

SOLANO FAMILY & CHILDREN'S SERVICES

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ATTENTION SUBSIDY PROGRAM PROVIDERS & PARENTS

September 2020

**Para asistencia en español, favor de llamar:
Wendy Padilla al (707) 864-4658**

Here we are, over six months into the pandemic, and things are still very fluid...changes occurring on a regular basis. Please review this notice carefully, as some of this information is new. We will host at least two webinars to address any questions or concerns you may have (see webinar details below).

Completing the Child Care Attendance Forms (CCAFs)

We need to get back to basics and return to using the Child Care Attendance Forms (CCAFs) as they are meant to be used, to track each child's actual attendance, absences, and the reasons for the absences.

- When the child is in the provider's physical care, the time the child was dropped off and picked up must be recorded each day.
- When the child is not in the provider's physical care, but was scheduled to be, the provider needs to write "A" on that line, and that absence needs to be explained on the back of the CCAF.
- Absences need to be explained in some detail. If the absence is due to COVID-19, writing "COVID-19" is not enough. We need to know when the parent is choosing to keep a child home, and we need to know when the provider is the one either closing the facility or asking the parent to not bring the child to the facility.

New Line on CCAFs

We have added a new line above the provider's signature which reads:

"Check One: _____ This child attended my facility the hours written above _____ This child did not attend my facility all month (explain absence on back)"

On this line, we need the provider to check off the option that applies to each child. If the child is physically attending the facility, even if there are intermittent absences, the provider will check off the first option. If the child is not physically attending the facility at all, then the second option is to be checked, and the explanation of why the child is not attending is to be provided on the back of the CCAF. **Please remember that absences need to be explained on the back of the CCAF.**

Parent Signatures on CCAFs

As you were previously notified, starting in July, the parent's signature is required on all CCAFs once again.

We have noticed that many CCAFs are coming into us with what appear to be forged parent signatures. As a reminder, we take this issue very seriously, as forgery is a crime, and providers can be suspended from participating on our program for this...PLEASE DO NOT RESORT TO THIS. **ONLY THE ENROLLED PARENT IS AUTHORIZED TO SIGN THEIR CCAFs.**

When a child is attending the child care facility, there is no good reason for the parent to not sign the CCAF at the end of the month. However, when the child is not attending, obtaining the parent's signature is a bit more challenging. It is in your best interest to make those arrangements, so there is no delay in reimbursements.

The State has set guidance for providers who cannot obtain the parent's signature on the CCAF. That guidance reads, in part:

“Pursuant to the Superintendent’s authority provided by EC Section 8209, effective July 1, 2020, contractors [SFCS] should not withhold reimbursement to providers on the basis of attendance records and/or invoices not having a parent/guardian’s signature if:

- (1) The provider attempts to collect a signature on the monthly attendance record or invoice, and**
- (2) The parent or guardian is unable to sign due to the COVID-19 pandemic.**

Providers must continue to submit attendance records and/or invoices in accordance with current reporting policies.

When the CCAF is submitted without the parent’s signature, an attestation statement from the provider must be attached. The attestation, signed under penalty of perjury, must indicate the provider made attempts to contact the parent and that the parent was not available for signature due to COVID-19. A sample attestation is as follows:

By signing and submitting this attendance form without the parent’s signature, I attest, under the penalty of perjury, that I have made and documented attempts to contact the parent, and the parent is either unavailable or unable to sign this attendance form due to the COVID-19 pandemic.

Provider’s Signature: _____ Date Signed: _____

Days of Non-Operation (DNOs)

Days of Non-Operation (DNOs) are days a provider is closed for business. These days are typically used for the provider's holidays or vacations but can be used for any reason the provider chooses. Our regulations allow us to reimburse providers up to 10 DNOs per fiscal year, when they are part of the provider's regular business practices submitted to SFCS. For more information on DNOs, please refer to our program handbook.

This year's budget trailer bill (SB 820) allocated funding to reimburse providers up to an additional 14 DNOs for closures due to COVID-19. These are available to ALL Subsidy Providers, and do not need to be supported by the provider's business practices. Unlike regular DNOs (described in the previous paragraph) these additional DNOs cannot be used for holidays or vacations; these are limited to closures due to COVID-19 only.

When the provider is closed due to a COVID related DNO, they must call their Provider Services Specialist to report the date(s) of closure, and on the calendar section of the CCAF, write "DNO-COVID" on each line corresponding to the date(s) closed.

The additional 14 COVID DNOs are available for use September 1, 2020 through June 30, 2021 and are subject to availability of funds.

Reimbursement Eligibility

When a provider closes or denies services to any subsidized child, for any amount of time and for any reason, they must call their Provider Services Specialist to report the date(s) of closure, as soon as possible. Licensed providers must also call Community Care Licensing to report closures.

In order to receive reimbursements from the Subsidy Program, the provider must be **OPEN & AVAILABLE** to provide child care services. If the provider is unavailable to the child for any reason, such as, but not limited to: open to only serve essential workers; limited in capacity; temporarily closed due to COVID-19 reasons; asking that the child be quarantined for any reason; etc., the provider is not eligible to receive reimbursements from SFCS for those children, unless they claim those days as DNOs, and only if they still have any DNOs available to them.

Providers who are open & available to provide care must make sure that the parents of ALL SFCS Subsidized Children with active certificates are aware that the child care home/facility is open, and their children can attend during their certified hours. Again, if the parent needs care, and their provider is not available, SFCS will end the child care certificate which ends the reimbursement as well.

Providers who are open & available to provide care, must continue to submit their monthly attendance forms, the first week AFTER the month ends...even if the child is absent. Please DO NOT submit the CCAFs before the month ends, as everyone's situation can change without notice.

We can no longer reimburse more than one provider for the **same hours of care**. This is a dual payment and we do not have the authority to continue those payments (except for DNOs). Therefore, the parent will have to make a decision as to whom they want to use as their provider, and we will immediately end the Child Care Certificate(s) with the other provider(s). In some cases, it is allowable for the parent to have two providers when the primary provider cannot provide all of the care (i.e. one provider for the weekdays and another for weekends).

Until further notice, we will continue to reimburse providers based on the maximum hours, as stated on the Certificate for Child Care for each child. This applies to Set Schedules, as well as Variable Schedules. This practice will continue as long as funding is available. **This does not apply to our BRDG families. Care for BRDG children will be reimbursed based on attendance.**

For school-age children, we will continue to reimburse the provider the hours the child would normally be in school, as long as the child is distance learning. When the child returns to in-person school instruction, the reimbursement will be reduced to account for the hours the child is in school.

Backup Providers may be reimbursed for care they actually provide, only when the Primary Provider is unavailable to provide care, and only within the parameters stated on their Certificate for Child Care. Care provided outside those parameters will NOT be reimbursed. **It is extremely important that parents keep us updated as to who is actually providing the care, so that we can reimburse that person for their services.**

We Are Calling Parents

In an effort to understand what is happening in our families lives, as far as child care goes, we will regularly reach out to our enrolled parents via phone or email. We ask that parents & providers be receptive to this, as it is our responsibility to ensure that the child care needs of our families are being met, and that providers are reimbursed for their services.

Ongoing Updates

As previously stated, information & guidance is constantly changing. The fastest way to stay informed is by visiting our website & Facebook page. That is where we usually post new information first, and then we email the information. If you are not receiving our emails, please call or email your SFCS Worker to verify the email we have on file.

You will find our website at: www.solanofamily.org and our Facebook page at: *Solano Family & Children's Services – Your Child Care & Resource Connection*.

We Will Host the Following Zoom Meetings for Subsidized Parents & Providers

These meetings will be an opportunity for you to ask any questions or get clarity on any issues you are experiencing.

Please join us by visiting [Zoom.us](https://zoom.us); click on [JOIN A MEETING](#); and enter the Webinar ID & Passcode listed below. Or you can call in by dialing: [408-638-0968](tel:408-638-0968) and using the same Webinar ID & Passcode.

- Tuesday, October 6th, from 6:30pm – 8:00pm
- Wednesday, October 7th, from 6:30pm – 8:00pm
- [Webinar ID: 89432436274](#); [Passcode: 128337](#)

As always, please contact your SFCS Worker if you have any questions or concerns.

Respectfully,

SFCS Management