



**ALTERNATIVE PAYMENT
PROGRAMS
&
CALWORKS CHILDCARE
PARENT & PROVIDER
POLICIES & PROCEDURES**

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**DAVIS STREET FAMILY RESOURCE CENTER
ALTERNATIVE PAYMENT PROGRAM
&
CALWORKS CHILD CARE
PARENT & PROVIDER
POLICIES & PROCEDURES**

PROGRAM HISTORY AND DESCRIPTION:

The Davis Street Family Resource Center (DSFRC) Alternative Payment and Cal WORKS Programs are operated by the Davis Street Family Resource Center, a private non-profit community based agency. DSFRC is a non-discriminatory agency, which provides equal treatment and access to child care services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability and also welcomes the enrollment of children with disabilities and other special needs.

DSFRC initially began operation of its General Fund Alternative Payment Program in November 1978 and is currently contracted to operate three federal and state funded parental choice (alternative payment type) certificate programs. These programs provide parental choice in selection of the full range of types and categories of child-care excluding sectarian care for the state funded programs for children 0 thru 12 years of age. Parents must live, work, attend school or training in San Leandro, Ashland, San Lorenzo, or Castro Valley to be eligible to receive Alternative Payment child care services and must meet both eligibility and need requirements.

ADMISSION PRIORITIES

ALTERNATIVE PAYMENT

CAPP - ALTERNATIVE PAYMENT PROGRAM

First Priority: Families whose children are 0 thru 12 years of age and are receiving child protective services or are at risk of being neglected, abused or exploited shall be admitted first. Within this priority, children receiving protective services through the local county welfare department shall be given first priority.

Second Priority: All children 0 thru 12 years of age who are not within the first priority for admission shall be admitted in accordance with family income, with the lowest per capita income family admitted first. When two (2) or more families have the same income and family size, enrollment priority shall be given to families with exceptional needs children. Second priority for enrollment will be given to families with the earliest date of application for childcare services.

C2AP - CALWORKS PROGRAMS

CALWORKS STAGE II

Families are enrolled in Stage II as they are referred from the Stage I provider. Families are eligible to receive childcare in Stage I and II for 24 months after they have stopped receiving TANF.

C3AP -CALWORKS STAGE III

First priority shall be given to eligible Stage II families with the least amount of time left before eligibility expires (limited to 24 months after the family is no longer receiving or eligible to receive TANF).

ELIGIBILITY

Eligibility for subsidized childcare is based on need and income and is determined by the guidelines set by the State Department of Education.

CAPP - ALTERNATIVE PAYMENT PROGRAM

Eligibility Criteria: Child Protective Services or children at risk of abuse, neglect, or exploitation, homeless, families who are public assistance recipients and/or income eligible families must be at or below 70% of state median income as adjusted for family size.

Need Criteria: Parent and any other adult counted in the family size are any of the following:

- a) Employed (including court ordered community service), b) Seeking employment - parent is allowed to seek work up to five (5) days per week and for less than 30 hours per week for a maximum of 60 working days per family per fiscal year (eg:7/1/2011-6/30/2012) **CDE regulation 18086.5** , c) Participating in a job training and educational program, leading directly to a recognized trade, Para-profession or profession, d) Homeless and seeking permanent housing for family stability- parent is allowed to seek housing up to five (5) days per week and for less than 30 hours per week, **CDE regulation 18091**, e) medically or physically incapacitated as verified by a legally qualified professional, f) Child has a medical or psychiatric need which cannot be met without provision of services, as verified by a legally qualified professional.

C2AP- CALWORKS STAGE II (STATE AND FEDERAL)

Eligibility Criteria:

Families with children 0 thru 12 years of age who have been determined by the local county welfare department to have stable work or approved work activity or the family is transitioning off aid. The family is eligible for up to twenty-four (24) months after the family is no longer receiving or eligible to receive TANF assistance (as long as the family remains income eligible).

Need Criteria :

Parent must need services because of participation in an approved work activity and any other adult in the family size must meet one of the following:

- (a) Employed (b) Seeking employment - parent is allowed to seek work up to 5 days per week and for less than 30 hours per week for a maximum of 60 working days per family per fiscal year (e.g. 7/1/2010-6/30/2011) **CDE regulation 18086.5**, parent is allowed to seek work for less than 30 hours per week for a maximum of 60 days per family per fiscal year. (c) Participating in a job training and educational program, leading directly to a recognized trade, para-profession or profession d) Medical or psychiatric incapacity, as verified by a legally qualified professional.

C3AP - CALWORKS STAGE III (FEDERAL)

Eligibility Criteria:

Families with children age 0 thru 12 yrs. who have been determined to be income eligible, the adult or minor teen parent is responsible for the care of the child needing care and the adult or minor teen parent is a former cash aid recipient and are in their 24th month of eligibility for Cal WORKS Stage 1 and/or 2 after leaving Cal WORKS cash aid; or are receiving a diversion service are a former Cal WORKS recipient in a work activity. The family remains eligible as long as the family is income eligible and the child is age eligible.

Need Criteria:

At the time of enrollment for Stage 3, if the parent is receiving aid, the parent must need services because of participation in an approved work activity and any other adult counted in the family size must also be in an approved work activity or meet one of the following: (a) employed, (b) seeking employment - parent is allowed to seek work up to five (5) days per week and for less than 30 hours per week for a maximum of 60 working days per family per fiscal year (e.g.: 7/1/09 – 6/30/10) CDE regulation 18086.5 (c) Participating in a Job Training Program and Education Program leading directly to a recognized trade, Para-profession or profession or (d) parent is incapacitated, including a medical or psychiatric need verified by a legally qualified professional.

VERIFICATION OF ELIGIBILITY:

If a family meets all eligibility requirements, they are then asked to complete the application for service. They must provide DSFRC documentation applicable to their income, family size, residency, and need status. When only one parent signs the application, and provides supporting documentation (i.e birth cert, child custody, adoption docs, foster care placement records, school/medical/welfare records, and/or other reliable docs) indicating the relationship of the child to another parent then the presence or absence of that parent shall be documented.

1. Families receiving services because of employment must provide a completed employment verification form, most recent pay stubs from employment, evidence of child support and/or alimony payments, and verification of all other sources of income. Parents may also be required to submit a copy of their prior year tax return. Parents who are self-employed may provide documentation of income such as a letter from the source of the income or copies of tax returns or statements of estimated income for tax purposes. These families shall be recertified at least once each

contract period and at intervals not to exceed twelve (12) months. Income verification will be required to be submitted every six (6) months for working families on a regular work schedule and every three (3) months for families on a rotating work schedule.

2. Parents in training programs or in school must submit a training verification form each quarter or semester. Students must report all types of financial aid: BEOG, work study, EOP grants, scholarships and other student assistance. Training verification forms must be filled out clearly and completely or they will not be accepted. Verification of course completion (i.e. report card) must be either presented or available online at the end of each quarter/semester. Students who fail to maintain "academic progress" as established by their attending school, college or training institution will be allowed one additional quarter or semester to meet their school requirement. Students are required to update their current school information at the end of each school year or quarter/semester, whichever is applicable. Training is limited to six years from the initiation of services or twenty four (24) semester units, or its equivalent, after the attainment of a Bachelor's Degree. CDE regulation 18087.

3. Families receiving services because the child is at risk of abuse, neglect, or exploitation can only be certified to receive care for six months CDE Reg. 18103. Child care can not be recertified as being at risk except by the county welfare department. Recertification includes: a child welfare services worker certifying that the child care and development services are part of the case plan or the family meets other need and eligibility criteria. Families receiving child care services because the child and family have been referred by child protective services must be recertified every 6 months CDE Reg. 180103.

4. Job Search: Families seeking work have sixty (60) working days per fiscal year to find employment; child care is limited to less than 30 hours per week.

ESTABLISHING AND MAINTAINING THE CONTRACT FOR CHILD CARE SERVICES:

If a family becomes eligible for subsidized childcare, they will be notified by this agency to set up an appointment to complete all eligibility forms and consult with an agency representative. Family records are confidential and will be restricted to purposes directly connected with the administration of the subsidized certificate program at DSFR. Upon request, the child's parents or

the parent's authorized representative will be permitted to review the family file at a reasonable time and place.

At the certification meeting the parent will consult with the agency representative regarding approved days and hours for childcare and their chosen child care provider. Our goal is to promote parental choice and to empower parents to make informed child care choices for their children. Parents can choose from a broad range of child care providers both licensed and exempt (including non-relative, relative and in-home) family child care, centers, and sectarian care (federally funded programs only), see page 10. Parents are encouraged to consider the different options to find the best type of care for their family's needs, and most importantly the developmental and educational needs of the child(ren). It is proven children who experience educational programs are more academically successful and exceed later in life.

Your relationship with your provider is separate from DSFRC, and you are responsible to maintain your enrollment/financial agreement with your chosen provider. DSFRC will provide your provider with a certificate for child care services to establish the verified days, hours, and the amount of subsidy payment per child. The certificate is based on your current need status, and it may be revised at any time.

Effective 08/08/11, DSFRC operational hours have changed in order to provide our clients, and their child care providers with a more efficient and timely service. APP Case Specialists and Payment Coordinators will be available by appointment only: Monday-Friday between the hours of 9:00am-6:00pm.

All payments to providers are processed through a certificate procedure. The first step in the certificate procedure involves creating a state contract between the parent, DSFRC, and a payment agreement/certificate with the childcare provider. The certificate includes the parent and child's name, approved hours and days of care, the provider's rate for child care services, and the period of time that care has been authorized.

Additional time for travel to and from employment will be determined as applicable not to exceed half of the daily hours authorized for employment to a maximum of four (4) hours per day. **CDE regulation 18086**

In the event additional services are requested for sleep time, parents who are employed between 10:00 pm and 6:00 a.m., may be authorized for additional hours for sleep time. The hours may not exceed the number of hours authorized for employment and travel between these hours **CDE regulation 18086.**

Student parents are eligible for travel and study time based on their school schedule; hours not to exceed half of the hours authorized for training to a maximum of four (4) hours per day. Study time, including study time for on-line and televised instructional classes is available for two hours per week per academic unit in which the parent is enrolled. Additional study time may be authorized on a case by case basis, and as may be confirmed with the class instructor, for no more than one hour per academic unit for which the parent is enrolled CDE regulation 18086.

If the childcare provider is not already verified/approved by this agency, the agency representative will supply a orientation packet to the provider that states the agreement and the policies/procedures to be followed by both the agency and the child care provider. A copy of the agreement/certificate must be signed by both the agency representative and the provider. One copy will be maintained by the provider, and another copy will be maintained in the provider's file at DSFRC. Exempt providers other than grandparents, aunts and uncles must also supply the agency with a copy of their Trust line registration; licensed facilities must supply a copy of their operating license. A copy of the registration (or license) will be kept in the provider's file.

Parents receiving care through the APP/Cal WORKS Programs are required to contract for all necessary childcare hours. If there is a change in the number of hours needed for day care (i.e. change in work schedule or school schedule, dropping 1 or more classes, etc.), either an increase or decrease, the parent must notify the agency within 5 days so that a change can be made in contracted hours. We will not pay for hours over the contracted hours. The parent is responsible to pay their provider for any additional hours not authorized by DSFRC.

NOTICE OF ACTION (NOA)

The NOA is issued when:

- Certification is completed
- Recertification is completed
- Changes that affect need, fees and eligibility occur
- The family is terminated from the program
- Family Fee is delinquent

A Notice of Action form is given/mailed to a parent for Approval/ Denial, Termination, Fees, and when Changes to Services occur. NOA's give parents the right to Appeal, unless otherwise noted by the State Dept. of Education.

PAYMENT PROCEDURES FOR PROVIDER PARTICIPATION AND ATTENDANCE FORMS

1. Attendance forms and verification of all absences are required by the California Department of Education. All attendance forms will be furnished by this agency. Attendance forms will be sent out to providers via mail by the 20th of each month prior to child care services (i.e. Jan. attendance form is sent by Dec. 20th). If you have misplaced or lost your attendance form, please contact the agency to request a duplicate. All authorized duplicate forms requested for pick-up/ mailing are subject to a 24-hour turnaround time; all requests will be addressed and ready the next business day. In the event, that you did not receive an attendance form by the 31st of the month prior to child care services contact your assigned Case Specialist.
2. Parents subsidized by DSFRC and receiving "full day" care are required to sign "actual" time in and out, with full signature as they arrive and leave each day; school-age children are required to have the actual "in" and "out" time of care initialed by the provider. Consistent non compliance regarding this issue may result in termination of childcare services. Parents may not leave their child(ren) in the provider's care without signing their child in or picking up child without signing out. Attendance verification must be completed for each day that child care is provided. Parents and providers are required to verify time sheets at the end of the month, to review them for accuracy then sign the attendance sheet(s) below with full signatures to verify that childcare services were provided during the days and hours stated. Parents must verify absences by noting the specific reason fore each absence, the date and a full signature. Parent must clarify the specific illness or reason for absence (i.e. cold, flu, fever, parent ill, doctor/dentist appointments, court ordered visitation, etc).
Excused Absences: Include absences due to illness of child and/or parent, doctor or dentist appointments, court ordered visitation, and emergencies. Emergencies include absences due to the immediate need for medical and/or psychiatric treatment of members of the family unit, death of a family member, emergency incidents (i.e. fire, theft, terrorism, etc) and/or natural disasters (i.e. flood, earthquake, etc.)
Unexcused absences: Include absences due to transportation problems, non-specified absences such as sick, ill, personal , or out, etc.

Ten (10) Best Interest Days: Up to 10 days per child per fiscal year can be used for absences that are in the best interest of the child. Best interest days may include: religious activities, family vacations, special time with relatives, and other that are in the best interest of the child.

Full signature is required for verification of all the child's absences.

3. Providers are responsible for maintaining all attendance forms for each child receiving subsidized care in their facility. Attendance forms are considered on time when received by DSFRC no later than 5 p.m. on the 5th day of the month following care. In the event that the 5th day occurs on a weekend, attendance forms will be accepted up until 5 p.m. on the following business day. It is both the parent's and provider's responsibility to be sure fully completed and correct attendance forms are returned to this agency no later than the 5th day of the month following care. **On time attendance sheets will be paid on the 20th of the respective month, if the 20th falls on a weekend or holiday, payments will be paid on the next regular business day.** Provider payments will be processed through direct deposit via bank account/debit card only.
4. Attendance sheets must be submitted no later than 30 days after the month child care has been provided. Attendance sheets submitted more than 30 days following the month care was provided will be considered past due and may not be reimbursable. Late attendance sheets must be submitted by the 5th day of the second month following care to be considered for payment (i.e. July 2012 are due no later than Sept. 2012). Payment will be made upon approval of the Program Director and only if funding permits.
5. **Attendance Sheets for the month of June are due no later than July 15th of the same calendar year. Any Attendance Sheets submitted past July 15th may not be reimbursable.**
6. This agency will pay providers each month after receipt of correctly completed attendance forms. Payment will be made for all eligible certified days and/or hours of service agreed upon as stated on the Certificate for Child Care Services. Licensed provider will also be reimbursed for excused absences of the child, ten best interest days and a maximum of ten (10) licensed provider non-operational days per fiscal year. Any additional childcare services rendered; payment to the provider is the responsibility of the parent. Payments are

not authorized for quarter or semester breaks unless the student parent is utilizing services such as working or on job search and care has been authorized through a certificate from DSFRC.

7. If a child is absent for three consecutive days, the parent must notify the provider with the reason for absences. Providers are responsible to notify the APP office if the parent fails to contact the provider regarding absence after three consecutive absences. A doctors note or absence verification may be required for extended absences. Longer periods of absence must have the prior approval of the Program Director before reimbursement can be made.
6. Limited Term Service Leaves are available in the event a family will temporarily not have a need for subsidized child care services. Limited term service leaves may not exceed twelve (12) consecutive weeks. Leaves based on maternity or a medical leave may not exceed 16 consecutive weeks in duration.

Compliance with Attendance Sheet Guidelines

Participant's (including participant's authorized representative) must comply with the Attendance Sheet policies and procedures. Failure to do so will result in the following actions:

- 1.*First: Verbal warning (phone call)*
- 2.*Second: A written warning will be issued for a second noncompliance*
- 3.*Third: Must appear for a mandatory meeting with a representative of DSFRC in order to review Attendance Sheet guidelines. A written final warning will be issued at that time.*
4. *Final: Termination from subsidized child care program for noncompliance based on Attendance Sheet policies and procedures.*

Child Care Providers assume the risk of non-payment based on the unavailability of funding for the subsidized child care programs.

Provider payments will only be processed through direct deposit via bank account/debit card.

PARENT AND PROVIDER CHANGES:

The DSFRC APP/Cal WORKS Program will submit a nineteen (19) day notice or a fourteen (14) day if hand delivered to the parent before terminating child care services and whenever pos-

sible, a minimum of five (5) days notice to a day care provider. In the event a family chooses to change day care providers, they should contact their assigned Case Specialist as soon as possible in order to notify all parties in a timely manner so all arrangements can be made. Parents and providers are responsible for sharing information with each other and DSFRC regarding changes.

Parents and providers must give five (5) days notice to the concerned party and this agency regarding any changes. Parent changes of address must be reported in writing within 5 days to their assigned Case Specialist; provider changes of address must be reported in writing within five (5) days to the Finance Department.

Changes pertaining specifically to parents include change in marital status, income, employment, family size, school schedules, change of providers, and any other changes related to eligibility and need. Providers are required to reimburse DSFRC for any overpayment made in connection with one of our participants.

PROVIDER INFORMATION

TYPES OF CHILD CARE PROVIDERS

Licensed Child Care Center

Licensed child care centers can provide care to infants, toddlers, preschoolers, and school age children. Licensed centers must comply with all licensing regulations and must provide a copy of their facility license to the DSFRC APP/Cal WORKS office.

License Exempt Centers

License exempt centers primarily provide care to school age children. These centers include recreation and school district programs that meet the requirements contained in California's Health and Safety Code.

Licensed Family Day Homes

Licensed family day care providers can care for infants, toddlers, preschoolers and school age children; the age range, number of children in their care and hours of operation are based on their license. Family day care providers are required to have First Aid, CPR and Health and Safety training. Licensed family day care homes must comply with all licensing regulations and provide a copy of their family day care home license to the DSFRC APP/Cal WORKS office.

License Exempt Providers

Exempt care providers are not required to be licensed and must only care for a child(ren) from one family. They are required to be 18 years of age or older, legal residence which must be verified by submittal of a valid California driver's license or identifi-

cation card. Exempt providers are required to complete a Health and Safety Certification form and provide documentation of their relationship to the child they will care for.

(a) All exempt providers (other than grandparents, aunts and uncles) Non-related exempt providers must complete the TrustLine Registration process, which includes a Live Scan fingerprinting clearance and completion of the Health and Safety Certification form. No payments will be issued unless the provider has been cleared on TrustLine.

(b) Provisional license-exempt child care providers must complete the TrustLine application process and submit fingerprints for a background check prior to the first authorized start day of care. The provider must be TrustLine registered (Cleared) within 30 calendar days of the beginning of authorized child care in order to receive payment for services. No reimbursements will be issued if the clearance does not occur within the 30 calendar days.

In Home License Exempt Providers

In home license exempt providers must adhere to the requirements of license exempt providers (listed above) as well as the In Home Procedures set forth by DSFRC (refer to Davis Street Family Resource Center In Home Procedures and Hold Harmless/Indemnification Agreement) provided in the provider information packet. This policy requires families to have at least four children in care with an Exempt Provider.

All License Exempt providers are paid only for actual hours of care provided, excluding absences of child and /or holiday/vacation days of provider.

TrustLine

The TrustLine Registry is a system that provides background checks on license-exempt child care providers. This includes a check of the California Criminal History System and Child Abuse Central Index at the Department of Justice in addition to a check of the Federal Bureau of Investigation (FBI) records. Child Care Links will not issue payment to any non-relative license exempt provider who is not registered as Cleared on TrustLine.

- Stage 2, 3 and CAPP: License exempt non relative child care providers must be TrustLine registered (cleared) prior to the authorized start date of care in order to receive reimbursement for services. No retroactive payments will be issued.
- Stage 2, Stage 3 and CAPP: Under special circumstances, the participant may choose a provisional license exempt

non relative child care provider to be paid for a period of up to 30 consecutive calendar days. In this situation, the provider must complete the TrustLine application process and submit fingerprints for a background check prior to the first authorized day of care.

- By the end of the 30 consecutive calendar days the provisional child care provider must become TrustLine registered (cleared) in order to receive reimbursement for services. If the clearance does not occur within the 30 days,

no payment will be issued. Future care will only be authorized with this provider once s/he is TrustLine registered. No retro-active reimbursements will be issued.

If the provisional provider is not TrustLine registered (cleared) by the end of the 30 day period, the parent must enroll an eligible child care provider in order to continue to receive services.

An eligible provider is defined as one of the following:

- License or License exempt center based care
- Licensed family child care home
- Relative license exempt provider

NOTARY REQUIREMENT

All license exempt care providers are required to have contract signatures notarized. As an additional service and convenience, notary publics may be available at DSFRC by appointment at no cost to the provider.

EXEMPT PROVIDER REGISTRATION

New exempt providers are encouraged to attend a 30-45 minute provider registration with the parent/caregiver of the children in their care. The registration includes an overview of DSFRC, including support services available to DSFRC clients, an overview of the APP/Cal WORKS Program, attendance form completion instructions and a video regarding choosing quality child care.

PROVIDER COMPLAINT POLICY

Only complaints about health and safety noncompliance will be accepted. Parents who have a complaint against their provider must do so in writing, including the name and address of the provider, the nature of the complaint, the date and approximate time of the occurrence and include the parent's signature. These complaints shall be substantiated solely by the parent's written declaration. Upon receipt of the complaint, DSFRC shall inform the provider of the parent's complaint and inform the provider of the pro-

vider's right to submit a written rebuttal. The parent and the provider will also be notified of termination of child care payment within fourteen (14) days unless a written declaration signed by both the parent and provider is received by the APP office stating that the health and safety deficiency has been corrected. Any serious health and safety concerns should be referred to Child Protective Services @ (510) 483-9300, and or Community Care Licensing @ (510)822-2602

LIMITATIONS ON CHILD CARE PROVIDER REIMBURSEMENT RATES/PAYMENTS:

The DSFRC APP/Cal WORKS Program will reimburse providers up to the ceiling of the current fiscal year Regional Market Rate (RMR) for their county. DSFRC will pay the lower of the provider's market rate and the current RMR rate. All payments to providers must be based on the usual and customary rate charged for non-subsidized families; providers are required to provide documentation of their contractual terms used for services to non-subsidized families. Rate adjustments will only be allowed at the beginning of each fiscal year (7/01/11).

If the rate charged by any provider exceeds the RMR the parent will be required to make a co-payment payable directly to the provider. Providers are also required to abide by the ADA (Americans with Disabilities Act) which requires that higher rates not be charged for children with disabilities and other special needs.

ALTERNATE PROVIDERS

Alternate providers may be reimbursed for services rendered when the child is ill or the regular provider has a non operational day.

- (a) Payments to alternate providers when a child is ill or when regular provider has a non operational day are limited to a maximum of (10) days per fiscal year. Reimbursements in excess of ten days per year are based on the illness of the child; parents are required to provide a physician's statement substantiating illness beyond 10 days.
- (b) Payment may also be approved for an alternate provider when the regular provider has a paid non operational day or vacation and the parent has to meet the certified need

for care. Payment are limited to a maximum of ten (10) days per child per fiscal year.

CO-PAYMENTS

If a parent chooses a provider with a usual and customary rate exceeding the maximum allowed based on the RMR for the type of care provided, the parent may receive services from that provider only if the parent pays the difference between the RMR ceiling and the provider's rate. The co-payment shall be paid directly by the parent to the provider and shall not be accounted for by the contractor. Parent fee credit shall not be given for co-payments.

DISCOUNTS:

Providers who give non-subsidized families a discount for the care of more than one child from a family must give DSFRC the same discount. The payment shall cover the entire cost of childcare services offered by the provider.

ADDITIONAL COSTS:

DSFRC will not reimburse providers for extra curricular activities (i.e. gymnastics, swim lessons, etc.) Field trips are also not a reimbursable cost if they are charged as an additional fee. Registration fees will be reimbursed as long as the total cost for childcare services is still within the Regional Market Rate for the current fiscal year.

PROVIDER DAYS OF NON-OPERATION:

DSFRC will pay up to ten days of non operational days per fiscal year to licensed providers if the provider charges unsubsidized families for these days. Providers are required to provide documentation that the contractual terms used by the provider for services to non subsidized families require payment for non operational days.

*Payment for non-operational days does not apply to license exempt providers since they are only reimbursed for actual hours of care.

PROVIDER EDUCATION:

All providers are encouraged to acquire training and/or education in basic child development. Providers can inquire about available training and educational opportunities by contacting the Community Child Care Coordinating Council (4C's) @ (510) 582-2189 or local community colleges (e.g. Chabot College @ (510) 786-6700.

PROVIDER REMOVAL FROM THE SUBSIDY PROGRAM:

The agreement between the provider and the DSFRC APP/Cal WORKS Program is not a legal contract and does not imply an employer/employee relationship. Either party may withdraw by a simple one week written notice. This agency also reserves the right to terminate a contract with a provider for the following reasons:

1. Parent chooses to terminate services with provider.
2. The family/child are no longer eligible to receive subsidized child care from DSFRC.
3. Provider fails to submit monthly attendance forms stating "actual time" within 30 days of the last day of the service month.
4. Provider fails to submit provider documentation (i.e. provider's license)
5. Provider's care setting is considered to be detrimental to the health, welfare and safety of a child.
6. Licensed providers, who have had their license suspended or revoked.
7. Exempt providers who have been denied by Trust line
8. Any act of aggression or violence towards children, parents and/or DSFRC staff.
9. Any activities deemed fraudulent (i.e. subcontracting, forgery, claiming unauthorized child care services)

PROVIDER GRIEVANCE PROCEDURE

Providers may address any adverse action with a written response to the AP Program Director within two (2) weeks of receipt of notification. The written response should address the issue and explain any extenuating circumstances that could affect the decision. A meeting with the Executive Director and assigned staff or representatives will then be scheduled by the AP Program Director. The provider will receive notification as to the date, time and place of the meeting. The provider will then receive written notification of the final decision within two (2) weeks of the provider grievance meeting.

FAMILY FEE POLICY

Childcare fees will be required of those families whose total countable income is greater than 50% of the State Median Income (as determined by the State Department of Education). "Total countable income" includes all income except: (a) earnings from a child under eighteen (18) years; (b) loans, grants, and scholarships obtained under conditions that preclude their use for current living costs; (c) grants or loans to students for educational purposes made or insured by a state or federal agency; (d) allowances received for uniforms or other work required clothing, food and shelter (e) business expenses for self-employed family members and (f) income of SSI/SSP recipients.

the family will be informed if they will be required to pay a fee for childcare services. Childcare fees are determined based on the current fiscal year Family Fee Schedule provided by the State Department of Education sliding scale "Education Code 82639 (f) " and California code of Regulations, Title V 18108 and V 18109. Family Fees are based on a household's total adjusted monthly income and family size. If a parent's income fluctuates, the fee will be based on the average use of care. Families required to pay a family fee must pay the required amount in advance for each day of enrollment, regardless of whether or not the child attends child care.

Family Fees are due for all contracted days of service by the 1st of the month that childcare services are provided.

A full-time or part-time fee is assessed based on the child on the program who is in childcare the longest each day. The full-time fee will be charged if the child is enrolled for 8 hours or more of care per day and the part-time fee is charged for enrollment of fewer than 8 hours per day.

Billing and Payment of Fees: A Notice of Action is issued to parents who are required to pay a family fee informing them of the fee and the effective date; a copy of the notice is sent to the provider. A family fee billing statement is sent to the provider by the 20th of each month. The full amount of the family fee must be paid directly to the provider on the 1st of the following month (i.e. care for January 2011 is due on January 1, 2011). The family fee billing statement must be signed by both the parent and the provider indicating the amount and date that the family fee was paid. The complete family fee statement will serve as the required pre-numbered receipt and must be received by DSFRC by the 5th day of the service month. Once DSFRC receives the signed family fee statement verifying that the family fee has been paid in full, the balance owed to the provider will be determined and processed by the DSFRC payment department.

Late parent fees: If the family fee receipt is not received by the 5th day, the following action will be taken:

1. A notice of Intended Action to terminate services will be sent to the parent upon notice from the provider of non-payment of fees. The Notice will state that childcare services will be terminated 19 days from the date of the Notice of Intended Action. A notice shall also be sent to the Provider, which will inform them of the termination date.
2. If the delinquent fees are still unpaid 19 days following the Notice of Intended Action, this agency will terminate childcare services. If there seems to be a discrepancy regarding this matter, a written appeal may be submitted to the APP Program Director prior to the termination date on the Notice of Action.

3. In the event of three delinquent family fee payments, childcare services will be terminated without further notice.

It is not our desire to penalize any parent unfairly. If you experience an unusual circumstance that prevents you from paying your full fee in advance, you must contact your Provider by the 1st of the month, and request a payment arrangement.

Requests of any nature will be limited to (4) per calendar year. Providers are required to submit the client's repayment plan to the DSFRFC Finance Department no later than the 5th day of the service month. The payment must be made in full by the end of the service month (i.e. January 2011 fee must be paid in full by January 31st 2011). The signed family fee statement must be received by DSFRFC no later than the last day of the service month. Child care services will continue provided that the parents complies with the provisions of the repayment plan.

Parents are also encouraged to utilize the various DSFRFC client support services during financial hardships (see page 19).

TERMINATION PROCEDURES

Childcare services can be terminated for any of the following reasons:

1. Family has failed to inform DSFRFC of changes in family status within 5 days.
2. Family fails to submit requested documentation by due date, falsifies requested documentation and/or the agency has been notified that the parent has falsified documentation.
3. Family fails to submit income verification for (4) months for variable work schedule employment; every six (6) months for regular scheduled employment. Employed family fails to complete face to face recertification within each twelve (12) month period, every 6 months for CPS referred families, or every quarter, semester or session for students.

Families receiving child care for children at risk must meet eligibility requirements for continued care at the end of 6 months.
CDE Reg. 18103

4. Family fails to complete childcare attendance forms as required by the agency.
5. Exceeding 10 unexcused absences (child's best interest days).

6. Family fails to contact the provider after three (3) consecutive days of absence.
7. Student parents: Failure to complete training and/ or failure to maintain academic progress requirement as established by the school, college, training institution, etc.
8. In the event there is a limitation of funds for childcare services, displacement of families will occur in reverse order of current income rank after income reassessment of all enrolled families .
9. Family exceeds the maximum allowed income of the family fee schedule for their childcare payment program.
10. Fraud
11. Occurrence of three (3) delinquent family fee payments.
12. In the event that enrollment jeopardizes the health and safety of any of the children and/or staff, care will be terminated immediately.

In the event there is cause to terminate services, families will be mailed a Notice of Action (NOA) terminating child care services following 19 days of mailing (time frame of action is 14 days for N.O.A hand delivered to parents.) If continued enrollment jeopardizes the health and safety of the childcare staff and/or children, care will be terminated immediately.

PARENTAL RIGHT TO APPEAL NOTICE OF ACTION

- In the event of termination of services, the family has the right to a fair hearing and the following procedures shall be followed:
1. Upon receipt of a Notice of Action informing the parent of termination, the parent may request a hearing with the agency within nineteen (19) calendar days of the date the Notice of Action was received (14 days for hand delivered NOA's). The reverse side of the Notice of Action contains information regarding parent's rights and hearing requests. This form is to be used to submit a written request for a hearing. Upon the filing of a request for a hearing, the intended action shall be suspended and childcare services will be allowed to continue until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process.
 2. Within ten (10) calendar days following the receipt of the request for a hearing, the family will be notified of a hearing date. The parent or parent's authorized representative is required to

attend the hearing. If the parent or the parent's authorized representative fails to appear at the hearing, the parent will be considered to have abandoned his or her appeal. Only persons directly affected by the hearing shall be allowed to attend. Special arrangements will be made for the presence of an interpreter at the hearing if one is requested by the parent. The hearing will be conducted by the APP Program Director and the Executive Director of DSFRC.

3. Within ten (10) calendar days following the hearing, a written description of the hearing appeal and decision will be delivered or sent to the parent. If the parent disagrees with the written decision from DSFRC, the parent has fourteen (14) days in which to appeal to the Child Development Division (CDD) of the State Department of Education. If the parent does not submit an appeal to CDD within fourteen (14) calendar days, the parent's appeal process shall be considered abandoned. The parent shall specify in the appeal request the reasons why he/she believes the agency's decision was incorrect. A copy of the agency's notice of intended action shall be submitted by the parent with the appeal request.

Mail this appeal to:

Attention: Appeals Coordinator
California State Department of Education

Child Development Division
1430 N Street, Suite 3410
Sacramento, CA 95814

The decision of the CDD shall be mailed or delivered to the parent and to the agency within thirty (30) calendar days after receipt of the appeal request. If the agency's decision is upheld by CDD childcare services will cease upon the agency's

OTHER IMPORTANT INFORMATION:

CLIENT SUPPORT SERVICES:

The DSFRC APP/Cal WORKS Program office provides parenting information and assistance in making informed child care choices and professional and technical assistance for providers.

DSFRC also offers a variety of support services which include emergency food, clothing, employment services for eligible Cal WORKS participants, free acute medical & dental care, counseling, holiday food and toy baskets, EITC assistance (earned income tax credit) and information and referrals to other social services available in Alameda County. These services can be accessed by calling DSFRC at (510) 347-4820 Monday through Friday or by contacting your assigned Case Specialist.

Emergency Food Distribution – Monday through Friday, 11:00am – 4:00 p.m. for registered clients. New Clients Monday –Thursday 11:00am –2:30pm (subject to change due to availability of volunteers).

Food Pantry: Individuals can receive a three -day supply of groceries including canned goods, fresh produce and bread. Diapers, health and beauty items are available on a limited basis. Individuals not receiving any public assistance are eligible. **County Coalition:** Individuals on TANF, SSDI, or any other form of public assistance may access a 3-day supply of coalition food. Clients must have a referral from Social Services Agency or the Social Security Administration. Clients may also be self-referred; benefit verification is families may also access government surplus food once a month if they meet certain income guidelines (e.g. one person household with monthly income of \$906 or less). Distribution takes place the first Wednesday and Thursday of each month at three different sites, depending on client's place of residence.

Emergency Clothing and Household Items: Monday - Thursday 11:00 a.m.– 3:00pm (subject to change due to availability of volunteers). Clients will receive a voucher to “shop” for clothing items in the clothing department. Items include clothing and shoes for men, women, and children as well as small household items.

RotaCare Free Medical and Dental Clinics

RotaCare medical and dental clinics offers basic acute care (adult and pediatric) for uninsured clients only. No appointment is necessary. Spaces are limited therefore mandatory sign-ups are required and start at 8:00am on the day of each clinic.

The RotaCare medical clinic is open Mondays 4 p.m. – 8 p.m. for Adult Care , Tuesdays 4p.m. – 8 p.m. for Pediatrics.

The RotoCare medical clinic offers Physical Therapy on Thursdays 3:00 – 6:00 p.m by appointment only. for more information on the Rotocare medical clinic services call (510) 347-4620.

The Dental Clinic is open Wednesdays 4p.m.-8 p.m. (call Tuesday afternoons to check dental clinic hours, they are subject to change based on the availability of volunteer dentists. (510) 347-4620 ext. 135.

Additional Clinics

The Primary Care clinic is open on Monday, Wednesday, Friday 8:30am-11:30am and provides basic health care for uninsured clients of all ages. The primary care clinic includes free general exams, immunizations, medications. Patients must sign in at 8am for a first come first served treatment. Call (510) 347-4620 ext. 153

Podiatry Clinic is open on Sundays 10-2pm by appointment only.

Information and Referral

DSFRC provides information and referrals to clients in need of support services such as housing, counseling, employment, and educational services.

Holiday Food Basket and Toy Program

Eligible families can receive a holiday food basket with a turkey or chicken, seasonal canned goods, fresh produce and bread as well as children’s gifts during the week prior to December 25.

Counseling

Counseling services are available for individuals, families and children. To request this service, call the Intake Coordinator @ (510) 347-4620 ext.160.

All families should feel free to make use of these services if the need arises.

OTHER CHILDREN'S SERVICES OFFERED BY DSFRC

DSFRC operates subsidized (low income eligible clients) and non-subsidized (full cost) child care centers in San Leandro.

Subsidized:

Davis St. Child Development Center @ Davis St. located at 1190 Davis St. (serving children 2.9yrs-5 yrs. of age), Contact number is (510) 635-5437. Open M-F 7:00am-6:00pm.

Davis St. Child Development Center @ Jefferson located at 14311 Lark St. (serving children 2.9yrs. thru 5th grade; school age children must be enrolled at Jefferson School), Contact number is (510) 483-3637 Open M-F 7:00am-6:00pm.

Private Pay Centers:

Davis Street Child Development Center @ Garfield is located at Garfield Elementary School 13050 Aurora Drive. (serving children 2.9yrs thru 5th grade) Contact number is (510) 567-0322. Open M-F 7:00am-6:00pm.

Davis Street Child Development Center @ Roosevelt School is located at 951 Dowling Blvd (serving children 4.9 yrs thru fifth grade). Contact number is (510) 777-9317 . Open M-F 7:00am-6:00pm.

Donating to Davis Street Family Resource Center

Dear Parent and Providers,

If you are able, please consider donating to DSFRC (i.e. volunteer opportunities, monetary or food/clothing items). Your donations help all those in need in our community. Sometimes it takes just a little help to help a senior, or family and their children. Every cent counts! Your donation is tax deductible.

Come support our DSFRC Yard Sale! Every Friday located in back parking lot in front of the clothing program entrance from 9-3pm. Many new and gently used clothing/household items for sale. Proceeds from the sale help our Family Support Services program.

***Please visit our website at
www.davisstreet.org***

Notes

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RECEIPT AND ACKNOWLEDGEMENT FORM

Revised 05/2013

I acknowledge that I have received a copy of the DSFRC APP/Cal WORKS Programs Parent/ Provider Policies and Procedures.

I understand that it is my responsibility to read, adhere and refer to all program rules as stated in these Policies and Procedures.

Parent/Guardian/Provider (please print)

Parent/Guardian/Provider Signature

Date





DAVIS STREET

FAMILY RESOURCE CENTER

Helping others help themselves