Subsidized Child Care Program Handbook

For Parents & Child Care Providers

Revised November 2017
Car Seat Connection...........................................(707) 553-5543
Community Care Licensing:
  Parents: to check for complaints.. (844) 538-8766
  All other calls ....................................(707) 588-5026
Child Support ............................................(866) 901-3212
Child Protective Services .........................(800) 544-8696
Crisis Line (Psychiatric Emergencies)..........(707) 784-2140
D.O.J. (To Check Status of Fingerprints)...(916) 227-4557
Health & Social Services.........................(800) 400-6001
Live Scan (For Appointments) .....................(800) 315-4507
TB Test - Fairfield (Health Clinic) ...............(707) 784-2010
TB Test - Vallejo (Health Clinic) ...............(707) 553-5509
TrustLine Questions...............................(800) 822-8490

SFCS Resource #s (707) 863-3950 Extension
Child Care Referral Line (For Parents) ...............709
To Join the Child Care Food Program
(For Licensed or TrustLine Cleared Providers) ....133
Licensing Orientation Meeting (To Become Licensed).752

Family Resource Centers
Benicia.........................................................(707) 746-4352
Dixon.........................................................(707) 678-0442
Fairfield (On Dover Avenue) .................(707) 421-3961
Fairfield (On Kidder Avenue) ..............(707) 421-3224
Rio Vista......................................................(707) 374-5243
Suisun..........................................................(707) 421-4398
Vacaville.....................................................(707) 469-6608
Vallejo (Greater Vallejo) .................(707) 648-5230
Vallejo (North)............................................(707) 556-8291, ext. 56540
Vallejo (East).............................................(707) 556-5700, ext. 51125
Vallejo (South) ...........................................(707) 556-8580, ext. 58638

If you are a Provider, call your Provider Services Specialist (PSS) when you need to . . .
  • Discuss a reimbursement you need to receive.
  • Request CCAFs for more than one family.
  • Discuss rates.

If you are a Provider, call the Parent’s Family Services Specialist (FSS) when you need to . . .
  • Check on the eligibility of a parent who would like you to care for their child.
  • Request CCAFs (Child Care Attendance Forms) for the children of one family.

Would you like to submit paperwork on:
  • Tuesday mornings (when we are closed to the public)?
  • The third Friday of the month (when we are closed to the public)?
  • Evenings?
  • Weekends?
  • Holidays?

There is a Brown mailbox located just outside our front door. You can drop your forms in the mailbox, and we will retrieve them when we open our doors to the public.

This can be especially helpful when you are trying to meet a Monday Child Care Attendance Form (CCAF) deadline.

Reminder: We do NOT extend Monday CCAF deadline days, when a holiday falls on a Monday!
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INTRODUCTION

SOLANO FAMILY & CHILDREN’S SERVICES (SFCS) is a private, non-profit agency which provides a wide variety of services to children and families in Solano County. Our mission is to promote and advocate for the well-being of children, their families, and child care providers by offering access to a variety of child care resources.

The Subsidized Child Care Program is designed to provide full or partial reimbursement of child care services on behalf of eligible families. The goal of this program is to assist and promote the health, growth, care, development, and education of children in Solano County by providing child care, while their parents continue their employment, education, or training. Some programs serve children receiving Child Protective Services (CPS) and other children at risk of abuse or neglect.

SFCS does not provide direct child care services. We help parents choose the child care provider who best meets the needs of their family & child. We have a Resource & Referral Program that can help parents in our community find licensed child care providers. It is the parent’s responsibility to select the child care provider who best meets their family’s needs. However, all providers must meet certain requirements per Federal, State and Local laws, regulations, and guidelines. SFCS can make reimbursements to Licensed Family Child Care Providers, Licensed Centers and Pre-Schools, License-Exempt/TrustLine Registered Providers (including before/after school programs) and In-Home Child Care Providers who meet all requirements.

SFCS staff are available to give information to parents & providers about program requirements/policies, and to help complete forms.

SFCS staff are mandated to report suspected child abuse. Suspected violations of a child’s health and safety rights will be reported to Child Protective Services or the local authorities.

Parents and providers are encouraged to attend workshops on Child Development, Parenting Skills, Health & Safety, and other child care related topics offered by us and other partnering agencies. Most workshops/trainings are also open to the general public.

For more information about the variety of services we offer, please refer to our agency brochure; visit our website at www.solanofamily.org; or call us at (707) 863-3950.

NOTE: The following services are not considered “child care”. As such, SFCS is not able to reimburse for these services:

- Transportation Fees (when provided alone, and not as part of a package that covers the approved child care hours);
- Private School Tuition K-12 (we only reimburse for extended child care services);
- Days/hours that public schools are open & available to school-age children;
- Tutoring Services.

DEFINITIONS

NOTE: Throughout this handbook you will see words which are italicized. For your reference, we have included the definitions below as we use them.

CalWORKs: California Work Opportunities and Responsibility to Kids. This is California’s version of welfare reform.

Certificate for Child Care Services (Certificate): The Certificate is also known as a NOC (Notice of Communication – Provider Copy). This is the document that is issued to both the Parent and the Provider to inform them of the approved child care hours and time frame of services for which SFCS will reimburse the Provider. A NOC is also issued to inform the Parent & Provider of a Family Fee, when one is assigned to be collected by the Provider.

Child Care Authorization (CCAUTHO): The document issued by the parent’s County Worker which authorizes SFCS to approve child care services for a particular family. This authorization includes the dates of service, the schedule or hours per week, the need for our services, etc.

Child Care Fraud: When a parent or provider provides false information, or acts in a fraudulent manner with the intention of receiving subsidized child care services or reimbursement for subsidized care. SFCS partners with the Solano County Special Investigations Bureau in some cases.

Co-payments: The difference between what the provider charges for his/her services and the amount SFCS can reimburse (based on the Regional Market Rate Ceilings (RMRCs)regulations). The enrolled parent is responsible for paying this difference directly to the provider. A parent MAY have to pay a co-payment and, at the same time, have to pay family fees. One does not offset the other.

County Worker: The Worker at the Solano County Health and Social Services Department (Welfare Department) assigned to a person’s case, who approves their Welfare-to-Work plan, and authorizes their child care services.

Subsidized Parents: Please remember to immediately report to us when you plan to change child care providers.
Days: Calendar days unless otherwise noted.

Days of Non-Operation (DNOs): Days that a provider would normally be open for business, but due to the provider's holiday, vacation, or staff development day, the facility is closed for business.

Delinquent Fees: Family fees are considered delinquent (late) if they are not paid before the Child Care Attendance Form (CCAF) is submitted to SFCS. Providers will receive a Delinquent Fee Notice if this is the case.

Exceptional Needs Children: Children who have an active Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP), and are receiving early intervention services or appropriate special education and services, and require the special attention of an adult in a child care setting.

Family Fee: A family fee chart is prepared by the State Department of Finance to have parents share in the cost of child care. They also allow us to offer services to other families in need of subsidized child care. The amount of the fee the family is expected to pay is based on the countable gross monthly income of the family, the size of the family, and the certified hours of care. Not all families are required to pay a family fee. These fees are paid by the parent, directly to his/her provider. A parent MAY have to pay a family fee and, at the same time, have to pay the provider a co-payment. One does not offset the other. TANF Cash Aided families do not pay family fees. CPS and At-Risk families may have their family fee waived for up to 12 months.

Fiscal Year: SFCS runs on the State's Fiscal Year calendar which starts on July 1st and ends on June 30th of the following year.

FSS: Family Services Specialist is the enrolled parent's case manager at SFCS. This is the person responsible for determining the family's eligibility for child care services.

Notice of Action (NOA): A written notification issued by SFCS that informs parents of SFCS' decision to approve or deny child care and development services. NOAs are also issued to inform parents that they no longer meet our program's “need” or “eligibility” requirements, or that the level of services will change, or to inform the parent of a family fee.

Notice to Provider (NTP): A written notification issued by SFCS that informs providers and parents of an action being taken by SFCS which may affect reimbursements to the provider.

Parent: A person living with a child who is responsible for the care and welfare of that child.

Provider: A person (other than the parent) who takes care of a child for part of the day, for a fee.

Provider’s Notice Period: The provider’s required advance notice when an enrolled child will no longer be attending that provider’s child care facility. This period of time is based on the provider’s business practices as applicable to all families/children whether subsidized or private-pay. The notice period may be waived at the provider’s request or with the provider’s consent. SFCS will reimburse this notice period, only if the child is in attendance.

PSS: Provider Services Specialist is the provider's case manager at SFCS. This is the person responsible for assuring the provider’s eligibility to participate in the Subsidy Program, and for processing the provider’s reimbursements.

RMRCs (Regional Market Rate Ceilings): The maximum we can reimburse providers for child care services based on the county they provide care in.

SCHSSD: Solano County Health and Social Services Department – commonly known as the Welfare Department.

TANF: Temporary Assistance to Needy Families – Cash Aid for low-income families through the county.

DESCRIPTION OF PROGRAMS

SFCS runs all existing voucher-based child care services in Solano County. A brief description of these programs can be found below. For more detailed information, please call SFCS.

CalWORKs CHILD CARE PROGRAMS –

There is no waiting list to be enrolled onto Stage 1 or Stage 2, when the family meets certain requirements.

The CalWORKs programs serve families when the parents are currently receiving TANF cash aid or have received it within 24 months before completing the initial application process for child care services with SFCS. These families may receive child care services while they participate in an approved Welfare-to-Work activity. There are three (3) stages to the CalWORKs programs. We move families through these stages of child care as smoothly as possible. Each of these stages has different eligibility requirements; however, the CalWORKs Child Care System is designed to continue services to eligible families without interruption. For more information about these programs, please see our Subsidized Child Care Program brochure.

✓ Funding Sources: Solano County Health and Social Services Department & State Department of Education, Early Education and Support Division;
✓ Funding Codes: CDSS/C2AP/C3AP;
✓ Child’s Age Limit: Under age 13 (under age 22 if the child has exceptional needs or is severely disabled);
✓ Service Delivery Area: Receiving TANF in Solano County; a former TANF recipient now living or participating in an approved activity in Solano County; or using a provider located in Solano County.

Each day of our lives we make deposits in the memory banks of our children. ~ Charles R. Swindoll ~
CALIFORNIA ALTERNATIVE PAYMENT PROGRAM (CAPP)

SFCS also runs the CAPP Subsidized Child Care Program. This is the only SFCS subsidized program that serves families in which the parent is not eligible for the CalWORKs Child Care Programs. CAPP covers child care services while parents work, go to school, or look for work. A family may also be eligible for services if the child is receiving Child Protective Services; the child is at risk of abuse or neglect; the parent is incapacitated; or the family is homeless.

- **Funding Source**: State Department of Education, Early Education and Support Division;
- **Funding Code**: CAPP;
- **Child’s Age Limit**: Under age 13 (under age 22 if the child has exceptional needs or is severely disabled);
- **Service Delivery Area**: Living or participating in an approved activity in Solano County, or using a provider located in Solano County.

SUBSIDIZED CHILD CARE PROGRAM ELIGIBILITY LIST

SFCS maintains an eligibility list (waiting list) for the CAPP program. Enrollment from this list is based on the admission priorities set by the California State Department of Education/Early Education and Support Division. Families wait on the list until they are served or until they stop updating their eligibility information. For more information, or to refer a family in need, please call SFCS during our regular hours of operation and ask for our eligibility list representative.

**NOTE**: There is no waiting list for enrollment onto a CalWORKs program.

**ELIGIBILITY & NEED FOR CHILD CARE SERVICES**

Eligibility and need for child care services is determined by guidelines established by the funding source (State Department of Education, Early Education and Support Division; Department of Social Services; Solano County Health and Social Services Department; etc.)

**Eligibility** and **Need Criteria**. In the parenthesis ( ) after each criterion, we have listed the funding code of the program(s) these criteria apply to.

To receive subsidized child care services, families must meet at least one (1) criterion (the conditions described after each letter in the lists below) in each of the “Eligibility” AND “Need” areas that follow:

**ELIGIBILITY CRITERIA** (Eligibility will be established by A, B, C, D, E, or F)

Families eligible due to criteria B, C, or F must also be income eligible in order to receive our services.

A. The parent is currently receiving CalWORKs Cash Aid. (CalWORKs Stages 1 & 2, and CAPP only)
B. The parent has received CalWORKs Cash Aid within 24 months of the time he/she completes an application for subsidized child care services; or he/she received a lump sum diversion payment or diversion services. (CalWORKs Stages 1 & 2 only)
C. The family is income eligible. Income is based on the size of the family and the amount of countable gross monthly income earned or received by all family members counted in the family unit. (All Programs)
D. The family is homeless. (CalWORKs Stages 2 & 3, and CAPP only)
E. The child is in need of, or at risk of needing protective services and has been referred to SFCS by a legally qualified professional. (All Programs)
F. The parent has fully exhausted his/her 24 months of eligibility for transitional child care services in CalWORKs Stages 1 and 2. (CalWORKs Stage 3 and CAPP only)

**NEED CRITERIA** (Need will be established by A, B, C, D, E, F, or G)

A. The parent is employed. (All programs)
B. The parent is seeking employment. (All programs)
C. The parent is participating in an approved vocational training/school leading directly to a recognized trade, paraprofession or profession. (All programs except CalWORKs Cash-Aided Clients, unless authorized by SCHSSD)
D. The parent is seeking permanent housing for family stability. (CalWORKs Stages 2 & 3, and CAPP only)
E. The parent is incapacitated, including a medical or mental special need, to the extent that the parent’s ability to provide normal care for the child is significantly limited. SFCS will supply a Statement of Incapacity Form to be completed by a legally qualified health professional. (All Programs – See ‘One Adult Household Rule’/’Two Adult Household Rule’ on pages 7 and 8 for more details)
F. The parent is participating in an activity that has been approved by SCHSSD. (CalWORKs Cash-Aided Clients)
G. The parent is participating in job retention services approved by SCHSSD. (CalWORKs Stages 1, 2, & 3 only)

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*Child Care Providers: One way to support the parents you serve, is to help them find a back-up child care provider, by calling the SFCS Resource & Referral Program at (707) 863-3950, #709.*
DESCRIPTION OF NEED STATUS

Note to CalWORKs Stage 1 (CDSS) Families: While you are receiving TANF cash assistance, SFCS must have a CCAUTHO from your County Worker in order to approve your child care services, unless you need child care because you are working.

EMPLOYMENT – Stage 2, Stage 3, & CAPP Programs

When the parent is approved to use child care services while he/she is working, the hours of care may cover the parent's work hours (including the lunch break) and the amount of time it takes the parent to travel between the work site and the child care facility. Travel time is limited, and in some cases, may require additional documentation.

SELF-EMPLOYMENT – Stage 2, Stage 3, & CAPP Programs

All self-employed persons must meet city, county, state and federal licensing regulations and ordinances. As such, SFCS will require the parent to submit a copy of his/her business license or permit, as applicable. A Self-Employment Declaration (supplied by SFCS) must be completed in order for child care services to be approved for self-employed parents. One or more of the following documents may be required, to determine eligibility:

- A letter from the source of employment/income;
- Receipts of earnings and expenses;
- A copy of the Profit and Loss Statements used to file income taxes;
- A copy of the income tax return that has been filed with the IRS and the California State Franchise Tax Board;
- Other documents as applicable.

A Self-Employment Log must be maintained by the parent on a daily basis (including a list of clients and their contact information), and submitted to SFCS upon request.

SEEKING EMPLOYMENT (Non-Aided Clients)

Child care services for parents who are seeking employment may be provided for up to five (5) days per week, less than 30 hours per week.

SEEKING EMPLOYMENT (Aided Clients in Stage 1—CDSS)

Stage 1 (CDSS) clients who are receiving TANF cash-aid must notify their County Worker if they need child care services in order to look for work. SFCS will not be able to provide child care services for seeking employment to Cash-Aided clients, without a CCAUTHO from their County Worker.

STUDENT PARENTS

Vocational training is limited to six (6) years from the first day of approved child care services, or 24 semester units if the parent already has a bachelor's degree, whichever comes first. SFCS will require proof of progress of classes. Student parents must also maintain at least a “C” (2.0) Grade Point Average—failure to do so may result in termination of child care services while the parent participates in a school/training program. When parents are enrolled in classes that do not use letter grades, they must pass at least 50% of their classes or meet the training institution’s standards for making adequate progress.

If adequate progress is not made within the time limits provided, child care services for school/training will terminate. However, services may continue if the parent has another qualifying need for child care.

PARENTAL INCAPACITY

In some cases, SFCS can approve up to 50 hours of child care per week, for a parent who is not able to care for his/her child, without assistance, due to a medical/mental condition. In such cases, a legally qualified health professional must complete a form (supplied by SFCS) describing the parent’s limitations, and for how long the service is needed.

One-Adult Household Rule

If there is only one (1) adult counted in the family size, and that adult is or becomes incapacitated (as described in the previous paragraph), the family MAY be eligible for services under all programs except CalWORKs Stage 1 (CDSS)—as long as all other eligibility and need criteria are met.

Under this need status, the provider chosen by the parent cannot be reimbursed by SFCS if he/she is a sectarian provider, which is a provider who includes religious activities/practices in their daily routine while caring for children.

The greatest legacy one can pass on to one's children and grandchildren is not money or other material things accumulated in one's life, but rather a legacy of character and faith. ~ Billy Graham ~
Two-Adult Household Rule

If there are two (2) or more adults counted in the family size, and one (1) adult is or becomes incapacitated (as described above), while the other adult is able to participate in an approvable activity, the family may be served in any of our programs, as long as all other eligibility and need criteria are met.

If both/all adults counted in the family size are incapacitated (as described above), the same provider restrictions apply as stated under the One-Adult Household Rule.

CHILD PROTECTIVE SERVICES/AT-RISK CHILDREN

Families with a child who has been abused or neglected, or is at risk of abuse or neglect, may be eligible to receive child care services as part of the family's plan to reduce the child's risk. In these cases, SFCS needs a written referral for Child Protective Services/At-Risk child care from a legal, medical, or social service agency which includes the name of the child needing services; specific child care hours being requested; and the date range these services will be needed.

INITIAL APPLICATION PROCESS

SFCS staff will provide an overview about our agency and the Subsidized Child Care Program Rules and Regulations. We will also help parents become familiar with program forms and participation expectations.

FSSs will interview parents on an individual basis. The application process includes many required documents that help us determine the parent's Need & Eligibility for our services. Some documents will be requested from the parent before their appointment date. Each parent will be mailed or given a list of required documents based on their individual case. The application process is considered incomplete if we do not receive the required documents.

The application must be signed by the parent before the application process will be considered complete (except for families in the Stage 1 (CDSS) program).

IMMUNIZATION RECORDS & EMERGENCY CONTACT INFORMATION

All providers are expected to collect immunization records for all non-school-age children. Personal/Religious Belief Exemptions for Immunizations are not allowed.

Children are exempt from immunization requirements only if a parent or guardian submits a written statement from a licensed physician (M.D. or D.O.) which states:

- That the physical condition or medical circumstances of the child are such that the required immunization(s) is/are not indicated;
- Which vaccines are being exempted;
- Whether the medical exemption is permanent or temporary;
- The expiration date, if the exemption is temporary.

Emergency contact information for all enrolled children must be on file with SFCS before enrollment onto our program. An Emergency and Identification Information Form will be issued to the parent before, or at the time of, their initial interview with an FSS.

NOTE ABOUT RETROACTIVE PAYMENTS

Under CalWORKs Stage 1, SFCS cannot reimburse for child care services provided for more than 30 days BEFORE the parent's initial request for reimbursement of these services through his/her County Worker or an FSS at SFCS. This also applies when changing child care providers.

Under all other programs administered by SFCS (other than Stage 1 (CDSS)), we cannot reimburse for child care services provided for ANY AMOUNT OF TIME BEFORE the application process is COMPLETE and SFCS has EVERYTHING we need to determine the family’s eligibility for services. It is important that the parent QUICKLY submit ALL required documents and information to SFCS so that the approval process is not delayed.
RECERTIFICATION PROCESS

Recertification is the process of determining a family’s continued need and eligibility for child care services. Failure to complete the Recertification process within the timeframe given will result in termination or non-reimbursement of child care services by SFCS.

For families enrolled in the Stage 2, Stage 3, or CAPP Programs, SFCS requires a face-to-face Recertification interview every 12 months. The parent will receive a Recertification Notice with all the details specific to their case, including a list of documents/information required to determine continued eligibility. If there are changes SFCS was not aware of, we may request more documentation at the time of the interview.

UPDATE PROCESS

The purpose of the update is to bring the parent’s services in line with their need.

An update can be done face-to-face or over the phone by providing the FSS with information regarding changes as stated on page 11.

An update may be brought on by the parent or their County Worker. The parent may receive an Update Letter. If the parent does not complete the update process within the timeframe given, his/her child care services will remain as previously approved, until the 12-month Recertification time.

Stage 1 (CDSS) cases are updated based on CCAUTHOs received from the County Worker.

CHILD CARE HOURS AND ARRANGEMENTS

Approved child care hours are based on the parent’s authorized activity, which depends on the parent/child’s eligibility and need criteria (see page 6). These hours include lunch & transportation time, study time (for student parents), and in some cases, sleep time for parents who work the graveyard shift, as allowed by the program in which the parent is enrolled.

NOTE: The following services are not considered “child care”. As such, SFCS is not able to reimburse for these services:

- Transportation Fees (when provided alone, and not as part of a package that covers the approved child care hours);
- Private School Tuition K-12 (we only reimburse for extended child care services);
- Days/hours that public schools are open & available to school-age children;
- Tutoring Services.

VERIFICATION OF STATUS

The parent will be required to complete an Authorization for the Release of Information form, which will be used by program staff to obtain and verify the family’s income, need status, grant status, and any other necessary information in order to determine eligibility for child care services. Program staff will contact employers, school administrators, social service agencies, doctors, etc. as needed.

It is the responsibility of the parent to pay the provider directly for any extra hours of care that are not listed on the Certificate—until those additional/new hours are approved by the FSS.

If the parent works overtime, and needs SFCS to reimburse the provider for the extra hours of child care used, he/she must turn in proof (from the employer) of the dates and times worked. This does not require a new Certificate.

SHARED CUSTODY

When the care of a child is shared by separated/divorced parents, SFCS will only reimburse for child care while the child is in custody of the enrolled parent. The provider will only be reimbursed for actual services, and not to hold a spot until the child returns to the provider’s care. The enrolled parent will be required to give written information to SFCS, and to the provider, as to when the child will be in the other parent’s custody.

LEAVE OF ABSENCE (LIMITED TERM SERVICE LEAVE)

If the enrolled parent will temporarily not need subsidized child care services, the parent may continue to take the child to the provider during the days/hours listed on the Certificate. However, if the child will STOP going to their provider, we ask that the parent immediately report this to their FSS. If the child stops attending, SFCS will not make reimbursements to the provider during this period, and the provider may choose to discontinue services to the family. If this happens, the family will remain enrolled in the subsidy program during their 12-Month Eligibility Period, until they are recertified. When the parent is ready to resume their child care services, we can help them find a new provider.
CHOOSING A PROVIDER

It is the responsibility of the parent to choose the provider who best meets the needs of the family. We have a Resource & Referral Program that can help parents find licensed providers in our community.

The provider must be located within a 20-mile radius of the enrolled parent’s home or work/approved activity; or located along the travel route between the home and work/approved activity.

NOTE: If the parent starts services with a provider—before getting approval from an SFCS FSS—the parent may be responsible for paying that provider. If the provider does not meet all State/County/Agency requirements, SFCS will not be able to reimburse that provider at all.

BACK-UP PROVIDERS/MULTIPLE PROVIDERS

Because many of our parents need child care services during weekends/evenings, not all providers are available to meet the needs of all children. Therefore, parents (in some cases) may need to have more than one (1) provider. When this is the case, please keep the following in mind:

- According to state regulations, SFCS will reimburse only one (1) provider per child when the first provider selected by the parent is open for business during the hours the child is approved to receive services. However, when the first provider is not a Licensed Center, the parent may also choose to use a Licensed Center to help prepare the child for school (Kindergarten Readiness);
- SFCS can only reimburse for one (1) provider during any period of time (except for DNOs/Child Absences due to illness);
- If a parent chooses to have their child picked up by another provider—before the primary provider closes for business—the second provider will only be reimbursed from the time the first provider closes (even though the first provider did not provide the care), as SFCS cannot reimburse two (2) or more providers for the same time period (except for DNOs/Child Absences due to illness);
- Back-up providers will only be reimbursed by SFCS when the primary provider is unable or unwilling to provide the care.

CERTIFICATE FOR CHILD CARE SERVICES

When the parent and the provider have completed all the requirements, an FSS will contact the provider to go over the details of the Certificate. The Certificate states the approved child care schedule and has a reimbursement rate sheet attached to it, which explains how reimbursements to the provider are made. When there are changes in the child care schedule or when an extension of services is approved, the parent and provider will be notified in writing of those changes through a new Certificate.

MISCELLANEOUS INFORMATION REGARDING CERTIFICATES

The parent is responsible for paying for care before the family is approved by SFCS, and for care that is not covered by the schedule on the Certificate.

Providers are responsible for quickly notifying SFCS when a child on our subsidized program stops using their services altogether.

Occasional/sporadic absences only need to be reported to us on the CCAFs by writing “Absent” where the in/out times would normally go. Child vacation days of two weeks or less per year, only need to be reported on the CCAFs, as well.

Parents are to write “N/C” on days when No Care is used. This helps us determine the actual need for child care, and it may lower the family fee, if there is one.

Occasionally, special one-time or limited-time changes happen in a child’s care schedule due to things like the parent having to work overtime. These limited-time changes do not require a new Certificate. In some cases, documentation may be required.

FAMILY FEES, DELINQUENT FEES, & CO-PAYMENTS

FAMILY FEES

A family fee chart is prepared by the State Department of Finance, in order to have parents share in the cost of child care. They also allow us to offer services to other families in need of subsidized child care. However, not all families pay family fees. A family fee may be charged to the family based on their countable gross monthly income, family size, and certified hours of care. This fee is a flat monthly amount that the parent pays their provider directly. As changes happen in either the family’s income, family size, or the certified hours of care, the family fee may change.

NOTE: Child Support & Spousal Support received by the enrolled parent are counted in the family’s income. The family fee may decrease when these benefits are reduced, if the parent reports this to their FSS.
DELIQUENT FEES

Family fees are considered delinquent (late) if they are not paid before the Child Care Attendance Form (CCAF) is submitted to SFCS. Providers will receive a Delinquent Fee Notice if this is the case.

When a family is terminated from the program while owing family fees, they must pay their delinquent family fees in full, before they can be eligible for re-enrollment into our program.

For more detailed information, please refer to the document titled Family Fee Process. If you do not have a copy, please request one from your FSS or PSS.

CO-PAYMENTS

If a parent chooses a provider who charges more than the State allows SFCS to reimburse (based on the RMRCs issued by the State of California), the parent can use that provider, only if the parent agrees to pay the difference between the provider’s rate and the amount SFCS can reimburse the provider. This difference is called a co-payment, and it is the responsibility of the parent to make this payment directly to the provider. A parent MAY have to pay a co-payment and, at the same time, have to pay family fees. One does not offset the other.

REPORTING CHANGES

It is very important that parents keep us informed of their current address and phone number, as this is our primary way of communicating.

It is also important that parents report to us when they want to change their provider. Keep in mind that we are here to help parents find quality child care. Once the parent chooses the provider, we need to make sure the provider is eligible to participate in our program. The provider’s payment is the reason parents are on our program, so we need to know who we are expecting to reimburse. We will only go back as much as 30 days from the day the parent reports a new provider, but in some cases, the provider may not be eligible to receive reimbursements from us until they complete the eligibility process, which may take a while. Therefore, we suggest the provider start their eligibility process before they start caring for any children on our program.

Parents must report to us when their family’s gross monthly income exceeds the income ceilings, in relation to their family size, according to the ceilings given to them at the time of enrollment and recertification. When a parent reports income above the ceilings, we will schedule a recertification appointment, to officially calculate their income and determine on-going eligibility.

Parents may at any time voluntarily report other changes, but that information will only be used by us if it:

- Reduces the family fee;
- Increases the family’s services; OR
- Extends the period of the family’s eligibility before their next scheduled recertification.

If a parent reports a change to us that is not mandatory, and one that does NOT benefit the family, we will document the change, but we will not act on it at that time. The family’s services will continue as previously approved, through their full 12-Month Eligibility Period, as stated on their approval NOA. As we prepare to recertify their case, we will get their updated information at that time.

More Child Care Hours Needed:

Reported Within 30 Days: If the parent needs more child care hours for an approvable activity, the change may be approved to start on the date of the change if the parent makes the request to their assigned FSS within 30 days of the change, and we receive verification of the change by the due date.

Reported After 30 Days: If the request is made more than 30 days after the change, the increase in child care hours may start the date it is reported, if we receive verification of the change by the due date.

NOTE: If we do not receive verification of the change, services will continue as previously authorized, through the family’s 12-Month Eligibility period, or until we receive the verification.

For CalWORKs Cash Aided families, services will be approved according to the CCAUTHO, when one is required.

Decrease In Income:

When the parent reports a decrease in income, the family fee will be looked at to see if a change is applicable. Any reduction in the family fee will start the first day of the following month. If the decrease is reported late, we will NOT decrease the family fee retroactively, so it is beneficial to report income decreases right away.

Live so that when your children think of fairness, caring, and integrity, they think of you.

~ H. Jackson Brown, Jr. ~
CHANGING PROVIDERS

As an agency that promotes Quality Child Care, SFCS suggests that parents change providers only when necessary, or when it is in the best interest of the child.

SFCS asks for at least a 2-week written notice from BOTH the parent and the provider when their child care arrangement will end prematurely (before the end date of the Certificate). A Change of Provider Form will be supplied by SFCS for this purpose. SFCS may accept a written statement from the parent/provider with both parties’ signatures, if the statement contains all the necessary information to process the change as listed below:

- The name, address, and telephone number of the provider who had been caring for the child;
- The name of the parent and child;
- The last date that actual care was provided or will be provided;
- The signature of the parent and date signed;
- The signature of the provider and date signed;
- A statement that all family fees owed by the parent were paid to the provider, or that the parent and provider have a payment arrangement in place.

If a parent starts using a new provider WITHOUT reporting the change within 30 days, SFCS will begin reimbursing the provider on the date the change is reported—not the date the change took place, AND only if the parent & provider are eligible to receive services/reimbursements from SFCS.

SFCS will not issue a Certificate to a new provider until all family fees are paid, or until both the parent and the provider agree to a payment arrangement, and submit a copy of the arrangement to SFCS. If a parent begins to use another provider before the family fees are paid (or there is a payment arrangement in place), the parent will be responsible for paying the new provider—without SFCS reimbursement.

If a parent stops using a provider without giving proper notification, (such as, but not limited to, cases of disagreements between the parent and the provider), SFCS will not reimburse for services beyond the last day of actual care by the provider—the parent will be responsible for paying the provider. In these cases, SFCS will NOT approve a new provider to begin, until the day AFTER the previous provider’s notice period has ended (not to exceed two weeks).

PARENTAL COMPLAINT PROCEDURE

LICENSE-EXEMPT CHILD CARE SETTINGS

Parents with a child in license-exempt care may file a complaint against the license-exempt provider using the following process:

- The complaint must be written and must include the nature of the complaint, the date and approximate time of the occurrence, the name and address of the provider being complained about, and it must be signed by the parent. Only complaints received about health and safety noncompliance will be accepted. These complaints will be deemed substantiated solely by the parent’s written declaration;
- Upon receipt of a complaint, SFCS will inform the license-exempt provider of the parent’s complaint, and inform the provider of his/her right to submit a written rebuttal. SFCS will also notify the parent and the provider that reimbursements will cease in 14 days unless a written declaration signed by both parties has been received by SFCS stating that the health and safety deficiency has been corrected. In any case, reimbursement to the provider will not continue past the last day of child care provided. SFCS may also notify the Child Protective Services unit of the county welfare department, and the police;
- SFCS must maintain a record of parental complaints concerning a license-exempt provider’s failure to meet the health and safety standards as specified in the Health and Safety Self-Certification;
- Upon receiving an inquiry about a specific license-exempt provider, SFCS Staff will inform the person who made the inquiry of the general nature of the complaint and whether or not the provider submitted a rebuttal.

LICENSED CHILD CARE SETTINGS

Parents with a child in a licensed child care facility may file a complaint against the licensed facility by notifying:

- Their assigned FSS;
- The Department of Social Services, Community Care Licensing, at (844) 538-8766;
- The Child Protective Services unit, at (800) 544-8696;
- The local police department.
Parents may contact The Department of Social Services, Community Care Licensing, to ask about any complaints already filed against licensed providers at:
- (707) 588-5026: Covers Benicia, Fairfield & Vallejo, or
- (530) 895-5033: Covers Dixon, Rio Vista & Vacaville

**PARENT TERMINATION POLICY**

All parents participating in the Subsidized Child Care Program are required to follow all laws, regulations, and guidelines which govern the operation of these programs. Failure to do so may result in termination of child care services. Services may also be terminated at the parent’s request.

If subsidized child care funding becomes limited or unavailable, SFCS will un-enroll families as directed by the State Department of Education, Early Education and Support Division and the Solano County Health and Social Services Department.

Other Reasons for Termination — including, but not limited to:
- When the Parent does not meet the eligibility and need criteria based on the program they are enrolled in;
- When the child reaches the age limit set by the program rules & regulations;
- When the parent submits falsified documentation or information to SFCS (see page 19 ‘Child Care Fraud Policy’);
- When the parent fails to pay family fees or defaults on a Family Fee Payment Plan;
- When the parent fails to abide by program rules & regulations;
- When a student parent fails to complete their enrolled classes, or fails to maintain a grade point average of "C" (2.0) or better;
- When the parent fails to complete, sign, or submit required documentation;
- When the parent fails to complete the Recertification process.

SFCS will not tolerate threatening, violent, or harassing behavior from anyone. SFCS may refuse to serve anybody during the time they exhibit these behaviors. Therefore, services to the parent or provider may be delayed or terminated.

**NOTICE OF ACTION (NOA)**

Whenever SFCS takes an action (approving, denying, or terminating services); or intends to change (reduce or increase) a family’s child care services; or when the parent must pay a family fee—the action is communicated through a Notice of Action (NOA). The main message to the parent appears at the bottom of the NOA under “Reason for Action”. The parent must read this section carefully.

**NOTE:** Pay close attention to the Effective Date on the NOA, as this is the date that the action will take effect, unless the parent files an appeal by the due date. Both the Effective Date and the Appeal Date appear on the upper right-hand corner of the NOA.

When a NOA is sent informing the parent that their services will be terminated, an NTP is also sent to notify the provider of the termination of reimbursements for child care services.

If a parent has any questions or does not agree with the decision being made, the parent must first contact the agency representative who issued the NOA right away.

**PARENTAL APPEAL RIGHTS**

If the parent does not agree with an action taken by SFCS, the parent has the right to appeal the agency’s decision and request a hearing. SFCS must have the parent’s appeal/request for hearing no later than the Appeal Date on the NOA. If the appeal request is received on time, services will continue until a final decision is rendered. If the appeal request is not received on time, services will end as stated on that NOA. The appeal process is described on the back of the NOA.

If the appeal is received by the due date, SFCS will issue reimbursement to the provider for child care services rendered during the appeal process. In child care fraud cases, the parent will be billed for reimbursements made to the provider during this period, if our decision to terminate services is upheld.

**PROVIDER PARTICIPATION**

**GENERAL INFORMATION**

All providers must attend a Subsidy Provider Orientation at the SFCS office. Providers must meet the provider requirements as stated in this handbook and as described in any NTP issued by SFCS, in order to receive reimbursements from us.

Providers must be at least 18 years of age and legally allowed to work in the United States.

Reimbursements cannot be made for services when child care is provided by parents (biological/adoptive/foster), legal guardians, or members of the parent’s assistance unit (other people included/counted in the public assistance grant).

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The greatest gifts you can give your children are the roots of responsibility and the wings of independence.

~ Denis Waitley ~
When a provider’s policies conflict with ours, our policies override the provider’s. In some cases, the provider may hold the parent responsible for any additional requirements, if the parent is made fully aware of them in writing.

Provider information given to SFCS may be shared with different departments in the agency: Subsidized Child Care Program, Resource and Referral Program, and the Child Care Food Program. As required or as appropriate, this information may also be shared with the SCHSSD, Special Investigations Unit, Department of Social Services Community Care Licensing, Workforce Development Board, and the Employment Development Department.

All providers must give SFCS the physical address where care is being provided and a current telephone number. Changes in the location of care must be reported to SFCS PRIOR to the change. It must be followed up in writing to SFCS within five (5) days of the change and must include the signature of the provider and parent.

License-Exempt Providers must submit proof of their physical address to SFCS.

A Certificate must be on file for every child receiving subsidized services in order for a provider to be reimbursed. A phone conversation does not mean child care services are approved, nor is it a promise of reimbursements from SFCS.

Providers are not employees of SFCS; they are considered Independent Contractors. They are responsible for reporting income and paying applicable federal and state income taxes. SFCS does not withhold taxes from reimbursements. Every January, SFCS will issue a 1099-MISC Form to the provider, which includes the total income earned in the prior calendar year. This income is reported to the IRS, the California State Franchise Tax Board, the Employment Development Department, and SCHSSD.

NOTE: For further tax information, please see a tax professional.

License-exempt providers caring for a child in the child’s home will only be authorized if the provider is the mother or father of the enrolled parent. Otherwise, the care must be provided in the provider’s home, and only if the provider and parent do not live together. Proof of relationship may be required.

Providers are expected to offer activities for children that nurture their growth and development. Providers are encouraged to attend workshops related to Child Development, Health and Safety, Nutrition, etc. These workshops are offered by SFCS and other training sites. SFCS reserves the right to terminate Certificates for Child Care Services or refuse to issue a Certificate to any provider if SFCS has reason to believe that care by that provider would not be in the best interest of the child—including but not limited to placing the child at risk of abuse, neglect, or exploitation.

Providers must allow the parent and SFCS Subsidized Child Care Program Staff unlimited access to the child care facility (licensed or license-exempt) while the enrolled child is in care.

**PROVIDER AVAILABILITY**

Providers are expected to provide care during their hours of operation and during their authorized period as specified on the Certificate. If they do not, for any reason (i.e. provider is unable, unwilling or unavailable), their reimbursement will be prorated to allow reimbursement to the back-up provider.

Supervision by the certified provider (or their registered adult assistant) MUST be maintained at all times when a child is in attendance.

Providers who are employed or go to school, will be required to submit verification of their work/school hours, and SFCS will verify that information.

**BACK-UP PROVIDERS/MULTIPLE PROVIDERS — please see page 10.**

**PROVIDER ABSENCES**

When the certified provider is not able to provide care due to his/her illness or other types of absences, the parent must report to SFCS the name of the substitute provider who will be caring for the subsidized child. This information MUST BE REPORTED AS SOON AS POSSIBLE—to ensure reimbursement can be issued for those services to the appropriate provider.

Anyone substituting for the provider must meet all provider requirements as stated in this handbook BEFORE SFCS can issue a Certificate and reimbursements.

SFCS will not issue reimbursements to providers for days he/she is unable or unwilling to provide child care services (except for Provider Days of Non-Operation as described in the next paragraph).

**Child Care Providers: Reminder to inform SFCS AND Community Care Licensing if you permanently change your business hours or days of operation. Also report if you take an extended leave of absence, as well as any change you’d like to make to your license, such as a name change, a larger capacity, or if a family member turns 18.**
PROVIDER DAYS OF NON-OPERATION

Many providers have identified days when their business is closed for holidays, vacations, staff development days, or other various reasons. These days are called Provider Days of Non-Operation (DNOs). SFCS can reimburse providers up to 10 DNOs per fiscal year. In order to be reimbursed for DNOs, the provider must submit a copy of their Business Practices (contract) stating what the expectations are. In addition, reimbursement for DNOs will be made only if the DNO falls on one of the child’s certified days.

REQUIREMENTS FOR PROVIDERS WHO ARE EXEMPT FROM NEEDING A CHILD CARE LICENSE

License-Exempt Child Care Centers

License-Exempt Centers must submit documentation that supports their license-exempt status. They must also complete a License-Exempt Center Questionnaire (provided by SFCS).

TrustLine Registry Providers

In California, providers who are not licensed to do child care, and do not fall under the category of “TrustLine-Exempt” as defined in the next section, are required to go through the TrustLine process. This process includes completing and turning in a TrustLine application; fingerprinting of the provider using the Live Scan process (by appointment only at SFCS); a criminal background investigation, including a Child Abuse Index Check through the Department of Justice; and negative TB test results.

TrustLine required providers must be cleared and registered before we can reimburse for any child care services provided to a child on our program. If the provider’s TrustLine application status is closed or denied, SFCS CANNOT reimburse for any care provided, and the parent will be responsible for paying the provider all fees owed.

In Stage 1 (CDSS) ONLY, once the provider is registered, SFCS can only reimburse up to the first 120 days of child care provided. If the provider’s application status is closed or denied, SFCS CANNOT reimburse for any care provided, and the parent will be responsible for paying the provider all fees owed.

If the provider’s TrustLine status is later revoked, SFCS MUST stop reimbursements to the provider.

TrustLine providers can only care for the children of one (1) family at a time, who are not related to the provider by blood, marriage or court decree.

TrustLine-Exempt Providers

Providers who are Aunts, Uncles, or Grandparents to the enrolled children, do not need to be TrustLined. However, the child’s older brothers/sisters, great-grandparents and great aunts/uncles DO need to be TrustLined.

The relationship between the provider and the child must be by blood, marriage, or court decree. Once this relationship is dissolved, the provider MUST be TrustLined in order to continue to receive reimbursements from SFCS for an eligible child.

TrustLine-exempt providers are not eligible to receive child care reimbursements from SFCS until they turn in a complete Health & Safety Self-Certification packet, as well as all other required paperwork, and attend an orientation at SFCS.

PROVIDER RATES

Licensed providers must display their child care rates in a public area, next to their facility license.

SFCS will reimburse the provider’s rates as long as:

- They are the usual and customary charges made to every family, whether or not the family receives subsidized child care; and
- They are not higher than the RMRCs for the area in which child care is being provided, according to the RMR regulations. If the provider’s usual rate exceeds the rate ceiling, the parent is responsible for paying the difference directly to the provider (co-payment).

PROVIDER RATE INCREASES

SFCS will only accept provider rate increases ONCE per fiscal year (July 1 through June 30 of the following year). If the provider raises their child care rates more than once per fiscal year, the parent will be responsible for paying the difference between the rate we are paying and the provider’s new rate. If the rate (old or new) is above the applicable RMRC, the parent is responsible for paying the difference (co-payment) as well.

NOTE: Providers must give SFCS and parents a minimum of two-weeks’ notice when increasing their child care rates. If the increase is approved by SFCS: new weekly rates will start on the Sunday AFTER the two-week notice is received by SFCS; new monthly rates will start the first of the month AFTER the two-week notice is received. Because of this delay, it is important that the provider inform us IMMEDIATELY when they plan to increase their rates.

Nobody can do for little children what grandparents do. Grandparents sort of sprinkle stardust over the lives of little children. ~ Alex Haley ~

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**CHILD CARE ATTENDANCE FORMS**

The Child Care Attendance Form (CCAF) is the document that is processed in order to generate reimbursement to the provider. Its completeness and accuracy is extremely important—because it verifies the actual times the child was with the provider each day—therefore, they must be completed daily. They are required by SFCS and our State, Federal and County funding sources. They are reviewed yearly by auditors and are used in child care fraud investigations.

CCAFs are released to the provider when the Certificate is issued. Until then, the parent & provider must keep track of the in/out times on a calendar or Temporary CCAF.

If the provider does not have a CCAF at least one (1) week before the first day of the month of service, he/she must request a replacement right away. Until the provider receives the replacement, all times and signatures must be kept on a calendar or Temporary CCAF, and attached to the official CCAF when received, in order for SFCS to process the reimbursement.

**Note to Parents & Providers:** Before signing a CCAF, make sure the front and back of the form are complete and accurate. **Never sign a blank CCAF, and do not sign or submit CCAFs before the last day of care in that month.**

If the parent used child care, but was not approved for those services, the parent will be responsible for paying the provider directly.

If a provider or parent includes hours of care on the CCAF that were not actually provided, they will be responsible for paying SFCS back for those hours. This is considered **child care fraud**, and therefore, services/participation in our program will end immediately (see page 19 — ‘Child Care Fraud Policy’).

SFCS will not reimburse for private education (Kindergarten and beyond). Our reimbursements will be limited to the extended child care services (before and after school hours) only.

Provided will only be reimbursed for services they provide as a Provider, and only when that care is provided in accordance with the parent’s approved services. If a provider is a relative or friend of the parent/child and chooses to care for the child in that capacity, those hours of care are NOT to be claimed on the CCAF.

**NOTE:** For full instructions on completing CCAFs, please refer to your copy of the “Child Care Attendance Forms and Reimbursement Guidelines”.

**SUBMITTING THE CCAF FOR REIMBURSEMENT**

Original CCAFs issued by SFCS are required for reimbursement. Please read the back of the CCAF for more detailed information about completing it and when to submit it. SFCS staff are available to answer questions as well—please call our office for assistance.

Completed CCAFs are to be mailed or hand delivered to:

**Solano Family & Children’s Services**
421 Executive Court North — Fairfield, CA 94534-4019

**CCAF DEADLINES**

CCAFs submitted 30 or more days after the end of the month of service, will not be processed for reimbursement. Instead, they will be held until the end of the fiscal year, and if funds are available, they will be processed for reimbursement at that time.

SFCS’ fiscal year closes on June 30th. CCAFs for services provided up through June 30th must be received by SFCS by July 31st in order to be processed for reimbursement. All child care provided in the fiscal year (July 1st — June 30th) must be claimed by July 31st. Any discrepancies in reimbursements must also be settled by July 31st. If the 31st falls on a weekend, the due date will be the next business day.

**CONSEQUENCES OF NOT FOLLOWING PROPER CCAF PROCEDURES**

Parents and providers who do not follow proper CCAF procedures as stated in this handbook or in the Child Care Attendance Forms and Reimbursement Guidelines, may be terminated from our program.

**HOW PROVIDER REIMBURSEMENTS ARE MADE**

State regulations require that child care reimbursements be issued to providers directly. Reimbursement to parents is not permitted.

Correct & complete CCAFs received by SFCS before 5:00 p.m. on Mondays, will be processed, and the reimbursements will be deposited three Fridays later, if everything is complete and correct. The cut-off date will not be extended when SFCS-observed holidays fall on Mondays. Regardless of when CCAFs are received by SFCS, they will not be processed until the month after the services are provided.

Attention Licensed Child Care Providers: If you move to a new home, you are no longer licensed, and SFCS cannot continue reimbursing you. Please call Community Care Licensing at (707) 588-5026, to inform them BEFORE you move.
**CHILD ABSENCES**

Absences happen on days when a parent would normally attend work/school/other approved activity, but the child did not attend the child care facility due to illness, family emergency, court ordered visitation rights, etc. Reimbursements can be made for absences per regulations, and as described in this handbook.

**NOTE:** Provider DNOs, and provider sick days are not absences, and are not to be considered as such.

Providers may be reimbursed for a child’s absence per their own business practices, and only as described in this handbook.

If SFCS does not have a copy of the provider’s business practices on file, reimbursements for child absences WILL NOT be made.

Reimbursements are directly deposited into the provider’s bank account. We do not allow them to be picked up at our office.

SFCS DOES NOT issue reimbursements to providers BEFORE the applicable reimbursement date (according to when Correct and Complete CCAFs are received in our office), upon the provider’s request. We will not make exceptions to this policy, even if the provider has an immediate financial need.

**DELAY IN REIMBURSEMENTS OR NON-REIMBURSEMENT OF CHILD CARE SERVICES**

Provider reimbursements will be held or reduced:

- CCAFs received by us more than 30 days after the close of the month of service, will not be processed for reimbursement. Instead, they will be held until the end of the fiscal year, and if we have available funds, we will process them at that time. This does not apply to Stage 1 (CDSS) CCAFs;
- When the parent’s or provider’s Certification Signature is missing on the CCAF;
- When the provider exceeds the allowable 10 DNOs;
- When the provider is not available to provide care.

If we do not receive our money from the state in a timely manner, we may have to delay reimbursements to providers. Should such a delay occur, providers will be notified as early as possible.

Parents should notify their provider(s) of any planned absences before they occur. When a child is absent or leaves early, please write “absent” on the CCAF for that day, where the hours normally go.

For families who are certified services based on a variable schedule (No More Than “X” Hours Per Week), we will reimburse providers for actual usage only, up to the maximum hours listed on their certificate. The only exception to this is when a provider’s Day of Non-Operation (DNO) falls within the certified schedule.

Therefore, we cannot reimburse providers for child absences when they are approved based on a variable schedule.

License-Exempt Providers who have part-time, set-schedule certificates (children who need less than 30 hours of care per week, based on a set schedule), can only be reimbursed for the hours they actually provide care.

**TERMINATION OF CERTIFICATES FOR CHILD CARE & DISCONTINUANCE OF PROVIDER REIMBURSEMENTS**

Providers are asked to give a written notice of at least two (2) weeks, to parents and SFCS if they are going to end services to a subsidized child.

Reimbursement for the provider’s notice period is made only for the certified days within that notice period, and only if the child continues to attend that child care facility.

Licensed Family Child Care Providers must give SFCS at least a two-week notice when they plan to move out of the home they are licensed for. Because moving invalidates their child care license, SFCS will only reimburse for services rendered up to the last day that care was provided in the licensed home. Reimbursements from SFCS will not resume until the date the new license is issued. If the provider chooses to continue to provide child care services while he/she does not have a valid child care license, the parent must pay the provider directly—not SFCS.

SFCS reserves the right to terminate Certificates for Child Care Services or refuse to issue a Certificate to any provider who exhibits threatening or violent behavior; uses abusive language or profanity; harasses SFCS staff; or is non-cooperative with SFCS staff.

SFCS reserves the right to terminate Certificates for Child Care Services or refuse to issue a Certificate to any provider, if SFCS has reason to believe that the arrangement would not be in the best interest of the child, including but not limited to placing the child at risk of abuse, neglect, or exploitation.

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*Anyone who does anything to help a child in his life is a hero to me.*  ~ *Fred Rogers* ~
SFCS reserves the right to terminate Certificates for Child Care Services immediately—without giving advance notice—when the child is at risk of abuse or neglect in the child care facility, or in the provider’s care; or when the provider is non-compliant with licensing regulations.

ALL Certificates for Child Care Services issued to the provider will be terminated and ALL reimbursements will be discontinued for reasons including, but not limited to those listed below:

- When the provider does not meet all State/County/Agency requirements;
- When the provider forges or falsifies any information/documentation used to determine his/her eligibility for reimbursements from SFCS;
- When the provider interferes with the parent’s ability to complete the CCAF on a daily basis;
- When the provider records hours of care on the CCAF (and accepts reimbursement for those hours) but that care was NOT provided;
- When the provider uses corporal or unusual punishment defined as infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of punitive nature, including, but not limited to: interference with eating, sleeping, or toileting; or withholding shelter, clothing, medications, or aids to physical functioning;
- When complaints received from SFCS staff, the general public, or enrolled parents are substantiated (please see ‘Parental Complaint Procedure’ on page 12);
- When the provider violates the Health & Safety Self-Certification Agreement;
- When we are aware of the criminal history of any person in the child care setting which may place the child in harm’s way.

Additional Reason for termination of Licensed Providers:

- Denial, Temporary Suspension, or Revocation of the provider’s child care license.

Additional Reason for Termination of TrustLine Registry Providers:

- Closure, Denial, or Revocation of the provider’s eligibility for TrustLine Registry.

Providers in situations listed above (that do not involve child care fraud) may be placed on suspension for a minimum of one (1) year. During the suspension period, the provider will NOT be eligible for reimbursements from SFCS, and no new Certificates for Child Care Services will be issued. After a one-year period, consideration for reinstatement of the provider will be reviewed by SFCS, at the provider’s request.

When a provider is terminated due to child care fraud, the termination is immediate and permanent.

**PROVIDER GRIEVANCE PROCEDURE**

Any provider who does not agree with any action or termination may use the grievance procedure as described in this section. The purpose of this procedure is to provide a way of discussing and settling differences involving only the interpretation or application of the policy or any alleged violation thereof. It is the intent of this procedure to settle grievances fairly and in a timely manner. The person filing a grievance will be free from restraint, coercion, discrimination or reprisal. When grievances arise, they are not to be considered as reflecting unfavorably on either SFCS or the provider, but are to be considered their right. All grievances must be presented in writing to the Subsidy Program Director within 14 days after the occurrence that caused the disagreement.

The provider will be contacted by the Subsidy Program Director within five (5) business days upon receipt of the written grievance to discuss the matter at hand. After discussing the grievance with the provider, the Subsidy Program Director will send the provider a written response within ten (10) business days.

Within ten (10) business days after receiving the written notification of the Subsidy Program Director’s decision, a provider who is dissatisfied with the outcome may submit a written request to have the action reviewed by the Executive Director. The Executive Director will contact the provider within five (5) business days to arrange a hearing. This hearing is limited to whether or not the action/decision made is valid, and the Executive Director will render a final decision within ten (10) business days.

During the hearing, the provider may speak for him/herself, or may be represented by another party of his/her choice. If needed, an interpreter will be made available by SFCS.
CHILD CARE FRAUD POLICY

Any parent or provider who provides false information or acts in a fraudulent manner is jeopardizing their participation on this program.

Federal and state regulations require SFCS to collect child care reimbursements which have been made to providers for services/reimbursements the parent or provider was not eligible to receive, due to child care fraud on the part of the parent or provider. Therefore, we do bill for services obtained under fraudulent circumstances.

Once SFCS suspects child care fraud has occurred, the parent/provider records and CCAFs are open for review by our funding sources, the Solano County Special Investigations Bureau, and the District Attorney’s Office.

If it is determined that a parent or provider has provided fraudulent information, or failed to disclose a fact in order to benefit from the program, services may be terminated. Parents and providers will be notified in writing of any action SFCS will take, based on the findings of the investigation.

When a parent’s child care services are terminated due to child care fraud, they will not be eligible for re-enrollment onto our program, unless it is into an entitlement program (Stage 1 – CDSS).

When a provider is terminated due to child care fraud, the termination is immediate and permanent.

SFCS will bill the responsible party/parties for the total costs of all services provided— including those services which were provided during the appeal process—as applicable.

SFCS staff will work with parents/providers to determine a reasonable repayment plan. However, if the parent/provider refuses to reimburse SFCS for billed child care fraud, SFCS may:

✓ Assign the collection to a collection agency;
✓ Pursue payment through small claims court;
✓ Refer the matter to the District Attorney’s Office.

Stage 1 (CDSS) Child Care Services are subcontracted to SFCS by the Solano County Health and Social Services Department. Because child care is part of the support services for CalWORKs recipients, any suspicion of child care fraud under this program will be referred to the Solano County Welfare Fraud Unit for investigation/legal action.

UNIFORM COMPLAINT PROCEDURE

(This section is not applicable to CalWORKs Stage 1 (CDSS) parents & providers)

It is the intent of SFCS to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, and interested third parties have the right to file a complaint regarding SFCS’ alleged violation of federal or state laws. This includes allegations of unlawful discrimination (ED code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the state or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education and addressed as follows:

Early Education and Support Division  Complaint Coordinator
1430 N Street, Suite 3410  Sacramento, CA  95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to: injunctions, restraining orders, or other remedies or orders.

Legal Reference: 5 CCR, Chapter 5.1 Uniform Complaint Procedures

Children are likely to live up to what you believe of them. ~ Lady Bird Johnson, former U.S. first lady ~
If you have any questions, do not hesitate to call:

_________________________________________
Family Services Specialist  Phone/Extension

__________________________________________
Provider Services Specialist Phone/Extension

Notes:

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Solano Family & Children’s Services
421 Executive Court North
Fairfield, CA  94534-4019

Solano Family & Children’s Services has developed this Subsidized Child Care Program Handbook to inform both parents & providers of some rules and regulations which govern this program. This handbook has been approved by the SFCS Board of Directors. While reading this handbook, please keep in mind that it was developed using State and County regulations. Therefore, the success of this program depends on your cooperation and your willingness to abide by the rules & regulations. As changes take place in rules, regulations & policies, we will inform you through mail. Please keep in mind that every piece of mail we send you contains important information which may affect your eligibility on this program—we do not send “junk mail”. If you have any questions about any mail you receive from us, please contact your Case Manager right away.

Please complete this page and return it to SFCS as soon as possible.

I AM A . . .
☐ Parent
☐ Provider

NOTE: If we cannot read your name, we will not know this belongs to you; your file will be incomplete and your services/reimbursements may be affected.

I, (PLEASE PRINT NAME)
have received a copy of the Subsidized Child Care Program Handbook developed by Solano Family & Children’s Services for program participants. I agree to abide by the rules & regulations of the program and I understand that these rules & regulations are subject to change.

Parents: I am aware that the rules and regulations outlined in this handbook supersede my provider’s policies. If I sign an agreement with my provider, I understand that I, NOT SFCS, am responsible for the contents and requirements as stipulated in that agreement.

Although the second parent’s signature is not required throughout the entire process for receiving child care services—it is his/her responsibility to be fully aware of the details of the services, and the basis for which those services are being received—as BOTH parents are equally responsible for the accuracy of the information being given to SFCS.

Providers: I understand that as a child care provider, I am prohibited from engaging in any form of discrimination as described on page 20 of this handbook.

Parent’s/Provider’s Signature                      Date Received

Second Parent’s Signature                       Date Received
(Necessary in Two-Parent Households)

Revised November, 2017
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This is a success story from a parent who received subsidized child care services from us. Because of this program, the parent now has a successful career in social services and child advocacy. The names were changed to protect their identity.

Hi! I’m Julissa, a former subsidized child care recipient through Solano Family and Children’s Services. When my daughter, Kylie, was born, I knew the best way to be able to provide for her future was to go back to school and earn my Bachelor’s Degree, a dream I never would have accomplished if not for the subsidized child care program.

I was confident Kylie was in good hands at a Family Child Care Home while I attended school and worked part time. When I graduated, I went on to work full time, with the help of on-going child care services, which was the next step in my plan for self-sufficiency. Now we live independently, and I am paying for child care out of my own pocket. Even though it has been a while, I still marvel at how far we have come.

Because subsidized child care services played such a pivotal role in helping me achieve my goals, I have joined the parent organization, Parent Voices, to help advocate for services and funding so that more parents like me have access to the high-quality child care they need in order to achieve their own goals.

Through Parent Voices, I have met with other organizers and parents across the state, and participated in planning events such as, Stand for Children Day, an annual rally held at the state capitol. I have spoken with state legislative representatives and shared my story.

Identifying issues, taking a course of action, and seeing social change unfold is an exciting and rewarding process. Just this year, we achieved one of the highest increases in funding in over a decade!

Solano Family & Children’s Services would like to hear YOUR success story!

Of course we would change your name to protect your identity. If you would like to share your story with others, please submit your story in writing to your FSS or PSS at:

Solano Family & Children’s Services
421 Executive Court North
Fairfield, CA 94534-4019

Please include your name and phone number, so we may contact you to obtain your permission to publish your story.
SOLANO FAMILY & CHILDREN’S SERVICES
Your Child Care & Resource Connection
421 Executive Court North ~ Fairfield, CA  94534-4019

(707) 863-3950 ~ Fax: (707) 863-3975
info@solanofamily.org ~ www.solanofamily.org
Follow us on Twitter at SolanoFamilyCS
Visit us on Facebook at www.facebook.com/solanofamily

OFFICE HOURS:
Mondays, Wednesdays, Thursdays, & Fridays*;  8:30 A.M. to 5:00 P.M.
*Note:  We are closed the Third Friday of each month
Tuesdays;  Noon to 5:00 P.M.
Some meetings, workshops and services are offered evenings & weekends

PROGRAMS AVAILABLE:
Child Care Food Program ~ Help Me Grow Solano
Resource & Referral Program ~ Subsidized Child Care Program
Workforce Development Board (WDB) Child Care Program
On-site Live Scan Electronic Fingerprinting System available by appointment

SPECIAL ACTIVITIES:
SFCS participates in community events, such as Vallejo Celebrates Youth, Kid Fest in Vacaville, Job Fairs, Health & Resource Fairs, and the Annual Early Childhood Education Conference at Solano Community College.

MACHINES AVAILABLE:
Button/Key-Chain/Magnet-Making Machine ~ Die-Cut Machine with more than 300 shapes
Laminating Services ~ Note-Pad Making Machine ~ Spiral Binding Machine

LENDING LIBRARY:
The lending library is available to anyone in the community.  Items such as educational books, curriculum boxes, videos, and toddler climbing structures are available to participants after completing a membership form. The lending library is available during normal SFCS hours (see above)—on a first-come, first-served basis.