

Revised 8/2014

# Community Child Care Council (4C's) of Alameda County



## **Subsidized Child Care Program Guide**

Providing Services to Families, Children and  
Child Care Professionals since 1972



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# 4C's Locations, Hours and Services

<p><b>Hayward Office</b>                  22351 City Center Drive                  Hayward, CA 94541                  (510) 582-2182 - Main Number                  (510) 584-3101 - CalWORKs Stage 1</p> <p>Monday – Thursday      9am – 5pm                  Friday                      9am – 12pm</p>	<p><b>Services:</b>                  CalWORKs Stage 1 Child Care Subsidy                  California Alternative Payment Program                  Foster Care Child Care Subsidy                  Child Health and Nutrition                  Resource and Referral                  Provider Services</p>
<p><b>Oakland Office</b>                  8105 Edgewater Drive, Suite 270                  Oakland, CA 94621                  (510) 383-3582</p> <p>Monday – Thursday      9am – 5pm                  Friday                      9am – 12pm                  Closed for lunch          12pm – 1pm</p>	<p><b>Services:</b>                  CalWORKs Stage 2 Child Care Subsidy                  CalWORKs Stage 3 Child Care Subsidy                  California Alternative Payment Program</p>
<p><b>Hayward Satellite Office</b>                  (In Eden Multi-Service Center)                  24100 Amador Street, Suite 175                  Hayward, CA 94544                  Phone: (510) 259-2279</p> <p>Monday – Thursday      9am – 4:30pm</p>	<p><b>Services:</b>                  CalWORKs Stage 1 Child Care Subsidy</p>
<p><b>Fremont Satellite Office</b>                  (In Fremont Family Resource Center)                  39155 Liberty Street, Suite D410                  Fremont, CA 94538                  Phone: (510) 713-2557</p> <p>Monday – Thursday      9am – 4:30pm</p>	<p><b>Services:</b>                  CalWORKs Stage 1 Child Care Subsidy                  Foster Care Child Care Subsidy                  California Alternative Payment Program</p>

Due to the size of our clientele, we are unable to accept walk-in appointments. Please call ahead to schedule an appointment with your designated 4C's representative. We appreciate your cooperation in this matter.

# Welcome

Welcome to Community Child Care Council (4C's) of Alameda County. Since 1972, 4C's has been dedicated to providing child care referrals, education, nutrition services, and payment assistance to children, families, and child care providers in Alameda County.

The Subsidized Child Care Programs (CAPP, CalWORKs Stage 1, 2, 3 & Foster Care) are designed to provide full or partial reimbursement of child care services on behalf of eligible families. The goal of these programs are to assist and promote the health, growth, care, development, and education of children in Alameda County by providing child care, while the children's parents continue their employment, education, welfare-to-work activities, or other need for services such as seeking employment, seeking permanent housing, incapacitation, or Child Protective Services.

4C's recognizes child care providers as early care educators, and strongly encourages them to attend child care and development workshops that are sponsored by 4C's or other child development training agencies.

4C's staff represents the diversity in the community that we serve, and can offer services in English, Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Hindi, and others. If you need assistance in any other languages, please inform a 4C's representative.

This program guide is written with information for both the parent and child care provider, and it contains important information about our services and policies. Although this guide may not answer all your questions, it should get you started and point you to the right place for answers.



# Definitions

Throughout this handbook you will see words and phrases which are unique to Alternative Payment Programs, CalWORKs Programs, and the Child Care field. We have included definitions below as we use them here at 4C's.

**Alternative Payment Programs:** Subsidized child care programs in which parents are able to choose who will provide the care for their children.

**Broadly Consistent:** a child's presence in their care/early education site that is consistent with the hours and times for child care that are approved by the Child Care Service Specialist, allowing for reasonable exceptions based on over-time, traffic, etc.

**CDE:** California Department of Education

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

**Child Care Fraud:** The crime of obtaining money or child care services by deliberate deception or misrepresentation.

**Child Care Services Specialist (Family Services):** The staff at 4C's responsible for enrolling and maintaining the parents' file. They are responsible for determining the family's eligibility and need for child care services and for approving the appropriate rates for child care providers at each recertification.

**Child Care Services Specialist (Provider Services):** The staff at 4C's responsible for processing child care providers' reimbursement and for ensuring family fees have been paid to the Provider.

**Co-payments:** The difference between what the providers charge for their services and the amount 4C's reimburses (based on the Regional Market Rates (RMR) regulations and the parent's need and eligibility). The parent is responsible for paying this difference directly to the child care provider. A parent MAY have to pay a co-payment and, at the same time, have to pay family fees. One does not offset the other.

**The County:** Alameda County Health & Social Services Department – also referred to as the Welfare Department.

**Days:** Calendar days unless otherwise noted.

**DSS (or CDSS):** (California) Department of Social Services

**EESD:** The Early Education and Support Division of the California Department of Education

**Employment Counselor:** A counselor at the Alameda County Health & Social Services Department (Welfare Department) who provides employment related services to CalWORKs participants.

**Exceptional Needs Children:** Children who have an active Individualized Education Program (IEP) after turning 3 years old or Individualized Family Service Plan (IFSP) for ages 0 – 3 years old, and are receiving early intervention services or appropriate special education and services, and require the special attention of an adult in a child care setting.

**Family Fee (also called Parent Fee):** A fee the family may be expected to pay based on both the countable gross monthly income of the family and the size of the family. A family fee chart is prepared by the CDE/EESD so that parents above the 40<sup>th</sup> percentile of the state median income can share in the cost of child. These fees are paid by the parent to the Child Care Provider. A parent MAY have to pay a family fee and have to pay the provider a co-payment as well. One does not offset the other.

**Fiscal Year:** 4C's runs on the State's Fiscal Year calendar which starts on July 1st and ends on June 30th of the following year.

**Misuse of Services:** Days and hours of child care (as claimed on the Attendance record and paid for by 4C's to the provider) during which the parent did not participate in his/her 4C's approved activity, as listed on the application for child care services.

**Notice of Action (NOA):** A written notification issued by 4C's that informs parents of 4C's decision to approve or deny child care services. NOAs are also issued to inform parents that they no longer meet our program's "need" or "eligibility" requirements, or that the type or level of services has changed.

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

**Parental Choice:** Refers to the parent's ability to choose from a Head Start or Title 5 Center and a range of child care providers in order to ensure that the child care is the best fit for the time needed and the needs of the children and family.

**Provider:** A person (other than the parent) who takes care of a child for a fee. Providers must be at least 18 years of age.

**Provisional Provider:** A license-exempt non-relative provider who has applied for TrustLine and is waiting for background clearance. The provider must be TrustLine registered within 30 days in order to receive reimbursement for services.

**RMR (Regional Market Rates):** A survey of the average child care rates charged by various types of providers, which determines the maximum reimbursement ceiling for subsidized child care services.

**Sectarian Provider:** Providers who include religious activities/practices in their daily routine while caring for children. These providers cannot be paid from State funding.

**State Medium Income (SMI):** The current median income of California families as determined by the CA Department of Finance.





# Description of Subsidized Child Care Programs

## CalWORKs Child Care Programs

CalWORKs Child Care Programs serve families who are currently receiving CalWORKs cash aid or have received it within the last 24 months. Child care services are provided while parents participate in approved welfare-to-work activities, work, attend school or training, seek employment, or incapacitated. There are three Stages of the CalWORKs Child Care system. Stage 1 is funded by the Department of Social Services. Stage 2 and 3 are funded by the California Department of Education. Each of these stages has different eligibility requirements.

**Stage 1 families** are referred to our agency from the County Welfare Department. The County determines the families' need for services and 4C's makes reimbursement to provider for child care services authorized by the County. Once the family leaves cash aid, 4C's will be responsible to verify need and eligibility to continue child care services. (This contract is administered in our Hayward Office for South County residents).

**Stage 2 families** are transferred from Stage 1 once the family becomes stable in their work activity. They are eligible to receive services without interruption. Stage 2 child care services ends 24 months from the last day the parent received cash aid. If funds are available the family will then be transferred to Stage 3. (This program is administered in our Oakland Office for North County residents).

**Stage 3 families** are transferred from Stage 2 on the 1<sup>st</sup> day of the 25<sup>th</sup> month of no longer receiving cash aid. Families are eligible for services until their children reach the age of 13, or they no longer meet the eligibility and need requirements for the program. (This program is administered in our Oakland Office for North County residents).

## **California Alternative Payment Programs (CAPP)**

The California Alternative Payment Programs (CAPP) assists low-to-moderate income families to become economically self-sufficient by assisting them with their child care cost so they can work, go to school, seek employment, seek permanent housing, or if the child is receiving Child Protective Services or identified as at risk of abuse, neglect or exploitation.

### **County Foster Care Program**

This program is designed for Foster Parents to assist them with a portion of the cost of care. These families are referred by the County.

### **County California Alternative Payment Program**

This program is designed for families who are referred to 4C's directly by the County. The children are receiving Child Protective Services or identified as at risk of abuse, neglect or exploitation.



# Program Requirements

To receive subsidized child care services, families must meet requirements established by Title 5, California Code of Regulation for CDE funded programs and the State Department's Eligibility and Assistance Standards for DSS funded programs.

The determination of eligibility for child care services is without regard to the immigration status of the family, unless the child or parent is under final order of deportation from the United State Department of Justice.

**Parents and providers are solely responsible for providing legitimate documentation to prove that they meet program requirements. 4C's of Alameda County has the right to ask for additional documentation that may or may not be listed in this program guide if deemed necessary to justify eligibility and need for child care services. 4C's also has the right to verify all documents and act upon any false or misleading documents received.**

The parent is required to complete and sign an Authorization of Release, which allows the 4C's representatives to obtain and verify the family's income, eligibility status, need status, grant status, and any other necessary information in order to determine if the parent meets the requirements for participation in the program. 4C's representatives may contact employers, school administrators, social services agencies, doctors, etc. as needed.

Once a family is enrolled into the program, a Child Care Service Specialist (Family Services) is assigned to the family. The specialist is responsible to assist the family in the process of determining eligibility and need, and updating and maintaining the family's file.

## Service Delivery Area

Eligible families must reside in 4C's of Alameda County's service delivery area for the corresponding program.

For CalWORKs Stage 1 and County CAPP & Foster Care, the family must reside in Hayward, Castro Valley, San Leandro, San Lorenzo, Union City, Newark, or Fremont.

For CalWORKs Stage 2, 3 and CAPP, the family must reside in the city of Oakland.

# Eligibility

## CalWORKs Child Care

To be eligible for CalWORKs child care programs, the **parent** must be a current cash aid recipient or a former recipient who has received cash aid in the last 24 months. (The family does not qualify if only the child receives aid.)

## Income Eligibility and Family Size

All families must meet the income eligibility requirement for subsidized child care services. A family is income eligible if the family's adjusted gross monthly income based upon the family size is at or below 70 percent of the state median income. Income must be reported from all sources for every member of the family. To determine family size, the parent must provide documentation regarding the number of children and parents in the family. If information indicates that there is a second parent, then the parent is required to provide documentation that shows the presence or absence of the second parent.

## Eligible Children

Children in the family size are eligible to receive child care services up to the age of 13. Children with exceptional needs may be served to the age of 18 in federal funded programs or the age of 21 in state funded programs with documentation from a medically qualified professional and a current Individual Educational Plan (IEP).

## Need For Services

To receive subsidized child care services, each parent in the family must have at least one of the following needs and thus not be available to supervise his or her own children for a period of the day.

## CalWORKs Welfare-to-Work (WTW) Activity

Parents who are participating in a WTW activity must request child care services from their Employment Counselor (EC) at the County. The counselor sends Child Care Request Form (CCRF) to 4C's to authorize, revise or terminate child care services. CCRF indicates the approved child care hours and duration of the WTW activity. **If there is a disagreement with the hours or days of care, the parent must work with the Employment Counselor to make the necessary changes.** 4C's is unable to revise care until a new CCRF is received.

## **Employment**

Working parents are required to submit employment verification completed by their employer and at least one month of most recent pay stubs; if income fluctuates, at least three months but no more than 12 months of pay stubs are needed.

All self-employed parents must submit declaration of need under penalty of perjury that includes a description of the employment and an estimate of days and hours worked per week. Parents are also required to submit quarterly documents such as receipts of earnings and expenses, and annual document such as income tax return filed with the IRS and CA Franchise Tax Board.

If the parent works at home, the type of work must preclude supervision of the children.

Parents may request for travel time to and from provider and work. Certain limitations apply.

## **Seeking Employment**

For the purpose of seeking employment, parents must submit a written declaration stating the plan to look for work. Child care services are limited to 60 working days per fiscal year, and for part time care not to exceed five (5) days per week and for less than 30 hours per week. Working days are consecutive Mondays through Fridays, excluding federal holidays. Parents may be required to submit a monthly description of activities undertaken to seek employment. Parents may request for an additional 20 days to seek employment under certain circumstances. For **CalWORKs Stage 1**, families cannot apply for services while seeking employment.

## **Vocational Training/School**

Vocational training is training or school that leads directly to a recognized trade, para-profession or profession. Parents must submit verification that documents the days and hours of training and the vocational goal. Vocational training is limited to six (6) years from the first day of approved child care services, or 24 semester units after the parent obtains a bachelor's degree, whichever comes first.

Parents must maintain at least a 2.0 Grade Point Average (GPA) or make adequate progress in a non-graded program. Parents receiving less than a 2.0 GPA or not making adequate progress are placed on academic probation and given one extra term to improve.

If a parent has not made adequate progress at the end of the term, child care services for training will be terminated. However, services may continue if the parent has another qualifying need for child care.

Unit-bearing online classes from an accredited training institution are acceptable, and are counted as one hour per week per unit. A copy of the class syllabus and the web address of the online program or other documentation may be required. Parents with school-aged children may be required to take their online classes during the hours the children are in school.

Parents may request for travel time and/or study time if needed. Certain limitations apply.

4C's does not reimburse for child care services during a parent's school breaks (i.e. spring, winter, summer vacation; semester breaks; etc.) unless the parent has another need for service, such as working. Parents are responsible for communicating their school schedule and breaks to the provider and to 4C's.

## **Incapacitation**

Child care services can be provided if a parent is unable to care for his or her child due to a medical or mental condition. A legally qualified health professional must complete the Incapacitation Form describing why services are needed and the duration of the condition. For **CalWORKs Stage 1**, parental incapacity can only be claimed for the second parent in a two-parent household.

## **Child Protective Services (For CAPP only)**

Children who are receiving child protective services or identified as at risk of abuse, neglect, or exploitation are eligible for services with a written referral from a legally qualified professional or from the county child welfare department. The referral must indicate services are needed to reduce or eliminate the risk, and specify the hours and probable duration of care. At risk children are eligible to receive services for a maximum of three (3) months. Child care services may continue if the county child welfare department certifies that services continue to be necessary. Income eligibility can be waived for up to 12 months if indicated on the referral that it is necessary to exempt the family from paying a fee. If fees are not waived and the family is over income, the family will remain eligible as a CPS family and family fee assessed will be the maximum amount listed on the family fee schedule based on family size.

## **Seeking Permanent Housing (For CAPP only)**

Child care services can be provided if the family is homeless and needs to seek permanent housing. Homeless means the family has no adequate sleeping accommodation at night and must be documented by a letter from an emergency shelter; or the parent declares under penalty of perjury that the family is homeless with a description of family's current living situation. The parent also needs to submit a written declaration stating the plan to look for permanent housing. Child care services are limited to 60 working days per fiscal year, and for part time care not to exceed five (5) days per week and for less than 30 hours per week. Working days are Mondays through Fridays, excluding federal holidays. The parent may be required to submit a weekly description of the activities undertaken to look for housing.

## **Initial Enrollment**

In a group setting, or one-on-one, 4C's representative provides information about our agency and the Subsidized Child Care Programs' regulations. Orientation helps parents to become familiar with the program forms and participation requirements.

Required documents must be provided by the parent before an orientation can be scheduled. Parents will be provided with a list of required documents based on their individual case.

For **CalWORKs Stage 1**, retroactive reimbursement for child care services is limited to no more than 30 calendar days prior to the approval of eligibility for subsidized child care services.

For **CalWORKs Stage 2, 3 and CAPP**, child care services are not approved until parents have submitted all required documentation, and need and eligibility has been reviewed and certified by a 4C's staff.

## **Recertification**

Recertification is the process of determining a family's continued need and eligibility for child care services. Families recertify every 6 – 12 months depending on their eligibility and need and the program they are in. Failure to recertify results in termination of child care service.

# Application Update

The purpose of an update is to bring the parent's application up to date in between recertification. An update is needed if there is any change to the family's need, eligibility, or family size. These changes are required to be reported within 5 days. 4C's is also required to update the application every four months for parents having variable schedule until the work schedule become predictable. The parent will receive a "Request for Eligibility Verification" indicating the required documents needed for the update. If the parent does not submit the requested documents by the indicated due date, child care services may be terminated or child care hours may be reduced.

## Reporting Changes

It is the responsibility of the parent to notify 4C's immediately, but no later than five (5) calendar days, when there is a change affecting the family's need, eligibility, or family size. Changes may include, but are not limited to, the following:

- Address or phone number
- Employment or income
- Work schedule, i.e. increase or decrease of hours
- Training schedule, i.e. adding or dropping courses
- Taking a leave of absence
- Marital status and/or family size
- Change in provider

Failure to report changes in need, eligibility or family size results in the following actions:

- First violation: The parent will receive a verbal warning.
- Second violation: The parent will receive a written warning.
- Third violation: The parent will be required to meet with a 4C's representative to review the program requirements.
- If the parent continues to not report changes timely, child care services may be terminated for not adhering to the program requirement.

An invoice for services improperly received as a result of not reporting changes may be sent to the parent.



# Limited Term Services Leave

**(For CalWORKs Stage 2, 3, and CAPP only)**

Limited Term Services Leave is for families who are eligible but temporarily do not need child care services due to medical reasons, school breaks, or family vacations. These families must request a Limited Term Services (LTS) Leave in writing. If granted, the family will not be terminated but placed on leave, and **NO child care services will be reimbursed during this time.** A LTS Leave shall not exceed twelve (12) consecutive weeks in duration, or sixteen (16) consecutive weeks if the parent is on a medical or family leave from employment or a school break from training. Parents must notify 4C's and update their applications prior to the last day of LTS Leave to resume services.



# Child Care Authorization

Child care services are not approved until parents have submitted all documentation of their eligibility and need. Upon approval, Child Care Services Specialist (Family Services) will issue a Notice of Action and Child Care Certificate to the parent and provider.

## Notice of Action

4C's decision to approve or deny child care services, increase or decrease amount of services or family fees, or termination of services is communicated through a written statement referred to as a Notice of Action (NOA). The NOA is issued to the parent and includes the following information:

- Type of action being taken
- Effective date of the action
- A description of the action
- A statement of the reason for the action
- Action to complete by the parent, if the action is one that the parent can correct prior to the termination date
- Instructions for the parent to appeal if he or she disagrees with 4C's decision

## Child Care Certificate

Upon approval or changes in child care services, 4C's issues a Child Care Certificate for each child in the family. The certificate states the approved child care dates, hours, reimbursement rates and family fees for each child. No care is reimbursed beyond the end date indicated on the child care certificates. The parent and provider must review, sign, and return the initial certificates to 4C's. The signed certificate indicates the acceptance of child care hours and rates authorized. **No child care services are reimbursed without an initial certificate signed by both the parent and the provider.** Updates or revisions of child care certificates are mailed to the provider for their records only.

# Family Fees

Families are required to share in the cost of the child care services when their income reaches 40 percent of the state medium income. Based on the family size and monthly adjusted gross income, families are assessed a flat monthly fee according to the California Department of Education's Family Fee Schedule.

Family fees are paid directly to the family's primary child care provider each month and fees are due in advance of services. The fee is based on the child who uses the most care, which is usually the youngest child in the family.

Families with certified need of less than 130 hours per month are assessed a part time monthly fee; Families with certified need of 130 hours or more per month are assessed a full time monthly fee.

Family fees are assessed based on the following factors:

- If a parent has a set work schedule, fees are assessed based on the total monthly certified hours of care.
- If a parent has a varied work schedule, fees are assessed based on the average hours of the parent's work schedule for the preceding three months. If no work history is available due to having a new job, then fees are based on the verified hours the employer expects the parent to work.

For new families, the first month's fee is assessed based on child care hours for the partial month. For example: a family works 40 hour per week and care is for May 20th – May 31st, thus the family utilizes less than 130 hours and a part time fee is assessed for the month of May. A full time fee will be assessed for the following months.

For existing families, upon recertification or update, any change to family fees is effective the 1<sup>st</sup> day of the following month.

**Families fees are not prorated, reduced, or recalculated based on actual attendance.**

Exceptions: Families receiving cash aid are exempt from paying a fee. Child Protective Services families may be exempt. See section "Child Protective Services" on page 12 for more information.

## **Delinquent Fee**

A family fee is delinquent when a provider notifies 4C's that the family fee has not been paid. A notice is mailed to the parent and the provider to pay the fees and submit the receipt within seven (7) days from the notice issue date. Parents can also make payment arrangement with the provider and submit the arrangement in writing to 4C's. Only three (3) payment arrangements are allowed per fiscal year. Child care services will be terminated if the parent does not pay the fees or make a payment arrangement timely. The 4<sup>th</sup> payment arrangement or the 4<sup>th</sup> Notice of Action will be a final termination due to the parent fail to abide by program policies consistently. Families who are terminated due to delinquent fees must bring fees current in order to re-enroll on the program.

## **Choosing Child Care**

### **Parental Choice**

4C's subsidized child care programs are parental choice programs. Parents select providers who best meet the needs of their children. The provider selected must meet the requirements for participation.

Local Resource and Referral Programs can provide parents with referral information to licensed family child care homes and child care centers including Head Start and Title 5 center. Child care referrals given are referrals, not recommendations. 4C's encourages parents to visit and interview providers that best meet their children's need.

### **Eligible Providers**

The following types of child care provider are eligible for reimbursement from 4C's subsidized child care programs:

- Child care center
- Licensed family child care home
- Relative exempt provider (grandparents, aunts, and uncles)
- TrustLine registered exempt provider

## **In-Home Child Care**

In-home child care is defined as care provided in the home in which the child resides. It is the policy of 4C's to reimburse for in home care under the condition that the parent must have at least 4 children requiring in-home care at the same time, except for **CalWORKs Stage 1** which has no minimum number of children required.

## **Alternate or Backup Provider**

When a licensed provider is unable to provide care due to the child care facility is closed or the child is ill, the parent may use a backup provider. The backup provider must be an eligible provider and meet the requirements for participation.

## **Multiple Providers**

4C's will reimburse only one child care provider per child when the hours of operation of the child care provider can accommodate the certified need for child care.

4C's may reimburse two providers under one of the following circumstance:

- When the hours of operation of the first provider cannot accommodate the certified need for child care.
- When the first provider is not a licensed center, the parent may choose a licensed center for the specific purpose of providing the child with large group school readiness experiences.

Please note that 4C's will not pay more than one provider for the same portion of a child's certified need for child care.

## **Changing Providers**

The parent must notify 4C's at least two (2) weeks prior to the effective date of changing providers. The parent must also provide all the necessary information needed to contact the new provider before services can begin. This is to ensure that the necessary paperwork can be completed prior to the first day of care at the new provider. Parents are only allowed to change child care providers up to three (3) times per fiscal year.

# Provider Participation

Child care providers are **self-employed**. 4C's does not withhold payroll taxes because child care providers are not employees of 4C's of Alameda County and are responsible for their own federal and state taxes. 4C's will supply a 1099 form after the end of each calendar year for provider's tax filling purpose. Child care providers are not eligible for unemployment benefits for the sub-contracted services provided through 4C's subsidized child care programs.

Provider participation in the program is voluntary. Providers must meet federal, state and agency's requirements to be eligible for reimbursements. A Child Care Service Specialist (Provider Services) is assigned to the provider to maintain his or her file, process reimbursement and answer inquiries.

## Condition of Participation

In order to receive reimbursement from the program, the following conditions must be met:

All Providers must:

- Be at least 18 years of age.
- Have a current Social Security card. If the provider has a "not valid for work" restriction, the provider must also have a current work authorization card. If the provider has a Permanent Resident's card (Green Card), the provider must have a current social security card with all work restrictions removed.
- Have a current California photo identification/driver license.
- Complete a tax-identification (W9) form. The provider's name or business name on W9 must be exactly the same as it appears on the provider's social security card or provider's Employer Identification Number (EIN) document.
- Provide care during the contracted hours in the provider's home or licensed facility, unless otherwise authorized.
- Not discriminate on any basis including race, color, creed, gender, marital status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state or local laws.
- Refrain from the use of corporal punishment or any act that may be interpreted as corporal punishment.
- Notify 4C's of Alameda County immediately of any change in addresses or telephone numbers. Providers must provide their residential addresses. P.O. boxes will only be accepted as mailing addresses.

All Licensed Providers must:

- Maintain a current facility license and comply with Community Care Licensing rules and regulation.
- Allow parents unlimited access to their children while in care during normal business hours.
- Agree not to include religious instruction or worship as part of provider's curriculum. (For state funded program only)
- Charge subsidized families their usual and customary rates.

All License Exempt Providers must:

- Be registered on TrustLine, if applicable
- Have proof of residency
- Not have active tuberculosis
- Care for their children and children of one family only
- Understand that they will only be paid for hours of care actually provided and authorized by 4C's. License exempt providers will not be paid for holidays or absences.

## TrustLine

TrustLine is the state registry of individuals who have been cleared through a background check of the California Criminal History System, Child Abuse Central Index at the California Department of Justice, and the Federal Bureau of Investigation (FBI) records. Child care providers who are exempt from licensure are required to be TrustLine registered, except for those who are the child's grandparent, aunt or uncle by marriage, blood, or court decree.

4C's will only issue reimbursement to exempt providers who are registered on TrustLine, except for grandparents, aunts or uncles. When the provider's TrustLine application has been denied, or TrustLine case has been closed, or TrustLine registration has been revoked, 4C's will immediately terminate the exempt provider from participation in all of 4C's subsidized child care programs.

**For CalWORKs Stage 1**, once the exempt provider is registered on TrustLine, 4C's will reimburse up to the first 120 calendar days of child care services provided. If services have been provided for more than 120 days, reimbursement resumes as of the day the exempt provider is TrustLine registered. If the provider's application for TrustLine is denied or closed, 4C's **cannot** reimburse for any care provided, and the parent is responsible for paying the provider all fees owed. (Rules: Department of Social Services, MPP Section 47-260)

**For CalWORKs Stage 2, 3, CAPP**, a parent may select a **provisional child care provider** which a non-relative exempt provider who has applied for TrustLine and is waiting for background clearance. A provisional provider may provide child care for up to 30 consecutive calendar days only when there is an immediate need. The provisional provider must complete application and submit fingerprints to TrustLine prior to the first authorized day of care. The provisional child care provider must then become TrustLine registered by the end of the 30 consecutive days in order to receive reimbursement for services. If the provisional provider is not registered by the end of the 30 day period or the application is denied, 4C's **cannot** reimburse for any care provided and the parent is responsible for paying the provider all fees owed. Also, the parent must then enroll another eligible child care provider in order to continue services. If the provider becomes registered at a later day, the provider is only eligible to participate as of the day he or she is TrustLine registered.

An immediate need is defined as a situation in which an eligible parent, who has a need for child care services, would not be able to participate in his or her activity without enrollment of a provisional provider, and no other child care is reasonably available from a licensed, TrustLine registered, or relative exempt provider that meets the parent's need for care.

A parent may enroll a provisional provider no more than once in any 180 consecutive calendar days.

## **Megan's Law**

Information of registered sex offender is available online to the public on the Megan's Law website maintained by California Department of Justice. The website address is [www.Meganslaw.ca.gov](http://www.Meganslaw.ca.gov). Prior to enrollment, all exempt providers will be searched against the Megan's Law database. 4C's will not sub-contract with any provider who is registered on the Megan's Law database.



# Absences

If the provider requires full fee paying parents to pay for days their children are not in attendance, 4C's will reimburse for the following types of absences:

- **Illness or Quarantine of the Child or Parent**  
4C's will reimburse absences due to illness of the parent or the child, or due to a doctor's appointment. When the child is absent for five (5) consecutive days or more, a doctor's note stating the nature of illness must be attached to the attendance record for reimbursement.
- **Family Emergency**  
Family emergency includes any serious illness or death in the family, transportation problems, weather crisis, disaster, school strike/closure, school suspension, or any other reason deemed eligible.
- **Best Interest Days**  
4C's will reimburse for absences "in the best interest of the child", which is limited to 10 days per fiscal year. Best Interest Days can be used for family's vacation, or time spent with the parent or a relative.
- **Court-Ordered Visitation**  
4C's will reimburse absences to spend time with a parent or relative when required by a court of law. A copy of the court order must be attached to the provider's file.
- **Days of Non-Operation (DNO)**  
4C's will reimburse providers for 10 closure days (i.e. holidays) per fiscal year. These DNO must be listed in the provider's contract, and the child must be regularly scheduled to be in care.

Parents must record absences on the attendance record for the purposes of determining whether hours are broadly consistent with certified need.

## Notification of Absences or Changes

Providers should inform 4C's when a child is absent for three (3) consecutive days without notice from the parent, or when providers become aware of any changes that may affect the child care agreement.

## **Child Care for School-Aged Children**

4C's cannot reimburse for any child care during regular school hours for children in Kindergarten and up, including home school, unless the child is unable to attend school due to an illness. If a school-aged child is ill and utilizes child care during school hours for five (5) consecutive days or more, a doctor's note must be attached with the attendance record.

## **Attendance Record Procedure**

Parents and providers are responsible to complete and submit monthly attendance records that include the following information:

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

Parents and providers must record the actual times of arrival and departure. For example: A child is certified for care from 7:00am – 4:00pm. The “actual” arrival and departure times such as 7:02am and 4:05pm must be recorded on attendance record. If a child is school-aged and the provider takes the child to and from school, the provider is responsible to record the actual times the child is dropped off and picked up to and from school.

Attendance records are utilized for the purpose of reimbursement. Reimbursement to providers will not be held or reduced for any attendance record that includes all the above required elements.

## **Incorrect/Incomplete Attendance Record**

When the attendance record is not completed in full or correctly, the attendance record will not be returned for corrections. 4C's will reimburse the provider according to the family's certified need as stated on the child care certificate and take the following action.

Attendance records will be deemed incomplete or incorrect if there are five (5) or more of the following:

- Not recording the actual drop off/pick up times
- Missing drop off/pick up times
- Not recording absences

The following action will be taken for incomplete or incorrect attendance records:

- First violation: The parent and the provider will be called and reminded of the proper way to record attendance, and as well as the consequences of not following procedure. This conversation will be logged and attached to the attendance record.
- Second violation: A warning letter will be issued to the parent and the provider regarding the proper way to record attendance and consequences.
- Third violation: The parent and the provider are required to come to the office to meet with a 4C's representative on how to record attendance accurately. The provider's check will not be mailed and will be available for pick-up at the meeting.
- If attendance record continues to be incorrect or incomplete, child care services will be terminated for not adhering to program requirements.

### **Inconsistent Attendance Record**

4C's will reimburse the provider according to the certified hours as stated on the child care certificate. If a child's attendance is not broadly consistent with the family's certified hours for a month, Child Care Service Specialist (Family Services) will contact the parent to find out whether the inconsistency is a one-time change. If the parent's need has changed, the parent's application will need to be updated. Please see section "Application Update" for more detail. The parent will receive a Notice of Action for any change in child care services, and a warning for failure to report changes as stated in section "Reporting Changes".

### **Fraudulent Attendance Record**

If a parent or a provider provides false or misleading information or acts in a fraudulent manner, the parent and/or the provider will be terminated from the program immediately and no reimbursement will be made. Fraudulent activities may include, but are not limited to, the following:

- The parent or the provider records attendance for care not used.
- The provider was incarcerated during the time he or she claimed to have provided care.
- The provider was out-of-state during the time he or she claimed to have provided care.
- The provider lost his or her license and was directed to cease care but did not.
- The provider used a false identity.

# Child Care Provider's Rates

4C's will reimburse the provider's rates as long as:

- They are the usual and customary fees charged to every family, subsidized or non-subsidized, and
- They are not exceeding the Regional Market Rate (RMR) ceiling for the area in which child care is being provided. If the provider's rate exceeds the RMR ceiling, the parent will be responsible for the difference, which is the co-payment.

For licensed providers who charge registration fees or material fees, 4C's will reimburse those charges if the total reimbursement (child care fees plus other fees) does not exceed the maximum reimbursement amount allowed.

## Rate Change

4C's will accept rate change once per fiscal year (July 1 through June 30). Providers should inform 4C's in advance, and submit the new rates in writing. The new rates will be effective the date of receipt or the requested effective date, whichever is later.

## Reimbursement to Provider

4C's will reimburse providers based on the following factors:

- For families with a set schedule, reimbursement will be made according to the certified hours stated on the child care certificate regardless of the child's attendance.
- For families with a variable schedule, reimbursement will be based on the actual days and hour for which services were provided up to the maximum hours stated on child care certificate.

If there is a family fee assessed, the total amount of the family fee will be deducted from the provider's reimbursement for that month, whether the provider collects the fees or not. It is the parent's responsibility to pay the provider directly for the family fees.

## Reimbursement Dates

Attendance records are due on the 1<sup>st</sup> and must be received by the Hayward office no later than the 3<sup>rd</sup> of the month after the month of service. If the 3<sup>rd</sup> falls on a weekend or holiday, the attendance records are due on the following business day. Reimbursement will be mailed or deposited on the 15<sup>th</sup> of the month if attendance records are received on time. If attendance records are received after the 3<sup>rd</sup>, but no later than the 14<sup>th</sup>, reimbursement will be mailed or deposited on the 26<sup>th</sup> of the month. If the 14<sup>th</sup> falls on a weekend or holiday, the attendance records are due on the previous business day. If the 15<sup>th</sup> or the 26<sup>th</sup> falls on a weekend or holiday, reimbursement will be mailed or deposited on the previous business day. Attendance records received after the 14<sup>th</sup> will be paid in the following month.

Attendance records received by	Reimbursement Date
3 <sup>rd</sup>	15 <sup>th</sup>
14 <sup>th</sup>	26 <sup>th</sup>

4C's mails out the attendance records to providers the third week of each month prior to services. If attendance records are not received by the end of the month, the parent or the provider should contact 4C's for a replacement. Please allow for two business days to pick up or mail a replacement. If a parent or provider walks in the first week of the month to request attendance records, the request will be taken in writing and mailed in two business days.

For any overpayment or underpayment resulting from incorrect attendance records, the provider's reimbursement will be adjusted the following month.

If it is determined that reimbursement is issued based on falsified attendance records, it will be grounds for prosecution.

4C's fiscal year is from July 1<sup>st</sup> to June 30<sup>th</sup>. Attendance records received after July 15<sup>th</sup> may not be reimbursed.

# Termination from the Program

## Parent's Termination

Families can be terminated from the program at any time. Reasons for termination may include, but are not limited to, the following:

- No longer meets the program requirements, eligibility, or need criteria
- Failure to keep family fees current
- Failure to recertify or complete update
- Failure to report changes within 5 days
- Falsifying documentation to receive child care service
- Failure to complete attendance record daily and accurately
- Falsifying attendance records in any manner
- Failure to submit requested documents or insufficient documents submitted
- Lack of parent and provider cooperation in efforts to resolve differences
- Lack of respect for the building and equipment, such as stealing or damaging property, as well as personal belonging of staff and others
- Using abusive language and behavior
- Consistently fails to abide by the policies and procedures outlined in this program guide

When services must be terminated due to limitation of available funding for our programs, families are displaced as directed by Early Education and Support Division, California Department of Education.

**It is recommended that the parent or provider call our office immediately upon receiving a termination NOA in order to clarify or rectify any issue or concerns he or she may have.**

# **Parent's Appeal Rights and Procedure**

If a parent disagrees with an action taken by 4C's of Alameda County, the parent has the right to appeal the agency's decision and request a hearing. To exercise this right, follow the instructions on the back of the Notice of Action.

## **CalWORKs Stage 1**

Parents may complete the "Request for State Hearing" on the back of the Notice of Action, and submit the request to the California Department of Social Services:

California Department of Social Services  
State Hearings Division,  
P.O. Box 944243,  
Mail Station 9-17-37,  
Sacramento, California 94244-2430

Parents may also make a toll-free call to request a State Hearing at the following number:

California Department of Social Services  
Public Inquiry and Response  
Phone 1-800-952-5253 (Voice)  
1-800-952-8349 (TDD)

## **CalWORKs Stage 2, 3, and CAPP**

Parents can request for a hearing in writing, in person, by telephone, by fax, or by email to our Oakland office no later than the appeal due date indicated on the NOA.

When 4C's receives the request, arrangements will be made to continue child care services throughout the hearing. The parent will be notified of a hearing date within ten days. It is the policy of 4C's to allow a parent to postpone an appeal hearing once. The postponed hearing must be scheduled and attended within two weeks of the original hearing date. At the hearing, the parent will be given an opportunity to submit documentation to support his or her disagreement with the agency's decision. Only persons directly affected by the hearing shall be allowed to attend. If the parent or the parent's authorized representative fails to attend the hearing, the parent will be deemed to have abandoned the appeal. The parent will receive a decision of the local level hearing, in writing, within ten days of the hearing. Child care may continue during this time.

If the parent is dissatisfied with the decision reached at the local level hearing, the parent may then file a second level appeal to:

California Department of Education  
Early Education and Support Division  
1430 N Street, Suite 3410  
Sacramento, CA 95814-5901  
Attention: Appeals Coordinator

The appeal must be submitted in writing with a copy of the NOA and the written decision from the local level hearing. This appeal must be made within 14 calendar days of receipt of the decision reached by the local level hearing.

Upon receipt of the appeal, the Early Education and Support Division will review the information submitted and render a final decision within 30 calendar days. This decision will be mailed directly to the parent, and a copy will be sent to 4C's of Alameda County.

## **Child Care Provider's Termination**

4C's reserves the right to terminate a provider from participation with or without a two weeks' notice. Reasons for **termination** may include, but are not limited to, the following:

- Closure or denial of TrustLine registry
- Revocation of child care license
- Falsifying attendance record in any manner
- Consistently turning in attendance record late (three late attendance records in a fiscal year may lead to termination)
- Charging 4C's more than the non-subsidized families or more than the usual and customary charges
- The provider is removed from a local resource and referral agency's referral database
- Using abusive language and behavior to staff, children or parents
- Consistently fails to abide by the policies and procedures outlined in this program guide (three violations in a fiscal year)

If 4C's receives a notice from Community Care Licensing that pertains to the health and safety of the children, 4C's will notify the parent immediately. If the provider's license has been revoked, child care services will be terminated without the parent's consent. If the provider receives a temporary suspension or is placed on probation, the parent will be given the opportunity to change provider unless they choose to stay.



# **General Program Policies**

## **Fraud Policy**

Any parents or providers who provide false or misleading information or act in a fraudulent manner are jeopardizing their participation on 4C's Subsidized Child Care Programs.

It is the policy of 4C's to operate its programs based on accurate information provided by the parent or the provider. Any false or misleading information provided to 4C's regarding need, eligibility, family size, income, provider rates, enrollment of children, attendance of children, invalid license, relationship to the child or provider, or any other qualifying indicators will be grounds for further investigation by program Managers or the District Attorney's Office.

If it is determined that a parent or provider has provided fraudulent information or failed to disclose a fact in order to benefit from the program, services may be terminated. Parent and provider are notified in writing of any action 4C's will take based on the findings of the investigation.

Child Care Services will not be reimbursed once the suspected fraud has been substantiated. Parents are responsible for the cost of care if they have provided false information to obtain services they would not otherwise qualify for.

Parents and providers are liable for re-payment of the cost of care provided during the time period false information was submitted. All fraud cases are referred to the District Attorney's Office for further investigation or prosecution.

## **Non-Discrimination Policy**

It is the policy of 4C's of Alameda County to prohibit the unlawful discrimination of program participants based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also includes a perception that any of those characteristics is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

## **Confidentiality Policy**

It is the policy of 4C's of Alameda County to maintain the confidentiality of information and documents that contain personal identifiable information (PII). Employees and board members may not share or make accessible PII obtained through their affiliation with 4C's as an employee or volunteer. No identifying information can be shared with anyone including relatives, friends, co-workers, or business/professional associates other than those with legitimate need for such information as determined by the agency. 4C's will only release PII when mandated by contracting agencies such as Department of Education/Early Education and Support Division(CDE/EESD), Department of Social Services (DSS), or the District Attorney, or by law.

## **Zero Tolerance Policy**

4C's is committed to providing a violence-free workplace that is free from acts of violence, or threats of violence. In keeping with this commitment, we have established a policy that provides ZERO tolerance for actual or threatened violence by clients or employees against co-worker or any other person affiliated with 4C's. This behavior is not acceptable and services will be terminated if this policy is violated.

## **4C's Client Grievance Policy**

It is the policy of 4C's of Alameda County to investigate and resolve client grievances in a timely manner and in accordance with any applicable program regulations. This policy encourages the resolution of grievances at the lowest possible level and as soon as possible after they arise. There will be no retaliation, formal or informal, against a client who files a grievance.

### **Procedure:**

1. Any client of 4C's may make a complaint concerning the services received from 4C's to any 4C's staff member.
2. Staff members shall make every effort to resolve grievances informally by discussing the situation with the client or by referring the client to the appropriate program staff member.
3. Clients who are not able to resolve their grievance through discussion with a staff member will receive the opportunity to discuss their grievance with the Program Manager.
4. The Program Manager will contact the client within three (3) business days of the complaint.
5. Clients who are not able to resolve their grievance through discussion with the Program Manager must submit their grievance in writing to the Program Director, including the date, client's signature and contact information, within seven (7) business days after meeting with the Program Manager.
6. The Program Director will acknowledge receipt of the grievance within 48 hours and investigate the grievance and interview the client as necessary.
7. The Program Director will forward all information pertaining to the grievance to the Executive Director prior to issuing a response to the client.
8. The client will receive a final response or decision from the Program Director within ten (10) business days of receiving the written complaint.

All grievances shall be put in writing to the Program Director either by mail or in person at the following office:

**4C's Hayward Office  
22351 City Center Drive,  
Suite 100,  
Hayward, CA 94541**

## **Alameda County Social Service Client Grievance Policy (For CalWORKs Stage 1 only)**

If you have a complaint about the performance of Community Child Care Council (4C's) of Alameda County staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to Agency Hearing Officer or designee. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Agency Hearing Officer or designee shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.
3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

**Alameda County Social Services Agency  
Administrative Offices  
2000 San Pablo Avenue  
Oakland, CA 94612  
Attn: Lori A. Cox  
Social Services Agency Director  
(510) 271-9100**

## **Uniform Complaint Policy (For CalWORKs Stage 2, 3, and CAPP only)**

It is the intent of 4C's of Alameda County to fully comply with all applicable state and federal laws and regulations. Therefore, individuals, agencies, and organizations have the right to file a complaint regarding 4C's of Alameda County's alleged violation of federal and/or state law.

**Department of Education/ Child Development Division  
Complaints Department Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814**



# Parent and Provider Resources

**Orientations** for providers to become licensed family child care homes are held at 4C's. Our knowledgeable staff can answer licensing questions, and offer home visits to assist the provider in preparation of the home inspection from Community Care Licensing. Please contact Community Care Licensing at (510) 622-2602 for the orientation schedule.

**Workshops** for parents and providers are offered year round. 4C's strongly encourage parents and providers, licensed or exempt, to attend these informative workshops in child development and child care business practices. We have more than 30 workshops every quarter, and most training are offered in three languages: English, Spanish, and Chinese. The workshop schedule is available online at [www.4c-alameda.org](http://www.4c-alameda.org).

**Parent Voices** is an advocacy program for parents who want a state budget that works for kids. 4C's sponsors the southern Alameda county chapter of Parent Voices. Parent Voices keeps parents updated on current legislation, and organizes Rallies to support affordable child care. Parent Voices also holds a Stand for Children's day in Sacramento in the month of May. Members from all over California meet in Sacramento to advocate for affordable child care and speak to their state representatives.

**The Child Health and Nutrition Program** promotes nutritious food in family child care home environments. Licensed family child care home providers who participate in the program can receive a partial reimbursement for meals they serve to children in their care.

**4C's Volunteer Income Tax Assistance (VITA) Site** offers free tax preparation services to eligible families and individuals. IRS trained and certified volunteers prepare the income tax return. Electronic filing is also available. 4C's VITA site is located at the main office in Hayward.



## **Mission Statement**

Community Child Care Council of Alameda County exists to develop and coordinate resources to strengthen families and children.

## **Vision Statement**

By 2015 Community Child Care Council of Alameda County will be nationally recognized for creating and delivering exemplary educational and family support programs that enrich our diverse communities.

## **Core Values**

**Diversity** . . . our staff and services respect and reflect the differences in the communities we serve

**All children and families** . . . are special, unique and have a right to reach their maximum potential

**Accountability** . . . personally taking responsibility for actions and outcomes

**Professionalism** . . . presenting oneself, programs and perspectives with knowledge, skills and respect

**Teamwork** . . . working in partnership with others (individuals and groups, internal and external) to achieve the mission and vision of the 4C's of Alameda County

**Growth and development** . . . we are committed to providing opportunities which maximize potential and nurture positive change for children, families, staff and child care professionals

**Innovation and Leadership** . . . requires us to be proactive, take calculated risks and strive for excellence. We search for new ways to respond to the changing needs of our communities.