

CERTIFICATE OF RECEIPT OF PARENT HANDBOOK

I, _____, (parent) hereby declare that I have received the Parent Handbook. I also declare that I have read the Parent Handbook, understand the policies and procedures that a parent must follow in order to receive child care subsidies from YMCA CRS, and have been given the opportunity to ask questions. I understand my responsibility to report any changes within five calendar days to my Case Manager.

I certify under penalty of perjury, the above information is true and correct to the best of my knowledge.

Parent's Signature

Date

Parent's Address

**SIGN AND RETURN TO:
CASE MANAGER**

YMCA  Childcare Resource Service

ALTERNATIVE PAYMENT/CERTIFICATE PROGRAM

PARENT HANDBOOK

GENERAL AP
STAGE II CalWORKS
STAGE III CalWORKS

YMCA CHILDCARE RESOURCE SERVICE
IT'S FOR EVERYBODY 
We build strong kids, strong families, strong communities.

PRINTED OCTOBER 2007

TABLE OF CONTENTS

YMCA CHILDCARE RESOURCE SERVICE MISSION STATEMENT _____	1
ALTERNATIVE PAYMENT CORE VALUES _____	1
FAMILY WELCOME _____	2
COMMONLY USED TERMS & ABBREVIATIONS _____	3
IMPORTANT INFORMATION _____	7
DOCUMENTATION REQUIRED TO ESTABLISH ELIGIBILITY FOR CARE _____	9
DOCUMENTATION REQUIRED TO ESTABLISH NEED FOR CARE _____	10
HOW A CM DEVELOPS AND AUTHORIZES A SCHEDULE _____	13
WHEN AND HOW TO REPORT A CHANGE TO YOUR CASE MANAGER _____	14
RECERTIFICATION _____	18
MAIL _____	18
DETERMINATION OF FEES _____	18
PROVIDER ENROLLMENT _____	19
ATTENDANCE SHEETS _____	23
ABSENCE POLICY _____	24
TERMINATION OF SERVICES _____	25
CLIENT APPEAL PROCEDURE _____	26
UNIFORM COMPLAINT PROCEDURE _____	28
CLIENT GRIEVANCE PROCEDURE _____	29
FRAUD POLICY _____	30
COMMONLY ASKED QUESTIONS _____	31
FORMS _____	33
ATTENDANCE SHEET	
CHILD CARE CERTIFICATE	
GRIEVANCE FORM	
NOTIFICATION OF PARENTS RIGHTS	
• CHILD CARE CENTER	
• FAMILY CHILD CARE HOME	

MISSION STATEMENT

YMCA Childcare Resource Service promotes the well being of families and children and those who care for them.

ALTERNATIVE PAYMENT CORE VALUES

- ❖ We strive to uphold the four YMCA core values of **respect, responsibility, honesty, and caring.**
- ❖ We will do whatever we can to be **supportive** and **available**, to each other and to our clients.
- ❖ We hope to **empower** our clients, promote **self-sufficiency** and an excellent quality of life for all families.
- ❖ We see each case as a **family in our community** with individual needs and concerns.
- ❖ We aim to be a reliable source of information for clients, and be knowledgeable of **resources** within and outside YMCA CRS.
- ❖ We will ask for help when we need it, and offer as much help as we are able. Only through **assisting one another** can we be successful in our work.
- ❖ We will be **proactive** and plan ahead in order to work smoothly and solve potential problems.
- ❖ We are dedicated to being **solution-driven.**
- ❖ We believe that open and honest **communication** with clients and staff is of utmost importance.
- ❖ We respect and celebrate the **diversity** of our clients and staff.
- ❖ We take personal **pride** and satisfaction in the work that we do.
- ❖ We strive to set aside differences and work as a **unified team** towards the common purpose of meeting these core values.

WELCOME INTRODUCTION

The Alternative Payment Program (AP) contracts with the California Department of Education, Child Development Division, to offer child care subsidies to parents who are low income and have a need for child care.

We provide a variety of direct services including: determination of family eligibility for child care subsidy, family needs assessment, assisting families with accessing services, referring families to other community resources, educating parents, maintaining waiting lists, contracting with providers, and providing technical assistance to parents and child care providers.

YMCA Childcare Resource Service Alternative Payment Program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. YMCA Childcare Resource Service Alternative Payment Program welcomes enrollment of children with disabilities.

The services provided to eligible families are a subsidy and may not cover the full cost of a parent's/ guardians child care expenses. Subsidized child care services are not entitlements. While staff will assist as much as possible in helping a parent/guardian provide proof of eligibility ultimately the burden of proof is on the parent/guardian, not YMCA CRS. If the parent/guardian cannot prove eligibility, YMCA CRS has no obligation to provide subsidized child care services.

COMMONLY USED TERMS & ABBREVIATIONS

***Forms needed for initial certification and annual recertification.**

***ABSENT PARENT FORM:** Legal document used by YMCA CRS to verify the address and income received from the biological parent not residing in the home

APPEAL: Process in which the client submits the termination or denial NOA* with a written statement to request a hearing for reinstatement of childcare service

AS: Attendance Sheet

B/C: Birth Certificate

CalWORKS: State of California program initiated in January 1998 to address the issue of Welfare Reform. A person on CalWORKS receives financial assistance as well as assistance in becoming self sufficient through employment, job search, education, work experience, personal counseling, job retention, and supportive service.

CDD: Childcare Development Division

CEL: Central Eligibility List; a combined list of all families who wish to enroll in any of the subsidized child care programs in San Diego County

***CERT:** Certificate/documentation for contracted child care hours

***CHILD SUPPORT STATUS FORM:** A YMCA CRS form signed by the client that allows the State to release child support information to our agency.

CLIENT: Primary parent or legal guardian of child/children on program

CM: Case Manager with YMCA CRS

CONTRACTED PROVIDER: A provider who has completed all requirements to obtain subsidy from YMCA CRS

CO-PAY: The difference between the provider expected rate and the RMR. It is the sole responsibility of the parent or guardian to pay the co-pay directly to the provider.

CPS: Child Protective Service

CRS: Childcare Resource Service

***CLASS SCHEDULE PRINTOUT:** A print out of classes that serves as proof of client enrollment in school or training program, obtained at school or training program by parent each term.

ECM: Employment Case Manager with CalWORKS

***EDUCATIONAL GOALS FORM:** Agency form stating anticipated date of completion from school/training

***EMERGENCY AND IDENTIFICATION FORM:** Contains child information, child's school information, emergency contacts, permission for medical treatment, and medical numbers.

EFF: Effective date

ET: Eligibility Technician with County of San Diego

EXEMPT RELATIVE PROVIDER: Non licensed provider such as aunts, uncles or grandparents qualify as Exempt Relative Providers

EXEMPT NON RELATIVE PROVIDER: Non licensed provider such as family friend or neighbor, not a relative.

*EV: Employment Verification form, to be completed by employer

*FAMILY NEEDS AND INTERESTS FORM: A list of resources available for families in San Diego County. Required by Title 22

FAMILY SIZE: The number of adults and children related by blood, marriage, or adoption that comprise the household in which the child/children is (are) living

FT: Full time child care is six hours or more per day or thirty hours or more per week

INITIAL CERTIFICATION: Enrollment process for the client to establish the need and eligibility for child care

IEP: Individualized Education Plan, documents child's special needs completed by licensed professional

*IFN: Incomplete File Notice

LICENSED PROVIDER: An individual or organization that has obtained a child care license from the State of California.

LFW: Looking for work

LT: Lunch time

LTSL: Limited Term Service Leave (general or medical)

*MEDICAL STATEMENT OF INCAPACITATION: If a client or child's need is "incapacitation", YMCA CRS requires this form to be filled out by a physician. Form authorizes hours of care and declares that parent or child is incapacitated.

NEED: Reason for needing child care services

*NOA: A written statement of specific information issued by the case manager that informs the applicant of the decision to approve or deny child care services, or notifies the parent of a change in services, such as change in hours, provider or parent fee.

PARENT FEE: Required amount the client must pay the child care provider when clients total gross family income reaches 50% of the state median income level

PT: Payment Technician

PT: Part time child care is less than six hours per day or thirty hours per week

PROVIDER: Individual or center providing childcare

RECERTIFICATION: A formal process to collect information and documentation to determine that the family

continues to meet the eligibility criteria for child care. For CalWORKS participants: required within the first six months of a client transferring from the County Stage 1, and thereafter at least every twelve months. Recertification is required at least every three months for referred clients and at least every twelve months for all other clients.

REFERRAL: A statement by a licensed professional stating that the child (ren) are at risk of neglect or abuse and require child care

RMR: Regional Market Rate

R&R: Resource and Referral

SDE: State Department of Education

*SEEKING EMPLOYMENT: Agency form, signed by client which explains the requirements of being on seeking employment in addition to the restrictions of child care hours and days.

*SELF-DECLARATION: A form completed in lieu of required paperwork or to issue a statement for documentation of any circumstance affecting the client's child care case.

*SELF-EMPLOYED ACTIVITY WORK LOG: Form which self-employed clients track daily activities for the week.

*SELF-EMPLOYED INCOME REPORT: Form with which clients report their monthly income and expenses from Self Employment

*SELF-EMPLOYED WEEKLY CLIENT LOG: Form with which self-employed clients track their client/customer appointments.

SPECIAL NEEDS FORM: Agency form is completed by a Physician licensed in California to perform legal, medical, health or social services for the general public, stating that the child is in need of supervision in a child care setting and an active IEP.

*STUDENT EDUCATION PLAN: An outline of required courses to be taken based on educational goal, obtained from school counselor.

SS: Social Security number

*TANF: Temporary Aid to Needy Families

TERM: Termination of services

TRUSTLINE: Fingerprint background check for non-licensed providers

TT: Travel time

*TV: Training Verification form (agency form) verifying client's enrollment in a training or certificate program, to be completed by school.

VS: varied schedule

128: Form issued by the CalWORKS ECM which authorizes child care services based on Welfare to Work activity.

CONFIDENTIALITY OF RECORDS

YMCA CRS will only use or disclose information pertaining to the child and his or her family solely for purposes directly connected with the administration of the program.

YMCA CRS permits the review of the basic data file by the parents of the children served or by a legal representative, upon request and only on YMCA CRS premises.

YMCA CRS permits the perusal of documents at any time by personnel of the District Attorney's office for the purpose of fraud investigation.

YMCA CRS will obtain a release of information from the parents living in the home, in order to release information to CalWORKS programs for the time period for which the person receives child care.

IMPORTANT INFORMATION

- Children enrolled in private school – Only the portion of the day considered child care may be paid. If the parent/guardian chooses to place a child in a private school for grades Kindergarten and above, the parent/guardian will be responsible for the tuition for the portion of the day that covers the child's formal education. YMCA CRS will not pay for any materials, clothing or activity fees related to or used during the child's school hours.
- Children who participate in independent study – Parents/guardians of children who participate in independent study programs must supply proof the child is enrolled in a recognized public or private school, supply documentation of the school program and school calendar. Reasonable hours for child care may be assigned around the child's independent study program and the parent/guardians need for services. A child care provider is not eligible to provide any of the independent study activities and receive payment for child care services.
- Children who are serviced by another subsidy program – If the child/children from a family size are already receiving subsidy for child care from another Alternative Payment Program we will try and have the family moved to one agency, funding permitted. If the child/children from the family size are already receiving subsidy through a Center based program then the child/children will be counted in the AP family size but be placed inactive for child care services. In order for service to be authorized for that child a letter from the previous subsidy agency/center will be required indicating child care is no longer being covered.
- School age children not enrolled in school – Subsidized child care cannot be provided during school hours when a child could be in attendance at a public school, including Kindergarten-age children who have reached five years of age on or before December 2nd. The exception to this policy is when YMCA CRS is provided with written documentation from the public school district, Regional Center, or other qualified educational professional that the child is not developmentally ready for Kindergarten enrollment or the district has no acceptable alternative placement.
- New 11 and 12-year-old Regulations Effective 1/2005 - California Education Code states that the preferred placement for eleven and twelve year-old children is the newly defined after school programs. We are encouraging you to visit the After School Education and Safety Program and/or 21st Century Community Learning Center Program in the area where your child attends school. If one of the after school programs will provide the type of care that your child requires as well as meets the need for your family, you can choose to use the after school program vs. an Alternative Payment Program. If more information is needed please refer to the web sites www.cde.ca.gov/ls/ba/as for site locations and www.cde.ca.gov/ls/ba/cp for 21st Century Community Learning Centers.

ENROLLMENT PROCESS

Prior to being admitted to the Alternative Payment Program all parents/guardians must:

1. Meet with a staff member to complete all paperwork required by YMCA CRS and the California Department of Education
2. Supply proof of family's current income
3. Supply proof of family's need for child care
4. Supply up to date immunization and physician's report for all non-school age children attending a license exempt provider
5. Supply birth certificates for all children in the home under 18 years of age
6. Supply medical insurance card copies or number
7. Supply proof of current residence via rent/lease agreement, utility bill, cable bill or home phone bill (all participants must live or work in San Diego County)
8. Guardians must supply legal proof of guardianship and income received for child(ren)

Based on the documentation supplied, a YMCA CRS staff member will determine if the family meets the eligibility guidelines and how much child care the family is eligible to receive. Once services are approved the parent/guardian will receive a Notice of Action (NOA) approving child care. In addition, a certificate will be issued to the parent/guardian and provider authorizing child care hours with an estimated payment rate to be paid to the child care provider.

DOCUMENTATION REQUIRED TO ESTABLISH ELIGIBILITY FOR CARE

The parent enrolled in the Alternative Payment/Certificate Program will be asked to supply documentation to verify their eligibility and their specific need for child care. The following is a list of the documentation that parents may be asked to submit to maintain their eligibility for the AP program.

There are three kinds of eligibility for the program, and different documentation is required for each kind:

1. INCOME ELIGIBLE:

To verify client's gross monthly income, we must have all that apply:

- One months worth of current and consecutive pay check stubs
- Tips and/or commission
- Bonuses
- Income earned from Self-Employment
- TANF verification
- Unemployment or disability compensation
- Child support and/or alimony
- Social Security benefits
- Financial Aid, Grants and Loans allotted for living expenses
- Lottery winnings
- Legal settlements
- Any other income

2. REFERRED:

- Clients needing child care based on a referral require a YMCA Referral Form* to be completed by a legally qualified professional of the referring source (e.g. licensed social worker, psychologist, or physician).
- CPS:
 - The family can be served for up to 12 months and renewed at least every 12 months as long as the CPS case is still active.
 - The referral form must indicate the child/children is receiving family preservation services "pursuant to Welfare and Institutions Code Section 16500.5" or "family maintenance services pursuant to Welfare and Institutions Code Section 16506," and the family requires care for the child as part of the case plan.
 - The referral is completed by a County of San Diego Health & Human Services Social Worker
- At Risk:
 - The family can be served for up to three months.
 - The referral (if from an approved source that is not CPS) must state that the child is at risk of abuse or neglect and child care and development services are needed to reduce or eliminate the risk. The letter must also state the probable duration time of the service plan for the family.

3. HOMELESS:

- A written referral from an emergency shelter or other legal, medical or social service agency stating the family is seeking permanent housing and childcare services are needed for family stability. Funding for this need is limited and not all families may be eligible.

DOCUMENTATION REQUIRED TO ESTABLISH NEED FOR CARE

There are several different kinds of need. Different documentation is required for each type of need.

CalWORKS:

- Families who are currently participating in the CalWORKS program, and are active cash aid recipients must have a 27/128 child care authorization form. This is provided by their ECM and documents the activity, specific hours and days of child care needed for Welfare to Work program.
- Clients must submit cash aid or TANF documentation in the form of a Notice of Action from the ET and any other income verification.

EMPLOYMENT/WORKING:

- Families may receive care if they are unable to watch children due to one or both parent's work schedules. YMCA CRS authorizes care for documented work hours, lunch (if applicable) and travel time.
- Full or part time employed clients must submit to YMCA CRS an EV Form* to be completed and signed by client and employer verifying:
 - Name of company and location
 - Hours (indicating whether a varied or a set schedule)
 - Wages
 - Start date
- In the case where a parent works a night shift (shift goes past 12:00 AM) YMCA CRS may authorize up to six hours the following morning for sleep. No travel time will be authorized between work hours, sleep time and picking up the children.
- Clients employed by temporary agencies or as substitute teachers will be limited to a maximum of thirty hours per week unless they can verify a need for more hours based on check stubs.

SELF-EMPLOYMENT:

- Families may receive care if they are unable to watch children due to one or both parent's work schedules for self-employment. YMCA CRS authorizes care for documented work hours, lunch and travel time not to exceed fifty hours weekly and twelve hours weekly for multi-level marketing positions.
- Full or part time self-employed clients must submit to YMCA CRS an EV Form* to be completed and signed by contractor/client(s) verifying:
 - Name of Company and location
 - Hours (indicating whether a varied or a set schedule)
 - Wages
 - Start date
- Self-employed clients must sign the requirement letter and submit the following:
 - A copy of client's business license
 - A client/weekly activity log due by the 10th of each month.
 - A Self-Employed Income Report* (form provided by YMCA CRS) must be completed and submitted by the 10th of each month to document income and expenses.
 - A copy of the IRS Form 1040 or 1040A must be submitted each year by May 1st. Client must attach the Schedule C form, showing business profit or loss for the year.
 - If the total income submitted on the Self-Employed Income Reports and that indicated on the IRS Form 1040 or 1040A differ a client can be terminated from the program.

EDUCATION/TRAINING:

- Clients may receive child care services because they are enrolled in an accredited education or training program. Hours are authorized for class time, study time, and travel time.
- Study time is authorized for one hour per unit of lecture course. No study time is given for labs, physical education, Internet classes, TBA classes, self-paced classes or correspondence classes.
- One hour of class time is given for TBA, Internet courses, self paced classes and correspondence classes
- YMCA CRS will only provide child care up through the first Bachelor's degree, and for Teacher Credentialing.
- ESL/GED classes will only be covered for up to six months. In some cases care for these classes may be covered if documentation from an instructor and a written petition is submitted. Monthly attendance verification will be required of all GED or ESL students.
- In order to verify hours for school or training YMCA CRS requires:
 - YMCA CRS TV* form, completed by school registrar's office, stating class schedule with days and hours of each class and the school's stamp/seal. A school official must sign this form. A copy or fax of this form is not accepted, YMCA CRS must have the original.
 - Copy of the client's class printout (for each new school term)
 - YMCA CRS Student Parent Guidelines Form* signed
 - Grade report/Transcripts or Certificate of Completion must be submitted at the end of each school session. If the client is not returning to school the following term, grades are still required for the previous term. NOTE: Any training program that cannot document a student's progress is not an acceptable training program.
 - A Student Education Plan from the school verifying courses required for the educational goal.
- Clients must continue to make satisfactory progress toward their educational goals. If a client receives less than a "C" average or GPA falls below 2.0, the client will receive a warning of "unsatisfactory progress". If the parent/guardian fails to improve their GPA to a 2.0 GPA or above the following semester/quarter, the parent/guardian will no longer be eligible to receive subsidized care for the need of training.
- If the goal changes, the client must notify their Case Manager (CM). If education is not completed by the date stated on their Student Parent form, the client may be terminated from the program or submit written request of a one time extension to office Program Director.
- Clients may only retake a course that they received below a "C" in once.
- YMCA CRS will not pay for any course previously taken and withdrawn from unless proper notice was given to the Case Manager.
- Clients must submit financial aid award letter or denial.

SEEKING EMPLOYMENT:

- Families may receive up to sixty working days of child care per fiscal year (July 1 to June 30). Hours are set from 8:00 AM to 2:00 PM Monday through Friday including holidays (No exception).
- Clients must sign a YMCA CRS Seeking Employment Form*.
- Clients must submit proof of filing for Unemployment Benefits (i.e. statement or check stubs).
- Clients must register with EDD and provide proof.
- Clients with zero income must provide verification (self-declaration) from the person supporting them or how they are supporting themselves.

REFERRED:

- The family can be served for up to 12 months and renewed at least every 12 months as long as the CPS case is still active.
 - The referral form must indicate the child/children is receiving family preservation services “pursuant to Welfare and Institutions Code Section 16500.5” or “family maintenance services pursuant to Welfare and Institutions Code Section 16506,” and the family requires care for the child as part of the case plan.
- The family can be served for up to three months only if referred by a legally qualified professional
 - The referral must state that the child is at risk of abuse or neglect and child care and development services are needed to reduce or eliminate the risk.
- The referral must also state the probable duration of the service plan.
- The child care hours authorized will be based on those authorized on the referral form.
- Income can be waived for up to 12 months (one time) if requested by CPS worker. Otherwise all income will be counted and parent fees applied based on State guidelines.

MEDICAL STATEMENT OF INCAPACITATION:

- Clients may have a need for care due to the medical or psychiatric incapacitation of the parent/guardian.
- YMCA CRS requires a Medical Incapacitation Form* to be completed by a licensed professional describing:
 - Nature of the incapacitation
 - Duration of the incapacitation
 - Nature of the parent’s/guardians incapacitation prevents the parent/guardian from caring for the child/children for some part or all of the day
 - Specific hours and days of child care authorized
 - YMCA CRS Supervisors have the ability to deny child care services based on the nature of the incapacitation, time and age of children in care.
 - Physician’s license number must be verified before care will be authorized

HOMELESS:

- A written referral from an emergency shelter or other legal, medical or social service agency stating the family is seeking permanent housing and child care services are needed for family stability. Funding for this need is limited and not all families may be eligible.

SPECIAL NEEDS CHILDREN:

- YMCA CRS may authorize child care for children over the age of 13 if it is documented that the child’s special needs require him or her to be in a supervised child care setting.
YMCA CRS requires the following as documentation of child’s special needs:
 - Active IEP (Individualized Education Plan), indicating that the nature of the child’s special needs requires supervision
 - A Special Needs form* is completed by a Physician licensed in California to perform legal, medical, health or social services for the general public, stating that the child is in need of supervision in a child care setting and an active IEP.

HOW A CM DEVELOPS AND AUTHORIZES A SCHEDULE

SET SCHEDULE:

- Once the CM reviews all of the submitted documentation of eligibility and need, the CM will create a childcare schedule based on the documented hours. Time will be authorized for travel time, work, study time, or hours documented on Incapacitation or CPS form (if applicable).
 - Example 1: Client's EV states set work hours 8:00 AM to 5:00 PM Monday to Friday. Set CC hours will be 7:30 AM to 5:30 PM (including ½ hour TT).
 - Example 2: Parent works from 2:00 PM to 8:00 PM each evening and has day classes from 9:00 AM to noon. The CM may authorize care from 8:30 AM to 8:30 PM. (Hours from 12:00 PM to 2:00 PM are allotted for study time).
- The standard amount of travel time, which YMCA CRS approves, is half an hour each way. If a parent requires more time, they must inform their CM of their need and the reason.
- YMCA CRS will not pay for any hours that are not authorized per the certificate. If a parent uses hours outside of the set schedule, they are responsible for paying the provider for those hours.
- YMCA CRS will not pay for care outside the provider parameters.

VARYING SCHEDULE:

- When a client has a varying schedule due to employment or training, the CM will work with the client to determine a flexible schedule and a total number of contracted child care hours per week, which include travel time.
- The attendance sheet and certificate for child care will indicate at the top "Varying schedule/Max non-school (and school) hr/wk" and then indicate the total number of hours authorized. Due to the varying schedule, the client does not have to use the exact in and out times printed on the certificate but must instead write in and out times on AS daily.
- The CM may sometimes authorize a varying schedule with restrictions. This is done when a parent's hours will vary, but will occur within certain parameters of days and times. The CM will note these parameters on the certificate and YMCA CRS will not pay child care outside these parameters.
 - Example 1: Client works forty hours varying per week. Per EV business is open Monday to Saturday 7:00 AM to 8:00 PM, so child care cannot occur outside these times (plus travel time).
 - Example 2: Client's set work hours are 7:00 AM to 4:00 PM, but documented hours shown on pay stubs total thirty hours, so CM would authorize thirty hours + lunch + travel time to be used between 6:30 AM and 4:30 PM.
- Only in the case of a "variable schedule" may the parent choose to substitute days and time of care as long as the total AMOUNT of care does not exceed those which have been pre-approved or go beyond the hours and days authorized. When a client has a variable schedule, the parent must write in the actual times care was used.
- YMCA CRS will only pay for actual hours of child care within the approved parameters.
- A client may choose to use child care beyond the contracted hours but it is his or her responsibility to pay the possible rate difference to the provider.
- In no case will YMCA CRS pay for hours not previously authorized.

WHEN AND HOW TO REPORT A CHANGE TO YOUR CASE MANAGER

PROVIDER CHANGES:

- Clients must notify their child care provider and CM two weeks prior to a provider change. If a two week notice is not given, the client will be responsible for payment to the old provider. YMCA CRS will not pay two providers at the same time.
- YMCA CRS will not begin payment for a new provider until the provider has completed the contracting process (we will not backdate payment for care). The provider must contact Provider Services for orientation and contracting information.
- In the best interest of the child, YMCA CRS will only allow three provider changes a fiscal year (July 1 to June 30).
- YMCA CRS will not pay any notice period to the provider it is the parent's responsibility to abide by the agreement they sign with a provider which includes notice periods, late pick-up etc.
- YMCA CRS will not pay the provider more than ten absences or nonoperational days a fiscal year.

CHANGE IN EMPLOYMENT STATUS:

- The client must report the last day of employment to the CM within five calendar days. CM will call previous employer to confirm the last day of employment.
- The client must report new employment and the start date with a new employer within five calendar days of being hired.
- Client will be requested to submit a new EV before changes will be made to their authorized child care hours. Child care hours will be updated effective Monday following receipt of completed EV.
- Client will be requested to submit the first month's worth of check stubs as soon as possible.

EMPLOYMENT SCHEDULE CHANGES:

- The client must report any employment schedule changes within five calendar days.
- Changes in the hours of child care may be made if the CM can verify the new hours with the employer over the phone. This only applies to schedule changes with the current employer; it does not apply to an employer change.
- If the CM is unable to contact the employer, the client will be required to submit a new EV, filled out completely and signed by the employer prior to changes being made.

CHANGE OF INCOME:

- Notify the CM within five calendar days of an increase or decrease of income.
- The client must submit required documentation to their CM as soon as the client receives it (i.e. check stubs [one month, current and consecutive], TANF Cash Aid, Child support, Unemployment, Social Security, Alimony, Bonuses, etc.)

TRAINING SCHEDULE CHANGES:

- Any change to training schedule must be reported within five calendar days.
- When adding or dropping a class, a new class schedule printout and *TV are required.
- When a semester end or school break is approaching, the client is responsible for contacting their Case Manager two weeks prior to the end of the semester in order to report changes in need status. (Parents may be eligible for LTSL or inter-session class.)

CHILD'S SCHOOL SCHEDULE CHANGES:

- The client's authorized hours of care are set around a child's school schedule on the days that the child is in school. At the Recertification appointment, the parent will report their child's school information on the "Emergency Identification Form". Required information includes: child's school district, track information, school, and class times.
- Clients must notify their CM within five calendar days if their child's district, school, track, or school time changes.
- YMCA CRS will not pay for private school.
- If a client's child attends a private school, client may be asked to provide the child's school calendar to the CM.
- Children who attend Independent Studies will have their school hours designated by the school they are affiliated with, letter from the school required with calendar.

CalWORKS:

- A client participating in an approved CalWORKS activity requesting any change/increase of hours must report that change to their CalWORKS ECM. If the ECM approves a change, he or she will create an updated 128 Child Care Authorization form.
- The updated 128 Child Care Authorization Form must be submitted to the CM before a schedule change will be approved.

ADDRESS CHANGE AND/OR PHONE NUMBER:

- The client must report change within five calendar days.
- Clients whom use a P.O. Box will need to provide verification of actual residence via rent/lease agreement, utility, cable or home phone bill.

FAMILY SIZE CHANGE:

- The client must notify their CM within five calendar days of any increase or decrease in family size:
 - a.) Adding a child under the age of 18. The requirements are:
 - 1.) Birth certificate
 - 2.) Documentation of guardianship (if applicable)
 - 3.) Medical card number
 - 4.) *Absent Parent Form (if applicable)
 - 5.) *Physicians Report if provider is exempt
 - 6.) Immunization record for all non-school age children
 - 7.) IEP if need is based on special needs (if applicable)
 - 8.) * Special Needs Form (if applicable)
 - 9.) * DA Child Support Status form (if applicable)
 - 10.) Copy of custody agreement (if applicable)
 - b.) Removing a child from the family size. The requirements are:
 - 1.) *Self – Declaration stating that the child is no longer residing in the home
 - c.) Adding a new spouse by marriage, whether or not the spouse is biologically related to child(ren).
The requirements are:
 - 1.) Notify the CM within five calendar days of parent being in the home
 - 2.) New spouse's documentation of NEED (e.g. TV, EV etc)
 - 3.) Income documentation for the additional spouse
 - d.) Adding a parent that is the biological parent to any child in the family, whether or not the parents are married. The requirements are:
 - 1.) Notify the CM within five calendar days of parent being in the home
 - 2.) Second parent's documentation of NEED (e.g. TV, EV etc)
 - 3.) Income documentation for the additional parent
 - e.) Removing a spouse or biological parent. The requirements are:
 - 1.) Notify the CM within five calendar days of spouse or parent leaving the home
 - 2.) Self–Declaration Form stating that the spouse/parent is no longer residing in the home
 - 3.) Documentation of spouse's new address (e.g. utility bill or rental agreement)
 - 4.) Absent Parent Form
 - 5.) DA Child Support Status form, clients will be required to open a child support case or show proof that child support is being paid.

MEDICAL STATEMENT OF INCAPACITATION:

- The client must notify their CM within five calendar days if they become incapacitated due to medical or psychiatric conditions, either temporary or permanent.
- The client must submit a Medical Incapacitation Form completed by licensed medical professional in full.
- The CM will not make changes in the hours of child care until the form has been received and processed.
- When the Medical Incapacitation expires, the client will be required to submit a new valid form, or documentation of other need. If this documentation is not received services will be discontinued.
- Clients will need to submit verification of disability income or denial.

LIMITED TERM SERVICE LEAVE (LTSL):

- LTSL is defined as a leave of absence during which NO child care services are provided to the family, but family remains in the program.
- The file is inactive and NO payment is made to the providers during this time, nor is the family reported to founders as receiving care from the program.
- Family can be on LTSL for up to 16 weeks for medical LTSL, and up to 12 weeks for general LTSL (all other reasons).
- Reasons for limited term service leave:
 - Parent's School break – enrolled in a training program and has a break between semesters and intends to continue training the following the session.
 - There is a family crisis or emergency, which precludes the use of child care services
 - Family vacations or an extended visit with family (not court ordered) and child care services are not needed during this time. (Example, child is going to grandmother's for the summer, and will not need child care, but will return to care once vacation is over).
 - Client is on maternity leave or medical leave from employment or training. In the case of medical LTSL for maternity, the birth must be a cesarean section in order for the client to get a maximum 16 weeks. Otherwise, the maximum 12 weeks LTSL will be authorized.
 - A written self-declaration will be requested from the client and medical leave will require a note from physician.

RECERTIFICATION

After enrollment is completed all parent's/guardians are required to complete a face to face recertification interview with YMCA CRS staff person at least once every 12 months. For CalWORKS participant's recertification is required within the first six months of a family transferring from Stage 1. The recertification is mandatory for program participation and may require the parent/guardian to make accommodations in their schedule. At the time of the recertification, parents/guardians must submit updated documentation regarding income and need. Failing to complete an annual recertification will result in termination of child care services. A client will be allowed to reschedule their appointment once, if arrangements are made with YMCA CRS staff in advance. If a client fails to reschedule their recertification prior to the original date and time a termination NOA will be sent and services will be discontinued.

MAIL

All mail is considered delivered if the parent's/guardians correct address is on file and no mail was returned to YMCA CRS as undeliverable. The parent/guardian is responsible for notifying YMCA CRS of any change in their address within five business days.

DETERMINATION OF FEES

PARENT FEE:

- This fee varies in amount, and applies when the family income reaches a determined level set by the California State Department of Education Child Development Division. The parent fee is based on the following:
 - Gross adjusted income, including wages or salaries, tips, commission, bonuses, self employment, spousal support, child support, unemployment compensation, veterans benefits, dividends, interest income from real estate or trust, new rental income, or royalties, pensions, and annuities, workman's compensation, financial aid allotted for living expenses, SSA, etc.
 - The number of family members in the household. (Family members under 18 and family members related biologically or by marriage.)
 - The number of hours you receive child care. A full time daily fee is charged for six or more hours a day and a part time daily fee is charged for less than six hours a day.
- The fee is assigned to one child per family, and applies to the child who receives the greatest number of hours of care. The fee must be paid whether or not the child attends all enrolled hours, including vacations and holidays.
- The client pays the fees directly to the provider.
- If the client does not comply with payment it may result in the client being terminated from the program.

CO-PAYMENT:

- This fee is the difference between the RMR (Regional Market Rate; the maximum amount the State allows the YMCA CRS to pay to the provider) and the amount the provider is requesting for the care.
 - If the cost of the child care exceeds the limits of the Regional Market Rate, the client may still choose to enroll with that provider and be responsible for paying a co-payment.
 - Any co-payment to the provider is the sole responsibility of the parent.
 - Co-payments are subject to change based upon changes in:
 - Provider rates
 - Enrolled days or hours
 - Ages of children
 - Number of children in care
 - Changes to the Regional Market Rate
- Please speak with your provider regarding any potential co-payment you may have.
- YMCA CRS is not responsible for any co-payments.

PROVIDER ENROLLMENT

YMCA CRS is a “parent choice program”. This means that parents are encouraged to pick a provider that best meets the needs of their family, with the following limitations:

- Providers must be willing to complete the enrollment process with YMCA CRS in order to receive payment.
- Two exempt providers can not live or reside together.
- YMCA CRS will only pay for child care services when the child is physically in the presence of the child care provider.
- YMCA CRS will not pay for care for a Licensed Family Day Care Home (LFDCH) in the case when the parent is an employee of the day care home.
- When parent wants to use a second provider for a portion of the child care YMCA CRS will not pay two providers for one child if one of the provider’s hours of operation can accommodate the parent’s entire need for care.
 - Example: If a parent uses provider A for Monday through Friday care and provider B for Saturday care, but provider A is open Monday through Saturday, the parent must only use the provider that can cover all of the care (Provider A).
- The provider shall provide service without regard to sex, race, color, religion, national origin or ancestry, or physical disability.
- The provider shall refrain from religious instruction or worship during child care hours.
- Providers are not employees of YMCA CRS. They are independent, self-employed contractors. In January of each year, providers receiving amounts in excess of the minimum specified by IRS, will receive IRS Form 1099 for non-employee contractors. The form states the total amount paid by YMCA CRS for the prior calendar year for services provided to children on the subsidized child care program. (If you are unaware of the IRS regulations and responsibilities as an independent contractor, please contact your local IRS agent.)
- Any agreement or contract the provider has the client sign are not upheld by YMCA CRS and are the sole responsibility of the client. (i.e. notice period, extra fees, absences, late pick up).
- Any written agreements or contracts that providers have regarding their services must be made available to YMCA CRS upon request.
- Providers must remain in compliance with all applicable licensing laws and Trustline regulations. Alternative Payment agencies are directed to notify parents if a child care provider has received either a revocation of TSO (Temporary Restraining Order) of probationary status. When revocation or TSO (Temporary Restraining Order) has occurred, the AP program must, within two business days do the following:
 - Terminate payments to the licensed child care facility, and
 - Notify the parents and the licensed child care facility in writing that the payment has been terminated and the reason for termination.
- When a provider is placed on probation, the AP program must:
 - Provide a written notice to the parents utilizing the provider that the provider has been placed on probation and that the parents have an option to locate alternate child care arrangements or may remain with the provider without risk of subsidy payment being terminated.
- The provider is aware that the parent(s) of the child/children in their program must have unlimited access to their child/children and to all written records concerning their child/children and to the contractor, during normal hours of operation and whenever the child/children are in care.
- The provider shall complete all enrollment paperwork prior to receiving attendance sheets and payment for services provided. Exempt providers must come to an orientation to complete the enrollment process.

- The provider shall keep accurate records, ensure that the parent sign the child/children in and out each day with exact times and full signature, sign full signature at the end of the four-week period, and specifically record all reasons for absences on the attendance sheet.
- The provider shall keep attendance sheet at the provider's location and make them accessible to the parent on a daily basis. Parents are not to remove attendance sheets from the site of care.
- Providers may not collect any fees from parents for hours covered by the service agreement with YMCA CRS, except for co-payments and parent fees.
- The provider shall give a minimum of fifteen days notice of rate increase to the YMCA Childcare Resource and Referral Department, and a minimum fifteen days written notice of rate increase to the Alternative Payment Department. *Late contract renewal may delay the effective date of rate changes submitted with contracts.
- The provider shall verify that the rates charged to YMCA CRS are the same rates charged to parents for non-subsidized child care service. In order to verify this, YMCA CRS requires that all providers supply us with a copy of a parental agreement. This agreement should include the provider's rates, hours and days of operation and non-operation, termination policy, after-hours rates, and any additional fees that they charge. Also, providers sign a declaration in their contract that these are the same rates that they charge the general public. If YMCA CRS receives information indicating that the rates a provider charges YMCA CRS are different from the rates the provider charges for non-subsidized children, YMCA CRS may terminate care with that provider.
- The provider shall give two weeks notice to YMCA CRS and parents if care is to be discontinued. YMCA CRS will not pay for any care after the children have stopped attending.
- The provider shall give written notice of changes in address and/or phone number and submit verification of new address and a new W-9.
- **IF THE PROVIDER CANNOT MEET, OR WILL NOT ACCEPT THE ABOVE CONDITIONS, YMCA CRS WILL NOT BE ABLE TO ENROLL THEM.**

PROVIDER ENROLLMENT REQUIREMENTS

The Provider's file is not complete without the following information:

LICENSED PROVIDER:

- Signed W-9 or Federal Tax ID Number Form
- Current Provider Payment Schedule
- Provider Handbook Signature Sheet
- Copy of Current Day care License
- Day Care/Center Rates, typewritten copy only (handwritten copies will not be accepted)
- Day Care/Center Policies, Rules and Guidelines, typewritten only (handwritten copies will not be accepted).
- Copy of Parental Agreement between the Day Care/Center and a family that addresses absences, days of non-operation and holidays.
- Copy of your current California Drivers License or State ID, and Social Security Card, Copy of INS card is required for validation of your Social Security Card (licensed family day care only).
- Centers/Providers using EIN or TIN for tax purposes must submit copy of your card or letter from the Treasury Department acknowledging your number. IF you do not have the letter you may call 1 (800) 829-1040 to request a copy.
- Exempt-Licensed Centers must submit a statement from you indicating whether or not you adhere to Title 22 State Regulations. If you do not, you will be paid as an exempt provider.
- Completed Direct Deposit form with attached voided check or a letter stating why you are unable to utilize direct deposit.

EXEMPT PROVIDER:

- Completed Facility Information Form with rate sheet
- Signed W-9 or Federal Tax ID Number Form
- Current Provider Payment Schedule
- Provider Handbook Signature Sheet
- Health and Safety Self-Certification
- Copy of your current California Drivers License or State ID, and Social Security Card, Copy of INS card is required for validation of your Social Security Card.
- Negative Tuberculosis Test Result or x-ray clearance within past 12 months
- Fingerprint Registry with Trustline
- Completed Direct Deposit form with attached voided check
- Proof of residential address (i.e. rent/lease agreement or utility bill)

YMCA CRS will not pay for care until the provider's file is complete and a certificate is issued.

YMCA CRS will not approve or pay for child care services retroactively. If a parent/guardian begins using a provider prior to YMCA CRS approval the parent/guardian is responsible for payment to the provider.

PERSONS INELIGIBLE TO PROVIDE CHILD CARE SERVICES

- Anyone under the age of 18 years old
- A person who can not legally work in the United States
- A parent, stepparent or guardian
- A person who can not provide all required documentation such as a valid social security card and valid state ID/Drivers License or Military ID
- Anyone who has not been approved or was previously denied as a provider by YMCA CRS
- Individuals denied Trustline Clearance
- Providers placed on Do Not Refer Status
- Any provider whom it has been determined falsified information on attendance sheets or other YMCA CRS required documentation
- Anyone who can not provide proof of residential address
- An exempt provider who resides with another exempt provider

ALTERNATE PROVIDERS

- Parents are allowed to use an alternate provider when their regular child care provider is closed, or when their child is too sick to attend their regular provider.
- A parent may use an alternate provider for:
 1. Time that child care services are provided when the regular provider has a paid holiday and the parent has to obtain an alternate provider to meet their need for child care. This shall be limited to a maximum of ten days per child per fiscal year.
 2. Time that an eligible alternate provider provides child care services when the child is ill and the parent has to obtain care from an eligible alternate provider. This too shall be limited to ten days per child per fiscal year.
- In order to receive payment as an alternate child care provider, the provider must already be contracted with YMCA CRS prior to care occurring.
- Parents must give notice to the CM that alternate care is required prior to care occurring, in order for it to be authorized.
- The regular child care provider will only be paid as long as they are a licensed provider and their contract states that they require payment, and the provider hasn't exceeded their ten nonoperational days for the fiscal year.

ATTENDANCE SHEETS (AS)

YMCA CRS provides attendance sheets for each child's daily attendance. These attendance sheets are mailed directly to the provider and are to be kept at the child care provider's location. The attendance sheets must be made accessible to the client on a daily basis to record attendance.

The client and provider must complete the attendance sheet as follows:

- The attendance sheet is printed blank and mailed directly to the child care provider. The client is responsible for signing with a full signature the child/children in and out each day (exact time), the provider can sign them in and out to school and initial, the client and provider must sign full signature in ink at the bottom and the provider is responsible for turning it in by the deadline. The hours paid will be paid for actual hours of care with in the parameters set on the child care certificate and within provider parameters.
- Changes in hours must be reported within five calendar days and approved by the CM.
- All excused absences must be explained in writing on the attendance sheet under "Reason for Absence". If absence is due to illness, the specific illness must be given such as; ear infection, chicken pox, etc. "Ill" or "sick" are not acceptable explanations for absence.
- Children are permitted up to ten unexcused absences per fiscal year.
- The client is responsible for writing in the exact hours of child care daily.
- The client and provider must sign the attendance sheet in ink at the end of the service period.
- The provider is required to notify YMCA CRS if a parent has an absence of more than three days.
- An unsigned attendance sheet is not eligible for payment. In the case that a parent is no longer with the provider, the provider may submit an unsigned AS with the statement "Parent Unavailable for Signature" written across the bottom as long as the client has signed the child in and out each day. All other unsigned AS will be returned to the provider and not paid.
- All providers must have daily sign in and sign out sheets that must be kept at the provider's residence for at least two fiscal years.

ABSENCES AND DAYS OF NONOPERATION

ABSENCE POLICY:

YMCA CRS recognizes that family circumstances or child illness will on occasion prevent a child from attending child care. Absences are defined as either excused, best interest or unexcused.

The following are examples of excused absences:

- Illness or quarantine of child
- Illness or quarantine of parent
- There is a family emergency (death in family)
- There is a mandated court appearance or court ordered visitation

The following are examples of best interest days (limited to ten days per fiscal year):

- Child is spending time with a parent or other family member
- Family vacation
- Pre-scheduled work day that was canceled

The following are examples of unexcused absences:

- The parent/guardian has transportation problems
- Bad weather

If a child is not going to attend child care the parent/guardian must inform their child care provider and upon returning to care note the specific reason (example: flu, high temperature, chicken pox) for the absence on the attendance sheet. If a child is absent for three consecutive days the provider must notify the Case Manager on the third day of absence. Payment for absences is limited by the following guidelines:

- Providers must have on file with YMCA CRS verification that non-subsidized families pay for absences and days of nonoperation.
- Payment for excused absences will not exceed ten consecutive days of contracted care without a doctors note.
- Two consecutive weeks of absence for child/family vacation or illness is the maximum YMCA CRS will pay a provider. Anything over the two weeks will be the parents responsibility to pay.
- Unexcused absences are tracked by YMCA CRS, absences in excess of ten in a fiscal year will result in a file update, change in child care hours, recertification or possible termination.
- Best interest absences are tracked by YMCA CRS; absences in excess of ten in a fiscal year will result in a file update, change in child care hours, recertification or possible termination.
- If on a four week attendance sheet, the child is consistently using less hours then authorized or there is a pattern of absences, the child care case manager will complete a file update, change in child care hours or recertification.

EXCESSIVE ABSENCES:

Excessive absences (more than ten consecutive days) from child care indicate the parent/guardian no longer has a need or there has been a change in their family situation. Excessive absences will result in a file update, change in child care hours, recertification or possible termination.

TERMINATION OF SERVICES

- The client must give a minimum of two weeks notice to CM and provider before he or she voluntarily terminates from the program.
- A client may be terminated from the program due to lack of funding (for families who are not in Stage II).
- A client may be terminated from the program if their CPS Protective Services referral has expired.
- YMCA CRS may involuntarily terminate a client's service due to the following reasons (per YMCA CRS Agency Procedure signed by each parent.)
 - Failure to report information regarding income change within five calendar days.
 - Failure to report change of employment within five calendar days.
 - Failure to report change in family size within five calendar days.
 - Failure to report change in education or training within five calendar days.
 - Non-use of contracted child care hours.
 - Failure to report a change of address within five calendar days.
 - Failure to provide requested documentation in response to an Incomplete File Notice* by date indicated on notice.
 - Failure to pay assessed Parent Fee.
 - Fraudulent use of attendance sheets. If provider states that they provided child care service and in fact they did not provide the service and both the provider and client signed the attendance sheet stating that the child was in care, YMCA CRS shall recover the funds from the client for fraudulently claimed child care services.
 - Failure to comply with any other additional regulations set forth by the California Department of Education and administered by YMCA CRS.
 - Failure to report any break in care longer than two weeks without approval and written authorization by your CM.
- Upon discovery of any of the above reasons for termination, a NOA for term will be mailed and both payment and child care services may end within nineteen calendar days. An appeal procedure is defined on the backside of every NOA.
- YMCA CRS retains the right to terminate client care in the instance of inappropriate or threatening behavior or language aimed at any YMCA CRS staff. YMCA CRS expects our clients to treat our staff with respect and consideration. Instances of aggressive behavior, yelling, name calling, profanity, any physical aggression, or any behavior or language that is deemed threatening are grounds for termination from the program.
- When a client is terminated or chooses to terminate with the Alternative Payment Program, their file is closed. If child care services are needed at a later time, clients must re-apply. Readmission is not guaranteed. Parents are encouraged to re-apply on-line at www.childcaresandiego.com or by calling 1 (800) 521-0560 and requesting an application be mailed.
- For clients in Stage II, subsidy may end when a family has exhausted their eligibility period. Families are entitled to receive subsidy for 24 months after cash aid has ended, as long as they meet eligibility and need requirements. After that 24 month period has ended, the family's child care subsidy may end.
- Alternative Payment agencies are directed to notify parents if a child care provider has received a revocation or TSO (Temporary Restraining Order) or probationary status. When a revocation or TSO (Temporary Restraining Order) has occurred, the AP program must, within two business days do the following:
 - Terminate payments to the licensed child care facility, and
 - Notify the parents and the licensed child care facility in writing that the payment has been terminated and the reason for termination.

- When a provider is placed on probation, the AP program must:
 - Provide a written notice to the parents utilizing the provider that the provider has been placed on probation and that the parents have an option to locate alternate child care arrangements or may remain with the provider without risk of subsidy payment being terminated.

CLIENT APPEAL PROCEDURE

If the client disagrees with a Notice of Action for termination:

- The client may request a hearing with YMCA CRS prior to the effective date on the Notice of Action.
- The client shall specify in the appeal request the reason(s) why he or she believes the decision made by YMCA CRS was incorrect.
- If the client receives multiple terminations, each NOA must be appealed separately.
- Upon filing a request for hearing, the intended action shall be suspended until the review process has been completed and child care will continue to be paid by YMCA CRS on a day-to-day basis. CM will notify provider of the day-to-day basis.
- An appeal appointment will be mailed to the client's home address. If the appointment is missed and not rescheduled prior to the original appointment date and time the appeal will be denied, considered abandon.
- The review process is complete when the appeal process has been exhausted or when clients abandon the appeal process.
- Within ten calendar days following the receipt of the request for a hearing, YMCA CRS shall notify the parent(s) of the time and place of the hearing.
- Client and provider will be notified of the decision within ten calendar days, after appeal hearing.
 - NOTE: APPEALS THAT WILL ALWAYS BE DENIED**
 - Student parent who receives two consecutive Notices of Unsatisfactory Progress and training is their only need. (If they have another need besides training, they will not be terminated, however they are no longer eligible to receive child care for their training activities.)
 - Parent receives three terminations for the same reason within a fiscal year (July 1 to June 30). For example, on the third termination for failure to respond to an IFN, appeal will be denied.

APPEAL PROCEDURE FOR STATE DEPARTMENT OF EDUCATION, CHILD DEVELOPMENT DIVISION REVIEW

- If the client disagrees with the written decision from YMCA CRS, the client has nineteen calendar days in which to appeal to the State Department of Education (SDE), Child Development Division (CDD).
- A client shall specify in the appeal request to the State Department of Education (SDE) the reason(s) why he or she believes YMCA CRS decision was incorrect. Also a Copy of the state appeal must be submitted to YMCA CRS.
- The client(s) must also submit a copy of the YMCA CRS notice of intended action and written decision with the appeal request to the SDE.
- Upon receipt of an appeal request, SDE may request copies of the basic data file and other relevant materials from YMCA CRS. The SDE, CDD may also conduct any investigations, interviews, or mediation necessary to resolve the appeal.
- During appeal process child care will be paid on a day-to-day basis.
- The decision of the SDE will be mailed or delivered to the parent(s) and to YMCA CRS within thirty calendar days after receipt of the appeal request.
- If the client does not submit an appeal request to the SDE within 19 calendar days, the client's appeal process shall be deemed abandoned and YMCA CRS will implement the intended action.

REPAYMENT OF MONIES PAID OUT DURING APPEAL:

If the client has been terminated due to fraud and disagrees with an action and files for a fair hearing (appeal) and the client loses the fair hearing he or she will have to pay back monies paid out by YMCA CRS during the time the appeal was in process.

UNIFORM COMPLAINT PROCEDURES (UCP)

- A complaint is a written and signed statement alleging a violation of a federal or state law or regulation, which includes an allegation of unlawful discrimination.
- If you feel YMCA CRS has violated child development/education statutes or regulations which includes: Civil rights guarantees such as discrimination regarding actual or perceived sex, sexual orientation, gender, ethnic group, race, ancestry, national origin, religion, color, mental or physical disabilities or a person's association with a person with one or more of these characteristics, please follow the steps below.
- This does not apply to complaints regarding agency policy or staff behavior as these complaints do not involve statutes or regulations.
- How do I file a complaint?
Any individual, public agency or organization alleging YMCA CRS violated a child development/ education statute or if you have a discrimination complaint you may file a written complaint regarding specific programs with the:

**CHILD DEVELOPMENT DIVISION
COMPLAINT COORDINATOR
1430 N STREET, SUITE 3410
SACRAMENTO, CA 95814**

- Discrimination complaints must be filed by a person harmed or by a person on behalf of others and filed no later than six months from the occurrence or when they first become aware of the discrimination.
- After I file my complaint what happens next? The Child Development Division will resolve your complaint through mediation or investigation and complete a written report within sixty days of receipt of complaint.
- What if I do not agree with the outcome? If you disagree with the decision made by the Child Development Division you may appeal within thirtyfive days to the State Superintendent of Public Instruction.

CLIENT GRIEVANCE PROCEDURE

Clients have the right to submit grievances regarding actions and decisions of staff, conflicts and disagreements, and/or policies and procedures. If not satisfied with the decisions made regarding his or her grievance, client may appeal to higher levels of management as outlined below.

This grievance procedure does not include the appeals procedure for appealing Notice of Action for Termination decisions. To appeal a YMCA CRS decision to terminate services, you must follow the appeals procedure as outlined on the back of the NOA.

PROCEDURE FOR FILING A GRIEVANCE

1. The client is encouraged to talk with the staff member. The client and staff member may be able to resolve the issue without further action.
2. If this did not resolve the issue to the client's satisfaction, client is to complete the Grievance Form and submit it to the supervisor of the staff member in question. The supervisor will review the complaint and meet with client to discuss the issue.
3. If the client still feels dissatisfied, he or she may request the Associate Executive Director review the matter. The client will be contacted by the Associate Executive Director and given an opportunity to present his or her grievance.
4. If the matter is still not resolved, the client may request that the Executive Director review the complaint. Decisions made by the Executive Director are final.

FRAUD POLICY

Fraud is the knowing misrepresentation of facts that are material to an issue, made with the intent to obtain child care benefits to which one is not entitled. Fraud exists when an individual:

- Knowingly, and with intent, makes false statements or representation to obtain benefits, obtain a continuance of benefits, or avoid reduction of benefits;
- Knowingly, and with intent, fails to disclose fact, which if disclosed could result in denial, reduction or discontinuance of benefits; or
- Accepts benefits knowing she/he is not entitled thereto, or accepts any amount of benefits knowing it is greater than that to which he/she is entitled.

Child care fraud includes but is not limited to:

- A parent knowingly has been receiving or is continuing to receive child care services that he/she is not or is no longer eligible to receive.
- A provider knowingly has been obtaining or is continuing to receive child care payments that he/she is not or is no longer eligible to receive.

Some examples of child care fraud:

- The parent continues to take his/her children to the child care provider and receives a child care subsidy when he/she is not working, going to training/school or participating in approved Welfare to Work activities.
- The parent intentionally fails to report an increase in earnings or other income knowing that it would result in higher family fees or discontinuance.
- The parent intentionally fails to report changes in the hours he/she works or attends training/school knowing that this report will result in lower or discontinued child care subsidies.
- The parent obtains child care subsidies when legal parent is in the home and able to provide care.
- The parent knowingly receives child care from a community college for a child while at the same time receives child care subsidies from another agency.
- The parent fails to report a marriage knowing that his/her new spouse's income would result in higher family fees or discontinuance.
- Failure to report that a child is attending school
- A provider signing a parent's name on an attendance sheet or other legal form
- A provider aiding a parent in providing false information or does not report a parent providing fraudulent information to YMCA CRS including but not limited to signing attendance sheets when care was not provided
- The parent and provider are submitting attendance sheets for payment for times when the child care was not provided or children were not in the physical presence of the contracted child care provider.
- Any other collusion between a parent and provider to obtain child care subsidies to which they are not entitled.

Any child care subsidies received under fraudulent conditions will be prosecuted to the full extent of the law. You are required to report any changes in employment, income, school or training, family size, child care provider, or need for child care to your Case Manager within five calendar days of the change.

If fraud is suspected you will be terminated from the program and the burden of proof otherwise will be placed on you. If it is determined fraud was committed you will have to re-pay all costs incurred and might be prosecuted by the District Attorney.

COMMONLY ASKED QUESTIONS

Question: To whom do I pay my Parent Fee or Co-payment?

Answer: Parent fees and co-payments are paid directly to the client's provider.

Question: How do I get missing AS?

Answer: It is the provider's responsibility to request missing AS. They may request by e-mail at 509@ymcacr.org or call (619) 521-3055 extension 2509. A recording will prompt the provider as to what information is needed. All requests for AS are processed within 48 hours.

Question: How do I find a child care provider?

Answer: YMCA CRS has a referral line available to the client by calling 1(800) 481-2151 or on-line at www.ymcacr.org under the parent section. Please note that not all the providers listed on the referral line are contracted with the YMCA CRS, which may prevent or delay parent's authorized child care with a provider.

Question: How do I know if my child care provider is contracted?

Answer: The client can obtain this information by calling his or her CM.

Question: How do I get a provider contracted?

Answer: Client or provider may call the AP provider orientation line, (619) 521-3055 extension 2710, which will have a recording explaining the process and information YMCA CRS requires in order for providers to become contracted.

Question: How long does it take to get a provider contracted?

Answer: This depends on the type of provider the client wishes to have contracted and how quickly the provider submits required information.

Question: I just had a baby, how do I add this child to the program?

Answer: A client must contact his or her CM to determine if funding is available.

Question: I want to go on vacation, will my provider get payment while I'm gone?

Answer: Any absences of three or more days must be reported the client's CM. The client's CM will determine if payment can be made.

Question: My child will be staying with other family members for a length of time. Can they receive services?

Answer: There may be times when a client wishes for a relative to care for the children. For example, grandparents watching children for a month during the summer break. Unfortunately services cannot be transferred to another family member. The client should discuss other alternatives with his or her case manager.

Question: How long can I be on the program?

Answer: Clients may remain on the program as long as there is funding, and as long as clients meet the need, eligibility and age requirements.

Question: What happens if I am no longer referred for services?

Answer: The client may reapply to the program by applying through the Central Eligibility List: the waiting list for child care services. An application can be completed online at www.childcaresandiego.com, or requested by calling 1(800) 481-2151.

Question: Who is eligible for the Alternative Payment Program?

Answer: Eligibility is determined by the basis of need for child care services, and either CalWORKS status or adjusted gross monthly income in relation to family size.

Question: How often do I have to submit my income documentation?

Answer: Income documentation must be submitted every month for self-employed clients, every three months for temporary employment, at the time of a change in employment, at the time of a change in hours or pay wages or as requested.

Question: My provider states he/she hasn't been paid, whom do I notify?

Answer: The client's provider must contact the Provider Services Department and speak to the appropriate Payment Technician.

YMCA CHILDCARE RESOURCE SERVICE ALTERNATIVE PAYMENT / CERTIFICATE PROGRAM

Provider Name: JOHNSON, JILL
Address: 12131 MAIN STREET
City, State, Zip: SAN DIEGO, CA 91111

Metro#: 95959
Type: LFDC
Function #: 82

Case Manager: Jones, Sally
Parent Name: Mary Smith
Child Name: Dominic Smith
Child DOB: Jan 03, 1998

Dear Parent and Providers;

The Department of Education requires full legal signatures in and out daily for childcare. Your legal signature must show your first and last name or match the legal signature used on the documents signed at the time of enrollment with YMCA CHILDCARE RESOURCE SERVICE. Any attendance sheet with missing or incomplete signatures OR missing time in or out will be mailed back for corrections and the providers' payment will be delayed.

Example 1

Infant to Preschool aged child

1. First time in care that day.
2. Note AM or PM on drop off times.
3. Full signatures of parent or person bringing the child into care.
4. Last time in care that day.
5. Note AM or PM on pick up times.
6. Full signature of parent or person picking up the child from care.
7. Specific reason for absence. For example: child sick, mom off, vacation.
8. Holidays – write closed, if you did not provide childcare.
9. Family Fees –provider must note the actual amount paid by the parent if different than the pre-printed Family Fee.

1 2 3

PLEASE INDICATE AM/PM ("A" or "P")

Week # 2006/45 Control # 111111

Date	TIME IN	SIGNATURE	TIME OUT	INITIALS	TIME IN	INITIALS	TIME OUT	SIGNATURE	Reason for Absence
May 01, 2006	8:03A	Mary Smith					4:58P	Mary Smith	
May 02, 2006	7:55A	Mary Smith					5:05P	Mary Smith	
May 03, 2006	7:55A	Mary Smith					4:39P	Mary Smith	
May 04, 2006								Absent	Fever
May 05, 2006								Holiday	Closed
May 06, 2006									
May 07, 2009									
Other Fees:		FAMILY FEE: \$10.00 \$15.00 JJ		MAX HOURS 45:00					

Example 2

School aged child using care morning only or afternoon only.

1. First time in care that day.
2. Note AM or PM on drop off times.
3. Full signature of parent, provider or person bringing child into care.
4. Last time in care that day.
5. Note AM or PM on pick up times.
6. Full signature of parent or person picking child up.
7. Minimum day at school –write in comments.
8. Holiday school closed.-write in comments.

1 2 3

PLEASE INDICATE AM/PM ("A" or "P")

Week # 2006/45 Control # 111111

Date	TIME IN	SIGNATURE	TIME OUT	INITIALS	TIME IN	INITIALS	TIME OUT	SIGNATURE	Reason for Absence
May 01, 2006	6:30A	Mary Smith					7:55A	Jill Johnson	
May 02, 2006	6:30A	Mary Smith					7:55a	Jill Johnson	
May 03, 2006	1:55P	Jill Johnson					4:58P	Mary Smith	
May 04, 2006	11:55A	Jill Johnson					5:05P	Mary Smith	Minimum Day
May 05, 2006	6:25A	Mary Smith					4:55P	Mary Smith	Holiday No School
May 06, 2006									
May 07, 2009									
Other fees:		FAMILY FEE: \$ 9.00		MAX HOURS: 20:55					

Provider Signature okay for after school hours only

Example 3

School aged child using morning and afternoon care.

1. First time in care that day.
2. Note AM or PM on times.
3. **Full signatures of parent or person bringing the child into care.**
4. Write time out for school in the middle shaded section, this is the time the provider drops the child off at school. (Only use the middle shaded section for morning and afternoon care).
5. Provider initials next to the time out for school.
6. Write time in from school in the middle shaded section, this is the time the provider picks the child up from school. (Only use middle shaded section for morning and afternoon care).
7. Provider initials next to the time in from school.
8. Last time in care that day.
9. Note AM or PM on times.
10. **Full signature of parent or person picking up the child from care.**

PLEASE INDICATE AM/PM ("A" or "P")
 Week # 2006/45 Control # 111111

Date	TIME IN	SIGNATURE	TIME OUT	INITIALS	TIME IN	INITIALS	TIME OUT	SIGNATURE	Reason for Absence
May 01, 2006	6:05A	Mary Smith	8:05A	JJ	3:10 P	JJ	5:07P	Mary Smith	
May 02, 2006	6:10A	Mary Smith	8:05A	JJ	3:10 P	JJ	5:10 P	Mary Smith	
May 03, 2006	12:55P	Jill Johnson					5:30P	Mary Smith	Minimum Day
May 04, 2006	6:15A	Mary Smith	8:05A	JJ	3:10 p	JJ	5:20P	Mary Smith	
May 05, 2006	6:13A	Mary Smith					5:08P	Mary Smith	School Closed
May 06, 2006									
May 07, 2006									
Other Fees:		FAMILY FEE:\$0.00			MAX HOURS 23:00				

Provider Signature okay for after school hours only

Please Note

Example 4

Varying Schedules

1. First day of actual care.
2. First time into care that day.
3. Note AM or PM on times.
4. **Full signature of parent or person bringing the child to care.**
5. Write time out in the middle shaded section, only if the child leaving and returning to care that same day.
6. Provider initials next to time out.
7. Write time in the middle shaded section, if the child is returning to care the same day.
8. Provider initial next to time in.
9. Last time in care, note the time parent picks the child up.
10. Note AM or PM on the time.
11. **Full signature of parent or person picking up the child from care.**

PLEASE INDICATE AM/PM ("A" OR "P")
 Week # 2006/45 Control # 111111

VARYING SCHEDULE! MAX NONSCHOOL HR/WK (39/30) MAX SCHOOL HR/WK (39:30)

Date	TIME IN	SIGNATURE	TIME OUT	INITIALS	TIME IN	INITIALS	TIME OUT	SIGNATURE	Reason for Absence
May 01, 2006									
May 02, 2006	7:15A	Mary Smith	7:30A	JJ	2:45P	JJ	3:45P	Mary Smith	
May 03, 2006									Sick w/fever
May 04, 2006	2:45P	Jill Johnson					7:15P	Mary Smith	
May 05, 2006	7:15A	Mary Smith	7:30A	JJ	12:35P	JJ	4:30P	Mary Smith	Minimum Day
May 06, 2006	6:30A	Mary Smith					1:27P	Mary Smith	
May 07, 2006									
Other Fees:		FAMILY FEE:\$20.00			MAX HOURS 39:30				

Provider Signature okay for after school hours only

Please Note

YMCA CHILDCARE RESOURCE SERVICE
Alternative Payment / Certificate Program

3333 Camino Del Rio South Suite 400
 San Diego, Ca 92108-3839
 Office: (619) 521-3055 Fax: (619) 516-1205

CERTIFICATE FOR CHILDCARE SERVICES

Provider _____	Client _____	School _____
Name: _____	Parent: _____	District: _____
Address: _____	Child: _____	Name: _____
Type: _____	Child DOB: _____	Track: _____

Contracted ChildCare Hours

Schedule Type: Non-School Schedule		From: July 10, 2006 To: Dec 24 2006		
Day of the Week	Time In	Time Out	Time In	Time Out
Monday	08:30 AM	06:00 PM		
Tuesday	08:30 AM	06:00 PM		
Wednesday	08:30 AM	06:00 PM		
Thursday	08:30 AM	06:00 PM		
Friday	08:30 AM	06:00 PM		
Saturday				
Sunday				
Est. YMCA CRS Pays for Week		\$160.00	(lesser of provider adjusted total or maximum regional market rate ceiling RMRC)	
- Parent Fee (if any)		\$0.00	(minus parent fee based on family income and family size)	
= YMCA CRS Adjusted Total		\$160.00	(equals amount YMCA CRS will pay for week)	

Schedule Type: School Schedule		From: July 10, 2006 To: Dec 24 2006		
Day of the Week	Time In	Time Out	Time In	Time Out
Monday	08:30 AM	09:00 AM	03:00 PM	06:00 PM
Tuesday	08:30 AM	09:00 AM	03:00 PM	06:00 PM
Wednesday	08:30 AM	09:00 AM	03:00 PM	06:00 PM
Thursday	08:30 AM	09:00 AM	12:00 PM	06:00 PM
Friday	08:30 AM	09:00 AM	03:00 PM	06:00 PM
Saturday				
Sunday				
Est. YMCA CRS Pays for Week		\$129.00	(lesser of provider adjusted total or maximum regional market rate RMRC)	
- Parent Fee (if any)		\$0.00	(minus parent fee based on family income and family size)	
= YMCA CRS Adjusted Total		\$129.00	(equals amount YMCA CRS will pay for week)	

YMCA CHILDCARE RESOURCE SERVICE
Alternative Payment / Certificate Program

3333 Camino Del Rio South Suite 400
 San Diego, Ca 92108-3839
 Office: (619) 521-3055 Fax: (619) 516-1205

CERTIFICATE FOR CHILDCARE SERVICES

Provider
 Name:
 Address:
 Type:

Client
 Parent:
 Child:
 Child DOB:

School
 District:
 Name:
 Track:

VARYING SCHEDULE! MAX NONSCHOOL HR/WK (50:00) MAX SCHOOL HR/WK (50:00)

Contracted ChildCare Hours

VS Mon-Sat btwn 7:30AM -6PM

Schedule Type: Non-School Schedule		From: July 10, 2006 To: Dec 24 2006		
Day of the Week	Time In	Time Out	Time In	Time Out
Monday	07:30 AM	05:30 PM		
Tuesday	07:30 AM	05:30 PM		
Wednesday	07:30 AM	05:30 PM		
Thursday	07:30 AM	05:30 PM		
Friday	07:30 AM	05:30 PM		
Saturday				
Sunday				
Est. YMCA CRS Pays for Week	\$160.00	(lesser of provider adjusted total or maximum regional market rate ceiling RMRC)		
- Parent Fee (if any)	\$0.00	(minus parent fee based on family income and family size)		
= YMCA CRS Adjusted Total	\$160.00	(equals amount YMCA CRS will pay for week)		

Schedule Type: School Schedule		From: July 10, 2006 To: Dec 24 2006		
Day of the Week	Time In	Time Out	Time In	Time Out
Monday	07:30 AM	08:00 AM	03:00 PM	05:30 PM
Tuesday	07:30 AM	08:00 AM	03:00 PM	05:30 PM
Wednesday	07:30 AM	08:00 AM	03:00 PM	05:30 PM
Thursday	07:30 AM	08:00 AM	12:00 PM	05:30 PM
Friday	07:30 AM	08:00 AM	03:00 PM	05:30 PM
Saturday				
Sunday				
Est. YMCA CRS Pays for Week	\$129.00	(lesser of provider adjusted total orf maximum regional market rate ceiling - RMRC)		
- Parent Fee (if any)	\$0.00	(minus parent fee based on family income and family size)		
= YMCA CRS Adjusted Total	\$129.00	(equals amount YMCA CRS will pay for week)		

AP Grievance Form Front

FPO

AP Grievance Form Back

FPO

Parents Notification Rights Child Care Center

FPO

Parents Notification Rights Child Care Center

BACK

FPO

Parents Notification Rights Child Care Home

FPO

Parents Notification Rights Child Care Home

BACK

FPO