits CDA's subsidy program and the family is responsible for their own child care expenses.

## Types of Child Care Available to Families

[Title 5, § 18411]

The types of child care options available for families who choose to enroll in CDA's Alternative Payment Program are as follows:

### Child Care Centers

Child care centers offer care and early education to children in a group setting on a part-time or full-time basis. The facility size and number of children served varies from center to center. Parents may select licensed or license-exempt child care centers.

### Licensed Child Care Centers

Licensed child care centers are regulated by the State of California through Community Care Licensing (CCL), which visits and monitors the centers. Licensing requirements are designed to promote the health and safety of children enrolled. Licensed child care centers are required to have staff who have completed First Aid, CPR training, fingerprint clearance from the Department of Justice and Child Abuse Index, and completed college level child development courses.

### License-Exempt Child Care Centers

License-exempt centers provide activities and recreation for children but are not required to be licensed. Options for this type of care may include public recreation programs operated by the local Parks and Recreation Department, summer camps, before- and after-school programs operated by public or private schools, and child care programs operated by the Boys and Girls Club or similar organizations.

- To participate on the Alternative Payment Program, the license-exempt center must use a daily sign in and out sheet, provide adult supervision at all times, complete criminal history background checks on all employees in contact with children and self-certify with CDA that these criteria are being met.

### Family Child Care Homes

Family child care homes offer licensed care in a home-like setting, operating in the licensee's own home. They may have more flexible operating hours than child care centers, which could benefit families with non-traditional work schedules.

- A small family child care home can be licensed for up to eight (8) children, and a large family child care home, with an assistant, can be licensed for up to fourteen (14) children.

Family child care homes are licensed and regulated through Community Care Licensing, under slightly different guidelines than child care centers. All family child care home providers must obtain a criminal record clearance and complete fifteen (15) hours of Pediatric Health & Safety Training. [Large family child care homes must have at least one (1) person who has a current certificate in pediatric first aid and pediatric CPR available at all times.]

- Note: All adults living in the licensee's home must obtain a criminal record clearance.

### License-Exempt Child Care Providers – Trusted Family, Friend or Neighbor

License-exempt child care providers are those who are not required to be licensed through Community Care Licensing. License-exempt child care providers may be a relative (grandparent, aunt or uncle) or a non-relative, such as a friend or neighbor.

License-exempt child care can be provided two (2) ways:

- Child care provided in the home where the children reside.
- Child care provided in the provider's home.
  - When child care is provided in the home of the provider, where the parent and children do not reside.



### Relative or Non-Relative:

- License-exempt relative
  - For the purposes of child care, a “relative” is a grandparent, aunt or uncle of the child receiving child care services who is related by blood, marriage, or court decree.
- License-exempt non-relative
  - For the purposes of child care, a “non-relative” is anyone who is not a grandparent, aunt or uncle of the child receiving child care services who is not related by blood, marriage, or court decree.

### **TrustLine Clearance** [Title 5, § 18227(c)]

To participate on the Alternative Payment Program, a license-exempt non-relative must apply for and receive background clearance from TrustLine. TrustLine is a background check conducted by the California Department of Social Services (CDSS). TrustLine clearance can take up to 30 or more business days.

- License-exempt relatives are not required to register with TrustLine.

### **Sectarian Care**

Sectarian care providers are any licensed or license-exempt providers that include religious instruction or worship while providing child care services.

## **CDA Provider Referral Program**

Upon request, CDA will refer enrolled families to licensed child care providers who have opted in to CDA’s referral program and are actively participating on CDA’s Alternative Payment Program. Providers will be selected randomly and basic contact information will be supplied to the family. The family chooses if they want to make contact with the provider or not. Families will receive up to 4 provider names per request.

## **Provider Enrollment**

Once a family has been determined to be eligible for services, the parent will have two (2) full weeks to select a child care provider, supply the provider’s contact information to CDA, and have the provider complete the CDA provider enrollment process.

**After the provider enrollment process is complete, the parent and provider will receive written notification of the approved start date and each child’s “certified child care schedule”—the days and hours of care authorized.**

If a family begins using a provider before receiving CDA authorization, the parent will be responsible for payment to the child care provider for care prior to authorization. CDA will not authorize or reimburse for child care services retroactively.



## Multiple Providers

[Title 5, § 18076.3]

When a parent chooses a provider whose operating hours **can accommodate** all of the family's authorized hours of child care, CDA can reimburse only one provider, per child.

- Exceptions may be granted in certain circumstances when a provider's enrolled capacity conflicts with the provider being able to accommodate a family's authorized hours of child care. To be approved, an exception the provider must provide written documentation to their Provider Specialist of all other children enrolled with their child care schedules, and a self-attestation they are unable to accommodate the requested family's authorized hours of child care.

When a parent chooses a provider whose operating hours **cannot accommodate** all of the family's authorized hours of child care, CDA may reimburse a second provider to accommodate the remaining hours.

Two (2) providers may also be approved if the selected provider is not a licensed center and the parent would like to choose a licensed center to provide school readiness experiences for a preschool aged child.

## Alternate Provider when Approved Provider is Unavailable

[Title 5, § 18076.2(c)]

CDA may reimburse an alternate provider if a child's approved provider is unavailable due to vacation or holidays or if the child is ill and cannot attend the approved provider.

- Example: A child is authorized services with a provider that will be closed for a one (1) week winter break. The parent does not have that week off from work, so the child will need to attend an alternate provider on those days.
- Example: A child is authorized services with two (2) providers – the provider of choice who provides care Monday through Friday and is unavailable on Saturday or Sunday, and a second provider, who provides care on the weekends. On a Thursday morning, the child has a fever and the provider of choice will not allow the child to attend for the rest of the week. The second provider is willing to provide care that Thursday and Friday, when the other provider is approved, and would be considered an "alternate provider" for those days.

If you will be unable to use your child's approved provider because the provider is closed or your child is ill, be sure to contact your Child Care Eligibility Specialist in advance for alternate provider approval!

If a family will need to use an alternate provider, the alternate provider **must** be enrolled with CDA in advance. Each time a family has a need to use the alternate provider, the parent **must** notify their Child Care Eligibility Specialist before care is used. **Child care reimbursements will not be made retroactively for alternate care providers.**

The following limitations apply:

- When an alternate provider is needed because the approved provider is closed for holidays, etc., CDA may reimburse an alternate provider **AND** the regularly approved provider up to 10 days per child, per fiscal year.
- When an alternate provider is needed because a child is ill and unable to attend the approved provider, CDA may reimburse an alternate provider **AND** the regularly approved provider up to 10 days per child, per fiscal year. (Additional days may be considered for reimbursement if the parent provides verification of the child's illness from a physician.)

*Note: The approved provider's contractual terms, showing that all families (subsidized and non-subsidized) are charged for holidays, closure dates, and absences, must be on file with CDA to be eligible for reimbursement.*

# Changing Child Care Providers

## 1) Change in Child Care Provider

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Parents have the right to change child care settings at any time. If a parent decides to make a change in their child care provider, the parent must inform CDA in advance and should keep in mind any notice period required by the current provider. Reimbursement to the new provider will not be made until the provider has been enrolled by CDA and approved to begin services.

## 2) Provider Notice Period

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Parents should inform their current child care provider when they plan to change providers. CDA encourages parents to honor a provider's notice period but cannot prohibit an immediate provider change. If a provider feels that adequate notice was not given before a child left the provider's program, the parent may be responsible to pay for a notice period. Any issues regarding the notice period must be resolved between the parent and provider. After a family is approved for child care services, it is important for the parent and the assigned Child Care Eligibility Specialist to communicate regularly. CDA handles formal communication with parents by written notices.



# Communication Between Parents and CDA

A written Notice of Action (NOA) is issued for any formal action taken on a family's child care services. This includes approval, denial, or termination of child care services, and any changes in approved child care services or family fees.

For an overview of the Notice of Action, see page 80.

## 1) Correspondence with Parents

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CDA corresponds with parents through CareConnect Families Portal, email and Constant Contact messaging. Secure, encrypted email is used when any sensitive or confidential information is being sent to a parent.

CDA uses an automated messaging system to send courtesy reminders to parents about important dates (examples: documentation due dates, upcoming appointments).

If a parent chooses to receive correspondence by postal mail, all mail is considered delivered if the parent's correct address is on file with CDA and no mail has been returned to CDA as undeliverable. It is the parent's responsibility to report any change in address to ensure CDA has the most current information.

Don't miss important notices and information from CDA! Be sure to update us any time your contact information changes.

## 2) Reporting Changes

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[Title 5, §18084.2, 18084.3]

Child care services are approved based on the initial documentation supplied by the family and verified by CDA staff. Once a family establishes eligibility and need at certification or recertification, they will remain eligible for their full eligibility period. This means that even if there are changes in the family's eligibility or need, the family is eligible to:

- Use the same level of child care services for their eligibility period
- Continue services with no change to their family fee for their full eligibility period

**Based on other regulations and program rules, a family's or child's services may be still terminated prior to the end of their full eligibility period.**

Examples: Not paying required family fees, not completing Attendance Records properly, Abandonment of Care, family income exceeds 85% of the state medium income, child ages out, the family reports a move outside of California or substantiated fraudulent activity, etc.

If your family is currently income eligible, you must report if your income increases and exceeds 85% of the State Median Income.



## Requirement to Report Income Exceeding 85% State Median Income

[Title 5 § 18082.2]

An **income eligible** family must report within 30 calendar days if their current and ongoing adjusted monthly income increases and exceeds 85 percent of the State Median Income (SMI).

- To ensure families know what the 85 percent SMI is for their family size, each **income eligible** family receives a notice at their certification and recertification with the specific ceiling amount listed for their family size. Parents may always contact their CES if they need this information.
- Upon notification by the parent that they may have exceeded the maximum income threshold, CDA will collect updated income documentation to recalculate income. If updated income is not received within 15 calendar days from the day that the parent has notified CDA or if upon recalculation of income the parent is no longer income eligible, the family will be terminated.

## Right to Voluntary Request to Change Child Care Services

[Title 5, § 18082.3]

Families are encouraged to use the child care services they are approved for at certification or recertification however, in the event that a change in services may benefit a family, parents may *voluntarily* report:

### Changes to reduce their family fees or increase child care services before recertification

- Before any changes can be made, the parent must submit required documentation to support the change.
- Documentation used to increase child care services or decrease family fees will not be used to make any other changes to a family's child care services, unless requested by the parent.

If you need additional child care, you may request a change by contacting your Child Care Eligibility Specialist.

### Changes to decrease their child care services

- Before any changes can be made, the parent must:
  - Complete a written request form, which includes an acknowledgment that they can retain the current certified schedule and that the decrease to their certified schedule would replace their current schedule; **and**
  - As applicable, submit required documentation to support the change.
- Based on the documentation received and/or State regulations, the approved child care schedule may be different than the schedule parent listed on the request form.

**After required documentation is received and verified, the change will be processed within ten (10) business days and replaces any previously approved schedule.**

### Following-up on Voluntarily-Reported Changes

If a parent voluntarily reports a change in income, need, or family size and has submitted the supporting documentation but has not received a Notice of Action or other contact from CDA within the above processing timelines, the parent should contact their Child Care Eligibility Specialist to make sure the documentation was received and the change has been made in the family's child care case.

## Temporary Suspension of Services

Families are eligible for child care services for their full eligibility period even if there are changes in the family's eligibility or need. CDA encourages families to use the child care services they are approved for, to keep their children in a stable child care environment.

CDA understands, however, that family situations may prevent them from using child care. These situations may include but are not limited to:

- The birth of a new child and subsequent maternity leave
- Temporarily not having a child care provider that meets the family's needs
- Family emergency

In these situations, a family can be granted a Temporary Suspension of Services (TSS). During a Temporary Suspension of Services, the family's services and reimbursement are put on hold and their child care slot is held by CDA. However, the child care provider is **not required to hold the child's slot** in their program and parents are encouraged to discuss their plans with their provider.

### Granting a Temporary Suspension of Services

When families temporarily do not have a need for services, parents should notify their Child Care Eligibility Specialist to avoid child care services being considered abandoned. When a Temporary Suspension of Services is requested, a written notice will be issued to the parent with the last date of authorized child care and the effective date of the Temporary Suspension of Services.

### Returning from a Temporary Suspension of Services

Parents should contact their Child Care Eligibility Specialist as soon as possible before they are ready to resume services, so their child care case can be reactivated at the same level of services they were previously authorized. If parents need for child care services to change when returning from TSS, they can voluntarily report the change to increase or decrease their child care hours. Supporting documentation will be required before a change in child care hours can be authorized.

### Temporary Suspension of Services Approval at Recertification

In the event a family does not have a need at the time of recertification but indicates they will have a need during the certification period, the parent may complete the recertification. At the time of the following recertification, if the parent again is requesting to continue under TSS, the case must be elevated for evaluation by Program Management.

## Reporting of Other Changes

To make sure that CDA's family data files remain up-to-date, parents should contact their Child Care Eligibility Specialist to report other changes that may affect their child care case. Providing CDA with current information will help avoid delays in the management of the family's child care services and in reimbursement to the child care provider.

For CDA to best serve families, **parents should report the following changes as soon as possible:**

- Change in home address and/or mailing address
- Change in phone number
- Change in email address
- Change in child care provider
- Child care is no longer being used or will no longer be needed

## How to Report Changes and Submit Documentation

Changes may be reported to the family's Child Care Eligibility Specialist in person, by phone, or email. Submitting documentation may be done in person or by mail, email, drop box, or secure upload via CDA's website. Parents can contact CDA if they want to verify that submitted documentation was received. If any copies of documentation submitted to CDA are not used to verify a family's eligibility or need it will be shredded and disposed of. Original documents will be mailed back to the parent.

## Termination of Child Care Services

When CDA must end child care services because a family or child no longer qualifies or the parent chooses to end services, the parent will receive a Notice of Action with the reason for termination and the last day of authorized child care. The child care provider will be notified at the time the parent is notified of the termination of child care services. **The parent must pay the provider if any child care services are used after the last day of authorized care.**

### Reasons for Termination

Reasons that child care services may be terminated include, but are not limited to, the following:

- An income eligible family's adjusted monthly income exceeds 85% of the State Median Income (SMI) (the family is no longer income eligible).
- At the end of the certification period in which the vocational training service limit (6 years or 24 semester units, whichever expires first) has been reached and the parent has no other need type.
- Failing to make adequate vocational or educational progress after allowable time frames and the parent has no other need.
- Failure to complete all the required steps of the recertification process and provide a completed application for services, including a CDA approved child care provider, along with verifiable documentation to determine that the family/child meets the eligibility and need criteria for ongoing subsidized child development services.
- Not paying family fees.
- Failure to supply updated CPS family fee waiver or family income documentation for family fee determination.
- Consistent inability to abide by the program regulations and/or CDA policies.
- When a child has turned thirteen (13) years old and they have reached the end of the certification period (12 or 24 month). Exceptions may be made for children with exceptional needs, up to the age of 21.
- Altering or misrepresenting information on attendance records (example: child care days/hours used or family fees paid).
- Child care services have been abandoned.
- Not following the terms of a repayment agreement for family fees or ineligible services.
- Knowingly providing fraudulent, false or misleading information to CDA regarding employment, self-employment, seeking employment, enrollment in an educational or vocational training program, parental incapacitation, income, family size or any other information related to need and/or eligibility.
- Conspiring to, attempting to, or committing a fraudulent act.
- Knowingly using child care hours for which the family is not eligible and/or approved for.
- Activity or behavior that presents a risk to any child, parent, child care provider, visitor or CDA staff member, representative or facility (example: using profanity, making threats, harassing the individual, endangering the safety or life of the individual, destroying property, or any other activity or behavior that violates CDA's conduct policy).
- Contract funding is reduced, ends or any other reason as directed or required by the State of California.
- Family reports a change in residency outside of California.



# 1) Appeal Procedures

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[Title 5, § 18120-18122]

Parents enrolled in CDA's Alternative Payment Program have the right to a fair hearing if they disagree with an action taken regarding their child care services. If a parent chooses to appeal an action, child care services may continue and the appealed action will be put on hold until the outcome of the appeal has been decided.

## Requesting a Hearing

To request an appeal hearing, parents must complete the appeal information as requested on the back of the Notice of Action that was issued. The request should include:

- The parent's full name and contact information.
- Information on which specific action is being appealed.
- The reason for appeal
  - The reason must be specific and explain why the action taken is not justified.
- If an interpreter will be needed at the hearing.
- Parent's signature and date

Additional written pages and/or any documentation may be attached to support the appeal request. The appeal request must be submitted to the Child Care Eligibility Specialist who sent the termination or change notice.

- Parents should keep a copy of any written appeal requests for their records.

Other methods of requesting an appeal hearing (such as reporting verbally or through email) may be accepted if the parent is unable to complete the appeal request on the applicable Notice of Action.



## **Appeal Request Period**

The Child Care Eligibility Specialist must receive any appeal requests by the appeal due date shown on the front page of the Notice of Action, Section 1.B.

- When a Notice of Action is **given** to a parent:
  - The appeal due date will be at least **14 calendar days** from the issue date of the Notice of Action.
- When a Notice of Action is emailed or mailed to a parent:
  - The appeal due date will be at least **19 calendar days** from the issue date of the Notice of Action.

## **Scheduling a Hearing**

Within 10 calendar days of receiving the appeal request, CDA will notify the parent of the appeal hearing date and time at a CDA office. If requested, the hearing may be held over the phone or through another method agreed upon by the parent and CDA.

## **The Appeal Hearing and Appeal Decision**

Once scheduled, the parent must attend the hearing at the scheduled location and time.

- Parents may choose an Authorized Representative to attend the appeal hearing with them or in their place. CDA's Hearing Officer must be notified in advance so that an authorization and release form can be completed before the hearing date.

If the parent (or the parent's Authorized Representative) does not show up or call in for the hearing for any reason, the appeal will be considered abandoned and the intended action will take effect. Reasonable accommodations may be made, on a case-by-case basis, if the parent is unable to attend the scheduled hearing and CDA was notified in advance of the hearing.

A CDA Hearing Officer will hold the appeal hearing and, within 10 calendar days, make a decision to overturn or uphold the action. The parent will be sent a written decision letter. If the decision is to uphold the action, the decision letter will include information on how to submit an appeal to the California Department of Social Services (CDSS), Child Care and Development Division (CCDD).

## **Appealing CDA's Decision**

If a parent sends an appeal to CCDD, the parent must give a copy to CDA's Hearing Officer. If CDA is informed that an appeal has been received and accepted by CCDD, CDA's decision will be put on hold until CCDD makes a decision on the appeal. CCDD may take up to 30 days to review the appeal and may request any supporting documentation from the parent and/or CDA to make their decision.

The parent will be sent a written notice of CCDD's decision to overturn or uphold CDA's intended action.

- If the decision is to overturn the action, child care services will continue and may be limited by terms or conditions authorized by CCDD.
- If the action appealed was a termination of child care services and the decision is to uphold the termination, child care services will end immediately. There is no other appeal level beyond the California Department of Social Services (CDSS), Child Care and Development Division (CCDD).

*Note: Parents must reimburse CDA for child care services provided, including child care provided during the appeal process, if it has been found that need and/or eligibility for services was based on intentional misrepresentation or fraud.*

# Providers



# Provider Participation Information and Requirements

Child care providers must complete an enrollment with CDA to participate in CDA's Alternative Payment Program (APP). CDA can only enroll and reimburse eligible providers who meet all State and CDA requirements.

## General Provider Participation Requirements

[Title 5, § 18224(a)(3), 18227, 18231, 18411]

**All providers** participating in CDA's Alternative Payment Program must meet all of the following general requirements:

- Be at least 18 years of age
- Provide child care services without regard to sex, race, religion, national origin, ancestry or disability
- Complete and submit all required documentation
- Provide supervision to enrolled children at all times
- Allow parents unlimited access to their children and those caring for their children, whenever the children are in the care of the child care provider
- Agree to unannounced visits by a CDA staff member and/or State representative
- Upon request, provide updated documentation and CDA forms

## Participation Requirements for Licensed Providers

[Welfare and Institutions Code, § 10228]

In addition to the general provider participation requirements, **licensed providers** must also meet all of the following requirements:

- Have a current child care license.
  - The licensed address must match the address on file with CDA.
- Be in compliance with Title 22 regulations
- Provide their current rates (what is charged to non-subsidized families), usual and customary services provided at those rates, and the age group(s) served)
- Have their current rate sheet and any applicable discount or scholarship policies on file with the local Resource and Referral agency (YMCA CRS).
  - To register rates, the provider should contact the YMCA CRS at **1 (800) 481-2151**.
- Have their current rate sheet and any applicable discount or scholarship policies posted where it is easily noticeable in their child care facility, next to their license.
- Post information for parents on Megan's Law (Sex Offenders Registry [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov))
- Charge CDA no more than what non-subsidized families are charged.
- Sign a *Licensed Provider Program Participation Form*, confirming that the rates charged CDA are no more than the rates charged non-subsidized families.
- Sign an *Alternative Payment Program Reimbursement Schedule* acknowledging CDA's reimbursement timelines.
- Supply the following documentation to CDA:
  - A signed copy of their current, agreed upon rate sheet and any applicable discount or scholarship policies.
  - A copy of a valid child care license.
  - A valid Social Security card or Federal Tax ID Number.



## Co-licensed Providers

Licensees who are co-licensed are required to have both individuals enroll and complete all CDA licensed provider forms and documentation.

- The co-licensees are required to complete a *Payee Authorization Form* to identify and agree to which of the co-licensees will be the primary payee for reimbursement purposes.
- The co-licensees will have the same responsibility for meeting all CDA provider participation requirements and if any program violations or fraudulent activity occurs both co-licenses will be held responsible and, if appropriate, be prohibited from participating on any of CDA's programs.

## Participation Requirements for License-Exempt Providers

[Title 5, § 18227, 18411]

In addition to the general provider participation requirements, **license-exempt providers** must also meet all of the following requirements:

- Be in compliance with licensing laws and regulations regarding license-exempt providers (including, but not limited to, Health and Safety requirements).
- Register and receive background clearance from TrustLine (this requirement is waived for providers who are grandparents, aunts and uncles of the children receiving child care).
  - Provider Specialists will provide forms and instructions on how to apply for TrustLine clearance. The instructions will include information on how to get fingerprinted for the TrustLine clearance. Providers who have been fingerprinted for another child care agency should report this to their Provider Specialist in case the fingerprints can be transferred. For more information on TrustLine visit [www.trustline.org](http://www.trustline.org)
- Supply the following documentation:
  - Valid government photo identification.
  - Social Security card or Federal Tax ID Number.
  - A license-exempt *Provider Participation Form*.
  - A signed *Alternative Payment Program Reimbursement Schedule* acknowledging CDA's reimbursement timelines.

A license-exempt provider who has been authorized for child care services:

- May provide care for their own children (or those of a relative), and children from only one other family
- Must be the only provider in the home providing care under a license-exempt status.
- Must be the individual who provides all care as documented on the attendance record.
- May not participate in any other outside activity, such as employment, during the time the provider has been authorized to provide and receive reimbursement for child care services.
- Must remain in compliance with TrustLine registry requirements, if applicable.

## Participation Requirements for In-Home License-Exempt Providers

In order for **license-exempt in-home providers** to be authorized for services, the parent must sign a self-attestation form acknowledging that they are considered the employer of the in-home provider and are responsible for complying with any applicable federal and state employment laws, including minimum wage.

## Participation as an Independent Contractor

Providers participating in CDA's Alternative Payment Program are considered independent contractors and are not employees of CDA. Independent contractors are not entitled to Unemployment, Disability, Workers' Compensation, Social Security, health insurance or pension benefits.

Participating providers shall not at any time claim to be an agent or an employee of CDA. CDA will not complete employment verifications on the provider's behalf, nor will CDA provide references on the provider's behalf for loans, job applications or for any other purpose.

**Providers are responsible for the payment of their own taxes on any income received as a result of their participation in the program.** Reimbursements to child care providers are reported to the Internal Revenue Service (IRS). After the end of the calendar year, child care providers will be issued a Form 1099-NEC (Statement of Non-Employee Compensation) stating the total funds received from CDA during that calendar year. The 1099 forms will be issued each January to all child care providers who have been reimbursed over \$600 the previous year.

## CDA Provider Referral Program

Upon request, CDA will refer enrolling or enrolled families to **licensed** child care providers who are actively participating in the Alternative Payment Program. CDA will only refer licensed child care providers who have opted into the program, have at least one active child on the AP program, and are in good standing with CDA and Community Care Licensing. This is a service to CDA families only and a provider's participation is voluntary.

Providers may opt in by signing a *CDA's Provider Referral Program Participation* form and understand the following participation requirements:

- Parents will be given a list of randomly selected providers according to the zip code preference of the parent.
- Parents will be given the provider name, phone number(s), and email address and it is their option to contact the provider or not.
- Providers are not obligated to accept a family who received their name via CDA's Provider Referral Program.
- Providers who are on *Do Not Refer* status with the YMCA Child Care Resource Service, will NOT be placed on the CDA Provider Referral Program.
- Providers who are on *Probationary* status with Community Care Licensing, will NOT be placed on the CDA Provider Referral Program.
- Once opted in, providers must notify CDA if they want to be removed from CDA's Provider Referral Program.
- A provider participating or not participating on CDA's Provider Referral Program does not affect their participation on CDA's Alternative Payment Program.



# 1) Subsidized Provider Report (SPR)

[WIC Section 10422(c) (1)]

The California Department of Social Services is required to collect specific business and personal information from **licensed family child care providers and license-exempt individual providers** who participate in any state-funded early care and education program to support collective bargaining and emergency response preparedness.

As required, CDA submits the following information monthly on each licensed family child care home (if co-licensed, each co-licensee will be reported) and license exempt individual (family, friend or neighbor) who were paid a subsidy in the prior month, through the Child Development Management Information System (CDMIS):

- Provider's Name;
- Provider's Home address\*;
- Provider's Mailing address;
- County where the provider is providing child care service;
- Work and cellular telephone numbers;
- Email address, if known;
- Whether provider is licensed or license-exempt;
- If licensed, state facility license number;
- Primary language used, if known;
- Agency, contractor, subcontractor, or political subdivision administering the program in which the provider participates;
- Contract type;
- The date the provider began subsidy care;
- The date the provider ended subsidy care, if applicable; **and**
- The unique provider identification number, when available.
- Effective July 1, 2024, the amounts of all subsidies paid to each provider

For any changes in address after you are no longer participating as a provider with CDA, notify us of your new address to ensure you receive your Form 1099-MISC for tax filing.

[\*Providers approved to participate in the Secretary of State's address confidentiality program may provide the designated address in lieu of a home address]



## 2) Enrollment Limitations

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The enrollment of CDA subsidized children with licensed family child care homes and licensed child care centers will not exceed the provider's licensed capacity at any given time. A licensee's capacity is determined and monitored by the Department of Social Services, Community Care Licensing.

### Monitoring and Enforcement

To ensure the health and safety of children, all licensed family child care homes and licensed child care centers participating on CDA's Alternative Payment Program will be subject to the following:

- CDA review and monitoring of facility reports as posted on the Community Care Licensing website.
- Unannounced visits by CDA staff.
- Verification of enrollment and attendance of CDA's subsidized children with all other local subsidized child care programs.
- The completion of a Capacity Worksheet by the provider, if it appears the enrollment of additional child(ren) would cause the provider to exceed their license capacity. This report must include ALL children being cared for by the provider (including their own children under age 13, regardless if the children are subsidized or not).
- Being placed **ON HOLD**, preventing any new enrollments, until the provider can verify additional enrollments will not place them over their license capacity. The on hold status will remain until the provider can verify that any additional children will not cause the provider to exceed capacity at any given time.
- Termination of the provider's participation on CDA's Alternative Payment Program if:
  - The provider exceeds their license capacity on 3 or more instances in a 12 month period; **or**
  - It is determined any fraudulent activity has taken place regarding the documentation of enrolled children, attendance and/or reimbursement for child care services.
- Denial of any pending child care reimbursements if it is determined child care did not take place.
- Providers whose participation is terminated for exceeding their license capacity 3 times in a 12 month period will be prohibited from participating on CDA's Alternative Payment Program for 24 months.





## 3) Absence Policies

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An absence is when a child is not present or attending child care on a day the child is scheduled to attend.

### Reporting and Documenting Absences

[Title 5, § 18066]

If child care will not be used on a day a child is scheduled to attend, the parent **must** inform their child care provider. The parent or provider must note the specific reason for the absence on the attendance record.

### Abandonment of Child Care

[Title 5, §18066.5]

CDA is required to dis-enroll a family from child care services on the basis of Abandonment of Care when there has been no communication with the child care provider or CDA for a total of thirty (30) consecutive days.

#### Family responsibilities

A family must be in communication with their child care provider regarding their child's attendance. To avoid a termination of services for the reason of Abandonment of Care, the family **must** communicate with their child care provider regarding their child's attendance and inform them for the reason for any absences (Example: child ill, vacation day, doctor's appointment).

#### Provider responsibilities

If after **(7) seven consecutive calendar days**, a family has not been in communication with their child care provider or notified them of the reason for the absence, the provider **must** promptly (**within 24 hours of the 7th day**) notify their Provider Specialist via email or a phone call.

If the provider expects payment, they must:

- Record these absences as "**child absent/no parent contact**" in the comments box on the attendance record.
- Record all attempts to contact the parent in the comments box on the attendance record. (Example: Called parent on 11/22/23, emailed parent on 11/23/24, called parent on 11/24/23)
- Notate on the attendance record, in the parent signature section, that the parent has abandoned their child care and is not available to sign.
- If the family makes contact with the child care provider after they have made a report to CDA, the child care provider must notify their Provider Specialist to avoid CDA taking action to terminate the family's child care for the reason of Abandonment of Care.

*Note: If the provider does not follow the above requirements when care has been abandoned and submits an attendance record without the parent signature, CDA will enforce complete attendance record policies as outlined on page 52.*

#### CDA responsibilities

Upon notification from the child care provider of the child's absence of seven (7) consecutive calendar days, CDA staff will attempt contact with the family. If CDA staff are unable to reach the parent, a written request will be issued for them to contact their Childcare Eligibility Specialist (CES) and/or child care provider to avoid termination of child care for Abandonment of Care. If the family fails to respond and has not been in communication with the child care provider or CDA for a total of thirty (30) or more consecutive calendar days, CDA will issue a termination Notice of Action (NOA) for the Abandonment of Care to the family with a copy to the child care provider.

# Provider's Child Care Rates and Fees

## Verification of Provider Rates

[(WIC) 10228]

CDA is required to complete random checks of licensed providers' rates to confirm the rates reported to CDA reasonably match the rates reported to the local Resource and Referral Agency (YMCA CRS) and the rates actually charged to non-subsidized families for like care. If a child care provider is charging higher rates to CDA, the provider's participation in CDA's Alternative Payment Program will be terminated. The provider may have to pay back CDA for any reimbursement that was more than the rates charged to non-subsidized families.

## Provider Rate Changes

[(WIC) 10228]

Licensed child care providers may alter their rates for subsidized children as needed. The provider must submit their new rate sheet to YMCA CRS, the local Resource and Referral, and submit a signed copy to CDA.

- Rate changes received in advance will be made effective the day of the change.
- All other rate changes will be made effective the first of the month in which they were received.

If a rate sheet has an expiration date, CDA will not be able to process any reimbursements past the expiration date until a current rate sheet is received.

## Documentation of Contractual Terms

[Title 5, § 18076.1, 18076.2]

Providers who require payment for absences, holidays, closure dates, registration fees, etc. and expect reimbursement must supply a copy of their contract, parent handbook or parent agreement to verify all clients are responsible for these same charges.

If the contractual terms change for any reason (example: the amount of closure days increases or the specified closure dates change), providers are responsible for providing CDA with a copy of the updated document.



## Attendance Records

[Title 5, § 18065, (WIC) 10229.5]

Attendance records and daily attendance tracking is required by the California Department of Social Services in order for CDA to reimburse child care providers. CDA's standard or digital attendance record must be used, due to state-required perjury statements and each attendance record having a unique identifier QR code for each specific child enrolled and a specific date range.

For each child approved for subsidized services, CDA attendance records will be available online and can be accessed through the CareConnect Portal website at (<https://careportal.mcttechnology.com>) or through the "CareConnect Provider Portal" link on the Provider's "AP Program" page under "Resource Center" of CDA's website ([cdasd.org](https://cdasd.org)). CDA also provides the option for the provider to use digital attendance records and submit digitally through the CareConnect.

Providers must have a valid email address that is their own email and not shared with a CDA parent or other participant. The provider will receive information from the Provider Services Department on how to set up an account and print their attendance records or access digital attendance. More information regarding CareConnect Provider Portal and digital attendance is available on CDA's website. Providers may also contact the Provider Services Department for any questions regarding digital attendance and the online attendance record process.

The example and instructions on the next page show how to properly complete CDA's attendance record. Parents and providers must make sure that attendance records are completed properly; if not, the provider's reimbursement may be delayed, the provider might not get reimbursed, and/ or the family's child care services or the provider's participation on the program may be terminated.

Attendance records are extremely important. Without properly completed and submitted attendance records, CDA can't reimburse a provider for the child care provided!



## Accurate Completion of Attendance Records

Parents and providers must make sure that attendance records are completed properly, as detailed in these instructions and as required by WIC 10227.5. If attendance records are not completed properly, based on State requirements, the parent or provider (as applicable) will receive an Attendance Record Warning notice.

If a fourth (4th) Attendance Record Warning notice is issued within the same fiscal year:

- The parent or provider, as applicable, will be contacted by their Child Care Eligibility Specialist (CES)/ Provider Specialist (PS) within 10 business days for a consultation meeting on completing attendance records accurately and in accordance with WIC 10227.5.

For an overview of the Attendance Record, see page 78.

## Submission of Attendance Records

CDA issued attendance records must be submitted to CDA's administrative office or digitally for reimbursement. Reimbursement to child care providers will be issued within 21 calendar days of receipt of complete attendance records.

- **Due to the close of the fiscal year, the final deadline for receipt of attendance records for the fiscal year is the fifth (5th) business day of July.**

*If attendance records are submitted after the deadline, CDA cannot guarantee funds will be available to issue reimbursement.*

The parent and provider should verify all of the following information before submitting the attendance record to CDA for reimbursement:

- Actual times in and out of care are accurately recorded for each day
- Specific reasons for absences (example: holiday, vacations, illness, and school breaks for the child) are noted daily
- Attendance records reflect the reason for any additional child care hours used (See [“Additional Child Care for an Unscheduled but Documented Need for Services,”](#) page 31.)
- Parent and provider signatures are on the bottom of the attendance record.

CDA recommends that providers make a copy of all attendance records for their own records, before submitting them to CDA for reimbursement.

*Note: A copy of completed attendance records should be provided to parents as receipts of any family fees paid, unless their provider is issuing separate receipts for family fees.*

Attendance records may be mailed directly to CDA's office in Bonita or dropped off at our Bonita or Kearny Mesa offices. For your convenience, an Attendance Record Drop-Box is located at each building. CDA is not responsible for late mail delivery or attendance records lost in the mail.

Once attendance records are received by CDA they are logged, date stamped, reviewed for completeness and accuracy, and processed for reimbursement.





# Provider Reimbursement

## Reimbursement Based on Maximum Certified Need Regardless of Attendance

Reimbursement for child care services is issued directly to the child care provider, on behalf of the parent. Based on an agreement with the state of California and the Child Care Provider United (CCPU) authorized by Senate Bill (SB) 140 child care is reimbursed based on a child's maximum certified hours of care regardless of attendance. CDA will reimburse all provider types and child schedule types (set or variable) based on each child's certified need regardless of attendance.

## 1) Plan for Timely Reimbursement

---

(WIC 10277(a) Section 98.45 of Title 45 Code of Federal Regulations)

- Reimbursement to child care providers will be issued within 21 calendar days of receipt of complete attendance records. (See page 75 for requirements of a complete attendance record.) Attendance records may be submitted to CDA as early as the first business day following the month of child care.
- In the unlikely event CDA is unable to issue reimbursement within 21 calendar days due to an emergency, payment system malfunction or other extenuating circumstance CDA will notify impacted provider(s) with 48 hours of CDA becoming aware of the delay.
- A provider who submits attendance records for multiple children will not have reimbursement held for complete attendance records if any of the submissions include inadequate information to provide a reimbursement.
- Due to the closing of the fiscal year every June 30th, **the final deadline** for receipt of all attendance records for the fiscal year is the 5th business day of July. If attendance records are submitted after this final deadline, CDA cannot guarantee funds will be available.
- Child care provider reimbursements are electronically transmitted to the financial institution of the provider's choice or by check. CDA recommends direct deposit or other reliable electronic transfer to ensure timely and secure reimbursements. Reimbursements are not available for pick-up at CDA offices.

## Overpayments or Underpayments

- If the provider believes there is an error in their reimbursement, the provider should contact AP Fiscal Payments as soon as possible at [\(619\) 427-4411 x 1300](tel:6194274411x1300) to determine if an adjustment is required.
- Adjustments (positive or negative) can only be made for current fiscal year reimbursements and are subject to the availability of funds.
- If a negative adjustment, due to an overpayment, is required (CDA error, provider error or other reason), the provider will be contacted to provide written consent for the negative adjustment to be applied to a future child care reimbursement. If the provider fails to give consent with 15 calendar days, the provider will be required to repay CDA directly via a check, money order or PayPal.
- If a positive adjustment, due to an underpayment, is required (CDA error, provider error or other reason) CDA will apply the corrected adjustment to a future child care reimbursement.
- Adjustments take a maximum of ten (10) business days to be approved and processed.

## Licensed Provider Reimbursement

Licensed providers will be reimbursed the amount invoiced on the attendance record, not to exceed the assigned Regional Market Rate Ceiling (RMRC) for the certified child care schedule. *The invoiced amount will be compared to the licensed provider's rate on file and must be equal to or lower than the amount charged non-subsidized families for like care.*

## License-Exempt Provider Reimbursement

(WIC Section 10374.5)

License-exempt providers are reimbursed at 70% of the licensed family child care home Regional Market Rate Ceilings (RMRC). Reimbursements are made based on the child’s age and the RMRC as follows:

- Child is certified Full-time care (25 hours or more per week) = FT Weekly RMRC
- Child is certified Part-time care (Less than 25 hours per week) = PT Weekly RMRC

## 2) Licensed Provider Billing/Invoicing

In order for reimbursement to be processed, licensed providers must complete “Section II. Provider Billing/Invoicing” of the attendance record. Licensed providers should calculate each claim independently and write the correct invoiced amount on Section II of each child’s attendance record:

II. Provider Billing/Invoicing (Licensed Providers Only)						
		MONTHLY	or	WEEKLY		
II(a)	PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	\$ _____		1) \$ 180.00	3) \$ 100.00	5) \$ 100.00
				2) \$ 100.00	4) \$ 100.00	6) \$ _____
II(b)	PROVIDER: Enter total registration fee and/or materials fee amount expected (if applicable):				\$ _____	

**PLEASE NOTE:** If Section II is not completed correctly, the provider’s reimbursement may be delayed until an invoice clarification is received.

### Section II(a) - The total amount invoiced for the current month of care:

- Must be no more than the amount charged non-subsidized families for like care (including any sibling discounts, military discounts and employee discounts)
- Must be in alignment with the provider’s **current rate sheet on file with CDA.**

### Section II(b) - Registration fee and/or materials fee:

- If the provider is expecting a registration fee and/or materials fee reimbursement for the current month (based on the provider’s contractual terms), the provider must enter the amount in the registration section.



# Examples of Invoicing

## Important Reminders

- The RMRC rates used in the examples below are effective January 1, 2022.
- CDA considers Sunday-Saturday a child care week.
- Family fees should not be deducted from these amounts.
- DO NOT invoice in both monthly and weekly sections.

## MONTHLY Rates

Little Licensed Daycare  
Children 3-5 Years Old

**\$860 / Month Full Time**  
**\$740 / Month Part Time**

If the provider's rate sheet **on file** is **MONTHLY**, the provider must enter only **monthly** amount in the invoicing section of the attendance record.

II. Provider Billing/Invoicing (Licensed Providers Only)					
	MONTHLY	or	WEEKLY		
<b>PROVIDER:</b> Enter total amount billed for the current month only (do not deduct family fees):	\$ <b>860</b>		1) \$ _____	3) \$ _____	5) \$ _____
			2) \$ _____	4) \$ _____	6) \$ _____

## WEEKLY Rates

Little Licensed Daycare  
Children 3-5 Years Old

**\$215 / Week Full Time**  
**\$190 / Week Part Time**

If the provider's rate sheet **on file** is **WEEKLY**, the provider must enter only **weekly** amount in the invoicing section of the attendance record.

II. Provider Billing/Invoicing (Licensed Providers Only)					
	MONTHLY	or	WEEKLY		
<b>PROVIDER:</b> Enter total amount billed for the current month only (do not deduct family fees):	\$ _____		1) \$ <b>215</b>	3) \$ <b>190</b>	5) \$ _____
			2) \$ <b>190</b>	4) \$ <b>190</b>	6) \$ _____

## DAILY Rates

Little Licensed Daycare  
Children 3-5 Years Old **\$45 / Day**

If the provider's rate sheet **on file** is **DAILY**, the provider must enter only a **monthly OR weekly** amount in the invoicing section of the attendance record.

To invoice **MONTHLY**, the provider must total all of the child care days in the month and multiply by the provider's daily rate. Enter this amount in the monthly section:

II. Provider Billing/Invoicing (Licensed Providers Only)					
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ <b>900</b>	1) \$ _____		3) \$ _____	5) \$ _____
	2) \$ _____		4) \$ _____	6) \$ _____	

$\$45$  (daily rate)  $\times$  20 (child care days per month) =  $\$900$  (monthly invoice)

OR

To invoice **WEEKLY**, the provider must total all of the child care days per week and multiply by the provider's daily rate. Enter this amount in the weekly section:

II. Provider Billing/Invoicing (Licensed Providers Only)					
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ _____	1) \$ <b>225</b>		3) \$ <b>225</b>	5) \$ _____
	2) \$ <b>225</b>		4) \$ <b>225</b>	6) \$ _____	

$\$45$  (daily rate)  $\times$  5 (child care days per week) =  $\$225$  (weekly invoice)

## HOURLY Rates

Little Licensed Daycare  
Children 3-5 Years Old **\$10 / Hour**

If the provider's rate sheet **on file** is **HOURLY**, the provider must enter only a **weekly OR monthly** amount in the invoicing section of the attendance record.

To invoice **WEEKLY**, the provider must total all of the child care hours in the month and multiply by the provider's hourly rate. Enter this amount in the monthly section:

II. Provider Billing/Invoicing (Licensed Providers Only)					
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ _____	1) \$ <b>400</b>		3) \$ <b>400</b>	5) \$ _____
	2) \$ <b>400</b>		4) \$ <b>400</b>	6) \$ _____	

$\$10$  (hourly rate)  $\times$  40 (child care hours per week) =  $\$400$  (weekly invoice)

OR

To invoice **MONTHLY**, the provider must total all of the child care hours in the week and multiply by the provider's hourly rate. Enter this amount in the weekly section:

II. Provider Billing/Invoicing (Licensed Providers Only)					
PROVIDER: Enter total amount billed for the current month only (do not deduct family fees):	MONTHLY	or	WEEKLY		
	\$ <b>1600</b>	1) \$ _____		3) \$ _____	5) \$ _____
	2) \$ _____		4) \$ _____	6) \$ _____	

$\$10$  (hourly rate)  $\times$  40 (child care hours per week)  $\times$  4 (weeks per month) =  $\$1,600$  (monthly invoice)



### 3) Application of the RMRC

---

There is a maximum amount CDA is allowed to reimburse providers known as the Regional Market Rate Ceiling (RMRC), according to state guidelines. When reimbursing a provider, the RMRC will be applied to not exceed the provider's rates on file with CDA.

#### Reimbursement for Set Schedules

For set schedules, the provider will be reimbursed according to the amount billed by the provider, the provider's current rate sheet on file with CDA, or the RMRC amount listed on the Certificate for Child Care Services, whichever is less.

#### Reimbursement for Variable Schedules

For variable schedules, the provider will be reimbursed according to the amount billed by the provider, the provider's current rate sheet on file with CDA, or the full-time or part-time RMRC for the actual care provided within the certified child care schedule, whichever is less.

#### Reimbursement for School-Age children

Reimbursement for school age children is based on each school-age child's maximum authorized schedule as reflected on the Certificate for Child Care Services as follows:

- **School schedule** - when the child's school calendar reflects the child is in school, the maximum authorized hours for school will be reimbursed regardless of attendance not to exceed the provider's rates or the assigned RMRC, whichever is less.
- **Vacation schedule** - when the child's school calendar reflects the child is on vacation, the maximum authorized hours for vacation will be reimbursed regardless of attendance not to exceed the provider's rates or the assigned RMRC, whichever is less.

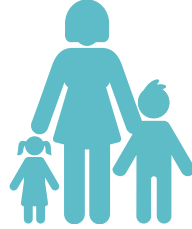


## Examples of How the RMRC Is Applied.

The RMRC rates listed below are effective January 1, 2022.

Maria works full-time and has 2 children, Ana and Tom.

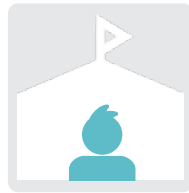
Ana is **3 years old** and attends a **licensed family child care home** in San Diego County **full-time**, more than 25 hours a week.



Tom is **6 years old** and attends a **licensed child care center** in San Diego County **part-time**, less than 25 hours a week.

Ana's provider charges **\$250.00** per week for full-time hours.

CDA is only able to reimburse **\$238.94** per week to Ana's provider based on the full-time, weekly RMRC for licensed family child care home.



Tom's provider charges **\$150.00** per week for part-time hours.

CDA is only able to reimburse **\$140.47** per week to Tom's provider based on the part-time weekly RMRC for licensed child care centers.

Maria is responsible to pay the remaining balance of **\$11.06** to Ana's provider.

Maria is responsible to pay the remaining balance of **\$9.53** to Tom's provider.



## 4) Factors that Affect Final Calculation of Reimbursement

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After the RMRC is applied to a child's schedule, several things may have an impact on the final reimbursement amount issued to the provider. Each of these factors is detailed below.

### Cost of Care Plus Payments

Pursuant to SB 140 and an agreement between the state and Child Care Providers United (CCPU) investments have been made to supplement subsidized child care reimbursements. Effective January 2024 through May 2025 all child care providers will receive a monthly, per-child payment in addition to their regular child care reimbursement. This additional payment is intended to supplement child care providers subsidized child care reimbursements.

CDA will automatically apply the per-child Cost of Care Plus payment when processing each child's attendance record. Child care providers do not need to take any action to receive the Cost of Care Plus Payments.

The Cost of Care Plus payments will be reflected on each provider's Explanation of Payment (EOP) that can be found in CareConnect.

#### The per-child rates are:

- Family Child Home Provider and Child Care Centers: \$160.00 per child
- License-exempt Family, Friend, or Neighbor (FFN): \$112.00 per child

### Provider's Contractual Terms

The following will apply if the provider's contractual terms on file with CDA reflect policies regarding payment for absences, holidays, closure dates, registration fees, etc. If CDA is not able to cover any of the charges listed, the provider may request payment from the parent.

#### Reimbursement for Absences [Title 5, § 18076.2(b)(1)]

Absences may be reimbursed if the provider has contractual terms used for non-subsidized children on file with CDA that state payment for absences is required.

#### Reimbursement of Holidays and/or Non-Operation Days [Title 5, § 18076.2(b)(2)]

The number of reimbursable holidays, vacation days and/or non-operational days for the provider shall be limited to a maximum of 10 days per fiscal year.

- CDA will reimburse a provider for those non-operational days (on set schedules only) as they occur each fiscal year.
  - Once the allowable limits are exceeded, reimbursement will be prorated for future closure days.
- If a provider has any changes in non-operational days after contractual terms have already been submitted to CDA:
  - The provider must update the information BEFORE the date of the non-operational day for which reimbursement is being requested. CDA will not adjust reimbursement for non-operational days retroactively.

#### Reimbursement of Registration Fees, Materials Fees, Insurance Fees [Title 5, § 18076.1]

Fees for registration, materials and/or insurance may be reimbursed if the current reimbursement amount does not exceed the Regional Market Rate Ceiling (RMRC).

- Reimbursement of these fees is limited to one (1) per child, per fiscal year and will be made in a single payment.

For programs that have multiple fees in one year or where it has been determined that the reimbursement amount exceeds the RMRC, the excess fees will be the responsibility of the parent.

#### Reimbursement of Additional Fees [Title 5, § 18076.1, 18111]

CDA **may not** reimburse for additional fees for activities or services including meals, recreation and field trips.



### **Adjustment for Child Care during Evenings and/or Weekends** [Title 5, § 18075.1]

A licensed child care provider is eligible for an adjustment to the assigned RMRC (a potential increase to the provider reimbursement) when certified child care services are provided either:

- Between the hours of 6:00 PM and 6:00 AM on weekdays; **or**
- Any time on weekends

An Evenings and/or Weekends adjustment factor may be applied to the assigned RMRC for a child's certified child care schedule when:

- At least ten (10) percent of the certified schedule occurs during evenings and/or weekend hours; **and**
- The provider's normal and customary rates on file with CDA include specified evenings and/or weekend rates; **or**
- The provider's normal and customary rates on file with CDA cover evening and weekend child care but exceed the assigned RMRC.

The Evenings and/or Weekends adjustment factor will be made to the assigned RMRC and reimbursement to the provider will be the lesser of:

- The adjusted RMRC, **or**
- The provider's invoiced amount.

### **Additional Payment When Certified Need Exceeds 52.5 Hours Per Week** [Title 5, § 18075(3)]

When a portion of the certified need for child care services exceeds 52.5 hours per week and is not included in the provider's full-time weekly or full-time monthly rate an additional hourly RMRC can be applied to the provider's reimbursement. This provision applies only if the family utilizes no more than one provider to meet the child's entire need for child care and development services. Additional payment made under the hourly rate for this purpose cannot exceed the provider's full-time weekly or full-time monthly rate and the provider must include the additional amount in their invoiced amount on the attendance record.

### **Adjustment Factor for Children with Exceptional Needs** [Title 5, § 18075.2]

When child care services are provided to a child with exceptional needs, CDA shall multiply the RMRC by only one of the following:

- By 1.2, when the child has exceptional needs as defined in Education Code Section 8208(I).
- By 1.5, when the child is severely disabled as defined in Education Code Section 8208(x).

CDA shall apply this adjustment only when there is documentation from the child care provider that additional services and/or accommodations for that particular child are being provided, and such services and/or accommodations result in an on-going financial impact on the provider. In addition, the parent must provide verification documenting the child's exceptional needs.





## Unscheduled but Documented Need for Services

[Title 5, § 18075]

For parents who been approved to use additional child care hours for an unscheduled but documented need for services, the additional hours will be reimbursed based on the following:

- An hourly rate will be used when less than six (6) hours are used per day or for an unscheduled but documented need of less than six (6) hours per occurrence.
- A daily rate will be used when six (6) hours or more are used per day, or for an unscheduled but documented need of six (6) or more hours per occurrence.
- Use of the Daily RMRC is limited to fourteen (14) or fewer days in a month that reflect care of six (6) or more hours.
- The applicable reimbursement will be in addition to the reimbursement for parent's regular authorized schedule but will not exceed the provider's invoiced amount.

## Prorating

If a day of child care cannot be reimbursed, the RMRC applied to a child's schedule may be prorated based on the number of days the child was authorized to use that week/month.

### When Prorating Will Be Applied

- When child care begins or ends in the middle of a week/month
- Provider closure days in excess of ten (10)
- Absences, holidays, closure dates when the provider **does not have contractual terms** on file with CDA stating they require payment for such days
- When a child is suspended from child care by the provider
- When child care schedules are reauthorized due to change in authorized care
- A midweek/mid-month birth date that changes the RMRC age category being applied to a child

### How Prorating Is Applied

- First, the assigned RMRC is divided by the number of days the child was authorized to use that week/month, to determine an adjusted daily amount.
- Next, the adjusted daily amount is multiplied by the number of actual days of care eligible for reimbursement, resulting in an adjusted maximum reimbursement amount.
- The adjusted maximum reimbursement amount is then compared to the provider's invoiced amount, and the lesser of the two will be the provider's reimbursement amount.



### Example of a Proration:

A child's authorized hours are Monday-Friday, 8:30 AM – 5:30 PM, a total of 45 hours authorized per week. When processing reimbursement, the first week of care will be prorated because care began in the middle of the week, on a Tuesday.

- The applicable RMRC is a full-time weekly amount of \$250.
- $\$250 \div 5$  days authorized per week (Monday-Friday) = \$50 adjusted daily amount
- $\$50 \times 4$  actual days eligible (Tuesday-Friday) = \$200 adjusted maximum reimbursement

For that week, the provider's invoiced amount is \$275. The lesser of the provider's invoiced amount and the adjusted maximum reimbursement is \$200, so that will be the provider's reimbursement amount for that week.

## Family Fees Deducted from Reimbursement

When reimbursement is made to a provider the total amount of family fees owed for the current month will be deducted from the provider's reimbursement, whether or not the parent has paid the family fees.

Example: A family is assessed a full-time monthly family fee of \$53. The parent pays their provider \$53 for the current month and the provider documents this amount collected on the attendance record. When CDA reimburses the provider, \$53 will be deducted from the provider's monthly reimbursement.

## Garnishments

CDA fully cooperates with Federal and State agencies who issue garnishments (example: for delinquent taxes, child support payments or a civil order). If CDA is ordered to garnish a provider's reimbursement, the provider will receive notification from the agency issuing the garnishment and a confirmation from CDA that future reimbursements will be garnished.

## Non-Reimbursable Child Care

All or part of an attendance record will not be eligible for reimbursement when:

- Unauthorized child care services are used
- Attendance records are received past the final deadline of the 5th business day of July as indicated on CDA's Reimbursement Schedule
- The provider's rate sheet on file with CDA is expired
- The provider has committed fraud regarding eligibility or child care services provided.
- When a child is suspended from child care by the provider

Reimbursement and authorized child care services will end when:

- A license-exempt child care provider's TrustLine clearance has been revoked and care did not end as directed.
  - Reimbursement will end on the date of the TrustLine revocation notice, see page 62.
- A licensed child care provider has failed to report timely a change in address and the provider is not yet licensed at the new address or is not TrustLine cleared.
  - Reimbursement will end immediately and the last day of authorized care will be the day CDA is notified of the change.
- A child care provider's license is voluntarily surrendered or is revoked by Community Care Licensing.
  - Reimbursement will end the day before the effective date of the revocation notice or the surrender date, as applicable.
- A child is terminated from child care by the provider.
  - Reimbursement will end on the date the provider denies the child to continue attending.

# Co-Payments

[Title 5, § 18220.6]

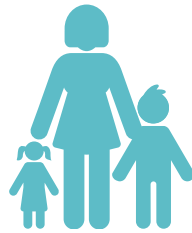
Parents may choose a provider regardless of the provider's rates. However, when the provider's rate and other allowable charges exceed the maximum amount CDA can reimburse the provider, the parent is responsible for paying the difference. This difference, called a co-payment, must be paid directly to the child care provider. CDA does not track the payment of co-payments and any issues regarding co-payments must be resolved between the parent and the provider.

## Examples of Co-payment:

The RMRC rates listed below are effective January 1, 2022.

Maria works full-time and has 2 children, Ana and Tom.

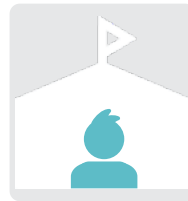
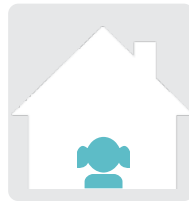
Ana is **3 years old** and attends a **licensed family child care home** in San Diego County **full-time**, **more** than 25 hours a week.



Tom is **6 years old** and attends a **licensed family child care center** in San Diego County **part-time**, **less** than 25 hours a week.

Ana's provider charges **\$250.00** per week for full-time hours.

CDA is only able to reimburse **\$238.94** per week to Ana's provider based on the RMRC.



Tom's provider charges **\$150.00** per week for part-time hours.

CDA is only able to reimburse **\$140.47** per week to Tom's provider based on the RMRC.

Maria's weekly co-payment to Ana's provider is **\$11.06**.

Maria's weekly co-payment to Tom's provider is **\$9.53**.

Parents pay a co-payment directly to their child care provider whenever CDA cannot fully cover what the provider is charging. Parents may also be responsible for a family fee. See "Family Fees," page 21.

# Communication Between Providers and CDA

## 1) Provider Request for Documentation and Provider Notification

---

A Provider Request for Documentation Letter will be issued when updated information or documentation is needed from the provider.

- CDA encourages providers to submit requested documentation via CareConnect, mail or email.
  - Providers may contact their Provider Specialist if there are questions as to whether the documentation has been received.

Providers will be issued a Certificate of Child Care Services to notify them of the child care hours approved for the family or if there are any changes in child care services, including termination through CareConnect. The Certificate of Child Care Services is issued to the provider at the same time the notification is issued to the parent.

CDA corresponds with providers through CareConnect, email, and Constant Contact messaging. Program Updates, community events and resources, and other valuable information is delivered in digital weekly newsletters. All Program Updates can also be found on the Provider page of CDA's Website. CDA suggests providers do not unsubscribe to CDA's listserv as they may miss important information and program updates.

Secure, encrypted email is used when any sensitive or confidential information is being sent to a provider.

CDA uses an automated messaging system to send courtesy reminders to providers about important dates.

If a provider chooses to receive correspondence by postal mail, all mail is considered delivered if the provider's correct address is on file with CDA and no mail has been returned to CDA as undeliverable. It is the provider's responsibility to report any change in address to ensure CDA has the most current information.

## 2) Reporting Changes – Providers

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To ensure a provider's file remains up-to-date, providers should contact their Provider Specialist to report any changes in advance of the change.

### **Examples of changes to report:**

- Change in a provider's licensing status
- Change in a provider's phone number
- Change of address (must be reported before the move)
- Change in a provider's rates
- Change in a provider's hours of operation
- Change in a provider's contract, parent handbook, or parent agreement
- Change in banking information that could impact Direct Deposits
- Other changes that may affect reimbursement

## 3) Probationary Status

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[Title 5, § 18224.4]

If the local Resource and Referral Service (R&R) informs CDA that a child care home or center has been placed on probation by Community Care Licensing, parents will be notified in writing within 2 business days and informed of their provider's status. Families currently enrolled or those newly enrolling with CDA will have the option of making different child care arrangements or remaining with the child care home or center without risk of their subsidy reimbursements ending.



# Denial of or Change in Provider Participation

## 1) Denial of Provider Participation for Health or Safety Reasons

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### Licensed Child Care Providers

#### Temporary Suspension Order (TSO) or License Revocation

[Title 5, § 18224.2]

If Community Care Licensing, the local Resource & Referral Service (R&R), or other regulatory agency informs CDA that a child care home or center has their license temporarily suspended or revoked, the provider's participation and reimbursement will end immediately and families will be notified to select a new provider.

### License-Exempt Child Care Providers

#### TrustLine Clearance Revoked or Closed

[Title 5, § 18224.6]

If a license-exempt provider's TrustLine clearance is revoked or closed, subsidized child care cannot continue with that provider. The TrustLine revocation date will be the last date that the provider will be eligible for reimbursement and the provider's participation will end. Families will be notified to select a new provider.

## 2) Providers Placed on Probation

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[Title 5, § 18224.4]

If the local Resource and Referral Service (R&R) informs CDA that a child care home or center has been placed on probation by Community Care Licensing, parents will be notified in writing within 2 business days and informed of their provider's status. Families currently enrolled or those newly enrolling with CDA will have the option of making different child care arrangements or remaining with the child care home or center without risk of their subsidy reimbursements ending.

Providers who have opted into CDA's Provider Referral Program will be removed from the referral program until such time the provider is no longer on Probationary status with Community Care Licensing.



### 3) Disqualification of Provider Participation

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Reasons a provider's participation may be denied or terminated include, but are not limited to, the following:

- No longer have active children on the program (providers reactivating will be required to update their file)
- Failure to abide by the program Title 5 regulations and/or CDA policies
- Failure to supply documentation required by CDA or State guidelines
- Falsification of attendance records (example: signatures, child care days/hours used, or family fees collected)
- Repeated failure to maintain accurate attendance records (example: failure to record actual times in and out of child care on a daily basis, failure to sign the penalty of perjury statement, failure to obtain parent signature under the penalty of perjury)
- Activity or behavior that presents a risk to any child, parent, child care provider, visitor, or CDA staff member, representative or facility (using profanity, making threats, harassing the individual, endangering the safety or life of the individual, destroying property, or any other activity or behavior that violates CDA's conduct policy)
- Conspiring to, attempting to, or committing a fraudulent act
- License-exempt child care provider's TrustLine clearance is closed, denied or revoked
- CDA receives reliable and documented information a license-exempt provider has active or contagious tuberculosis OR has been convicted of any crime involving violence against, or abuse or neglect of children
- Charging CDA a higher rate for child care than is charged to non-subsidized families
- Waiving family fees
- Requested provider is the parent or guardian of the child receiving subsidized child care services
- Submitting any false, misleading or fraudulent documentation
- Closure by Community Care Licensing
- Notice from Community Care Licensing that a revocation or Temporary Suspension Order (TSO) is in progress
- Licensed child care provider surrenders their license
- Failure to notify CDA immediately when the provider is no longer licensed or moves
- A credible allegation that children's health or safety may be at risk
- Failure to respond to notices regarding any overpayment made by CDA to the provider
  - In addition, the provider's overpayment balance will be sent to the San Diego Office of Revenue and Recovery for collections.
- Past participation in any of CDA's programs, as a provider or parent, and any of the following:
  - The individual is currently being investigated for fraud
  - It was determined that the individual committed fraud or the intentional misrepresentation of eligibility within the past two (2) years
  - It was determined that the individual committed fraud or the intentional misrepresentation of eligibility, and has not yet repaid the cost of all ineligible services (including administrative costs) used and any past due family fees to CDA

Child care providers whose participation is denied or terminated with cause may be ineligible for future participation.



All



# Fraud and Ineligible Services

CDA is responsible to manage public funds for families and providers who meet the State requirements for the Alternative Payment Program. To make sure only eligible families and providers receive services and reimbursement, CDA works very closely with other agencies that provide subsidized assistance to families, regulatory agencies such as Community Care Licensing, law enforcement and local, state and federal government investigators who investigate and prosecute suspected child care fraud. CDA actively cooperates with these agencies in their investigations of suspected fraud and, when requested, will share parent and/or provider information including, but not limited to, income, need, family size and attendance records.

## What is Fraud?

Fraud is knowingly misrepresenting facts that are material to an issue, made with the intent to obtain benefits or payment to which one is not entitled.

Fraud exists when an individual:

- Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or an increase in benefits, or to avoid a reduction of benefits.
- Knowingly, and with intent, fails to disclose a fact which, if disclosed, could result in denial, reduction, or discontinuance of benefits.
- Knowingly accepts benefits that the individual is not entitled to or are greater than what the individual is entitled to.

Child care fraud includes but is not limited to:

- A parent knowingly has received, or is continuing to receive, child care services that the parent is not eligible to receive.
- A provider knowingly has received or is continuing to receive, child care reimbursements that the provider is not eligible to receive.
- A parent or provider knowingly has falsified documents of/for eligibility.
- A provider aiding a parent in providing false information or not reporting a parent who they know is providing false information to CDA, including, but not limited to, signing attendance records when care is not being provided.
- A parent aiding a provider in providing false information or not reporting a provider who they know is providing false information to CDA, including, but not limited to, signing attendance records when care is not being provided.
- A parent signing a provider's name on the attendance records or any other form, without the provider's knowledge, in an attempt to receive or continue to receive child care services that the parent is not eligible for.
- A provider signing a parent's name on the attendance records or any other form, without the parent's knowledge, in an attempt to receive or continue to receive child care reimbursements that the provider is not eligible for.
- A provider charging CDA higher rates than non-subsidized families.

## When Fraud Is Suspected by CDA

Any fraudulent, false or misleading information provided to CDA regarding attendance, provider rates, employment, self-employment, seeking employment, enrollment in a vocational training program, parental incapacity, income, family size, or any other information related to provider participation or parent eligibility and/or need, will be grounds for termination.

When CDA suspects fraud, the case is referred to local, state and/or federal government investigators. This may result in charges being filed, repayment of ineligible child care services or ineligible reimbursements received and/or subject the parent and/or provider to prosecution under state and/or federal criminal statutes.



Any parent or provider who is **being actively investigated** for fraud will be prohibited from participating in any of CDA's programs.

Any parent or provider whose participation in a CDA program is terminated for violating CDA's Fraud Policy (examples: submitting fraudulent attendance documentation, falsifying eligibility or need documents, intentionally misrepresenting program eligibility, etc.) will be prohibited from participating in any of CDA's programs until:

- Two (2) years after a determination has been made by CDA and/or local, state or federal government investigators that fraud, misrepresentation, falsification and/or any other violation of CDA's Fraud Policy occurred; **or**
- Five (5) years from when a parent or provider has been convicted of a misdemeanor for committing fraud; **or**
- Seven (7) years from when a parent or provider has been convicted of a felony for committing fraud and/or convicted of any act of conspiracy; **and**
- For all of the above situations, the cost of all ineligible services used and/or reimbursed (including administrative costs) and any past due family fees have been repaid to CDA.

## Recovery of Funds

CDA may recover any funds that were issued in error due to CDA error in a provider's reimbursement, a provider overcharging CDA, a parent's or provider's failure to report pertinent information, and parent or provider ineligibility, misrepresentation, or fraud. Repayment for ineligibility, misrepresentation, or fraud will include the administrative costs incurred by CDA.

Depending on the circumstances, the parent/provider will either:

- Repay CDA directly; **or**
- Repay CDA through the San Diego County Office of Revenue and Recovery.

The funds collected are either put back into the AP Program to be used for families who do meet the eligibility requirements or are returned to the California Department of Social Services.

## Repayment Plans

When repayment is owed to CDA and the parent or provider cannot pay the balance in full, a repayment plan may be submitted before the effective date on the Notice of Action terminating child care or the response date indicated on a delinquent account letter.

- Repayment plans must be reasonable and require approval by an authorized CDA staff member.
- If a parent or provider does not follow the repayment plan (payments are missed or late, or the payment is less than the amount outlined in the plan):
  - The parent will be issued a termination notice.
  - The provider's participation in the AP Program will be terminated.
  - The repayment balance will be turned over to the San Diego County Office of Revenue and Recovery for collections.

***If a parent or provider cannot pay a repayment balance in full and does not submit a repayment plan, the balance will be turned over to the San Diego County Office of Revenue and Recovery for collections.***

## Parents with Outstanding Balances

When a parent is terminated for not repaying CDA for ineligible services or for not following a repayment plan, the parent will not be eligible to re-enroll or participate in any CDA program until all outstanding balances are paid in full. There must also be an opening for subsidized child care and the family must again meet the program requirements.

## Providers with Outstanding Balances

When a provider's participation in the AP Program is terminated for not repaying CDA for ineligible reimbursement or for not following a repayment plan, the provider will not be eligible to participate in any CDA program until all outstanding balances are paid in full.

# The Health and Safety of Children

## Reporting to Community Care Licensing and Child Protective Services (CPS)

CDA will report the following to CPS, Community Care Licensing and/or local law enforcement, as applicable:

- If CDA observes a licensing violation during a provider visit.
- If CDA receives or overhears information of a possible licensing violation.
- If CDA observes, receives or overhears information of suspected child abuse or neglect.

## Privacy and Confidentiality of Records

[Title 5, § 18117]

The use or disclosure of all information pertaining to families and providers is restricted to authorized personnel strictly on a need-to-know basis. The disclosure of confidential information is restricted to the AP Program administration. Personal, private, or sensitive information regarding eligibility and attendance may be disclosed to any regulatory agency with which CDA is required to comply or for the purpose of reporting suspected fraud, responding to fraud investigations, or licensing reporting requirements.

Other agencies providing subsidy, CalWORKs, the local Health and Human Services Agency (HHS), Child Care Food Programs, fiscal auditors, representatives from the California Department of Social Services, law enforcement and local, state and federal government investigators are provided access to parent and provider files as needed for the purpose of fulfilling contract compliance requirements, and/or fraud prevention or investigation.

If parents or providers believe that their information has been compromised in any way, they should immediately contact CDA's Vice President, Family and Provider Programs, Jolie Buberl, at [\(619\) 427-4411](tel:6194274411). If parents or providers wish to review their basic data file, they must contact their Child Care Eligibility Specialist or Provider Specialist to schedule an appointment at least 24 hours in advance.



# Conduct Policy

CDA is committed to creating an environment where employees, volunteers, parents, children, providers or any other person who comes to CDA's offices, events or who has contact with CDA staff through any other means, is treated with respect and professionalism at all times.

In the event that any client or non-client engages in any type of unacceptable conduct toward a CDA employee, client or volunteer engaged in CDA business, CDA will apply the following measures as appropriate:

- Deny, suspend or terminate services
- Bar from personal contacts with CDA employees or volunteers, such that CDA services/program participation may be available only by written means except for formal recertification meetings, appeal hearings or license-exempt provider identity verification meetings
- Bar from access to CDA's premises for any reason
- Report threats of bodily harm, actual bodily harm, or any other illegal activity against any CDA employee, volunteer or other client to appropriate local, state or federal authorities. Additionally, CDA, at its discretion, may seek a restraining order.
- Take any other action deemed appropriate under the circumstances that is not precluded by CDA policy or other applicable federal or state law

For purposes of this policy, "unacceptable conduct" includes, but is not limited to, any of the following:

- Any threats of or actual bodily harm or illegal activity against another client or an employee or volunteer engaged in CDA business
- Any form of action that may constitute harassment under CDA's harassment policy such as:
  - Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs; engaging in sexual conduct; making sexual overtures
  - Inappropriate touching
  - Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or the individual's appearance
  - Displaying sexually suggestive objects or pictures
- Fighting, kicking or other physical harm or attempted harm toward a CDA client, employee or volunteer engaged in CDA business
- Engaging in offensive or abusive physical contact
- Making false, vicious or malicious statements about any CDA employee or volunteer or CDA and its services, operations, policies, practices, or management
- Cursing, swear words or other abusive or vulgar language directed toward a CDA client, employee or volunteer engaged in CDA business
- Yelling or speaking in an aggressive raised voice
- Bringing or possessing firearms or weapons or any hazardous or dangerous device on CDA premises or at a CDA function
- Possession, sale, use or being under the influence of an unlawful or unauthorized substance on CDA premises or at a CDA function

- Uncivil conduct or failure to maintain satisfactory working relationships with other clients, employees and volunteers at CDA
- Immoral conduct or indecency on CDA premises
- Any posting, defacing, or removing of notices or signs on CDA premises
- Misappropriation of CDA funds, property or other material proprietary to CDA
- Deliberate or repeated violations of security procedures or safety rules
- Attempting to coerce or interfere with a CDA employee or volunteer in the performance of their duties at any time, such as:
  - Making unsubstantiated, malicious, embarrassing or false claims against an employee, client or volunteer through any means including verbal, electronic or written communication in order to influence decisions about program services
  - Making false or misleading statements or taking any actions that inappropriately interfere with or inhibit a client's access to CDA services
- Conducting or attempting to conduct or engage in any fraudulent, dishonest or deceptive activity of any kind involving CDA employees or CDA services
- Any other act which endangers the safety, health or well-being of another





# Quality of Service

## Grievance Policy

[Title 5, § 18222, 18223]

It is the intent of CDA to resolve all grievances at the lowest possible level.

- If a parent or provider has a grievance in regard to CDA operations, the parent/provider should first speak with the staff person whom the grievance relates to in an attempt to resolve the issue.
- If the problem is not resolved at this level the grievance should be addressed first to a Case Management Supervisor/ Provider Services Supervisor at the appropriate office and then to the Program Supervisor or Senior Manager, AP Program if necessary.
- If the problem is not resolved at those levels the grievance should be addressed to the Vice President, Family and Provider Programs or the President and CEO.
- If a resolution still has not been reached, a written grievance may be made to the Board of Directors. A written response to the grievance will be issued from the Board of Directors within 14 business days.



# Appendix



# Understanding Your Child Care Certificate

Certificates remain in effect unless a new certificate or Notice of Action (NOA) is sent with a change in services, maximum reimbursement amount or family fees.

1

## Section 1

This section reflects the parent's name and general information about Certificates and child care reimbursement.

2

## Section 2

This section reflects the provider's name and address, and the type of provider.

3

## Section 3

This section lists the action/reason for the Notice of Action. The information in this section can also be found in Section 7 of the attached Notice of Action.

4

## Section 4

This section lists the following information for each child:

**4A:** The child's school information.

**4B:** The child's authorized vacation (non-school) schedule and school schedule, if applicable.

**4C:** The maximum reimbursement amount for the child and the applicable category of the reimbursement amount:

- "FTM" = Full-Time Monthly
- "PTM" = Part-Time Monthly
- "FTW" = Full-Time Weekly
- "PTW" = Part-Time Weekly

5

## Section 5

This section list the family's full-time and part-time monthly family fee amounts, if applicable and the effective date of the fees.

If the family fee will change during the certification period, multiple fees will be listed.

## Example Certificate



### CERTIFICATE FOR CHILD CARE SERVICES (Addendum To Parent's Notice of Action)



1

FAMILY NAME is a participant on Child Development Associates, Inc.'s (CDA) Alternative Payment Program. Please review the TYPE OF ACTION section (below) which has specific information on what is happening in the family's child care case.

This certificate also has each child's authorized child care hours, the maximum child care reimbursement the provider *may be* eligible to receive and monthly family fees, if applicable. This certificate remains in effect until superseded. Please note:

- Several factors may affect the provider's final reimbursement. Please refer to CDA's Program Guidelines for information on reimbursement limitations and policies.
- If the provider charges more than the maximum reimbursement amount shown below, *the parent is responsible for paying the difference.*

2

#### PROVIDER INFORMATION

<b>Provider:</b>	BUTTERFLY EXAMPLE 123 Founders Lane San Diego, CA 98765-4321	<b>Provider ID #:</b>	11111
<b>Provider Type:</b>	<input checked="" type="checkbox"/> Licensed Family Child Care <input type="checkbox"/> Center <input type="checkbox"/> License-Exempt		

3

#### TYPE OF ACTION

<input type="checkbox"/> <b>Start of Service</b>	<input checked="" type="checkbox"/> <b>Change in Service or Reimbursement Amount</b>	<input type="checkbox"/> <b>Termination of Service</b>	<input type="checkbox"/> <b>Termination of Service for Delinquent Fees</b>
The children listed have been approved for subsidized child care services.	<input type="checkbox"/> Hours/days <input type="checkbox"/> Family Fee <input type="checkbox"/> Maximum Reimbursement Amount <input type="checkbox"/> Provider Change <input type="checkbox"/> Other:	The last day CDA will reimburse for child care is:	The last day CDA will reimburse for child care is:
<b>Comments:</b>			

4A

<b>Child Name:</b> JIM ERICKSON	<b>School:</b> Johnson Elementary	<b>Track:</b> San Diego Unified, Johnson Elementary – 1 <sup>st</sup> -6 <sup>th</sup> , Year Round
---------------------------------	-----------------------------------	---

4B

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Vacation</b>		8:30AM - 5:00PM	8:30AM - 5:00PM	8:30AM - 5:00PM	8:30AM - 5:00PM	8:30AM - 5:00PM	
<b>School</b>		9:00AM - 11:00AM	9:00AM - 11:00AM	9:00AM - 11:00AM	9:00AM - 11:00AM	9:00AM - 11:00AM	

4C

Maximum Reimbursement Amount	Age	Category (School/Vacation)	Amount (School/Vacation)
		6+	PTM/FTM

5

#### FAMILY FEE

Monthly Family Fee (if any)	Part Time (PT) - less than 130 hours per month	Full Time (FT) - 130 hours or more per month																									
<b>Effective Date:</b> 04/01/2023	NA	NA																									
Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25
NA	NA	NA	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT



# Understanding Your Attendance Record

How to read and properly fill out CDA's attendance record is explained in the numbered items below. Each item matches up with the numbered squares in the example on the next page. Each attendance record is coded for a specific child and date range. Child care must be documented on the correct attendance record.

## 1 Attendance records should be completed in ink.

Do not use white-out/ correction fluid or correction tape. If anyone completing the attendance record makes an error, that person must correct it and initial.

## 2 "Time In" and "Time Out"

**The parent** (or the adult authorized by the parent) **or the provider** must record, on a daily basis, the times that child care starts and ends. **Actual times** must be written in and "AM" or "PM" must be specified. (Example: If the child arrives at 6:58 AM, record Time In as "6:58 AM"; do not round to 7:00 AM)

- **2A:** The actual times the child arrived into care and left care each day must be written in.
- **2B:** For school-age children who attend child care before and/or after school:
  - The actual times the child left care to go to school and entered back into care from school must be written in. (This also applies to children attending transitional kindergarten, preschool, Head Start, etc.)

## 3 "Comments"

Use this section to document absences or variances in child care usage or abandoned care:

- If a child is absent from care (example: vacation, illness)
- If a child uses hours of care that differ from the authorized hours (example: when the parent works overtime or when the parent picks up the child late because of heavy traffic)
- If a child fails to attend care for 7 consecutive days and has not been in communication with the provider, notate attempts to contact parent

## 4 "Family Fee Certification & Receipt"

**The provider** must complete this section by entering the amount of family fees paid by the parent for the **current** month and the date the fees were paid.

- If the family does not have a family fee or current family fees were not paid, "0" should be entered in this section.
- Other fees paid (example: previous months' family fees, co-payments) should not be documented in this section.

## 5 "Provider Billing/Invoicing" (Licensed Providers Only)

- **5A: The provider** must enter the total amount invoiced for the current month of care.
  - If the provider charges monthly, the provider should enter the monthly amount for the billing month
  - If the provider charges weekly, the provider should enter all weekly amounts for the billing month
    - CDA considers Sunday – Saturday a child care week.
- **5B: The provider** must enter any registration fee and/or materials fee expected for the current month (only if applicable).

## 6 "Self-Certification"

At the end of the monthly reimbursement cycle, **both the parent and provider** must sign and date the penalty of perjury statements at the bottom of the attendance record.

- **Full signatures** (first and last name) are required.
- By signing, the parent and provider are attesting under penalty of perjury that all of the information on the attendance record is true and correct.

## Example Attendance Record



### CHILD DEVELOPMENT ASSOCIATES, INC.

1234567  
Lisc-Small-Family



0003332212345

Provider Name:	BUTTERFLY EXAMPLE (98765)	Month/Year:	January/2022
Child Name:	JIM ERECKSON	Child DOB, Age:	08/08/2008, 9 - 4
Parent Name:	JANE RICHARDS (1234)	Case Manager:	Malin Tam

JANUARY 2022

JIM ERECKSON

#### ATTENDANCE MUST BE COMPLETED DAILY

Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Time In (AM/PM)	Time Out (AM/PM)	Comments
Jan 1	Mon					<i>closed - holiday</i>
Jan 2	Tue	7:02 AM			4:26 PM	
Jan 3	Wed	6:58 AM			4:29 PM	
Jan 4	Thu	6:57 AM			4:35 PM	
Jan 5	Fri	7:00 AM			4:31 PM	
Jan 6	Sat					
Jan 7	Sun					
Jan 8	Mon	6:57 AM	8:08 AM	2:06 PM	5:02 PM	LATE PICK-UP - TRAFFIC
Jan 9	Tue	6:55 AM	8:03 AM	11:46 AM	4:30 PM	
Jan 10	Wed	7:01 AM	8:04 AM	2:04 PM	4:28 PM	
Jan 11	Thu	6:59 AM	8:10 AM	2:10 PM	4:31 PM	
Jan 12	Fri	6:59 AM	8:07 AM	2:07 PM	4:29 PM	
Jan 13	Sat					
Jan 14	Sun					
Jan 15	Mon					<i>closed - holiday</i>

Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Time In (AM/PM)	Time Out (AM/PM)	Comments
Jan 16	Tue					WITH GRANDMA
Jan 17	Wed	7:00 AM	8:11 AM	2:08 PM	4:27 PM	
Jan 18	Thu	6:58 AM	8:08 AM	2:07 PM	4:35 PM	
Jan 19	Fri	7:01 AM	8:10 AM	2:09 PM	4:27 PM	
Jan 20	Sat					
Jan 21	Sun					
Jan 22	Mon	6:56 AM	8:07 AM	2:06 PM	4:35 PM	
Jan 23	Tue	6:55 AM	8:09 AM	11:45 AM	4:28 PM	
Jan 24	Wed	6:57 AM	8:08 AM	2:07 PM	4:24 PM	
Jan 25	Thu	7:03 AM	8:09 AM	2:05 PM	4:31 PM	
Jan 26	Fri	6:56 AM	8:12 AM	2:06 PM	4:31 PM	
Jan 27	Sat					
Jan 28	Sun					
Jan 29	Mon	7:01 AM	8:11 AM	2:08 PM	4:27 PM	
Jan 30	Tue	6:55 AM	8:08 AM	11:47 AM	4:29 PM	
Jan 31	Wed	6:58 AM	8:09 AM	2:06 PM	4:30 PM	

#### SECTIONS I, II, AND III ARE REQUIRED TO BE COMPLETED

#### I. Family Fee Certification & Receipt

PART TIME MONTHLY FEE: \$56.00

FULL TIME MONTHLY FEE: \$0.00

**PROVIDER:** Enter amount of family fees and the date paid to you for the current month only (enter "0" if the family does not have a family fee OR if family fees were not paid):

Amount: \$ 56.00

Date Paid: 1/2/22

#### II. Provider Billing/Invoicing (Licensed Providers Only)

**PROVIDER:** Enter total amount billed for the current month only (do not deduct family fees):

MONTHLY \$ \_\_\_\_\_

- or WEEKLY
- |                     |                     |                     |
|---------------------|---------------------|---------------------|
| 1) \$ <u>180.00</u> | 3) \$ <u>100.00</u> | 5) \$ <u>100.00</u> |
| 2) \$ <u>100.00</u> | 4) \$ <u>100.00</u> | 6) \$ _____         |

**PROVIDER:** Enter total registration fee and/or materials fee amount expected (if applicable):

\$ \_\_\_\_\_

#### III. Self-Certification

##### PARENT Self-Certification

##### PROVIDER Self-Certification

I declare under penalty of perjury that the information provided on this attendance record is true and correct, and:  
I am not receiving any other child care subsidy for the care noted above. I certify the family fees that I am required to pay have been documented above and reflect what I have paid my child care provider. I understand family fees may not be waived under any circumstances.

I declare under penalty of perjury that the information provided on this attendance record is true and correct, and:  
I am not receiving reimbursement from any other source for the child care services provided. I certify that the family fees, as documented above, reflect the fees I received from the parent. I understand family fees may not be waived under any circumstances. I certify that the rates charged to CDA in section II above are my normal and customary rates charged to non-subsidized families.

Parent Signature:  
*Jane Richards*

Date:  
1/31/22

Provider Signature:  
*Butterfly Example*

Date:  
1/31/22

# Understanding a Notice of Action

[Title 5, § 18094, 18095]

A written Notice of Action (NOA) is issued for any formal action taken on a family's child care services. This includes approval, denial, or termination of child care services, and any changes in approved child care services or family fees.

1

## Notice of Action

- **1A: Application for Services** - This shows the date child care services are approved to begin or if services were denied.
- **1B: Recipient of Services** - This tells the parent if the NOA is for a change in approved services or if care is being terminated. This section also has the effective date of the action that will be taken and the final date to file an appeal if the parent feels the action being taken is incorrect.

2

## Distribution of Notice

This shows how the NOA is distributed to the parent; either it is given in-person or mailed.

3

## Parent/Caretaker Information

This has the parent's name, address and telephone number.

4

## Approved Child Care Services

This shows who the approved children are, the funding source of their child care services, and the amount of care they are approved to use. This section also shows the full-time monthly and part-time monthly family fees, if any.

5

## Basis for Family Eligibility for Services

This shows the family's documented eligibility for subsidized services (example: income eligible).

6

## Basis for Family Need for Services

This shows the family's documented need for subsidized services (example: employment, vocational training).

7

## Reason for Action

This describes the action taken on the family's child care case (such as a change in child care hours, family fee or termination of services) and the effective date of the action.

8-10

## Agency Information

These sections give information on the agency representative who is taking the action on the child care case.

## Example Notice of Action

State of California – Health and Human Services Agency

California Department of Social Services

### NOTICE OF ACTION



1A

#### 1. NOTICE OF ACTION (COMPLETE EITHER 1.A. OR 1.B.)

<b>1.A. Application for Services</b> <input type="checkbox"/> Services Approved to Begin: _____ Date _____  <input type="checkbox"/> Services Denied If appealed, appeal is due by: _____ Date _____  <i>Appeal directions can be found at the end of this document.</i>	<b>1.B. Recipient of Services</b> <input checked="" type="checkbox"/> Change in Services <span style="float: right; border: 1px solid black; border-radius: 50%; padding: 2px 5px;">1B</span> <input type="checkbox"/> Termination of Service <input type="checkbox"/> Termination of Service for Delinquent Fees Effective Date of Action: <u>05/18/2022</u>  If appealed, date appeal is due by: <u>06/06/2022</u>
--	--

2

#### 2. DISTRIBUTION OF NOTICE

<input type="checkbox"/> Notice Given to Parent/Caretaker	Notice Mailed: <input checked="" type="checkbox"/> First Class <input type="checkbox"/> Other: _____	Date Notice Given or Mailed: <p style="text-align: center;">05/18/2022</p>	Tracking No.: _____
Recipient's Initials: _____			

3

#### 3. PARENT/CARETAKER INFORMATION

Parent/Caretaker A (12345) BUTTERFLY PARENT	Parent/Caretaker B		
Address 123 Founders Lane	City El Cajon	Zip 92019-2344	Telephone (619) 427-4411

4

#### 4. APPROVED CHILD CARE SERVICES (Complete all information for each child approved for services.)

Name(s) of Child(ren) Receiving Services	Program Code	School	Enter Approved Hours of Enrollment						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat
BUTTERFLY CHILD	CAPP	School		7:15AM - 8:55AM 4:00PM - 5:45PM	7:15AM - 8:55AM 4:00PM - 5:45PM	7:15AM - 8:55AM 4:00PM - 5:45PM	7:15AM - 8:55AM 4:00PM - 5:45PM	7:15AM - 10:00AM 4:00PM - 5:45PM	
		Vacation		7:15AM - 5:45PM	7:15AM - 5:45PM	7:15AM - 5:45PM	7:15AM - 5:45PM	7:15AM - 5:45PM	

Monthly Family Fee \_\_\_\_\_ Part-time: NA Full-time: NA

5

#### 5. BASIS FOR FAMILY ELIGIBILITY FOR SERVICES

Income Eligible (Reference Family Fee Schedule or Income Ceiling for Admission to State Preschool Programs.)

#### 6. BASIS FOR FAMILY NEED FOR SERVICES

Employed or Seeking Employment 6

7

#### 7. REASON FOR ACTION: *State the specific reason(s) services were denied, changed, or terminated.*

8

#### 8. AGENCY NAME

Child Development Associates

9

#### 9. NAME/TITLE OF AGENCY REPRESENTATIVE

Charles Brown / Child Care Eligibility Specialist II (619) 427-4411 x0011

10

#### 10. SIGNATURE OF AGENCY REPRESENTATIVE

x \_\_\_\_\_

The agency must complete the information on page 2 before the Notice of Action is issued.

The last page of the Notice of Action has information on parents' appeal rights and step-by-step instructions on how to file an appeal with CDA and with the California Department of Social Services.

Parents are asked to please take the time to carefully read each and every Notice to be sure they understand the action being taken. If any part of a Notice of Action is not clear, parents should contact their Child Care Eligibility Specialist right away for clarification.



# Glossary of Terms

## **Adjusted Monthly Income**

The total countable income, minus verified child support payments paid by the parent whose child is receiving child development services excluding any non-countable income (see “non-countable”).

## **Alternate Provider**

A provider used when the parent’s regular provider is unavailable due to vacation or holidays, or if the child is ill and cannot attend the regular provider.

## **Amount Invoiced**

The provider’s expected reimbursement amount as written on the attendance record. This amount must be based on the rates on file with CDA and must be equal to or lower than the amount charged non-subsidized families for like care.

## **AP Fiscal Payments**

The division of CDA’s AP Program responsible for processing reimbursements issued to providers, based on the attendance records submitted.

## **Appeal Request Period**

The timeframe during which a parent may file an appeal to a Notice of Action (NOA) issued. The appeal request period will be at least 14 calendar days from the issue date of the NOA if it is given to the parent and at least 19 calendar days from the issue date of the NOA if it is mailed to the parent.

## **Case Management Department**

The division of CDA’s AP Program whose staff is responsible for collecting and processing paperwork to document and determine a family’s eligibility for subsidized services, and issuing notices to parents when the family’s data file has been updated and/or child care services have been approved, denied, or changed.

## **Certified Child Care Schedule**

The number of hours per day and/or week child care is authorized based on the family’s need and any applicable travel time, sleep time, and/or study time requested.

## **Certify Eligibility**

The formal process CDA goes through to collect information and documentation to determine that the family and/or child meets the criteria for receipt of subsidized child development services.

## **Child**

Any of the following:

- A child in the family under the age of 18 years old
- A child in the family who is less than 21 years old, has exceptional needs and is physically or mentally incapable of caring for himself or herself as determined by a legally qualified professional

## **Child Protective Services (CPS)**

Children receiving protective services through the local county welfare department as well as children identified by a legal, medical, social service agency or emergency shelter as abused, neglected or exploited or at risk of abuse, neglect or exploitation.

## **Children with exceptional needs [WIC 10213.5 (I)]**

- Infants and toddlers under three years of age who have been determined to be eligible for early intervention services. These children include an infant or toddler with a developmental delay or established risk condition, or who is at high risk of having a substantial developmental disability. These children shall have active individualized family service plans (IFSP), shall be receiving early intervention services, and shall be children who require the special attention of adults in a child care setting.
- Children 3 to 21 years of age, inclusive, who have been determined to be eligible for special education and related services by an individualized education program team and who meet eligibility. These children shall have an active individualized education program (IEP), shall be receiving early intervention services or appropriate special education and related services, and shall be children who require the special attention of adults in a child care setting. These children include children with intellectual disabilities, hearing impairments (including deafness), speech or language impairments, visual impairments (including blindness), serious emotional disturbance (also referred to as emotional disturbance), orthopedic impairments, autism, traumatic brain injury, other health impairments, or specific learning disabilities, who need special education and related services.

## **Co-payment**

Any usual and customary provider charges that exceed the maximum subsidy amount. The family shall be responsible to pay the provider the difference between the provider’s rate and the maximum subsidy amount.

## Countable Income

All income of the individuals counted in the family size that includes but is not limited to:

- Gross wages or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings
- Wages for migrant, agricultural, or seasonal work
- Public cash assistance (CalWORKs cash aid)
- Gross income from self-employment less business expenses with the exception of wage draws
- Disability or unemployment compensation
- Workers' compensation
- Spousal support, child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support
- Survivor and retirement benefits
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
- Rent received for room within the family's residence
- Foster care grants, payments or clothing allowance for children placed through child welfare services
- Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
- Veterans pensions
- Pensions or annuities
- Inheritance
- Allowances for housing or automobiles provided as part of compensation
- Insurance or court settlements for lost wages or punitive damages
- Net proceeds from the sale of real property, stocks, or inherited property
- Other enterprise for gain

## Declaration

A written statement signed by a parent/provider under penalty of perjury attesting that the contents of the statement are true and correct to the best of the parent's/provider's knowledge.

## Diversions Services

One-time assistance services provided by the county welfare department, either in cash or in non-cash services, to an otherwise CalWORKs eligible family, when the county welfare department determines that such assistance will help the family avoid becoming a CalWORKs cash aid recipient.

## Documentation to identify all children in the family

One of the following:

- Birth records
- Court orders regarding child custody
- Adoption documents
- Records of foster care placements
- School or medical records
- County welfare department records or
- Other reliable documentation showing the relationship between the parents and the children deemed acceptable by CDA
  - If the enrolling parent is not the biological or adoptive parent and does not have court documentation of guardianship, custody or legal responsibility for the child, the enrolling parent must provide a statement signed under penalty of perjury by the biological parent, that includes the current residence of the child, the name and relationship of the person with whom the child is living, and the circumstances leading to the child being in the guardian's care.

## Enrollment Department

The division of CDA's AP Program whose staff is responsible for the initial screening of families who are interested in enrolling into the program.

## Family

The parents and the children for whom the parents are responsible who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and the child's siblings are living in a family that does not include their biological or adoptive parent, "family" will be considered the child and related siblings.

## Family Fee

The "share of cost" which a family must pay for child care services. It is a flat-rate monthly fee based on the Family Fee Schedule.

## Family Fee Schedule

The sliding fee scale issued by the California Department of Social Services which is used to assess family fees for families receiving child care and development services. The family fee assessed will depend on a family's gross monthly income, family size and the certified hours of child care.

## **Fiscal Year**

July 1st through June 30th.

## **Family Experiencing Homelessness** (per the McKinney-Vento Homeless Act)

An individual who lack a fixed, regular and adequate night-time residence and includes:

- Children and youth who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason
- Children and youth who may be living in motels, hotels, trailer parks, shelters
- Children and youth who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings
- Children and youth who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings, or
- Migratory children who qualify as homeless because they are children who are living in similar circumstances listed above

## **Income Eligible**

That a family's adjusted monthly income is at or below 85 percent of the state median income for their family size.

## **Income Fluctuation**

Income which varies due to migrant, agricultural, or seasonal work; inconsistent and/or unstable employment or self-employment resulting in an inconsistent pattern of income; or intermittent, occasional, sporadic, or infrequent earnings or income, including but not limited to bonuses, commissions, lottery winnings, inheritance, back child support payment, overtime, or net proceeds from the sale of real property or stock.

## **Independent Contractor**

One that contracts to do work or perform a service for another and that retains total and free control over the means or methods used in doing the work or performing the service.

## **Ineligible Provider**

A person or program who does not meet State and CDA requirements for participation as a provider in the Alternative Payment Program. This includes:

- Anyone under the age of 18 years
- A parent, stepparent or guardian of the child
- Anyone who cannot provide all required documentation, such as a valid social security card and picture ID

- Anyone who was denied TrustLine clearance or is living in a home where an individual was denied TrustLine clearance
- Anyone whose TrustLine clearance has been revoked or is living in a home where an individual's TrustLine clearance was revoked
- Anyone living in a family child care home that was closed by Community Care Licensing
- Anyone living in the same home as the absent parent of a child receiving services
- A licensed child care facility whose license has been temporarily suspended or revoked
- A licensed child care facility that has been closed by Community Care Licensing
- Overnight camps, unlicensed nature or recreation or other program that does not meet Community Care Licensing or license exempt requirements
- Anyone who has participated in any of CDA's programs, as a provider or parent, and is actively being investigated for fraud
- Anyone who has participated in any of CDA's programs, as a provider or parent, and had been determined to have committed fraud or the intentional misrepresentation of eligibility within the past two (2) years
- Anyone who has participated in any of CDA's programs, as a provider or parent, and had been determined to have committed fraud or the intentional misrepresentation of eligibility, and has not yet repaid the cost of all ineligible services (including administrative costs) used and any past due family fees to CDA.

## **Ineligible Reimbursement**

The reimbursement a provider received but was not eligible for due to one or more of the following:

- CDA error
- The provider overcharging CDA
- Fraud or intentional misrepresentation of the provider's information or a child's attendance

## **Ineligible Services**

The child care a family used but was not eligible for due to fraud or the intentional misrepresentation of eligibility and/or need.

## **Legally Qualified Professional**

A person licensed under applicable laws and regulations of the State of California to perform legal, medical, health or social services for the general public.

## Means-Tested Government Program

A government program in which a member of the family has been certified as eligible to receive benefits. These programs include:

- Medi-cal
- CalFresh
- Child only cash aid
- California Food Assistance Program
- WIC
- The Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start
- CalWORKs

## Non-countable Income

Income of individuals counted in the family size that is not included in the family's adjusted monthly income. Non-countable income includes:

- Earnings of a child under age 18 years
- Loans
- Grants or scholarships to students for educational purposes other than any balance available for living costs
- Federal Supplemental Assistance Program (CalFresh/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance
- Earned Income Tax Credit or tax refund
- GI Bill entitlements, hardship duty pay, hazardous duty pay, hostile fire pay, or imminent danger pay
- Adoption assistance payments received
- Non-cash assistance or gifts
- All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits
- Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
- Reimbursements for work-required expenses such as uniforms, mileage, or per diem expenses for food and lodging
- Business expenses for self-employed family members
- When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in the gross pay
- Disaster relief grants or payments, except any

portion for rental assistance or unemployment

- AmeriCorps Volunteers in Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants.

## Notice of Action (NOA)

A written statement of specific information issued by CDA that informs the family of the agency's decision to approve or deny child care services, or informs the family receiving child care services that a change has been made to their services.

## Parent

A biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner of the parent or any other adult living with a child who has responsibility for the care and welfare of the child.

## Parental Incapacity

The temporary or permanent inability of the children's parents to provide care or supervision of the children for part of the day due to physical or mental health problems.

## Picture identification to document the identity of each parent

A current:

- Driver License
- California ID
- Passport
- University ID
- Military ID or
- Other verifying picture ID deemed acceptable by CDA (example: work ID, alien registration card, certificate of naturalization)

## Proof that the child receiving services lives in the state of California

One of the following:

- Rental/lease agreement for the current lease period
- Utility bill (example: gas/electric, cable/Internet) dated within two (2) months
- Current child support orders or other legal child support forms
- Current driver license or California ID card
- Current vehicle registration card or vehicle insurance policy; **or**
- Other current documentation of the parent/child's address deemed acceptable by CDA



## **Provider Services Department**

The division of CDA's AP Program whose staff is responsible for the enrollment of providers and maintenance of a provider's file with CDA.

## **Regional Market Rate Ceilings (RMRC)**

The maximum reimbursement amounts for rate categories, determined by the state of California, limiting the amount CDA can reimburse providers. These ceilings are also the maximum reimbursement amounts parents are eligible for.

## **Set Schedule**

A set child care schedule will be approved when the total number of hours of the parent's need activity is consistent and/or stable week to week.

## **Severely disabled children [WIC 10213.5 (y)]**

Children with exceptional needs from birth to 21 years of age, inclusive, who require intensive instruction and training in programs serving pupils with the following profound disabilities: autism, blindness, deafness, severe orthopedic impairments, serious emotional disturbances, or severe intellectual disabilities. "Severely disabled children" also include those individuals who would have been eligible for enrollment in a developmental center for handicapped pupils.

## **Temporary Suspension of Services (TSS)**

A leave of absence from child care services, during which a family voluntarily requests their services to be put on hold and their child care slot is held.

## **TrustLine**

TrustLine is California's registry of in-home child care providers who have been through a criminal background screening and clearance process. A background check discloses information about any criminal history a potential child care provider may have. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California.

## **Variable Schedule**

A schedule in which the total number of hours worked each week is inconsistent and/or unstable from week to week. Variable child care schedules are authorized "up to" a maximum number of days and hours per week, within authorized days and times.



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