

# **YMCA Childcare Resource Service**

## Alternative Payment Program Guide

General AP  
Stage II CalWORKs  
Stage III CalWORKs

Revised November 2010



RECEIPT OF YMCA CRS ALTERNATIVE PAYMENT PROGRAM GUIDE

I hereby declare that I have received the Alternative Payment Program Guide. I also declare that I have read the Guide, understand the policies that a parent and provider 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 or Provider Services Specialist.

The Alternative Payment Program Guide is available online at:  
<http://apx.ymcacrs.org> under the documents tab.

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

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

Please check only one:

- Parent
- Provider

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
E-mail Address

\_\_\_\_\_  
Date

SIGN AND RETURN TO YOUR CASE MANAGER OR PROVIDER SPECIALIST.



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## MISSION STATEMENT

The YMCA of San Diego County is dedicated to improving the quality of human life and to helping all people realize their fullest potential as children of God through development of the spirit, mind and body.

## VISION STATEMENT

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

## 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 the utmost importance.

We respect and celebrate the **diversity** of our clients and staff.

We take personal **pride** and satisfaction in the work we do.

We strive to set aside differences and work as a **unified team** towards the common purpose of meeting these core values.

## **ABOUT YMCA CHILDCARE RESOURCE SERVICE (YMCA CRS)**

Established in 1980, YMCA CRS, a department of the YMCA of San Diego County, is committed through our vision to promote the well being of children and families and those who care for them.

YMCA CRS strives to provide leadership for the enhancement of the quality of life of children and families. Our vision is met through:

- Assisting families in finding quality child care
- Educating parents as consumers of child care services
- Assisting income eligible families with child care costs
- Advocating for children and families at the local, state and national level
- Collecting local child care supply and demand statistics and applying this data to increase child care capacity in our County
- Assisting families of children with developmental disabilities with respite care
- Providing child development resources, training and enrichment to child care providers

## **ABOUT THE ALTERNATIVE PAYMENT (AP) PROGRAM**

YMCA CRS AP Program contracts with the California Department of Education, Child Development Division (CDE), to offer child care subsidies to families with adjusted monthly income at or below 75 percent of the state median income and a need for child care. Policies contained in this guide are based on requirements as outlined in Title 5 and the Education Code.

We provide a variety of direct services including:

- determination of family eligibility for child care subsidy;
- conducting family needs and assessment;
- assisting families with accessing services;
- referring families to other community resources;
- educating parents and child care providers;
- utilizing the San Diego County Central Eligibility (CEL) list;
- enrolling providers; and
- providing technical assistance to parents and child care providers.

The client of AP is the family receiving child care; the AP Program pays the provider on behalf of the client. The relationship is between the client and the provider, with the AP Program acting as the payment vehicle. The services provided to eligible families are a subsidy and may not cover full cost to the parent/guardian's child care expenses. The client is responsible for any additional costs not covered by the AP Program. Families must be enrolled with AP before payment will begin. The AP Program does not begin to pay for child care services until family has completed the enrollment process.

## **NONDISCRIMINATION POLICY**

The AP 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. The AP Program is accessible to parents with limited English proficiency, parents with disabilities and parents of migratory children. The AP Program welcomes the enrollment of children with disabilities.

## **NONDISCRIMINATION POLICY FOR CHILD CARE PROVIDERS**

Providers are expected to follow the same nondiscrimination policies that guide the AP Program.

Providers are expected to comply with the requirements of the Americans with Disabilities Act (ADA) to ease access and reasonably accommodate children with disabilities.

Providers will welcome children with disabilities and other special needs. Under the law, providers must provide reasonable accommodations to a child with special needs at no additional cost to you or the agency. However, providers may charge a higher rate for serving children with disabilities and other special needs only under certain circumstances, when they have justified their need to do so, and when they have received written approval from our Provider Services unit.

Providers will work with our agency, health, education and child development professionals.

## **CONFIDENTIALITY OF RECORDS**

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

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

# SECTION 1

## WELCOME

This resource guide has been prepared to inform parents and providers about the department policies and program requirements.

To help navigate through this guide please take note of the helpful hints listed below.

1. Refer to **Section 6** for definitions and frequently asked questions for clarification as you read along.
2. Follow the instructions in sections marked:  The symbol is a guidepost to the topics we think are important for you to know.
3. Pay close attention to the "Alert!" sections.

These guidelines will be updated when there are new regulations or policy changes. Questions regarding a change in regulations or policies can be answered by a Case Manager (client services) or a Provider Specialist (provider services).

Always communicate any changes with your Case Manager or Provider Specialist within five calendar days.



## CHECKLIST FOR AP PROGRAM PARTICIPANTS

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Come to the YMCA CRS office for your recertification appointment.	34
Report all changes in employment or vocational training, income, family size, marital status, home and work phone number and/or address within five calendar days to your Case Manager.	29
Report all changes of rates, parameters, license, direct deposit information, address, and home phone number with five calendar days to your Provider Specialist.	43
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Respond to Incomplete File Notices (IFN) within required time frame.	30
Appeal Notice of Action (NOA) for termination before or by the appeal date.	28

## **SECTION 2**

### **ENTERING AND STAYING IN THE PROGRAM**

#### **ENROLLMENT**

The AP Program enrolls Stage 2 transfers from San Diego County Stage 1 Child Care and parents from the San Diego County Centralized Eligibility List (CEL).

#### **CALWORKS CHILD CARE PROGRAM: STAGE 2 & 3**

Stage 2 serves families participating in the CalWORKs Welfare-to-Work program and are receiving a TANF cash grant or have received a cash grant in the last 24 months. Families enter Stage 3 when they are no longer receiving a TANF cash grant for 24 months and have been transferred from the Stage 1 or Stage 2 program. Stage 3 funding is not guaranteed.

#### **CALIFORNIA ALTERNATIVE PAYMENT PROGRAM (CAPP)**

CAPP serves families that are enrolled from the San Diego County Centralized Eligibility List (CEL) at [www.childcaresandiego.com](http://www.childcaresandiego.com) based on:

1. Children receiving protective services through the local county welfare department are referred by a child welfare services worker. The child welfare services worker certifies that the child has an open child protective services case plan that includes the need for child care and development services as part of the plan.
2. Children who are at risk of abuse, neglect, or exploitation and are referred by a legally qualified professional from a legal, medical, social service agency, or emergency shelter can receive services for up to three months. Services can be extended if:
  - The family's income meets State guidelines and
  - The parent(s) has a qualifying need for child care, OR
  - The family is referred by the County welfare department, child welfare services worker (see #1 above).
3. Children whose parent(s) meet both of the following requirements: income eligible, according to state regulations and has a qualifying need for child care services due to:
  - Employment
  - Enrolled in Training/School
  - Seeking Employment
  - Documentation of Incapacitation, or
  - Are homeless.

The families who have applied on the CEL are ranked based on family size and income. Families with the lowest income and most people in the home are ranked higher on the list than families with higher income and fewer people in the home. AP enrolls families based on their rank order on the CEL and those at the top of the list are screened first. **Selection is not based on time on the waiting list.** An appointment with Case Manager will be made to determine eligibility.

## **FUNDING SOURCE**

The State and Federal government fund YMCA CRS AP Program Stage 2, 3 and CAPP. Eligibility depends on available funding.

## **AGE**

Children can be served from birth up to age 13 or up to age 21 if special needs are proven. (See Program Definitions for explanation of special needs.)

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 2<sup>nd</sup>. 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.

California Education Code states that the preferred placement for 11 and 12-year-old children is in an after school program. We encourage 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 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 <http://www.cde.ca.gov/ls/ba/as> for site locations and <http://www.cde.ca.gov/ls/ba/cp/> for 21st Century Community Learning Centers.

## **PRIVATE SCHOOL OR SCHOOLING AT HOME**

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.

If you are not enrolling your child in a public school, you must follow the criteria from the California Department of Education. For further information access the web site at <http://www.cde.ca.gov/sp/ps/rq/psfaq.asp>.

## **INCOME**

Families' incomes have to meet State income guidelines. Refer to California Department of Education, Child Development Division web site for the child care and development family fee schedule and income ceilings. For further information access the web site at <http://www.cde.ca.gov/sp/cd/ci/mb0713.asp>.

## **RESIDENCY REQUIREMENTS**

The child must live in the State of California. Proof of residency is required, evidence of a street address in San Diego County as stated on a utility bill, mortgage papers, verification of any County of San Diego services or current check stubs and a valid State Identification card or Drivers License with matching addresses. As an agency we may ask for more documentation to verify residency to determine if parent has met the residency criteria.

## **BIRTH CERTIFICATES AND CUSTODY AGREEMENTS**

### **Required documents:**

- Birth certificate for each child in your family size under 18 years of age
- Child Support Verification
- Custody Agreement
- Legal Separation or Divorce papers to show the absence of a parent listed on child's birth certificate
- If none of the above legal forms exist, a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.

## **TYPE OF CARE**

### **Parents can choose one of the following:**

- Licensed provider in a center
- Licensed provider in a family child care home
- License-exempt provider, who is an adult relative or non-relative.



**Non-relative providers** can only care for one family's child(ren) other than children that are related to them by blood or marriage.

**In-home providers**, child care that occurs in the child(ren)'s home, must be caring for at least three non-school age children at all times in order to ensure minimum wages laws are met.

# SECTION 3

## NEED AND ELIGIBILITY

### PROGRAM ENROLLMENT

-  **To enroll in the program, PARENTS do the following:**
  - Respond to the notice sent to you by mail or e-mail no later than the date given.
  - Submit all of the requested and/or required paperwork.
  - Complete and sign an application for services.
  - For families enrolled from CEL schedule an appointment with the intake team to determine your eligibility.
  
-  **Your CHILD CARE PROVIDER needs to:**
  - Have an agreement with the YMCA CRS AP department
  - Receive a Certificate of Enrollment.

When this process is completed, a Case Manager will notify you of your approval to receive subsidized child care. The process can take up to thirty days for approval and YMCA CRS AP does not backdate child care services.

## **ALERT!**

### **WE CAN NOT PAY FOR CHILD CARE UNTIL:**

- **You receive a Notice of Action (NOA) approving your services**
- **Your provider receives a Certificate of Enrollment**

**Do not start child care until your enrollment process is complete. You will have to pay for any child care services that began before your provider received a Certificate of Enrollment.**

## QUALIFYING NEEDS

The following is a list of acceptable needs for child care, the documentation that must be submitted to prove your need and eligibility for care and information on how your child care hours will be authorized.

## DOCUMENTATION FOR ACTIVE CALWORKS PARTICIPANTS

**Active CalWORKs participants require the following documents:**

- Current Welfare to Work Plan (27-128 form) from Employment Case Manager (ECM)

**Verification of all sources of family income including the following:**

- Notice of Action of current cash award (TANF) dated within thirty days prior to your appointment
- Current paycheck stubs dated within thirty days prior to your appointment – including the most recent paycheck stub
- Check stub should indicate pay date, pay period, hours worked and gross payment amount (the amount made before taxes or pre-tax deductions).
- If your employer pays with a personal check, YMCA CRS will request a receipt proving the check has been cashed and a written statement from the employer regarding the information listed above in the first bullet. You are required to get a receipt, whether you cash the check at a bank or use a check-cashing service.
- If your employer pays you in cash, we will request your bank statements, a signed letter (on company letterhead) by your employer to include pay date, pay period and gross payment amount, hours worked and a statement of job duties.
- **Self Employment:** Income verification supplied to Eligibility Worker or Employment Case Manager.
- **Financial Aid:** Copy of your award or denial letter.
- **Child Support Documentation**
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate. If none of the above legal forms exist a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.
- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based on the Welfare to Work Plan (27-128).**
- All children must have updated information on the Emergency form (YMCA CRS form) of school district, school name and grade.
- Transportation time is the time it takes you to travel from the provider's location to your work, school or training. Your transportation time will be verified. YMCA CRS cannot exceed half of the hours authorized daily or four hours daily (whichever is less).

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size and Physician Report (YMCA CRS form) and
- Immunization records for non-school age children using an exempt provider.

**ALERT!**

**Know the start and end date on the Welfare to Work Plan (27-128)!**

## DOCUMENTATION FOR EMPLOYED CLIENTS

### If you are working, please submit the following documents:

- Employment Verification (YMCA CRS form) that has the days and hours you work, completed and signed by your employer. If you work in your home, child care services may be denied because it does not preclude you from watching your child.
- Verification of your work schedule for the preceding four weeks from your employer if you work a variable work schedule.

### If you are Self-Employed, please submit the following documents:

- Business Verification form (YMCA CRS form) completed and signed
- Copy of Professional or Business License
- Copy of Lease/Rental Agreement for business space
- Verification of services provided: receipts, business ledgers, appointment books
- Verification of earnings, from the preceding thirty days

### Verification of all sources of family income including the following:

- Current paycheck stubs dated within thirty days prior to your appointment
  - Check stub should indicate pay date, pay period, hours worked and gross payment amount (the amount made before taxes or pre-tax deductions).
  - If your employer pays you with a personal check, YMCA CRS will request a receipt proving the check has been cashed and a written statement from your employer regarding the information listed above in the first bullet. You are required to get a receipt, whether you cash the check at a bank or use a check-cashing service.
  - **Cash payment:** If your employer pays you in cash, YMCA CRS will request your bank statements, a signed affidavit by your employer to include pay date, pay period and gross payment amount, hours worked and a statement of job duties.
  - **Self-Employed:** You will be required to complete a Business Verification form (YMCA CRS form) that requests information about your business and/or position, location, frequency of pay, etc.
  - You will be required to show verification of income earned for the preceding thirty days such as client receipts, bank statements, tax returns, W2's and other business logs as appropriate.
  - Self-Employment documentation is due on the 10th of each month.
- Child Support Documentation
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate.

If none of the above legal forms exist, a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.

- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based off the Employment Verification or Business Verification form and average hours shown on current check stubs.**
- All children must have updated information on the Emergency form (YMCA CRS form) on the school district, school name and grade.
- Transportation time is the time it takes you to travel from the provider's location to your work, school or training. Your transportation time will be verified. YMCA CRS cannot exceed half of the hours authorized daily or four hours daily (whichever is less).

### **Child care hours may be authorized for sleep time:**

- If you work between 10:00 p.m. - 6:00 a.m. child care hours can be authorized for you to sleep.
- Hours will start immediately after your work shift, will be less than or equal to the amount of hours worked between 10:00 p.m. – 6:00 a.m. and shall not exceed 8 hours daily.
- If you have school-age children, child care hours will not be given during the time your child is attending school, as your sleep can occur while they are at school.

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider

## **VOCATIONAL TRAINING**

### **If you are in School or Vocational Training the State regulations are:**

- There is a six year time limit from the day your school or training program begins. The six year time period is continuous. It does not stop and start based on your enrollment in school or a training program.
- Child care services can only be authorized up to your first bachelor's degree and/or 24 semester units or its equivalent beyond a bachelor's degree.
- Students must provide verification of sufficient progress and continuously make at least a "C" or 2.0 GPA.
- Students that do not provide proof of sufficient progress or fall below sufficient progress for two consecutive enrollment periods will no longer receive child care services based on vocational training.
- The training institution must be accredited.

## **DOCUMENTATION FOR VOCATIONAL TRAINING**

### **Required documents for school or vocational training:**

- Training Verification (YMCA CRS form) that has been completed and stamped by school registrar.
- Class Schedule Print Out
- Vocational Training Regulations (YMCA CRS form) completed and signed
- Grades and proof that you are working towards a vocation. An academic grade point average of 2.0 ("C") or higher is required.

### **Verification of all sources of family income including the following:**

- Financial Aid (award or denial letter)
- Child Support Documentation
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent, you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate. If none of the above legal forms exist, a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.
- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based off the Training Verification and Class Print Out.**
- All children must have updated information on the Emergency form (YMCA CRS form) regarding the school district, school name and grade.
- Transportation time is the time it takes you to travel from the provider's location to your work, school or training. Transportation time will be verified. YMCA CRS cannot exceed half of the hours authorized daily or four hours daily (whichever is less).

### **Child care hours may be authorized for study time.**

- Study time must be requested and is based on the academic units you are taking. YMCA CRS may cover up to two hours per academic unit. If additional study time is needed it will be on a case by case basis and by recommendation of a professor not to exceed 3 hours per academic unit.
- Classes such as physical education or lab courses do not qualify for study time.

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider

**ALERT!**

**Remember to submit grade report at the end of each semester!**

## **INCAPACITATION**

- **If you are incapacitated (disabled), up to 50 hours a week of child care can be authorized.**
- The authorized hours and days are based on a doctor's recommendation and are approved based on the nature of the condition and age of children.

## **DOCUMENTATION FOR INCAPACITATED**

### **Submit the following document:**

- Parental Incapacity form (YMCA CRS form) completed by a licensed health professional

### **Verification of all sources of family income including the following:**

- Verification of any disability income received
  - EDD Award or Denial Letter
  - Workers Compensation Benefits
- Child Support Documentation
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate. If none of the above legal forms exist a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.
- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based solely off the Parental Incapacity form.**
- All children must have updated information on the Emergency Form (YMCA CRS form) regarding school district, school name and grade.

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider

## **SEEKING EMPLOYMENT**

### **If you are seeking employment the State regulations are:**

- Any adults included in the family size, may use a total of sixty working days, each fiscal year (July 1st through June 30th).
- The maximum hours of reimbursed child care must be less than thirty hours per week (this includes transportation time).
- The hours of child care must occur between 8:00 a.m.-6:00 p.m. from Monday through Friday.
- The seeking employment hours for clients with school age children must take place while the child(ren) are in school, unless on break.
- You must register with the Employment Development Department (EDD)

## **DOCUMENTATION FOR SEEKING EMPLOYMENT**

### **Submit the following documents:**

- Current fiscal year Seeking Employment form (YMCA CRS form)
- EDD Award or Denial Letter

### **Verification of all sources of family income including the following:**

- Unemployment Income: EDD Award or Denial Letter
- Child Support Documentation
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate. If none of the above legal forms exist a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.
- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based solely off the Seeking Employment form.**
- All children must have updated information on the Emergency form (YMCA CRS form) of school district, school name and grade.

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider

## **ALERT!**

**If you are seeking employment you are required to be working or in a school/training program at the end of the sixty day period in order to continue receiving child care services at the end of the sixty day period.**

## **HOMELESS**

### **If you are seeking permanent housing the State regulations are:**

- Any adult included in the family size, may use a total of sixty working days, each fiscal year (July 1st through June 30th).
- The maximum hours of reimbursed child care must be less than thirty hours per week (this includes transportation time).
- The hours of child care must occur between 8:00 a.m.-6:00 p.m., from Monday through Friday.
- The seeking permanent housing hours for clients with school age children must take place while the child(ren) are in school, unless on break.

## **DOCUMENTATION FOR CLIENTS WHO ARE HOMELESS**

### **Submit the following documents:**

- Letter from a homeless shelter or other legal, medical, or social service agency or
- Self-declaration from you about your homelessness which includes a current address and telephone number where you can be reached and confirmed that you do not live in the home of your child care provider.

### **Verification of all sources of family income including the following:**

- Child Support Documentation
  - Verification of child support payments received for each child under the age of 18 years old.
  - If child support payments are not consistent you may be required to submit a year (prior 12 months) of verification.
  - Child Support Verification, Custody Agreement, Legal Separation or Divorce Papers to show the absence of a parent listed on the child's birth certificate. If none of the above legal forms exist a copy of the rental/lease agreement and household bills that would eliminate the other adult from the family size is required.
- Other: Verification of any other income for your family

## **DETERMINATION OF CHILD CARE HOURS**

- **Child care hours are based solely off Seeking Permanent Housing form.**
- All children must have updated information on the Emergency form (YMCA CRS form) of school district, school name and grade.

### **Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider

## REFERRED CLIENTS

**For a Child Protective Service (CPS) case the State regulations are:**

- A family may receive child care services for up to 12 months on the basis of a certification by the county child welfare agency that child care services continue to be necessary; or
- If the child is receiving child protective services during that period of time, and the family requires child care and remains otherwise eligible.
- Time limit does not apply if the family's child care referral is recertified by the county child welfare agency.

## DOCUMENTATION FOR REFERRED CLIENTS

**Submit the following documents for an active CPS case:**

- A written referral, prepared by a child welfare service worker, that contains the following information:
  - The name of the county child care welfare agency, telephone number, office address, city and zip code;
  - The name and signature of the child welfare services worker, and the date of the referral;
  - A written statement that the child is receiving protective services; and child care and developmental services are a necessary component of the child protective services plan; and
  - The probable duration of the child protective services plan.
- If income is not waived by child welfare service worker, you need to submit verification of all income for your family. Income can only be waived for up to one year.

## DETERMINATION OF CHILD CARE HOURS

- **Child care hours are based solely off the CPS referral form.**
- All children must have updated information on the Emergency form (YMCA CRS form) regarding school district, school name and grade.

**Other Proof of Eligibility:**

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider



**Eligibility under this need criterion is valid for only 12 months and family must be recertified within the first six months of need. In order to continue to receive services the family must have another verifiable need and be income eligible for the program.**

## AT-RISK REFERRAL

### State regulations for a child at-risk are:

- Children at risk of abuse, neglect, or exploitation means children who are so identified in a written referral from a legal, medical, social service agency, or emergency shelter.

## DOCUMENTATION FOR AT-RISK REFERRED CLIENTS

### Submit the following documents:

- The referral for children who are at risk of abuse, neglect, or exploitation must contain all of the following information:
  - The name of the referring agency, telephone number, office address, city and zip code;
  - The name and signature of the legally qualified professional making the referral, the type of license held by the individual, their license number, and the date of the referral;
  - A statement that specifically indicates that the child is at risk of abuse, neglect, or exploitation and that child care and developmental services are a necessity to reduce that risk; and
  - The probable duration of the risk situation.
- If income is not waived by child welfare service worker, you need to submit verification of all income for your family.

## DETERMINATION OF CHILD CARE HOURS

- **Child care hours are based solely off the At-Risk Referral form.**
- All children must have updated information on the Emergency form (YMCA CRS form) regarding school district, school name and grade.

### Other Proof of Eligibility:

- Verification of residency
- Birth certificates for all children in the family size
- Physician Report (YMCA CRS form)
- Immunization records for non-school age children using an exempt provider



**Eligibility under this need criterion is valid for only three months. In order to continue to receive services the family must have another verifiable need and be income eligible for the program.**

## STEPS FOR APPROVAL

The following is the approval process. Once you have been approved for services, you are in the program. This is called “certification.”

- You will receive “an approval” Notice of Action (NOA)
- You and the provider will receive a child care certificate. On the child care certificate the effective date for child care services and hours authorized will be indicated.
- The provider will access and print out the attendance sheet via the internet. Attendance sheets are available at: <http://apx.ymcacrs.org>
- If you decide not to use this provider (before care has started), contact the provider and your Case Manager. Your Case Manager will issue a Last Day of Pay for no payment to that provider. A new child care certificate and attendance sheet will be issued to you and your new provider once they have been approved.
- **YMCA CRS cannot pay for any child care services you use before a NOA and child care certificate are issued to you and the provider.**

## NOTICE OF ACTION (NOA)

A Notice of Action will be mailed to you whenever there is a change in your program status. There are three types of NOAs: initial/certification, change, and denial/termination. You will get a NOA when your eligibility is decided. The NOA states whether you have been approved or denied for the program.

- If approved, your NOA will list the days and hours of authorized care per child, the effective dates of child care services and show any parent fee you are required to pay.
- If not approved, your NOA will tell you why you were “denied” acceptance. These reasons may include:
  - You have not submitted all requested and required paperwork.
  - You have not chosen a child care provider and/or the provider has not completed the YMCA CRS agreement process.
  - Your income is above the guidelines for families we are currently assisting.
  - You do not have a qualified need.
  - You are determined not to be eligible.
- You will have 14 calendar days to appeal any decision. If the NOA is mailed, the 14 calendar day period will be extended by five calendar days. This assumes you received the NOA within those five days.
- You must respond to the NOA in writing by the effective date indicated if you disagree with the action and wish to appeal.
- If you do not appeal the NOA for termination by the appeal date your appeal is considered abandoned and your child care case is closed.

## COMMUNICATION GUIDELINES

Please follow these guidelines to ensure you receive all of your important communications from YMCA CRS. If you have questions call your Case Manager or see Reporting Changes below.

### Contact Information

- Report address changes directly to your Case Manager within five calendar days.
- YMCA CRS considers any mail sent to the address on file as delivered; YMCA CRS is not responsible if you do not receive it.
- Report any change to your phone number directly to your Case Manager within five calendar days.

## REPORTING CHANGES

Clients receiving Alternative Payment assistance are required to keep their Case Manager informed. Call your Case Manager within five calendar days if you have a change in your family status or child care needs.

### WHAT CHANGES TO REPORT

Your Case Manager needs to know if there are changes:

Change	Description
Provider Information	Do you plan to change providers?
Contact Information	Do you have a new address? Telephone number?
Marital Status	Are you recently married, widowed, or divorced?
Family Size	Has there been an adoption? Birth? Death?
Maternity Leave	Have you stopped working or going to school because of childbirth or adoption?
Breaks in Training/School	Is your school going on winter, spring or summer break?
Work Status	Were you recently hired with a new employer? Terminated from your job? Did you change jobs?
Work Schedule	Have your work hours/days increased? Decreased? Changed?
CalWORKs Status	Has your case closed? Are you now exempt from welfare to work activities? Did you modify your welfare to work plan?
Training/School Status	Have you stopped going to school? Has there been a change in your school or training performance?
Training/School Schedule	Did you enroll in more classes? Did you drop a class?
Family Income	Did you receive a pay raise? Did your wages decrease? Are you now receiving child support?
Vacations, and/or Loss/Change of Custody, Incarceration	Are you going to be out of town? Report all incarcerations immediately, as incarceration is not an eligible activity.
Any other changes that could affect your case	Report any other changes that can affect your child care services.

## **HOW TO REPORT CHANGES**

You may leave a message on our voicemail system or e-mail 24 hours a day, seven days a week. If the Case Manager does not return your call or respond to your e-mail within one business day, please contact the supervisor to ensure that the changes have been made to your case.

YMCA CRS business days are Monday through Friday. If you leave a message or send an e-mail Friday through Sunday you will not receive a response until Monday.

Reporting your changes does not automatically mean it has been updated and approved. Your Case Manager will do the following:

- Send you a Incomplete File Notice to request documents from you
- Confirm the facts before approving them
- Adjust your child care hours, as needed

All changes and required documentation to support that change are due in our office no later than 4:00 p.m. on Wednesday. All documentation submitted must be verified in order for the change in child care to begin the following Monday (except provider changes).

## **TERMINATION**

If you do not report changes within five calendar days, you may be terminated from the program.

## REPORTING CHANGES AND YOUR CHILD CARE HOURS

Your child care hours may change for reasons that include:

- Emergency leave
- Unemployment
- Disability
- Training/School schedules
  - Break in training/school program
  - Adding or dropping courses
  - Start or completion of training/school period
  - Quitting training/school
- Variable work schedule
  - Start and end of temporary work assignments
  - Increase or decrease in work hours/days
  - Overtime
  - Per Diem, On-Call or Substitute Positions

When your schedule changes you are required to report the change to your Case Manager within five calendar days. Reporting your change does not automatically mean it has been updated and approved. Your Case Manager will do the following:

- Request up to date support documents from you
- Confirm the facts before approving them
- Adjust your child care hours, as needed
- Send new certificates

All changes and required documentation to support that change are due in our office no later than 4:00 p.m. on Wednesday. All documentation submitted must be verified in order for the change to be made for the following Monday.

It may take up to one week to process and send a new Child Care Certificate.

## **CHANGES IN REGULAR CHILD CARE HOURS**

### **REGULARLY SCHEDULED CHILD CARE**

You are only authorized to use the hours and days as indicated on the Child Care Certificate. The hours and days authorized are based on your verified need for child care services. If your need or hours have changed you are required to notify your Case Manager within five calendar days of the change. You may be terminated for not using the child care hours as authorized.

### **VARIABLE WORK SCHEDULE**

Some work schedules may change from week to week. This is called a “variable work schedule.” You will be required to submit a copy or print out of your timecard or work schedule attached to the attendance sheet before it is submitted for payment. Your provider will be paid according to this information plus reasonable travel time. Notify your Case Manager of any changes to your schedule within five calendar days.

YMCA CRS AP Program considers the following positions as always being variable:

- Per diem
- On-Call
- Substitute Teachers

### **LIMITED TERM SERVICE LEAVE (LTSL)**

You may request a leave of absence from child care. This short term leave lets your family stay in our program while not using child care services.

You may take a short term leave for the following reasons:

- You are a student who is out of school on break or summer but are not working or attending school/training.
- You are employed by a School District that is closed for winter, spring or summer breaks.
- You go out of town or stop services because of an emergency.
- You have a medical reason such as surgery, pregnancy complications, etc.

Before your LTSL can be approved, notify your Case Manager, who will:

- Verify a break in your school/training program.
- Verify a break in employment.
- Request verification of your medical condition
- Approve your leave
- Send a Notice of Action (NOA) stating approval

Your LTSL cannot be more than 16 weeks:

- The YMCA CRS cannot pay child care services during your LTSL
- The YMCA CRS cannot pay to “hold a spot” at a provider’s facility

To restart your child care services, contact your Case Manager two weeks prior to your LTSL period ending. The following steps will take place to restart your child care services:

1. Your Case Manager will review your qualifications and child care hours.
2. Your need for service has to be verified before you can be reinstated.
3. Your provider has to be approved and authorized.
4. Your provider is required to receive a Child Care Certificate before you child care can start again.

**YMCA CRS cannot pay for child care services you use before your re-approval.**

If you do not return to work, school or training after your authorized LTSL your case will be terminated.

## **RENEW PROGRAM ELIGIBILITY (RECERTIFICATION)**

Depending on your qualifying need, you are required to renew program eligibility every 6 or 12 months.

- You are required to meet **in person** with your Case Manager to renew your eligibility. At this time, documentation to support your need and eligibility must be submitted, reviewed and verified to determine your continued eligibility.
- You will receive an appointment letter from our office. The letter will have the date and time of your appointment and a list of the items you are required to bring. The list is not all inclusive. If you see something listed and it applies please bring the supporting documentation.
- If you need to change your appointment, call your Case Manager at least 24 hours before the scheduled appointment. YMCA CRS will allow for one reschedule if you call prior to your set appointment. If you miss your appointment and do not call prior to reschedule a termination will be issued.
- You have successfully completed the process after all of the following happens:
  - You meet with your Case Manager in person.
  - You submit all requested and required documents on time.
  - You complete and sign a new application.
  - Your Case Manager confirms that you still qualify.
- You will be required to supply a copy of birth certificates for all children under the age of 18 years old.
- You will be required to bring current proof of residency (within thirty days of appointment date).

Please do not bring children to the recertification appointment. Children can be left with your approved child care provider if you specify on attendance sheet that you were at your recertification appointment.

### **ALERT!**

**You must appear at your appointment and bring all of the required paperwork. Families will lose their child care services if they fail to attend the once a year approval appointments. This approval, also known as recertification, re-enrolls you in the program.**

# PARENT FEES

## WHAT ARE PARENT FEES?

Some families have to make payments toward their child care services. The California Department of Education (CDE) sets these parent fees according to State guidelines which include the following:

- The number of people you count in your family
- Your family's gross monthly income (before taxes)
- Your child who uses the most hours of care
- Whether child care is part-time or full-time
- Note: Full-time care is six hours or more per day.

## HOW MUCH DO YOU PAY?

Based on the information above, your Case Manager will tell you how much your parent fee is. You will receive these documents:

- Notice of Action with the fee amount and start date.
- Child Care Certificate for the child the parent fee was assigned to stating the fee amount and start date.

## IF YOU DO NOT PAY

CDE requires YMCA CRS to terminate your child care case when you do not pay the parent fee in full and on time to your child care provider.

## HOW IT WORKS

### 1. Payment Due Date

- CDE requires that you pay your fee within the service month that child care was provided.
- Your child care provider will decide the payment due date within the service month.
- Your child care provider should give you a receipt for all fees paid by you to the child care provider.

### 2. Attendance Sheets

- Your child care provider will print a 4-week attendance sheet for you to sign each day. You sign it when your child(ren) are taken to and picked up from child care.
- Child Care Schedule and the Parent Fee
  - When you have a set schedule (the same number of hours each day), the attendance sheet will show the parent fee amount you owe per week.
  - When you have a varied schedule (your hours are different daily), your child care provider will tell you how much to pay. This amount is based on the total hours used daily. If the child who is in care the longest attended less

than six hours daily, you pay the part-time fee. If the child attended six hours or more per day, you pay the full-time fee as indicated on the Notice of Action.

- At the end of each week you need to note on the attendance sheet the parent fee amount paid directly to the provider.
- When you sign the attendance sheet at the end of the noted period, both you and the provider are stating you have paid your fee for that period of time or you are paying in accordance with the payment plan. You and your provider are confirming, under penalty of perjury, that the care reported is the actual time and days that care occurred. You are expected to be truthful. Otherwise, you will be terminated from the program.
- The child care provider should submit the attendance sheet to the Mission Valley Office no later than the Tuesday after the last date on the attendance sheet by 5:00 p.m. YMCA CRS is not responsible for mail delivery. Attendance sheets received after the 5:00 p.m. deadline will be stamped received for the following day. Due dates and times are not extended for legal holidays falling on a week day. Postmarked mail is not considered delivered.

### **3. Payment Plan**

- If you are unable to pay the full amount of the fee in the period it is owed, you may set up a written payment plan with the child care provider.
- The provider decides whether or not to offer a payment plan and what the terms will be.
- Make note of any payment plan and your compliance with it on the AS.

### **4. Terminations**

YMCA CRS is required to begin the termination process when your child care provider notifies us that you have:

- Not paid your parent fee
- Only paid a portion of your parent fee and a payment plan has not been set up, or
- Not paid your parent fee in accordance to a payment plan set up between your provider and you.

### **5. Appeals Process**

You have the right to appeal a termination of child care services for failure to pay parent fees.

- You will receive a Termination Notice of Action (NOA)
- On the back of the NOA, there are instructions for filing an appeal.
- Complete the back side of the NOA and return it to your Case Manager at YMCA CRS.
- Submit your appeal on or before the termination effective date (as indicated on the front). The written appeal must be received by the effective date of the termination, postmarks are not considered delivered.

## 6. If Child Care Ends

- YMCA CRS will not make child care payments after the effective date of the termination.
- Your re-acceptance into the program is not certain. You will need to have a need for services, remain income eligible and still be within 24 months of being off aid (Stage 2 eligible).
- You may apply on the Centralized Eligibility List (CEL) online at [www.childcaresandiego.com](http://www.childcaresandiego.com) or by calling (800) 521-0560 if you are still in need of child care assistance.

## 7. Report Changes within Five Calendar Days

You are responsible for reporting any changes that may affect the amount of fees you owe. Please remember to tell your Case Manager of all changes to:

- Income
- Family size
- Marital status, or
- Need status

**ALERT!**

**If you do not file an appeal by the termination effective date, child care services will end. YOU WILL LOSE THE RIGHT TO APPEAL.**

# SECTION 4

## WORKING WITH PROVIDERS

### PROVIDER INFORMATION

#### PARENT CHOICE

The program has a “parent choice” policy. Within certain guidelines, the family can select a child care provider(s) of their choice. However, the provider has to meet the parent’s needs, the needs of the child, and all enrollment requirements.

**Providers are not employees of YMCA CRS.** They are independent, self-employed contractors. YMCA CRS does not withhold Federal or State income taxes; it is the provider’s responsibility for reporting income. 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. Contact the local IRS office to learn more about the IRS regulations and responsibilities for an independent contractor. Your child is required to begin child care services within thirty days of your acceptance into the program.

#### TYPES OF CHILD CARE AVAILABLE TO FAMILIES

You may have full-day, part-day, before- and after-school, evening, overnight and/or weekend child care services. With written approval from your Case Manager, you may choose the type of child care that best fits your family’s needs.

#### FINDING A PROVIDER

**Three types of child care available:**

- Licensed provider in a center
- Licensed provider in a family child care home
- License-exempt provider (family friend, relative, or neighbor)

## **ROLE OF YMCA CRS:**

Contact the Resource and Referral Department (R&R), at (800) 481-2151 or online at <http://www.ymcacrs.org> to receive a list of child care referrals and information on how to choose quality child care. Please note that not all providers that are registered with R&R are active providers within the AP Program.

YMCA CRS does not make recommendations or decide if a provider's building, staff, and program meet licensing and/or health and safety requirements.

The child care provider you choose is required to submit paperwork in order for child care services to begin. If your provider does not submit all necessary paperwork within thirty days, we suggest you choose another provider. You have thirty days from certification or two weeks as an existing client to be without a child care provider who has completed all the necessary paperwork.

## **STEPS TO GETTING YOUR PROVIDER STARTED**

- Processing by your Case Manager is fast, if your child care provider has:
  - An existing CRS agreement,
  - Met all other requirements
- Approval by your Case Manager depends on:
  - Completion of the agreement process by you and the provider with Provider Services
  - Having the agreement documents approved by Provider Service staff.
- Your provider cannot be paid if child care services begin before your:
  - Provider's agreement is approved
  - Provider has met all other requirements
- If the provider agreement is incomplete or denied:
  - No payment will be issued
  - A letter of denial will be sent to the provider.
- Once child care services are authorized, the client and provider are sent a child care certificate. If the provider is new to the program an invitation e-mail is sent for the provider to access the web site to print an attendance sheet. If provider has previously worked with YMCA CRS and has access to the web site the new attendance sheet will become available the Friday before the start of care.

## **CHOOSING A CHILD CARE PROVIDER**

### **If you choose a licensed provider in a center or family child care home:**

- Child care centers and all family child care homes are licensed by the California Department of Social Services (DSS) Community Care Licensing division (CCL) to ensure that minimum health and safety standards are met.
- As a parent or guardian, you have the right and responsibility to review a potential child care provider's public record to obtain information on complaints and violations before placing your child in their care.
- Child care centers offer part-time or full-time care. At times, there are expenses or fees that go with licensed provider center-based care.
- Licensed family child care takes place in the provider's home. The provider is licensed for no more than 14 children for a large family home or 8 children for a small family and may offer part-time or full-time care. Some family child care providers also offer evening, overnight and weekend child care.

### **If you choose a licensed exempt provider:**

As the parent choosing this provider, you take any and all responsibility resulting from your selection including but not limited to:

- Determining the appropriateness of the provider.
- Conducting background checks.
- Obtaining character references and other required documentation.
- Rating quality, performance, and health of the provider, and
- Evaluating the safety of the provider's premises.

## LICENSED EXEMPT PROVIDER

License exempt providers can care for the children of one family other than their relatives' children or the providers' own children. For tax purposes, providers report all earnings for these services to the State and Federal governments.

There are four types of license exempt child care services:

### 1. License Exempt Relative:

- A relative is defined as the child's immediate aunt, uncle or grandparent.
- Care is provided in the provider's home.
- The provider's home cannot be the same residence as the child's.

### 2. License Exempt Non-Relative:

- A neighbor, friend, distant relative, or sibling of the child may be a non-relative provider.
- Care is provided in the provider's home.
- The provider's home cannot be the same residence as the child's.
- License-exempt non-relative providers can care for the children of one family, as well as their relative's children or their own.

According to State law, all non-relative providers have to be fingerprinted and listed with TrustLine, a service of the California Child Care Resource and Referral Network.

- Possible child care providers are fingerprinted. The Department of Justice checks the fingerprints to make sure the provider does not have a criminal history of child abuse or related offenses. If a provider's TrustLine registration is denied or closed, the agreement for child care services will be terminated.
- YMCA CRS is required to notify the client and provider as instructed by TrustLine and end payments to the provider in the specified time frame.
- All exempt providers that register with TrustLine are required to notify TrustLine of any changes including change of address or phone number.
- To find out if your provider has had a TrustLine check, call (800) 822-8490.

### 3. License Exempt In-Home Care:

- In-home providers, provide child care in the children's home.
- There must be at least three non-school age children at all times in order to ensure minimum wages laws are met.

### 4. License-Exempt Center:

- Extended day-care programs run by school districts
- Special education preschool programs
- School-age parent and infant development programs
- Shared child care arrangements for no pay
- Recreation programs

## **MATCHING THE PROVIDER TO YOUR CHILD**

There are many different types of child care available to parents. It is important to get child care that meets the needs of your child. Many licensed centers and family child care offer supervised play that helps children learn social skills and basic concepts that prepare them for school.

In general, you are allowed to select only one child care provider, when the provider meets all of your family's child care needs. There are exceptions, however.

You can select both a primary child care provider who is not a licensed center and a facility that is a licensed center:

- When your child is age 5 or younger and not enrolled in school, and
- Only when you want your child to have "school readiness" experience, and
- When your child care hours with the two providers do not overlap.

## PROVIDER ENROLLMENT

### ENROLLING LICENSED PROVIDERS

If you use a licensed child care provider, make sure the license meets all of the following requirements:



- Current child care license has not expired
- Capacity is correct for the number of children in care
- Approved to provide care for the age of your child

Contact the Provider Services Department to determine if an enrollment is needed.

Note: Licensed providers must report suspected child abuse or neglect. The 24-hour Child Protection Hotline number is (858) 560-2191 or your local law enforcement agency.

### ENROLLING LICENSE EXEMPT PROVIDERS

All documents listed below are required for enrollment approval. The provider's name and your name must be signed the same (full first and full last name) on all documents and forms that you submit to the program.

#### Parent needs to bring:



- Copy of his or her current California Driver License or California ID
- Current address verification, such as a utility bill, bank or credit card statement, or additional form as required. All address verification papers are required to be dated within one month of the enrollment effective date.

#### Provider needs to bring:



- Copy of his or her current California Driver License or California ID
- Copy of his or her valid Social Security Card
- Current address verification, such as a utility bill, bank or credit card statement, or additional form as required. All address verification papers are required to be dated within one month of the enrollment effective date.
- Current IRS W-9 form
- TrustLine verification (if non-relative child care provider)
- TB result verification (if exempt provider)
- E-mail address
- Voided check, account number and routing number for direct deposit

The provider enrollment effective date is the date the agreement is completed as determined by the YMCA CRS.

## REQUIREMENTS OF ALL PROVIDERS

### ALL providers are required to:

- Complete all enrollment paperwork prior to receiving an invitation to access attendance sheets and payment statements for services provided.
- Exempt providers must come to the YMCA CRS office along with the parent to complete the enrollment paperwork.
- Provider must maintain daily sign in and out sheets for each child on the Alternative Payment Program for at least two years and make them available to AP staff if requested.
- Keep attendance sheets 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.
- All absences and reason for absences must be recorded daily on the attendance sheets.
- YMCA CRS will limit provider rate increase to only one per fiscal year according to Education Code Section 8222(f). Examples of provider rate changes now will include:
  - Rates charged (hourly, daily, weekly, and after hours)
  - Sibling discounts
  - Registration fees
  - Material fees
  - Hours of operation that affect rates
  - Policies regarding payment for absences
  - Receipt of a contract/parent agreement that changes payment terms
  - Any other change or addition that affects payment for services provided
- Give a minimum of fifteen days written/typed notice of rate changes to YMCA CRS.
- Late renewal may delay the effective date of rate changes submitted with provider agreements
- Licensed providers must submit a copy of their current typed rate sheet to YMCA CRS Resource and Referral.
- Provider must submit a parental agreement that shows the provider is receiving payment for absences, days of non-operation and holidays from a non-subsidized family. If provider does not submit an agreement YMCA CRS cannot pay for any of the above services.
- Payments made by the YMCA CRS shall be equal to the rate charged to non-subsidized families, not to exceed the established Regional Market Rate Ceiling (RMRC).
- Licensed providers must submit a statement signed by provider confirming that the rates charged for any subsidized child are equal to or less than the rates charged for non-subsidized families.
- Give written notice of changes: change of ownership, change in address and/or phone number, change in direct deposit information, etc.
- Licensed providers will need to supply a copy of their new child care license and a new W-9. Exempt providers will need to supply verification of new home address and a new W-9.

- Providers must remain in compliance with all applicable licensing laws and TrustLine regulations.
- Termination of payment will occur if YMCA CRS receives notification from Community Care Licensing (CCL) that a facility's license has been revoked or temporarily suspended. No payment will be made for care after the effective date of the CCL action. YMCA CRS will notify provider and families (utilizing the provider) in writing within two business days no payment will be made beyond the effective date of CCL license suspension or revocation and the reason for termination.
- Subsidized families utilizing a facility that has been placed on probationary status from Community Care Licensing (CCL) will receive written notice of the effective date of probation, the opportunity to choose another child care provider or continue receiving services through the facility. If family chooses to change providers the notice period must be paid to current facility.
- Providers must refrain from religious instruction.
- Providers must utilize direct deposit for reimbursement.

**YMCA CRS reserves the right to determine what type of documentation is acceptable to verify any requested information.**

## **ALERT!**

**If you or your provider cannot meet the above requirements to complete the enrollment forms, the enrollment will be denied. No payment for child care services will be issued.**

## PROVIDER QUALIFICATIONS

### A child care provider has the following qualifications:

- Is not the parent (by blood, marriage or adoption)
- Is not living in the same home as the parent or another child care provider who is receiving payment from the program for child care services.
- Has completed all paperwork and has been approved by YMCA CRS.
- Is 18 years of age or older
- Is TrustLine approved
- Has not had a suspended or revoked day care license

### A provider cannot be someone who is:

- Parent (by blood, marriage or adoption) who is enrolled in the program.
- Parent (by blood, marriage or adoption) who is not certified for the program, but whose children receive services.
- Living in the same home as the parent receiving services on the program.
- The guardian of the child who is enrolled in the program.
- Living in the same home as another provider who is receiving payment from the program for child care services.
- Has had his/her TrustLine registration denied, closed or revoked.
- Does not have all approved forms.
- Does not or cannot give all of the forms or documents to complete the Provider Enrollment process.
- Has had his/her child care license suspended or revoked but wants to continue as a license-exempt provider.
- Cannot get direct deposit
- Does not have the time available to commit to the client's full certified need, due to another job, school or other commitments that may prevent the individually from being physically present as the child's care taker.

**Note: According to State guidelines, children of a licensed provider are not eligible for child care subsidies. Operating a child care business does not stop providers from caring for their own children.**

All child care providers participating with our agency on the parent's behalf are expected to maintain a level of respect and courtesy towards YMCA CRS staff at all times.

YMCA CRS expects providers to treat our staff with respect and consideration. Instances of aggressive behavior, yelling, name calling, profanity, physical aggression or any behavior or language that is deemed threatening or abusive is grounds for immediate termination from the program.

If a provider is terminated for just cause by our agency, their client will be asked to find a new provider immediately.

## CHANGING CHILD CARE PROVIDERS

**Please choose your child care provider carefully.**

- It is important for your children to have consistent child care. This consistency adds to a stable environment and children's sense of well-being.
- We highly advise that your family not change providers more than three times per child each fiscal year.
- A new provider will not be paid until the new enrollment forms are complete and approved.
- If there are reasons for more than three changes, please talk to your Case Manager.
- If you have a verifiable need for child care at any time your provider is closed or refuses services, you may select another provider for that time period. However, you will need to get prior approval from your Case Manager and the provider must have an existing agreement with YMCA CRS.

**Follow these steps to change child care providers:**

1. Give your current provider a written two week notice of the last date your children will be with them.
2. Give your Case Manager a two week notice.
3. Ask your new provider to complete the enrollment forms prior to child care being approved.

Most licensed providers require a two week notice, but some may ask for more. It is important for you to know your provider's policies. You will have to pay if you leave child care without giving proper notice, or when you change providers. You are responsible for any payments required by your provider that cannot be reimbursed by YMCA CRS.

**ALERT!**

**Do not start child care services if your provider has not been approved and has not received a child care certificate.**

## **RESPONSIBLE USE OF CHILD CARE SERVICES**

Child care is a valuable service. Please treat your child care providers with courtesy and respect. If you see a problem, try to resolve it in a friendly, cooperative manner. When necessary, call your case manager who will try to help you find an agreeable solution.

### **LATE FEES**

Please do not take advantage of your providers. Each child is only allowed a limited number of hours of care per day based on your schedule. Many providers charge extra fees when you are late. The YMCA CRS cannot **pay late fees** for you.

- Your children should be dropped off and picked up on time.
- Make arrangements in advance if you will be later than usual on some days.
- YMCA CRS will not pay for unauthorized hours. Subsidized child care is not meant for you to go to the market, have personal appointments, or visit someone.

### **ENDING YOUR SERVICES**

Each provider has rules that you are expected to follow. If you or your children disregard any rules, providers may stop their services to you. The YMCA CRS may end your services if you have problems with different providers.

### **PAYMENT FOR CHILD CARE SERVICES**

Payments for child care services are only made after all of the following conditions are met:

- Provider has completed all necessary enrollment forms with the Provider Services Specialist.
- Provider is connected to the family.
- Provider has submitted accurate and complete attendance sheets for each child by the deadline required.
- YMCA CRS pays claims for services directly to the provider via direct deposit. Payments are never issued to the parent.

## THE CERTIFICATE

Each provider and parent will receive a certificate for each child. The certificate serves as the agreement for care for the child(ren). The following information is included on the certificate:

- The times of care
- Authorized dates of care (start date and end date)
- Total amount of hours of care
- The estimated amount that YMCA CRS will pay
- Parent fee

**Note:** The end date on the certificate is the last day of authorized child care payment. Unless the provider receives a new certificate care will end on that date. However, the end date on the certificate is not a guarantee that payment will occur through that date. Things to remember about the certificate:

- It is the provider's responsibility to notify YMCA CRS within five business days if they have a disagreement regarding the certificate.
- The certificate stands as the authorization for care and payment agreement for the particular child.
- If the parent and provider receive a new certificate and a last day of pay notice has already been issued, the last day of payment still remains the same.
- It is the responsibility of the parent to pay for any extra child care that exceeds the contracted hours of child care. Providers may collect fees for services rendered outside of the contract period, e.g., if a parent uses the same provider while going out at night for dinner or to go shopping.
- If the Case Manager authorizes a change in hours, an updated certificate will be sent to both parent and provider.
- Children with varied schedules will be paid for actual care only. Payment for absences can be made when parent was scheduled to work and was not able to attend. The absence must be noted on the attendance sheet and qualify as an allowable absence based on being excused or in the best interest of the child.
- All varying schedules will be paid starting with the first day of care and will work down the week until the maximum number of hours have been paid. Any hours above and beyond the maximum amount of hours will not be paid, regardless if they are after hours or weekends.

## **ALERT!**

**If you start care before your provider has been approved, you are required to pay the new provider for all child care services before the change was approved.**

## REIMBURSEMENT GUIDELINES

- YMCA CRS will not reimburse a provider for more than the State specified Regional Market Rate Ceiling (RMRC).
- Full payment of the rates requested by a provider, which must be on file, cannot be guaranteed.
- Reimbursement of provider's rates is based on the RMRC for the type of child care provided and the payment procedures set by the agency.
- YMCA CRS reimburses the provider for each child's authorized need for care by paying whichever is less, the RMRC or the provider's expected amount.

## REGIONAL MARKET RATE CEILING (RMRC) RULES

- Standard rates are paid between 6:00 a.m. and 6:00 p.m. After hours adjustments, if applicable, are applied based on the percentage of care that occurs from 6:00 a.m. to 6:00 p.m., Monday through Friday, and on Saturday and Sunday.
- Hourly rates can only be used if a child's need for child care is less than thirty hours per week and less than six hours per day.
- Daily rates can only be used if a child's need for child care is six hours or more per day.
- If payment of the provider's part-time hourly/daily rate will exceed the provider's full-time weekly rate, the payment will be capped at the full-time weekly rate or the RMRC, whichever is less.
- Part-time weekly rates shall only be used for care less than thirty hours per week.
- Full-time weekly rates shall only be used for care thirty hours or more per week.
- Rate calculations are based on the hours the parent is authorized to use, and whether those hours are full-time or part-time. Part-time is considered to be anything less than thirty hours a week and full-time is considered to be anything that is thirty hours even or more per week.
- After hours rate adjustment occurs if licensed provider is receiving a weekly rate and requires additional payment for care after 6:00 p.m., Monday through Friday and Saturday and Sunday.
  - If less than 10% of child care occurs after hours no rate adjustment will be applied.
  - If after hours care is at least 10% but less than 50% the appropriate rate category is multiplied by 1.125 to determine rate. If 50% or more of the care occurs after hours the appropriate rate category is multiplied by 1.25% to determine rate.

## CRITERIA FOR REIMBURSEMENT

- If a child begins care any day other than Monday or services are terminated any day other than a Friday, the rate for the week will be prorated for the number of days/hours authorized for that week.
- If care is provided for one week only and the provider is requesting payment of an annual registration fee, payment of the extra fee will be prorated to cover that week's portion of the annual fee only, up to the Regional Market Rate Ceiling (RMRC).
- If YMCA CRS cannot pay the expected rate, the parent will have a co-payment. A co-payment is a payment made by the parent to the provider to make up for the amount YMCA CRS cannot pay. The co-payment is between the provider and the parent and is not reported to YMCA CRS. It is the provider's choice whether or not to collect the co-payment from the parent.
- The parent fee is based on the parent's income. If the parent has a parent fee, it is the provider's responsibility to collect it from the parent. The parent must pay the parent fee in order to remain in compliance with the terms of their agreement with YMCA CRS.
- YMCA CRS only pays for child care when the child(ren) is under direct care, supervision and guidance of the contracted child care provider for the hours of care submitted for payment.
- When a child has a birthday and their new age has any affect on the provider's payment, this change will take place the Monday following their birthday.
- YMCA CRS does not pay tuition for private school (kindergarten through twelfth grade) or home school/independent study of any kind. We will pay for child care hours only. The hours designated as "school" will not be paid by YMCA CRS.
- **For Centers only:** If a kindergartner is in attendance they will be considered school age. The 6+ RMRC will apply to these children when they are considered school age for licensing purposes.
- Only one provider per child can be reimbursed for child care services when the hours of operation of the child care provider selected can accommodate the child's need for child care.
- If a parent/guardian changes their child care provider they must give the provider and YMCA CRS proper notice. Parents/guardians will be responsible for any notice period required by the current child care provider.
- YMCA CRS will not pay a new provider until the provider has completed the enrollment process and has been approved by YMCA CRS to begin care.

**YMCA CRS cannot pay providers for any of the following:**

- If you stop care or take your child from the licensed child care provider without advance notice (for any reason). You will need to speak with your child care provider about any payment you may owe. YMCA CRS only pays your child care provider through the last day of actual care.
- Attendance sheets are turned in without authorized signatures; signed all at one time; use white out; different ink for time compared to ink for signature; and any sheet submitted with an unauthorized signature.
- Late fees are charged when children are not picked up on time or by the close of the provider's business day.
- Child care exceeds the approved number of enrollment hours or days.
- Child care at times different than the days or hours of the approved schedule.
- Tuition, book fees, or other school charges for children attending private school.
- Meals, transportation, field trips or activities not a part of the provider's basic child care rate.
- Child care fees for any days provider refuses care for the child for any reason.
- Fees required for holding a child's spot when the child is out of care for any reason.
- YMCA CRS does not pay for private kindergarten or tuition of any kind. We will pay for child care hours only.

**Client is responsible for paying the expenses listed below:**

- Using care outside of authorized hours and/or days.
- Co-payment for fees not covered by YMCA CRS.
- Parent fees
- Using care past family's termination date from the program.

## **ATTENDANCE SHEETS**

The YMCA CRS has attendance sheets to track each child's daily attendance. Payment for child care services is based on the information on the attendance sheets. Attendance Sheets are accessed online by the providers at: <http://apx.ymcacrs.org>.

### **Completing Attendance Sheets**

The provider is required to maintain the attendance sheet for each child and they are to be available to parents on a daily basis. It is the parent's responsibility to ensure that the attendance sheets are being completed accurately and daily.

If parent refuses to complete attendance sheets on a daily basis they may be terminated.

### **Signatures**

The parent or authorized adult are required to complete attendance sheet each day a child is in care.

- "In" and "Out" times are required to be actual
- Do not round off times
- Do not write the same time every day
- Specify a.m. or p.m.
- Signatures must be written in black or blue ink; no pencil or White-Out (correction fluid) accepted
- The signature of parent or authorized person must be:
  - Full signature (full first and last name)
  - The signature must be consistent throughout the entire attendance sheet.
  - Recorded daily to verify actual, daily in and out times. That signature confirms that child care was performed.
  - Verification of any absence under reason for absence-no hours should be recorded on any day(s) of no care
- Bottom of the attendance sheet must be signed only by client on the program, and the provider with full signature and date at the end of the coverage of the 4-week attendance sheet.

## THINGS TO REMEMBER

- Provider must note on attendance sheet any day of non-operation and registration fees.
- Attendance sheets that are turned in the first time whether or not complete will be paid as is based on signatures. Additional hours, days or weeks will not be added to an attendance sheet that has already been processed for payment.
- Attendance sheets must be completed correctly and received by YMCA CRS at the Mission Valley Office by 5:00 p.m. on the Tuesday due date.
- Attendance sheets received after the Tuesday due date will be processed with the next pay period.
- Attendance sheets that are incorrectly filled out or missing signatures will be placed on hold and require a written declaration from parent and/or provider. All holds must be cleared by the date stated on the Attendance Sheet warning letter to ensure payment.
- Attendance Sheet submitted after the final deadline to be submitted as indicated on the Provider Payment Schedule may result in non-payment.
- YMCA CRS is not responsible for late mail delivery or holidays that may cause delay in the mail.
- Funding for the AP Program is based on a July through June fiscal year. Attendance sheets for weeks submitted after the Final Deadline as indicated on the Provider Payment Schedule may be considered for payment depending on funding availability. To receive payment at the end of the fiscal year, all attendance sheets must be received and complete in our office no later than the last date stated with a \* on the Provider Payment Schedule. Payment will not be paid if attendance sheet is received after the fiscal year due date.

## **CHILDREN'S EXCUSED AND UNEXCUSED ABSENCES**

License exempt child care providers are paid for the actual days and hours of child care services. These hours are based on the families authorized hours/days of care.

### **LICENSED PROVIDERS 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
- Best interest days (limited to ten days per fiscal year) per child

The following are examples of best interest days:

- Child is spending time with a parent or other family member
- Family vacation

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 reason 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 the YMCA CRS verification that non-subsidized families pay for absences.
- Payment for excused absences will not exceed ten consecutive days of contracted care without a doctor's note.
- Two consecutive weeks of absences for vacation, illness or a notice period is the maximum we will pay a provider. Anything over the two weeks will be the parent's responsibility.
- Unexcused absences are tracked, 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; absences in excess of ten in a fiscal year will result in a file update, change in child care hours, nonpayment for days exceeding the tenth day, recertification or possible termination.

- If on a 4-week attendance sheet, the child is consistently using less hours than authorized or if there is a pattern of absences, the Case Manager will complete a file update, process a change/reduction in child care hours/days 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/days, recertification or possible termination.

### **ALERT!**

**The attendance sheet is a legal document. Parents and providers are responsible for the truth and accuracy of the information recorded and the signature on the form. After the attendance sheet is signed by both parties and submitted for payment, changes of any kind cannot be accepted.**

## **INACCURATE ATTENDANCE SHEETS**

**AP staff will screen Attendance Records for evidence that attendance is not recorded daily such as:**

- Missing signatures and/or times on consecutive days throughout attendance period
- Signature and times in/out are in different color ink or in different type of pen (felt pen vs. ball point pen)
- Child is signed out to school and/or in from school by parent and it should have been provider or it was on a day that school was not in session (holiday)
- Evidence that parent signed child in or out of care when per “need” parent or child could not have been physically present
- Child being signed in/out on a day the provider is closed
- Real Time: This on its own is not enough to determine attendance was not recorded daily. However, it is an indication and means that the attendance record should be viewed more thoroughly to look for other indicators such as those listed above.

If reimbursement cannot be made due to one of the issues above as information or clarification is necessary; AP Program staff will attempt to obtain clarification or missing information.

A Warning Letter will be issued to parent and/or provider for violation of any of the above reasons.

A family will be issued up to four warnings each year. If a fourth letter is issued, the family will be required to come in for a meeting.

If the parent fails to call and/or attend the required meeting to discuss attendance sheet discrepancies, a NOA for termination will be issued, for failing to comply with California Code of Regulations (CCR), Title 5, Education, Section 18065.

After parent has met with the Case Manager, the next time attendance records are submitted that do not comply with California Code of Regulations (CCR), Title 5, Education, Section 18065, parent will be required to attend a meeting with the AP Program Supervisor.

If parent fails to call and/or attend the required meeting to discuss attendance sheet discrepancies, a NOA for termination, for failing to comply with California Code of Regulations (CCR), Title 5, Education, Section 18065 will be issued.

After parent has met with Program Supervisor, the next time attendance records are submitted that do not comply with California Code of Regulations (CCR), Title 5, Education, Section 1806, a NOA for termination will be issued.

# SECTION 5

## TERMINATIONS

### HOW TO AVOID TERMINATION

Termination from the program can be at your request.

CDE requires YMCA CRS to terminate parents and their children from the program for the reasons listed below. There are ways you can avoid termination.

Sections in the AP Program Guidebook have more detailed explanations. Check with your Case Manager when you have a question.

### ELIGIBILITY AND ENROLLMENT

<b>Do</b>	<b>Reason</b>
Meet the State's income guidelines.	To receive subsidized child care, you cannot earn more than the State allows.
Use child care in San Diego County.	Your child care services have to be within San Diego County zip codes.
Meet the eligibility requirement.	In order to receive child care subsidy the adults in the family must be: <ul style="list-style-type: none"><li>• Working</li><li>• Looking for Work</li><li>• Enrolled in a training or vocational program</li><li>• Incapacitated</li><li>• Homeless</li></ul>
Provide current and correct documents.	Documentation must be current within thirty days of request (unless more is requested).
Be truthful at all times.	When presenting facts, statements, and papers, it is important that you are truthful about your: <ul style="list-style-type: none"><li>• Employment</li><li>• Income</li><li>• School or training</li><li>• Family size</li><li>• Marital status</li><li>• Child care services already received or to be received by another agency</li></ul>
Hand in paperwork on time.	Turn in all paperwork by the due date of the initial request.

<b>Do</b>	<b>Reason</b>
Enroll your children in child care services.	Your children must be enrolled with a child care provider prior to services being certified.
Complete the enrollment process.	Child care services begin when: <ul style="list-style-type: none"> <li>• The provider completes the enrollment packet.</li> <li>• YMCA CRS approves the enrollment paperwork.</li> <li>• Your provider receives a Child Care Certificate.</li> </ul>
Provide the school schedule for each school-aged child enrolled in the program.	We need to know what hours your child goes to school and the days he or she is out of school, in order to pay your provider correctly.
Your child(ren) meets child care services eligibility.	Child care services cannot be provided if your child(ren) is too old to remain on the program.

## **ATTENDANCE SHEETS**

<b>Do</b>	<b>Reason</b>
Complete attendance sheets on a daily basis, with full signature, and exact times in and out.	It is a CDE requirement that children are signed in and out of care everyday by responsible parent or guardian.
Make sure the information is accurate and truthful.	If you refuse to sign the attendance sheet or falsify records, we must terminate child care services.

## **RENEWAL PROCESS (RECERTIFICATION)**

<b>Do</b>	<b>Reason</b>
Recertify as required.	Depending on your need, you need to be recertified a minimum of every six months.
Hand in paperwork on time.	Submit all requested paperwork by the due date in order to verify your need and eligibility for services.

## PARENT FEES

Do	Reason
Pay parent fee	You are required to pay your provider a daily parent fee, based on your income and family size.
Pay parent fee that fits your income level.	When you have a salary increase, you are required to notify your Case Manager within five calendar days. Your parent fee may increase based on your new salary.

## CHANGES

Do	Reason
Let us know of any changes within five calendar days.	Changes in the following may affect your ability to remain eligible for the program: <ul style="list-style-type: none"> <li>• Work</li> <li>• Income</li> <li>• Marital Status</li> <li>• School or vocational training</li> <li>• Family size</li> </ul>
Let your Case Manager know whenever you plan to change providers.	The program requires you to report provider changes two weeks prior to change. If you consistently do not do so, you will be terminated.
Let your Case Manager know when you change your address or telephone number.	Report changes in your home or work address, telephone and work telephone within five calendar days. If you consistently do not do so, you will be terminated. Reporting the change to the post office, County, Employment Case Manager or telephone company is not enough.
Notify the program whenever you move.	When a termination NOA is mailed to your old address and you did not inform us of the change, you will be terminated – even if you did not receive the termination NOA at your new address.

## CHILD PROTECTIVE SERVICES

Do	Reason
Keep current with the requirements of child protective services.	If your child is in child protective services, you need to give us current notices from the referring specialist or agency

## SEEKING EMPLOYMENT, ABSENCES and LIMITED TERM SERVICE LEAVE

Do	Reason
Get a job or enroll in school/training before the end of job search.	To remain eligible, you need to be in school or working at the end of Seeking Employment status.
Get approval for absences more than three days from child care services ahead of time.	Before you take a long break from child care, the program requires you to get pre-approval.
Return from Limited Term Service Leave.	If you do not return from Limited Term Service Leave, we must terminate your child care services.
Talk to your Case Manager about the rules before taking a leave of absence.	During Limited Term Service Leave no child care services will be authorized.

## VOCATIONAL TRAINING

Do	Reason
Give proof of your grades that indicate acceptable progress in vocational goal.	The program needs to be aware of your acceptable progress at the end of each: <ul style="list-style-type: none"> <li>• Quarter</li> <li>• Semester</li> <li>• Course of Study</li> </ul>
Keep an academic grade point average of at least 2.0	The program is required to ensure you are in good academic standing.

## ETHICS

<b>Do</b>	<b>Reason</b>
Maintain high ethical, moral and legal conduct while on the program.	You will be terminated if you ask any YMCA CRS employee to do anything deemed to be unethical, immoral, or illegal.
Be truthful in all of your dealings with the AP Program.	If you commit an act of fraud in the program or violate the YMCA CRS Fraud Policy, you will be terminated. YMCA CRS will attempt to recover funds paid out if it is determined that care was provided under fraudulent reasons.
Use the program according to set policy and guidelines.	Misuse of child care services by you or your provider will result in termination.

### **ALERT!**

**You may be terminated from the program if you, your family member or friend commit any of the following acts upon a child, parent, child care provider, or YMCA CRS employee or associate:**

- **Use profanity or disrespectful language (written or verbal)**
- **Make any threats (specific or implied)**
- **Vandalize property**
- **Stalk**
- **Slander**
- **Verbally or physically abuse**
- **Endanger life**
- **Any other act determined to be inappropriate**

**Note: Legal action will be taken when appropriate.**

## TERMINATIONS

If you are terminated, you will get a written Notice of Action (NOA) 14 days if given or 19 days if mailed prior to the end date. Your provider will receive a Last Day of Pay Notice.

The NOA will explain:

- Reason for termination
- Date of termination
- How to appeal the termination

## HOW TO APPEAL

You may receive a Notice of Action (NOA) from YMCA CRS that changes or terminates your child care services. If you do not agree with the action, you may ask for a local, agency level hearing.

Note: You will receive your current child care services while you go through the appeal process.

### Appeal to YMCA CRS

The back of your NOA explains how to request a local hearing as follows:

1. Write all reasons for your appeal on the back of the NOA
  - Be specific and explain why the action is not justified.
  - Attach pages, documents or both, to help your claim.
2. Sign and date the written appeal.
3. Submit your written appeal to the Case Manager who sent you the NOA.
  - Both sides of the NOA you are appealing must be submitted.
    - Your Case Manager must receive your appeal by close of business day on the day that the action takes effect. The effective date is shown on the NOA.
    - Your Case Manager will send your appeal to the Appeals Coordinator.

## **ALERT!**

**Your appeal request has to be received no later than the effective date on the NOA. You will lose your right to an appeal if you fail to do any of the following:**

- **Request a hearing on time.**
- **Completely fill out the appeal request with an explanation.**
- **Submit front and back of NOA.**
- **Turn in the correct NOA for the action you are appealing.**
- **Show up for your appeal hearing appointment.**

If you waive your rights to appeal, the NOA decision is final and you lose all appeal rights, including appealing to Child Development Division.

Within ten calendar days after the agency gets your request, the Appeals Coordinator will schedule a time and place for a local hearing.

### **During the local hearing:**

- You may have an interpreter, if necessary.
- You will have the chance to explain why you think the AP Program's decision is wrong.
- You may give evidence to support your position.

If you do not show up for the local hearing, you will have waived your appeal rights and the appeal process ends. That means the decision on the NOA is final.

You will get a written response to your appeal within ten calendar days after the hearing that states:

- If your appeal is approved, your child care services will continue.
- If your appeal is denied, your child care services are terminated.
  - You may file a second appeal within 19 calendar days from the day the response is mailed to you.
  - Send your second appeal to the Child Development Division at the address on back of NOA and a copy of your appeal to your Case Manager.

### **Appeal Denied At Local Level: A Second Appeal to California Department Of Education (CDE), Child Development Division (CDD)**

If you send an appeal to CDE/CDD, you are required to include all of the following:

- Written statement listing all reasons you believe the agency's decision was incorrect.
- Copy of the YMCA CRS decision letter
- Copy of both sides of the NOA
- Evidence supporting your position

Send a copy of the information you submit to CDE/CDD to your Case Manager. This will allow you to continue your child care during the appeal process. CDE/CDD will take at least thirty days to review your appeal. Your child care services will continue until CDE/CDD makes their decision. You will receive a written notice from CDE/CDD with that decision.

- If your appeal is approved, your child care services will continue. CDE/CDD may have terms or conditions for your continued participation in the program.
- If your appeal is denied, your child care services will be terminated on that day. Another two week notice **will not** be sent to your provider.
- There are no further appeals you can make after the decision by the CDE/CDD. Their decision is final and the appeal process is then complete.

## **CHILD CARE CASE CLOSED**

### **Things to remember about child care case closed:**

- If your child care case is closed from Stage 2 program, and currently you receive TANF you may immediately apply to re-enroll on the program. Please call your Case Manager for more information.
- If you are terminated from any other funding source, you may apply to Centralized Eligibility List (CEL) and wait for available funding.
- You are required to pay all outstanding parent fees before being allowed back in the program.
- You are required to meet income and need guidelines to re-enroll.
- Your provider is required to submit any incomplete paperwork.

## **Section 6**

### **POLICIES AND FORMS**

#### **GRIEVANCE POLICIES**

Clients and Providers have the right to make complaints about actions and decisions of staff, conflicts and disagreements, and/or policies and procedures. If not satisfied with the decisions made regarding his or her complaints, you 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 (NOA) decisions. To appeal a YMCA CRS decision to terminate services, the client must follow the appeals procedure as outlined on the back of the NOA.

#### **Process for filing a grievance:**

1. Client/Provider is encouraged to talk with the staff member. Client/Provider may be able to work out the problem with them.
2. If the problem is not resolved to the client/provider's satisfaction, complete the Grievance Form and submit it to the supervisor of the staff in question. They will review the complaint and meet with you to discuss the issue.
3. If the client/provider 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 complaint.
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.

#### **UNIFORM COMPLAINT POLICIES (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 Childcare Resource Service (YMCA CRS) has violated child development/education statutes or regulations which include: 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.

Note: This does not apply to complaints regarding YMCA CRS policy or staff behavior as these complaints do not involve statutes or regulations.

## **HOW TO FILE A COMPLAINT**

Any individual, public agency or organization alleging that YMCA CRS violated a child development/education statute or for a discrimination complaint, 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 COMPLAINT IS FILED, WHAT HAPPENS NEXT?**

The Child Development Division (CDD) will resolve the complaint through mediation or investigation and complete a written report within sixty days of receipt of complaint.

## **WHAT IF I DISAGREE WITH THE OUTCOME?**

If you disagree with the decision made by the Child Development Division you may appeal within thirty-five days to the State Superintendent of Public Instruction.

## **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.

## **Examples of child care fraud include:**

- 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 YMCA CRS for a child while at the same time receives child care subsidies from another agency for the same child.
- The parent fails to report a marriage (or absent parent living in the home) knowing his/her new spouse's income would result in higher family fees or discontinuance.
- 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.
- A provider signing a parent's name on an attendance sheet or other legal form.
- A parent signing a provider's name on an attendance sheet.
- The parent or provider fails to report that a child is attending school.
- Any other collusion between a parent and provider to obtain child care subsidies to which they are not entitled.

By signing the bottom of the attendance sheet the parent and provider are acknowledging that the information contained on the attendance sheet is true and accurate.

Subsidized child care is provided in connection with receipt of State and/or Federal funds, and all cases of suspected fraud are referred to the District Attorney, which may result in charges being filed, repayment of child care services provided and/or is subject to prosecution under State and/or Federal criminal statutes.

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.

## Section 7

### COMMONLY USED TERMS & ABBREVIATIONS

**KEY:** Forms needed for initial certification and annual re-certification will have an asterisk (\*)

**\*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 child care 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:** Child Development Division

**CEL:** Centralized 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(ren) on AP 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's 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:** YMCA 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

**\*Education Goals Form:** YMCA CRS 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 children 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

**Provider:** Individual or center providing child care

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

**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 12 months. Recertification is required at least every three months for referred clients and at least every 12 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:** YMCA CRS form, signed by the client, which explains the requirements of being on seeking employment in addition to the restrictions of child care hours and days.

**\*Self-Declaration:** 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:** YMCA CRS form, completed by a member of a child's IEP team (other than the parent), stating nature and duration of a child's special needs, and whether the child is in need of supervision in a child care setting.

**\*Student Education Plan:** An outline of required courses to be taken based on educational goal, obtained from school counselor.

**SSN:** 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, a YMCA CRS form used to verify 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.