

Provider Guidebook



Subsidized Child Development Programs

Connections For Children – An Alternative Payment and Child Care Resource & Referral Agency

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Welcome

Dear Providers:

Welcome to Connections For Children Subsidized Child Development Programs. We are pleased you are providing childcare services.

This guidebook was designed to help you understand the State and Federal regulations governing our child care subsidy programs, as well as the CFC policies and procedures put in place to comply with these regulations. Please keep this manual and use it to find the answers to any questions you have about the program. **Words or phrases shaded in purple are included in the glossary of key terms section, beginning on page 25.**

It is important to remember that any of the information in this manual may change as the State of California changes its child care policies or rules. Any time the State issues program changes, we will send you a letter explaining the change. Please keep all letters you receive from us describing changes in the child care program and/or policies given to you that pertain to your Eligibility and Need. Read them carefully and add them to this guidebook. **You are responsible for understanding and following the rules.**

If any part of this guidebook is unclear to you, call Connections For Children immediately and ask for clarification. Our goal is to make the child care subsidy programs clear and easy for you to understand, so that you can focus on your child care business.

Connections For Children

About Us

Connections For Children (CFC) is a non-profit Child Care Resource and Referral agency serving child care providers, educators, and parents in the West Los Angeles and Beach Cities communities. We assist parents and child care professionals who seek information, referrals, and education. We are an important voice in support of quality child care and early education. CFC has linked children's advocates, service providers, and parents about issues affecting children and families for over 35 years.

Our Mission

Our mission is to help all children reach their full potential by supporting families' access to high quality child care and education.

Child Care Resource and Referral

In addition to providing subsidized child care to families in the West Los Angeles and Beach Cities communities, Connections For Children provides several Resource and Referral services to parents, providers, and educators.

Child Care Information Service

Connections For Children (CFC) maintains up-to-date listings of licensed child care available in our region and provides free referrals to parents. Families are referred to programs, which meet their needs in terms of hours, age of child, proximity to home, work, or school, cost and personal preference. We support parental choice by offering parent education on choosing childcare from the following available options: (family child care homes, child care centers, camps, co-ops, nanny agencies, and before and after school programs). We also provide referrals to other community agencies that support families. Please contact us for more information on child care referrals and services.

Newsletter and Resource Library

Connections For Children publishes a quarterly newsletter featuring articles on child development, balancing work and family, legislative updates, community resources, and events. In addition, our Resource Library is filled with the latest books, magazines and videos for parents, providers and the community.

Support and Training for the Community

A variety of workshops for parents and child care providers are scheduled throughout the year in the Connections For Children's service area and adjacent communities. Topics range from choosing childcare, positive discipline, business issues, child development, the importance of play, and CPR re-certifications. We also offer Brown Bag Lunch Sessions, co hosted by CFC and area Child Care Center Directors; this is an opportunity to network with each other and participate in presentations by child development experts.

Technical Assistance

Family Child Care Providers: assistance in becoming licensed, help with daily scheduling, business forms, environmental planning, accreditation, and other areas of implementing a home-based childcare program.

Child Care Center Directors: identification of service needs, environment, assistance in becoming licensed or accredited, staff planning, and a Job Bank listing both employers and those seeking work.

The Community: identification of childcare needs and gaps in service, coordination of existing services, data collection and dissemination of information, and collaboration with other community agencies.

Special Projects

Connections For Children has a number of other projects related to child care including:

Mobile Toy Van: our traveling Child Development Specialist visits Family Child Care programs in a van packed with toys, books, and equipment to lend.

Learning Experiences at the Park and Family Time: These projects offer hands on training and activities to parents, licensed exempt, and informal care providers at selected parks in our service area.

General Policies

Non-Discrimination

CFC operates all programs and services on a non-discriminatory basis, providing equal access to services without regard to race, color, sex, age, religion, national origin, ancestry, citizenship, marital status, pregnancy, physical or mental disability, medical condition, genetic characteristics, sexual orientation, gender, ethnic group identification, or any other characteristics protected by state and/or federal law.

Uniform Complaint Procedures

The California Department of Education (CDE) has established Uniform Complaint Procedures in accordance with the California Code of Regulations, **Title 5**. Any individual alleging that CFC has violated a federal or state statute and/or regulation enforced by CDE, may file a written complaint with the CDE. The complaint letter should include the terms of the complaint and be mailed to the California Department of Education, Child Development Division, 1430 N Street, Suite 3410 Sacramento, CA 95814. Call the CDE at (916) 319-0800 for more information or visit www.cde.ca.gov

Sexual Harassment Policy

Connections for Children is committed to providing an environment free of unlawful harassment including sexual harassment. CFC's policy against harassment applies to all persons involved in the operation including employees, participating parents, children, and child care providers. The policy is designed to protect all from sexual overtures or conduct, verbal, visual, or physical, which are offensive, intimidating, hostile, or unwelcomed. All such harassment is unlawful.

Prohibited unlawful sexual harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays of sexually suggestive objects such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, grabbing, or brushing of the body;
- Purposely blocking or interfering with normal movements;
- Unwelcomed sexual flirtations, propositions, or leering;
- Threats and demands to submit to sexual requests as a condition of continued benefits and/or services, or to avoid some other loss and/or offers of benefits and/or services in return for sexual favors;

- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by company policy

Connections for Children will immediately undertake an effective, thorough and objective investigation of harassment allegations. The CFC encourages all individuals to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved with the respect of the privacy of all parties concerned to the extent possible.

If you believe that you have been unlawfully harassed, please notify CFC in writing at our main address as soon as possible after the incident.

Mutual Respect

CFC staff will always treat you with dignity and respect, and CFC expects the same type of treatment from parents, providers and vendors. CFC may terminate services for a parent, provider or vendor who verbally and/or physically abuses, makes threats, and uses profanity or inappropriate language towards any staff member, or around other clients including children.

Grievance Procedure

If a parent or provider has a grievance against the agency, policies, or personnel that cannot be satisfactorily resolved, the parent may request a conference with the Program Manager. The request for a conference must be in writing and must state the grievance. A conference will be held within fourteen (14) **calendar days** of the receipt of the written notification. The parent and the parent's representative may attend the meeting to present information relevant to the grievance. An interpreter will be available if one is requested in the written notification. Within fourteen (14) calendar days following the conference, a written report of the findings and the disposition of the grievance will be sent to all interested parties.

Verbal Agreements

All agreements between the parent, the provider, and/or a CFC staff member must: be in writing; be approved by the Manager; and be signed by all parties. CFC will not accept nor enforce any verbal agreements made between the parent, the provider, or any CFC staff member.

Gifts and Gratuities

CFC employees, at any level in the organization, are not allowed to give nor accept any gifts or gratuities from parents, providers, or vendors. If you want to show your appreciation for a job well done by one of our employees, just send us a letter or a "thank you" card.

Fraud Policy

The California Department of Education requires CFC to inform all families that if child care **subsidies** are obtained by providing fraudulent or incomplete information, CFC shall actively pursue recovering funds paid out for the child care services. Please refer to our Fraud Policy Statement that is given to you at the time of enrollment for more information.

Service Area

Parents receiving child care subsidies through CFC are expected to choose a provider within the CFC service area. CFC's Resource and Referral Department will assist parents in locating a child care provider that meets the family's needs. Child care service from an agency is determined by the parent's choice of provider's zip code. If a parent needs care in another service area, CFC will continue to pay for child care services until the other child care agency picks up the transfer.

CFC's service area includes the following zip codes: 90024,90025,90034,90035, 90045,90049,90064,90066,90067,90073,90077,90080-90083,90094,90095,90230-90232,90245,90263-90267,90272,90274,90275,90277,90278,90290-90296,90401-90406,90501-90510,90564,90565,90717



Parental Choice

CFC's Subsidized Child Development Programs are based upon parents' choice. It is a parent's responsibility to select the child care provider that best meets the needs of his/her child and family. CFC does not inspect nor warrant the condition of the child care facility nor the degree or type of supervision provided. We assume no responsibility for injury or damages arising from the performance of our agreement for child care services. The selected provider and the parent both agree to hold harmless CFC, its officers, employees or representatives from costs, suit or liabilities allegedly arising from the provision of child care services.

With prior notice and approval, parents may change their child care setting to meet their needs. Parents must notify CFC staff at least five (5) **calendar days** prior to making any changes. Parents must also give notice to you in accordance with your individual policies.

Program Description

Connections For Children (CFC) receives funding from the California Department of Education, Child Development Division to provide **subsidies** for child care and development services to families who meet the State's criteria. We follow all State regulations governing Child Care Payment and Assistance Programs and we operate in accordance with all California State laws governing non-profit agencies.

CFC's Subsidized Child Development Programs provide child care **subsidies** to children birth through 12 years of age, **from eligible families**. Based upon a parent's documented need, child care services are available as follows: all day, before and after school, weekends, and evenings/nights. Subsidies may pay for care provided by licensed or license-exempt facilities.

Children with Special or Exceptional Needs

(California Code of Regulations, Title 5 § 18089)

All subsidy programs offered by Connections for Children serve eligible children through 12 years of age, except those with special and/or exceptional needs who may remain eligible up to the age of 21. Children with special and/or exceptional needs are defined as children with an active **Individualized Educational Plan (IEP)** or **Individualized Family Services Plan (IFSP)**. Such IEP or IFSP should clearly indicate a need for adult supervision in a child care setting.

Types of Facilities

- **Child Care Centers** – Facilities that are licensed to care for more than 18 children and are staffed by adults who have training in early childhood care and education.
- **Licensed family child care** – A provider who cares for small groups of children in his/her home. One adult can care for up to 8 children (this is known as a small child care home), and two adults can care for up to 14 children (this is known as a large child care home). Family child care providers are required to complete first aid and CPR training. Many have also taken classes in early childhood education and the care of young children. They are licensed through **Community Care Licensing**.

- **License-exempt child care** – One adult cares for the children of one family only or for relative children. Sometimes a relative, friend, or neighbor will provide license-exempt care for a child. License-exempt providers are required to complete a Health and Safety Self-Assessment, and if they are not related to the child, they must pass a background check.

Important!

The State recognizes only aunts, uncles, grandmothers, and grandfathers as exempt from the background check. Therefore, if the provider is claiming exemption from background check, CFC will collect proof of relationship.

School age child care – This may be located on a school campus, at a child care center, in a family child care home, or with a license-exempt provider. Payment may be for care before and after school, during school breaks, and on some school holidays. Based on Federal and State regulations, payment will not be made for private schools or formal education.

Program Requirements

In order to participate in the Subsidized Child Development programs, child care providers must comply with the following requirements.

- Operate within CFC's service area (**see page 8**). If a current enrolled family needs child care outside our service area, CFC may continue to pay for child care services until the Resource & Referral/AP Agency in that service area is able to pick up the transfer.
- Remain in compliance with applicable regulations (i.e., **Licensing, Trustline**).
- Operate on a non-discriminatory basis giving equal treatment and access to services without regard to race, sex, ethnicity, creed, religion, national origin or ancestry.
- Refrain from engaging in religious instruction or worship while providing child care and development services.
- Submit a declaration that the parents have unlimited access to their children and to the providers caring for their children during normal hours of operation and whenever the children are in the care of the providers.

The child care certificate issued by CFC is non-transferable. We reserve the right to make payment only to those providers who remain in compliance with the program's requirements.

In addition to the general requirements listed above, there are specific requirements for specific types of care.

1. Child Care Centers must:

- a. Provide CFC with a copy of their current license and **Federal Identification Number**.
- b. Maintain current, active, and continuous licensure to receive payment for services.
- c. Provide CFC with a copy of the license indicating the name of the new owners before payment for child care services will be made, if there is a change of ownership.

- d. Receive an updated Child Care Certificate any time a change in **licensing** status is made. A current Child Care Certificate must be on file at CFC for reimbursement to child care centers.

2. Licensed family child care provider must:

- a. Provide CFC with a copy of their current license and **Federal Identification Number** or Social Security Number.
- b. Provide CFC with current Photo Identification
- c. Obtain a new license reflecting any change of address before becoming eligible for payment. A new Child Care Certificate must be completed reflecting any changes in address or fees. A current Child Care Certificate must be on file at CFC for reimbursement to family child care providers.

3. License-exempt child care provider must:

- a) Provide CFC with current Photo Identification verifying that the provider is at least 18 years old and the address where the care is to be provided.
- b) Provide a Social Security Card for verification of Social Security number for IRS reporting.
- c) Provide CFC with a completed copy of the Health and Safety Certification Form.
- d) Complete the **Trustline** application and pass a background check as well as all other applicable documentation prior to the commencement of child care services.

Important!

The State recognizes only aunts, uncles, grandmothers, and grandfathers as exempt from the background check. Therefore, if the provider is claiming exemption from background check, CFC will collect proof of relationship.

You are not eligible to be a provider if:

- You are less than 18 years of age
- You are a parent (by blood, marriage, or adoption) in the program
- You are a parent (by blood, marriage, or adoption) of the child receiving services.

- You are a live-in “significant other” (ex. Boyfriend, girlfriend, or companion) of a parent in the program.
- You live in the same home as the parent receiving services in the program.
- You live in the same home as a provider receiving payment for services in the program.

Important!

CFC will reimburse sectarian child care services for **Federally Funded Programs only**. Sectarian care is not reimbursable for State Funded Programs.

Provider Reimbursements

Child Care Certificate

Upon completion of enrollment/certification paperwork, an enrollment certificate is issued to the provider. The certificate informs the child care provider that CFC will pay for child care services as approved in the parent's certification.

The participating parent is responsible for informing the Family Specialist at CFC of any changes in need for child care location, hours, or days.

Connections For Children (CFC) will pay licensed and license-exempt providers for the child care services rendered, at the rate reflected on the Child Care Certificate. Payments are always made after the care has been received and only for the care which has been approved.

Important!

CFC does not pay for child care expenses incurred before a family has been enrolled in the program.

Payment Schedule

(California Code of Regulations, Title 5 §18065,18066,18102,18119,18220(b), 18224, 18240 [b])

1. CFC's payment period for the Subsidized Child Development Programs is **monthly**. When complete and accurate attendance sheets are received by CFC by the 5th of the calendar month after the service month, provider payments will be mailed no later than the 20th of the month. To ensure timely payments, providers and parents should refer to the [CFC Payment Calendar](#) for specific monthly reimbursement and attendance sheet due dates.
2. For attendance sheets received after the 5th, but no later than the 20th of the month, provider payments will be mailed no later than the last day of the month. Attendance sheets received after the 20th of the month will be paid using the next month's payment schedule.
3. All licensed provider or license-exempt providers must comply with CFC's ***Non-Compliance Child Care Attendance Sheet Policy***. Upon enrollment, both provider and parent are given a detailed description of this policy

that must be signed. This policy consists of a warning system to all providers and parents to discourage submittal of incomplete and inaccurate attendance sheets. Consistent submittal of incomplete and/or inaccurate attendance sheets may result in parent and/or provider termination from the program.

Usual and Customary Rates (Rate Sheet)

CFC, in compliance with Federal / State regulations, requires providers to submit a rate sheet that specifies their usual and customary rates for the public (non-subsidized families). This information should include any additional fees that are charged to the public, the days and hours of operation and any policies regarding attendance and absences. Rate sheets should be submitted with any published brochures, flyers, parent handbooks or website printouts that substantiate your policies and rates.

Maximum Regional Market Rate Reimbursement

The maximum amount CFC will reimburse a child care provider is determined by the local **regional market rate** for child care. If a parent chooses a provider whose rate is above the regional market rate the parent is responsible for paying the difference directly to the provider.

Example

If the **regional market rate** is **\$600** a month, and the provider's rate is **\$700**, the difference of \$100 per month is the amount above the regional market rate. Therefore, **\$600** would be the maximum payment CFC would make for child care services and the parent would be responsible for a co-payment of **\$100** given directly to the provider.

Paid Days of Non-Operation

Providers who can prove to CFC (**via written policies for the public**) that they charge non-subsidized families for days of non-operation can be paid for 10 days of non-operation. CFC will only reimburse proven days of non-operation if the child(ren) has been approved for care on that day.

Most license-exempt providers will not be eligible for paid days of non-operation since they do not care for other families and are paid based on a child's attendance.

If a provider is eligible to be paid for days of non-operation and wishes to select a different day of non-operation than those observed by the State, a written notice of this request must be made to CFC.

Prorating

Weekly and monthly rates will be **prorated** when the authorization does not cover the rate applied to the schedule or when a provider is not authorized to be paid by contract and there is a day of non-operation.

Evening/Weekend Care Rates

1. CFC does not pay “split rates” for evening/weekend care. An evening/weekend care adjustment factor may be applied to licensed providers who can prove customary rates for the public (non-subsidized families). License-exempt providers will not be eligible for an evening/weekend care adjustment factor.
2. If at least 50% of the total certified hours fall during the evening and/or weekend, multiply the **Regional Market Rate** by 1.25 to get a new ceiling.
3. If at least 10%, but less than 50% of the total certified hours fall during the evening and/or weekend, multiply the Regional Market Rate by 1.125 to get a new ceiling.

Important!

CFC will never pay more than the **Regional Market Rate** regardless of the percentage of evening/weekend care provided.

For Example

If the **Regional Market Rate** for one month of care is \$900 and 50% of the certified hours for care that month occurred during the evening or weekend, CFC would make an adjustment of $\$900 \times 1.25$ for an adjusted monthly rate of \$1,125. If the provider's rate is \$1,250 the parent would be responsible for a co-payment of \$125.

Rates for Special Needs Care

A child must have an IEP/IFSP (**Individual Education Plan/Individual Family Service Plan**) on file with CFC in order to be considered an exceptional needs/severely disabled child for child care program purposes.

In order to apply a higher exceptional needs/severely handicapped adjustment, the provider must also present documentation to the agency that shows that caring for the child will have an ongoing fiscal impact on the provider. For instance, if the provider has to hire new staff, turn down other children, or make ongoing modifications to instructional materials.

If a provider is able to demonstrate that he/she incurs an ongoing cost for caring for a child with special needs, CFC will apply the applicable adjustment factor (as determined by State regulations) to the provider's rate and pay the adjusted amount, even if the demonstrated ongoing cost is less.

Rate Changes

Providers must report a change of rates in writing to CFC and have their new rates approved by the 1st of the month to have those rates effective for that month of care. If reported or approved after the 1st of the month the rates will become effective the following month. Rate changes are permitted one time per **fiscal year**.

Registration Fees

Registration fees may be paid with documentation (**via written policies for the public**) that all families enrolled in the provider's care are required to pay a registration fee. If applying a registration fee creates a payment that exceeds the **Regional Market Rate** category, CFC will be unable to pay the portion of the registration fee that exceeds the RMR ceiling.

School-aged Children Attending Licensed Centers

CFC child care subsidy programs do not pay for educational services. A school age child may receive part time care before and after school, or both. If the facility is licensed, a child may receive full time care during off track, holiday, and school vacation periods as needed.

Variable Schedules

When a parent's activity is not on a set schedule their child's care will be authorized on a "**variable work schedule**." When a child's care is on a variable schedule, providers will be paid based on child's attendance plus approved travel time to/from the parent's approved activity. Most variable schedules require parents to submit a work calendar verifying the number of hours worked each month. In order to process payment to the provider, parents must submit their completed variable work calendar to CFC for review. If either document is not received, payment cannot be processed.

Providers are notified if parents are required to submit work calendars /schedules on the Provider Notice when an authorization for care is completed.

IRS and Tax Information

All providers receiving subsidy child care payments from CFC are independent contractors, not employees.

CFC issues subsidy payments to providers on behalf of enrolled families in the agency's child care subsidy programs. CFC does not withhold or pay income or payroll taxes from provider payments. CFC will mail all providers a copy of their IRS 1099 form by **January 31, excluding corporations**. Providers are responsible for paying all federal, State, and local income taxes, as well as other taxes.

Attendance Sheets

Completing the Attendance Sheets

Attendance sheets are used as our method of billing for payment and are an essential requirement of provider participation in the Subsidized Child Development Programs. Attendance sheets are the only form of documentation we will accept for reimbursing provider claims. If an attendance sheet is more than **60 days late**, CFC reserves the right to refuse payment.

Properly completing Attendance Sheets on a daily basis and submitting them according to agency deadlines is extremely important for proper and timely reimbursement.

- ❖ A pre-printed Attendance Sheet will be mailed to you each month for each child who is approved for child care.
 - One Attendance Sheet a month must be completed for each child.
- ❖ The Attendance Sheet must be filled out daily. Parents must **sign their full name** each day and record the **exact** "in and out" time for each child. (see example below). Parents may not sign their child into care if he/she is not using the care.
- ❖ Parents must use ink; pencil or whiteout are not accepted.

PARENT SIGN IN THIS COLUMN ONLY			PROVIDER MUST SIGN IF CHILD HAS A SPLIT SCHEDULE				PARENT SIGN IN THIS COLUMN ONLY		OFFICE USE
DATE	TIME IN	PARENT'S SIGNATURE	TIME OUT	PROVIDER SIGNATURE	TIME IN	PROVIDER SIGNATURE	TIME OUT	PARENT'S SIGNATURE	TOTAL HOURS
10/01/07	6:53	Jane Doe					5:02	Jane Doe	
10/02/07	7:03	Jane Doe					4:59	Jane Doe	
10/03/07	6:52	Jane Doe					5:07	Jane Doe	

- ❖ During a parent's Certification of Eligibility, they will be asked to complete a Signature Authorization form. This form lists all adults allowed to drop off and pick up the child(ren).
 - Only parent(s) and those listed on the Signature Authorization form will be approved to complete Attendance Sheets.
 - It is the responsibility of the parent to inform you of all adults listed on the Signature Authorization form.
 - Attendance Sheets that display unauthorized signatures may result in the provider payment being reduced or delayed.
- ❖ If the child is absent or uses fewer hours of care than scheduled, the parent must fill out the **absence report** section on the back of the Attendance Sheet. The **specific** nature of the absence (doctor's appointment, fever, flu, etc.)

must be documented with the full signature of the parent i.e. “**John had the flu**” (see example).

(Example)

FORM FOR VERIFICATION OF ABSENCES

DATE	REASON (if sick, name illness)	SIGNATURE
10/4/10	Doctor's appointment. John had the flu.	Jane Doe
10/5/10	Water Heater Flooded House	Jane Doe

- If a child is absent for 3 consecutive days the parent and the provider are required to report it to their program/provider specialist at CFC within 1 day after the third day missed. If CFC is not notified of the child's absence, the provider may not be paid for more than 3 missed days.
- When a child is absent for more than 3 consecutive days, documentation explaining the absence will be required. If the absence was due to illness, a doctor's note will be required after 5 days of absence. This documentation will not waive the provider/parent's responsibility to report the absence in a timely manner.
- License-exempt providers are paid based on attendance. Licensed providers are eligible for payment based on their own absence/attendance policies.

Important!

Providers should notify parents about their vacation policies (i.e., how much notice is required from a parent when he/she goes on vacation for an extended period of time).

Submitting Attendance Sheets

At the end of each month, both parent and provider must sign the bottom of the Attendance Sheet verifying the accuracy of the information on the form. The completed form must be returned to CFC no later than the **due date stated on top of the monthly Attendance Sheet**.

- Attendance Sheets must be filled out completely and signed by both parent and provider before payment can be made to the provider.

- CFC does not accept faxes, photocopies, carbon copies, or provider generated Attendance sheets. Only original Attendance Sheets will be processed by CFC's Payments Department.
- Attendance Sheets requiring additional documentation to process the provider payment must be attached to the Attendance Sheet **prior** to submission, such as parent's **Variable Calendar**, Job Search Logs, and doctor's notes.
- Attendance Sheets may be mailed to CFC or placed in our secure lock box located in CFC's lobby by 5:00 pm.
- A secured lock box is located at the front of CFC's building for after hours Attendance Sheets submittal.
- The Attendance Sheet is a legal document. It is the responsibility of both parent and provider to ensure the accuracy and truthfulness of all information submitted on the Attendance Sheets.

Important!

Failure to complete Attendance Sheets on a daily basis and submit them according to agency deadlines will result in termination from the program. Please note that it is the responsibility of both parent and provider to submit completed Attendance Sheets in a timely manner.

Parent/Provider Relationship

When a provider agrees to provide care, information regarding the specific needs of the child, emergency numbers and the name of adults authorized to pick-up a child at the end of the day should be obtained from the parent.

Per Department of Social Services Community Care [Licensing](#), licensed as well as license-exempt providers should be sure that they have the following information.

Specific Needs of the Child

- a. For children using medication, documentation of the type, dosage, schedule and reason for administering.
- b. Documentation of children's allergies.
- c. Documentation of specific health, cognitive, or developmental needs about which the provider should know.

Emergency Information

- a. Documentation on authorized adults to contact in case of emergency.
- b. Documentation on family's Medi-Cal or private insurance.
- c. Documentation of specific health, cognitive, or developmental needs about which the provider should know.
- d. Documentation on whether the provider should take a child to a private physician, or if the parents prefer to do so themselves.

Authorization

- a. Documentation regarding authorized adults allowed to pick-up the child.

Hours of Care

- a. Providers should clearly specify their hours of operation. Providers should ensure parents clearly understand their expectations regarding pick-up times.

- b. Providers should inform parents of the days their child care program will be closed. Providers must also notify CFC of their scheduled vacations.
- c. CFC does not pay for child care services when the provider is on vacation. CFC does pay for child care services for major holidays listed on the **Days of Non-Operation**.

Snacks and Meals

Providers should notify parents about the type of food provided and the meal schedule. Parents may have special requests regarding food restrictions, etc.

Termination

Termination of an Enrolled Family

If a provider terminates a family's child care services, Connections For Children (CFC) will only reimburse up to the last day of care used by the child. Whenever possible, CFC will give providers a ten-day notice when terminating a family from the Subsidized Child Development Program.

Termination of a Provider

Providers will not be allowed to participate in CFC's Subsidized Child Development Programs should any of the following conditions occur.

- The provider refuses to sign CFC's Child Care Certificate.
- The provider fails to provide current and correct information regarding child care attendance, rates, or billings.
- In the case of licensed providers, the State of California Department of Social Services, Community Care **Licensing** has revoked or suspended the facility's child care license.
- In the case of in-home or exempt providers, negligent or hazardous child care services are provided.

CFC will issue a written notice to any provider terminated from participation in the program. The severity of the infraction will determine the timeliness of the notice. For example, care and payment will cease immediately if a provider is found to be abusive to the children participating in the program.

If a provider is terminated for any reason, a written notice will be given to the provider. If the provider has any questions regarding the notice, he/she will be able to request a meeting with the Department Manager, Program Director and/or Executive Director. A written notice of the discussion and outcome will be mailed to the provider in a timely manner.

A purple speech bubble containing the word "Important!" in white text.

Providers should inform parents of their policies about suspending or terminating services. CFC will not pay for two weeks notice to providers. If a provider has a policy of payment for termination of service, the parent will have to pay the difference to the provider.

Glossary of Key Terms

1. **Calendar Days** - The seven days of the week, Sunday through Saturday.
2. **CFC Payment Calendar** – a calendar prepared for providers and parents on a yearly basis to inform them about the due dates for attendance sheets and payments to the provider.
3. **Federal Identification Number** - a unique nine-digit number assigned by the Internal Revenue Services (IRS) to business entities operating in the United States for the purposes of identification.
4. **Fiscal Year** - a 12-month period used for calculating annual ("yearly") financial statements in businesses and other organizations. Connections For Children's Fiscal Year runs from July 1st to June 30th.
5. **Individual Education Plan** - an educational plan that is designed to meet the unique educational needs of one child. The IEP must be tailored to the individual student's needs as identified by the evaluation process and must help teachers and related service providers understand the student's disability and how the disability affects the learning process.
6. **Individualized Family Services Plan** – a plan set up to identify individualized supports and services that will enhance a child's development. The plan must include an assessment of the child's present level of development, a statement of goals, support services that will be put in place to achieve those goals, date services will begin, and name and identification of the service coordinator.
7. **Licensing (Community Care)** – the agency that licenses and oversees both day care and residential facilities for children and adults in the State of California.
8. **Prorated** – allocated or distributed proportionally.
9. **Regional Market Rate** – regionally based market rate used to determine payments to providers. The average fee for child care in LA County.
10. **Subsidies** – payments made to providers on behalf of low-income and working parents to help cover the costs of child care.

11. **Trustline** – the State of California’s background check for in-home child care providers.
12. **Variable Work Schedule** – a schedule with significant fluctuations in days and hours worked.