



CHILD CARE ASSISTANCE PROGRAMS (CCAP)

Program Policies and Participation Handbook

**For Child Care Providers
and Program Participants**

Child Care Subsidy Programs:

California Alternative Payment Program

CalWORKs Stages 1, 2, & 3

Early Head Start Child Care Partnership

Emergency Foster Bridge

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KINGS COMMUNITY ACTION ORGANIZATION (KCAO)

MISSION STATEMENT

Working as a team, KCAO will seek and provide programs that develop self-sufficiency in individuals, families, and communities within Kings County.

VISION STATEMENT

Kings County residents and communities will achieve self-sufficiency through the high-quality and client-focused programs of KCAO.

KCAO 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 in determining which children are served. KCAO refrains from religious affiliation, instruction or worship.

INTRODUCTION

Welcome to Kings Community Action Organization (KCAO). KCAO offers subsidized child care programs that allow participants to choose a variety of child care settings for their children. Upon enrollment in a subsidized child care program, families are offered a choice of enrolling a child with an eligible licensed child care center, a licensed child care home, license exempt, or TrustLine child care provider. KCAO reimburses for services to child care providers on behalf of qualifying families.

You will find in this handbook an overview of KCAO's subsidized child care programs and acquaint you with program eligibility requirements. The handbook also reviews KCAO's program policies and policies guiding provider participation.

In addition, the handbook explains the responsibilities and accountability of enrolled participants to maintain their program eligibility. It also describes the relationship between KCAO as the state funded contractor (the child care subsidy administrator) and the family's authorized representative. **It is the responsibility of each family and provider to be fully aware of and familiar with subsidized child care program regulations and policies.** It is KCAO's responsibility to inform program participants of policies governing eligibility and to ensure their understanding.

We look forward to working with you to support the growth and development of your child (ren).

CONFIDENTIALITY

KCAO shall maintain the use or disclose of information pertaining to the child (ren) or the family restricted to purposes directly related to the administration of the program. Data collection and dissemination of information shall be handled in such a manner as to ensure confidentiality of the names and addresses of individual participants. KCAO will also cooperate with authorized law enforcement or governmental agencies conducting an official investigation.

TYPES OF PROGRAMS

California Alternative Payment Program

The California Alternative Payment Program (CAPP) is funded by state and federal funds that are distributed by the California Department of Social Services. This program provides services for children from birth until their 13th birthday. Children with exceptional needs may continue to be served to age 21 provided there is sufficient documentation of exceptional need. Families are eligible for CAPP if they meet **both** a need and eligibility criteria.

CalWORKs Stage 1

Stage One is administered by the county welfare departments (CWD) or their contractors. The program begins when a family start receiving CalWORKs cash aid. CalWORKs clients may be served in Stage One until the county determines that the family situation is stable, or if no funds are available in Stage Two. Former CalWORKs clients are also eligible to receive child care services in Stage One and/or Stage Two for a total of no more than 24 months after they leave cash aid.

CalWORKs Stage 2

Stage Two is administered by California Department of Social Services (CDSS) through contracts with the Alternative Payment Program (APP). The APPs are agencies that contract with CDSS to make payments to subsidized child care providers and to provide other related child care and development services. Stage Two serves CalWORKs recipients whose situation has stabilized or families that are transitioning off CalWORKs. Families that receive lump-sum diversion services may receive child care in Stage Two if there is no funding available in Stage Three. Families leave Stage Two when they have been off cash aid for 24 months.

CalWORKs Stage 3

Stage Three is also administered by CDSS. This Stage provides services for former CalWORKs families after they have been off aid for 24 months and for families that receive lump-sum diversion services. Families remain in Stage Three until the family's income exceeds 85 percent of the state median income or until the children are over the eligibility age.

Early Head Start- Child Care Partnership (EHS-CCP)

Early Head Start- Child Care Partnership (EHS-CCP) is a collaboration of federal and state funds to expand high quality early learning and development opportunities for infants, toddlers, and preschool (6 weeks to 48 months) in Family Child Care and Center-Based settings of low ratio size to meet EHS quality standards. The partnership with licensed Family Child Care Providers and EHS Staff provides high quality developmental activities to children; assist the family with goal setting opportunities, provide a safe, nurturing and healthy environment. All families must meet the required income and enrollment guidelines for both Early Head Start and California Alternative Payment Programs (including Stage 1, Stage 2 and Stage 3).

Emergency Foster Bridge

The Emergency Foster Bridge program is a referral based program that helps foster parents with immediate access to quality, and affordable subsidized child care as they move through the California Department of Social Services. Each family may be served in the program for up to six months or until the child is enrolled into long-term child care. Eligibility may be extended an additional six-months, not to exceed 12 months, at the discretion of the county.

PARTICIPANT PARTICIPATION

Eligibility

Eligibility and need for Stage 1 and Emergency Foster Bridge is determined by Kings County Health and Human Services Agency.

CAPP, CalWORKs Stage 2, and CalWORKs Stage 3 eligibility is determined by the California Department of Social Services.

Eligibility criteria:

- Child Protective Services
- Child At-Risk
- Income
- Current CalWORKs Cash-Aid Recipient
- Receiving Benefits from the following Governmental Programs:
 - Medi-Cal
 - CalFresh
 - California Food Assistance Program
 - California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - The Federal Food Distribution Program on Indian Reservations
 - Head Start
 - Early Head Start
 - CalWORKs
 - Homelessness

ChildCare Eligibility List (CEL)

KCAO maintains the ChildCare Eligibility List (CEL). Programs that receive state funding through the California Department of Social Services (CDSS) are required to maintain and utilize an eligibility list to fill vacancies in their subsidized child care and development services. The CEL is a listing of the families in Kings County who are interested in receiving subsidized child care and development services through KCAO. The amount of time a family spends on the CEL is dependent upon the availability of funding KCAO receives from CDSS. Once funding is available, KCAO will pull families in ranking order, so that the most eligible families, at that time, are contacted first.

Admission priority from the CEL is as follows:

First: Child protective services, or at risk of abuse neglect or exploitation

Second: Admission priority based on adjusted gross monthly income and family size

Third: When multiple families are within the same ranking: If there is no family of the same priority with a child with exceptional needs, the family of the same priority in which the primary home language is a language other than English shall be admitted first. If there is no family of the same priority in which the primary home language is a language other than English, the family of the same priority that has been on the waiting list for the longest time shall be admitted first.

1. Children with exceptional needs within the same ranking is admitted first
2. Primary home language is a language other than English is admitted second
3. Entry with the oldest application date is admitted third

Enrollment

Families who receive subsidized child care services from the California Alternative Payment Program (CAPP) or general child care are enrolled from the KCAO local Child Care Eligibility List (CEL). Families participating in a work activity with CalWORKs are enrolled in subsidized child care based on a referral form received from Kings County Human Services Agency (HSA). Participants are contacted for potential enrollment and meet with a staff member called an Enrollment Specialist. The participant is required to bring the documentation to their initial appointment. Documentation may include but not limited to; proof that the family is income eligible and has a documented, independent verifiable need for child care services. Verification that there is no adult over the age of 18 in the family count capable of providing care for the child during the time care is required, and that supervision of the child is not otherwise being provided by school or another person during the time that child care service is being requested.

Court Orders

If there is a court order that impacts child care services, KCAO will include the information in the family data file. Custody agreements will be followed according to court order.

Duration of Child Care Services

At initial certification or recertification KCAO shall certify services for not less than twelve (12) months for CalWORKs and 24 months for the California Alternative Payment Program (CAPP) and consider the family to meet the eligibility and/or need requirements. If a child turns 13 years old during the first 12 months of the eligibility period, their certification will be for 12 months.

Displacement

If it is necessary to displace families, families will be displaced in reverse order of admission priority. This means that families with the highest ranking will be displaced first (5 CCR, Section 18106[D]).

Need for Services

Each adult counted in the family size must have a need for child care services. If it is determined by the Enrollment Specialist that there is no documented need for subsidized child care, a Notice of Action to deny or terminate services will be issued. The following are some Title 5 regulatory categories of documentable need for childcare:

- 1. Child Protective Services (CPS)/ Children at risk of abuse, neglect, or exploitation-** If eligibility and need are based on child protective services, the basic data file shall contain a written referral, dated within the six (6) months immediately preceding the date of application for services, from a legal, medical, social service agency or emergency shelter. The written referral shall include either:
 1. A statement from the local county welfare department, child protective services unit certifying that the child is receiving child protective services and that childcare and development services are a necessary component of the child protective services plan; or
 2. A statement by a legally qualified professional that the child is at risk of abuse or neglect and the childcare and development services are needed to reduce or eliminate that risk; and
 3. The probable duration of the child protective service plan or the at risk situation; and
 4. The name, address, telephone number and signature of the legally qualified professional who is making the referral.

2. **Employment-** When the basis of need is employment, the documentation of employment shall include the days and hours of employment. If the total number of hours worked each week is consistent, but the days and hours of employment vary the documentation shall support the total number of hours worked each week.
3. **Seeking Employment** - When the basis for need is seeking employment, participant may be approved to seek employment. Services as requested by the participant shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
4. **Homelessness-** When the basis a family is experiencing homelessness, a family experiencing homelessness can establish both need and eligibility as follows; in order to meet the eligibility requirements the family must obtain and provide documentation, which includes either of the following:
 1. A written referral dated within three months prior to the application for services from one of the following entities, which identifies the child as experiencing homelessness:
 - (A). A legal, medical, or social service agency,
 - (B). A local educational agency liaison for children and youth experiencing homelessness
 - (C). A Head Start Program
 - (D). An emergency or a transitional shelter **or**
 2. A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

Services as requested by the participant shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
5. **Seeking permanent housing for family stability** - When the basis of need is seeking permanent housing, participant may be approved to seek permanent housing for family stability. Services as requested by the participant shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
6. **Vocational Training** - When the basis of need is training, services may be authorized for six years from initiation of services, twenty four semester units, or its equivalent after the attainment of a Bachelor's Degree. Services may be authorized based on the number of hours supported by the provided documentation and shall include a reasonable number of additional hours for travel and study.
7. **Educational Program-** When the basis is an educational program English Language Learners / English as a Second Language (ELL/ESL) program or a program to attain a High School Diploma or General Education Degree/High School Equivalency (GED/HSE) Certificate, services shall be limited in total to six years from the initiation of services based on enrollment in educational program. Services may be authorized based on the number of hours supported by the provided documentation and shall include a reasonable number of additional hours for travel and study.
8. **Parental Incapacity-**When the basis of need is parental incapacity, services shall be based on the documentation provided by the legally qualified health professional which shall include; a statement that the participant is incapacitated and incapable of providing care and supervision for the child. Services shall not exceed 50 hours per week.

Recertification

Families shall be recertified for services by KCAO no later than 50 calendar days following the last day of the 12-month certification period for CalWORKs and 24 months for the California Alternative Payment Program, which starts with the day the agency's authorized representative signed the last application for services. In order to recertify families, KCAO will notify the family in writing in the final 30 days of the 12/24-month certification period. The written notice will include the date that the recertification must be completed by and the required

information/documents needed for the families to be recertified in order to receive ongoing services. KCAO shall issue a notice of action to disenroll family on the basis of failure to recertify if the recertification process is not complete within the designated 50 calendar day recertification period.

Transfer of Families

Families transferring into Stage 2 or Stage 3 will be transferred seamlessly, not to experience a break in their child care services. The transfer will be coordinated with the appropriate agency and the transfer will be completed once KCAO receives the eight data elements in full from the transferring agency.

Right to Voluntarily Report Changes

Upon a family voluntarily reporting changes, KCAO shall use the information as applicable to reduce the family fee or increase the family's services. KCAO shall collect documents to support the change requested. Within 10 business days after receipt of applicable documents, KCAO will issue a NOA and not use any other information received to make any changes to the service agreement.

A family may at any time voluntarily request a reduction to their service level. Before KCAO may make any reductions to the service level, a parent shall submit a written request and support the request with documentation. KCAO will issue a Notice of Action within 10 business days indicating the outcome of the request. No other changes will be made to the child care service agreement, other than the requested change (s).

Changing Child Care Arrangements

Participants may change child care settings by transferring from one provider to another if the following requirements are met:

- The provider that the participant wishes to transfer to is willing to participate in the provision of services for subsidized child care with KCAO
- Participant must complete all paperwork and attendance sheets with the first provider of record before transferring child care services to the new provider

KCAO will only reimburse the child care provider through the last day of attendance and is not responsible to pay for provider's termination notice period. If the child care provider requires a termination notice as written in the contract between the participant and/or authorized adult and provider, reimbursement to the child care provider ends on the last day of notice as required by the provider if child care has been used. If the participant or the authorized adult does not use child care services during the termination notice period, the child care provider will not be reimbursed by KCAO regardless of their contract. The participant and/or authorized adult are responsible for paying for child care not used during the termination period.

Provider reimbursement begins for the new provider when the change process has been completed and authorized by the Enrollment Specialist. No back payments are made to child care providers with the exception of Stage 1 participants. The provider will only be reimbursed on the effective date of the approved change.

Alternate Provider

Reimbursable hours for an eligible alternate provider shall include the following:

- Time that services are provided when the regular provider has a paid day of non-operation, and the parent has to obtain an alternate provider to meet the certified need for child care.
- Payment to an alternate provider when the regular provider has a paid day of non-operation shall be limited to ten days per child per fiscal year.

KCAO also understands there may be situations when an immediate provider change is required because of extenuating circumstances. In this instance, the KCAO Enrollment Specialist is authorized to approve an additional

provider change when warranted. KCAO considers any of the following to be examples of an extenuating circumstance:

- Provider abruptly changes location (moves) with no advance notice
- Provider facility closes
- Provider has a Type A violation from Community Care Licensing
- Provider “quits” with no notice
- Conduct inimical or is adverse to the public health, morals, welfare, or safety of the people of the State of California in the maintenance and operation of the premises or services for which a license or special permit is issued (*California Health and Safety Code Section 1294*)
- The conviction of a licensee, or other person mentioned in subdivision (b) of Section 1265.1, at any time during licensure, of a crime as defined in Section 1265.2.
- A provider is under investigation for conduct inimical or is adverse to the public health, morals, welfare or safety of the people of the State of California (license exempt providers)

Concerns about Providers

Participants concerned that a licensed child care provider does not meet licensing requirements and/or health and safety standards should contact Community Care Licensing 1(844) 538-8766, Child Protective Services, and/or Resource and Referral to research options.

Parental Complaint in License-Exempt Child Care Setting

KCAO recognizes that health and safety standards should be met in any child care setting, licensed or exempt. KCAO will accept a written complaint regarding exempt providers for health and safety concerns as specified in the Health and Safety Self-Certification only. Upon receipt of a complaint, KCAO will inform the license-exempt provider of the parent’s complaint and inform the provider’s right to submit a written rebuttal. KCAO will also notify the participant and the provider that reimbursement will be ceased in fourteen (14) days unless a written declaration signed by both parties has been received by KCAO stating that the health and safety deficiency has been corrected. KCAO will also advise participant that serious health and safety concerns should be referred to the appropriate Child Protective Services.

FAMILY FEE

Family fees are determined by a family fee schedule issued by the California Department of Social Services (CDSS) Fees are determined using CDSS guidelines for family income, family size, and need. When more than one child is enrolled in the program, the fee is assessed and collected based on the family’s child who is enrolled for the longest period of time.

In accordance with the Title 5, California Code of Regulations, families will be assessed a monthly fee. Families will be assessed either a flat monthly full-time or a part-time fee, based on hours of care certified for the month, income, and family size. Families with a certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need of 130 hours or more per month will be assessed a full-time fee. KCAO cannot under any circumstances, recalculate fees based on child’s actual attendance.

When a family voluntarily requests a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size, KCAO will reassess the family fee. The family must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. The documentation will not be used to make any other changes to the family’s service agreement.

Family Fee Collection

Family fees are due no later than the last business day of the month prior to the month of service. The family fee, if not paid by the close of business on the last business day of the month is considered late and delinquent after seven (7) calendar days from the due date. When family fees are delinquent, a Notice of Action for Termination of subsidized child care services is issued. Families shall pay the fees owed in full by the close of business on or before the termination date so that child care services may continue without interruption. Families are allowed to be delinquent twice in a fiscal year; however, a Notice of Action for termination of subsidized child care is issued each time. **If a family receives a third Notice of Action Termination for delinquent fees in a fiscal year (July 01-June 30), the third Notice of Action shall be a final termination from subsidized child care services because of chronically delinquent fees. *The family shall not be re-enrolled for at least one year from the date of the last termination in a subsidized child care assistance program because of chronically delinquent fees.*** In addition, families must continue to be responsible to pay the delinquent family fee. In accordance with the Title 5, California Code of Regulations, upon termination of services for nonpayment of delinquent fees, the participant shall be ineligible for child care and development services and will not be placed on the Child Care Eligibility List (CEL).

Payments can be made through the KCAO website with PayPal, personal check or money order, made out to: “KCAO Child Care”. Payments may be made in person at the KCAO Main Office or mailed to the KCAO Main Office, Attn: Child Care Assistance Dept., 1130 N. 11th Avenue, Hanford, CA 93230. KCAO requires money orders, cashier checks or personal checks as payment for Family Fees.

Delinquent Family Fees

The participant may contact the agency and request a payment plan for delinquent family fees. A payment plan is when the participant agrees to pay outstanding balance each month until amount is paid in full. Child care services shall continue to be provided as long as the participant pays current family fees when it is due and complies with the provisions of the payment plan. Ongoing delinquency may result in an issuance of a termination notice.

If the Child Care Assistance program receives a returned check, the parent will be notified that they need to replace the dishonored check with a money order or cashier’s check to include the associated bank return check fees.

Payment Plan

Upon request of a payment plan, KCAO will accept a maximum of three payment plans for delinquent fees per fiscal year (July 01 – June 30). Upon usage of the third payment plan in a fiscal year, participant will no longer be eligible for a payment plan. Payment plans are not available for June fees.

FAMILY RESPONSIBILITY & CO-PAYMENTS

Family Responsibility

The participant shall, within thirty (30) calendar days, report changes to ongoing income that causes their adjusted monthly income to exceed the eighty –five percent (85%) of State Median Income (SMI).

Family Co-Payments

Participant may choose a child care provider regardless of the provider’s rate. When a provider’s rate and other allowable charges exceed the maximum Regional Market Rate Ceiling, participant shall be responsible for paying the provider the difference between the provider’s rate and the Regional Market Rate Ceiling. This is considered the co-payment. The co-payment amount due to the provider is the participant’s responsibility. KCAO shall not be responsible for the collection or reimbursement of participant co-payments.

Rates charged by the providers that exceed the Regional Market Rate will be the sole responsibility of the participant. The participant must make arrangements with the provider for this co-payment.

Child Care Overpayment

Should a child care provider be reimbursed incorrectly, they may be over or underpaid, KCAO will resolve the issue as follows with written consent of the child care provider:

- If a child care provider has been overpaid, KCAO will contact the child care provider and inform them that an error in payment was made resulting in an overpayment. The child care provider will be informed that subsequent reimbursement for the following child care service month will be reduced by the amount of the overpayment.
- If a child care provider will not receive a reimbursement for the following month, KCAO will request in writing, the amount of the overpayment that needs to be returned. If a letter to the child care provider does not sufficiently result in the overpayment being returned to KCAO, KCAO will seek relief from a collection agency, Small Claims Court or use other means of collection.
- If a child care provider has been underpaid, it is the provider's responsibility to bring the matter to the attention of the Provider Reimbursement staff; the staff will remedy the underpayment, if appropriate with the next child care service month reimbursement.

Rejection of Provider Participation

KCAO works to promote small business growth and enterprise in Kings County by supporting child care providers. However, there may be instances when KCAO decides that doing business with a child care provider is not in the best interest of the child and family. If such a situation occurs, KCAO will notify the provider in writing that KCAO will no longer reimburse them on behalf of participant and/or authorized adults. Further, the child care provider will be notified that the subsidized child care families in their care will be given up to two weeks to find another child care provider. KCAO is not obligated to provide reasons for the dissolution but will work to provide information that does not breach confidentiality or business ethics. KCAO may elect to place provider on a conditional agreement which outlines the condition and terms in which CCAP will contract with the child care provider.

KCAO will not reimburse a child care provider on behalf of the participant and/or authorized adult when:

- The provider is not currently in compliance with licensing regulations that ensure proper supervision and protection of children
- The provider has a criminal record of child abuse or neglect
- The provider has a criminal record that would be detrimental to the provision of child care services
- A Trustline denial/closure exists
- KCAO elects to (or has) severed a business relationship with the provider and notice of the severance has been issued to the provider
- The provider violates the terms in provider conditional agreement, if applicable
- The licensed provider changes location and is not licensed at new location

PROVIDER PARTICIPATION

Subsidized child care programs are dependent upon available Kings County child care providers to provide quality child care either in a home day care setting, a center base environment or in the home of a family member, friend or neighbor. **Please note:** the business relationship is between the participant and/or authorized adult and KCAO, NOT between the child care provider and KCAO. Because of regulations protecting the confidentiality of participant data, KCAO staff will not discuss participant business with the provider unless it is a provider reporting excessive absences, reporting the parent no longer needs child care services and has dropped from the program, and when the provider needs to update their business information.

It is KCAO's policy to approve child care providers who reside in Kings County only. If circumstances warrant the need for an out of county child care provider, approval is at the discretion of the CCAP Program Director.

License exempt providers must submit all requested documents for the initial enrollment process. If the participant selects a licensed facility already enrolled in the subsidized program, provider does not need to submit documents.

Child Care Providers affiliated with KCAO are not employees of KCAO. They are privately owned and operated as individually taxable entities. We require all Child Care Providers to complete a 1099 Tax Form.

- Providers must be at least 18 years of age or older and have a valid Social Security Number.
- Providers must allow participants unlimited access to their children while in their home or facility.
- Providers must agree to the attendance sheet procedure to receive reimbursement made to them on the participant's behalf.
- Licensed Providers must agree to comply with all the applicable Licensing Laws and Regulations.

Non-Licensed Providers

The State Regulations require that in order to receive a reimbursement for child care services a Non-Licensed Provider who is not the Grandparent, Aunt or Uncle of the child, must be TRUSTLINE registered within 30 calendar days (Stage 1 providers must be TRUSTLINE registered within 120 calendar days). TRUSTLINE means that a Non-Licensed Provider has completed a Health & Safety Self- Certification, Fingerprint Live Scan and Rate Information.

The TRUSTLINE Registration Form must be received by KCAO and cleared through the Department of Justice in order to receive reimbursement. **Child care reimbursement will not be authorized by KCAO until TRUSTLINE Applicant is cleared through Department of Justice.**

Non-Licensed Providers may care for one family in addition to their own children at any one time.

In-Home Non-Licensed Providers

License-exempt, in-home care in Alternative Payment Programs (CAPP), California Work Opportunity and Responsibility to Kids (CalWORKs) Stages One, Two (C2AP), and Three (C3AP), and Foster Bridge shall be authorized for families requesting in-home license-exempt care if the parent signs a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home license exempt provider and acknowledge they are responsible for complying with any applicable federal and state employment laws.

Correspondence Related to Provider

The business relationship is between KCAO and participant. Therefore, KCAO will not respond to any request or correspondence related to providers (i.e. unemployment claim, employment verification, income verification, etc.).

Provider Rate Change

Licensed child care providers can alter rate levels for child care as needed and updated rates shall be effective within 60 days of submission. Licensed exempt providers are not required to submit rate sheets and rates will be set at the applicable regional market rate ceilings set by the California Department of Social Services.

Termination of Provider Participation

KCAO will no longer reimburse the provider on behalf of the parent and/or authorized adult when KCAO has been notified by Community Care Licensing that a complaint has been filed against the provider requiring an investigation to determine the fitness of the provider to provide care for children. *KCAO is not obligated to accept any provider, it is at KCAO's discretion.*

Termination of Provider Participation Due to License Status

Within two business days of receiving license suspension or revocation information from the Resource and Referral program, CCAP shall notify in writing the participants utilizing the facility that reimbursement has been terminated and the reason for the termination.

Within two business days of being notified by the Resource and Referral program that the facility has been placed on probation, CCAP shall provide written notice to the participants utilizing the facility that they have an option to select a different child care provider or remain with the facility without risk of subsidy reimbursement being terminated.

DIGITAL ATTENDANCE/PROVIDER REIMBURSEMENT

KCAO has an electronic format to submit attendance sheets using CareConnect. CareConnect is an internet site and mobile application that allows providers to view authorized care for their enrolled children; access, complete, and submit digital attendance sheets to KCAO electronically; check the status of attendance sheets submitted for reimbursement; and view reimbursement details. Staff is available to assist providers with technical assistance as needed

Digital attendance sheets will be provided for each child enrolled in child care through the CareConnect portal. The purpose of the attendance sheet is to document child care used on a daily basis for participant authorized activity (i.e. work, school). **DIGITAL ATTENDANCE SHEETS MUST BE COMPLETED ON A DAILY BASIS.** Complete and accurate digital attendance sheets are due the following month child care was provided.

KCAO will process provider payments three times per month based on when the attendance sheets are received. Attendance sheets completed and received on the following dates will be reimbursed as follows:

1. Attendance sheet received the 1st -10th calendar day will be reimbursed on or around the 20th of the month
2. Attendance sheet received the 11th -20th calendar day will be reimbursed on or around the 1st of the following month
3. Attendance sheet received the 21st - last day of the month will be reimbursed on or around 10th of the following month

In the event KCAO is unable to make payment within 21 calendar days due to extenuating circumstances, providers will be notified within a reasonable timeframe of KCAO becoming aware of the circumstances causing the delay of reimbursement payment. Extenuating circumstances include, but are not limited to, an emergency or payment system malfunction.

KCAO reserves the right to deny payment for digital attendance sheets received more than 1 month after the original due date. If attendance sheets are more than 1 month overdue, payment may be denied and any outstanding payments become the sole responsibility of the parent.

Provider reimbursements are issued via direct deposit or paper checks based on provider's preference following the schedule above. For paper checks, please allow 10 business days for postal delivery. For direct deposit, please allow 5 business days for bank processing.

Child care providers authorized to provide subsidized child care services to families, are required to submit monthly digital attendance sheets and invoices to AP or CalWORKs contractors. The monthly digital attendance sheet and invoice submitted must include the following information:

- The name of the child receiving services.
- The specific date's services were provided.
- The actual times the child entered and the times the child left care for each day services were provided, and recorded on a daily basis.
- Signatures of both the provider and the parent at the end of each month, attesting under penalty of perjury, that the information provided on the attendance record or invoice is accurate.

Child Care Provider Invoicing

All child care providers are required to submit a monthly invoice per child attached to their digital attendance sheet, invoices must include:

- Business owner name
- Facility or child care home name and address
- Facility license number, if applicable
- Contact phone number
- Month of service
- Reimbursement rate that was submitted by the provider at the initial enrollment
- Number of hours, days, weeks, and/or month of child care provided
- Names of the child(ren) for whom child care was provided
- Total cost per child and overall invoice total

DISENROLLMENT

Abandonment of Care

When the family has not been in communication with the provider for seven (7) consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider shall promptly notify KCAO staff. Using the contact information on file, KCAO staff shall attempt to contact the parent through a variety of communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. KCAO shall keep documentation of all communication attempts, including a copy of all written communication, in the family data file.

KCAO shall inform the parent in these communications that failure to communicate with KCAO or provider may result in termination of early learning and care services. KCAO shall issue a notice of action to disenroll the family on the basis of abandonment of care when there has been no communication with the provider or KCAO for a total of 30 consecutive calendar days.

Gap in Service

Participants may request a temporary gap in service if their child (ren) will not be in care for a time period during their recertification.

- Reserves the family's spot on the program
- Limited to 12 weeks and cannot extend beyond the end of the certification period.
- Except for emergency situations, request for gap in services must be submitted through the Voluntary Change form in advance.
- Child care reimbursement will not be made to provider during the gap in service.

INTENTIONAL MISREPRESENTATION & IMPROPER REIMBURSEMENT

Intentional misrepresentation: to give a false or misleading representation of facts usually with intent to deceive or be unfair.

Families must meet eligibility and need criteria for subsidized child care programs regardless of whether they are an entitlement program such as CalWORKs Stage 2. The burden of proof is on the participant to demonstrate initial and ongoing eligibility and need for subsidized child care.

KCAO considers any of the following (but is not limited to) to be an attempt to obtain services through intentional misrepresentation for which they are not eligible

- At initial or recertification child is receiving subsidized child care when there is no need for child care

- Increased earnings above 85% of State Medium Income (SMI) not reported
- Subsidized child care is requested when there is an available adult to provide care for the child
- Participant /employer work together to falsify employment verification
- Participant or provider make demonstrably false statements that directly affect eligibility or reimbursement
- At Initial or recertification “Absent” parent is living in the home but is not included in the family size or income determination
- Child who is receiving subsidized child care is not the dependent of the participant claiming child
- Participant receives more than one subsidy for the same services
- Subsidized child care is provided by someone other than the provider of record according to KCAO enrollment file

If misrepresentation is found on the part of the participant, the participant is responsible for the cost of subsidized child care services that were fraudulently obtained, including those services provided during an appeal process. A collection agency or a claim filed in small claims court may be used to recover these costs if the participant is unwilling to reimburse the program.

PARTICIPANT/PROVIDER GRIEVANCE PROCEDURE

Participant/Provider have the right to discuss their concerns about the program through the formal procedure established by the Program, which will be reviewed with the parent/provider.

NOTE: All efforts will be made to address and solve all concerns in the first two steps of this procedure.

STEP I: The participant/provider should seek to first try and resolve the concern with the Enrollment Specialist. If the complaint cannot be resolved by the Enrollment Specialist, it is brought to the attention of the Supervisor. If a participant/provider has a grievance that cannot be resolved to their satisfaction with the Supervisor, a meeting may be requested with the Child Care Assistance Program Director. If the concern is still not resolved, the steps below may then be followed.

STEP II: The request for a meeting must be in writing and must state the grievance. Mail or deliver your grievance to the Child Care Assistance Program Director, 1130 N. 11th Avenue, Hanford, CA.

STEP III: A meeting will be held within ten (10) calendar days of the receipt of the written notification. The program shall notify the participant/provider of the time and place of the meeting. At this meeting, the participant or provider can present information relevant to the grievance.

STEP IV: Within ten (10) calendar days following the meeting, a written report of the finding and the outcome of the grievance will be sent to the participant/provider. This written report shall include corrective actions (if needed) and the rationale for the outcome.

STEP V: If the grievance has not been resolved to the participants/providers satisfaction, they have the right to appeal the decision within ten (10) calendar days to the Deputy Executive Director.

STEP VI: The Deputy Executive Director will review the grievance and notify the parent/provider of the findings and solutions within ten (10) calendar days.

STEP VII: If the grievance has not been resolved to the participants/providers satisfaction, they have the right to appeal the decision within ten (10) calendar days to the Executive Director.

STEP VIII: The Executive Director will review the grievance and notify the parent of the findings and solutions within ten (10) calendar days.

CHILD DEVELOPMENT STATE FUNDED PROGRAMS APPEAL PROCESS

Notice of Action (NOA): Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a “Notice of Action” (NOA).

The NOA will tell you **what** action will be taken, the reasons for the action and **the date** on which that action will be taken. If you do not agree with the agency’s action as stated in the Notice of Action (NOA), you may appeal the intended action. To protect your appeal rights, you must follow the instructions described in each step listed below. If you do not respond by the required due date or fail to submit the required appeal information with your appeal, your appeal may be considered abandoned. **Please note:** Children can attend child care during the appeal process.

Step 1: Complete the information on the back of your Notice of Action to request a hearing.

Step 2: Mail or deliver your local hearing request within 14 days of receipt of the notice to:

**Glenda Stephens, Deputy Executive Director
Kings Community Action Organization
1130 N. 11th Ave.
Hanford, CA 93230
559-415-7250**

Step 3: Within ten (10) Calendar days following the agency’s receipt of your appeal request, the agency will notify you of the time and place of the hearing. You or your authorized representatives are required to attend the hearing. If you or your representatives do not attend hearing, you abandon your rights to an appeal, and the action of the agency will be implemented.

Step 4: Within ten (10) calendar days following the hearing, the agency shall mail or deliver to you a written decision.

Step 5: If you disagree with the written decision of the agency, you have 14 calendar days in which to appeal to the Child Care and Development Division (CCDD). Your appeal to the CCDD must include the following documents and information: (1) a written statement specifying the reasons you believe the agency’s decision was incorrect, (2) a copy of the agency’s decision letter, and (3) a copy of both sides of this notice. You may either fax or mail your appeal to the contact information below:

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-8-351
Sacramento, CA 95814
Phone: 1-833-559-2420
Fax: 916-654-1048
Email: CCDDAppeals@dss.ca.gov

Step 6: Within 30 calendar days after the receipt of your appeal, the CCDD will issue a written decision to you and the agency. If your appeal is denied, the agency will stop providing child care and development services immediately upon receipt of California Department of Social Services’ decision letter.



Handbook Acknowledgement

CHILD CARE ASSISTANCE PROGRAMS (CCAP)

I have received a copy and acknowledge that it is my responsibility to read and abide by
Kings Community Action Organization's
Child Care Assistance Program Policies and Procedures.

Printed Name: _____

Signature: _____ Date: _____

Effective: 02/21/2024