



Child Care Payment Program and Family Child Care Home Education Network



Our mission is to reach out to children and families at risk with a range of services to ensure every child the opportunity to develop within a safe, healthy, and secure environment.

Written Information to Child Care Providers

8/2024



CHILDREN'S
HOME
SOCIETY OF
CALIFORNIA
www.chs-ca.org



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CHILDREN'S HOME SOCIETY OF CALIFORNIA

Written Information to Child Care Providers

Children's Home Society of California (CHS) administers the Child Care Payment Program (CCPP) and Family Child Care Home Education Network (FCCHEN), which are funded by the California Department of Social Services (CDSS), Child Care and Development Division (CCDD). These subsidized child care programs are a benefit to families to help support their access to affordable and quality child care services. As a child care provider, you are a *partner* towards supporting the family. This document provides you with information about our program, including some of the requirements for enrolled families. Providers who would like more information about the requirements for family participation may request a copy of the *Family Participation Handbook*. The success of the CCPP and FCCHEN depends upon a strong, committed partnership between the family, the child care provider (provider) selected by the parent, and CHS.

Communication

Ongoing communication is the key to success in the child care subsidy program! Please be aware of the following communication policies and procedures:

- CHS staff members are here to assist child care providers with any questions about the program. Please contact our office to speak with a Program Specialist during regular business hours.
- Remember that CHS staff members are not available at all times during the day. Child care providers must schedule an appointment to meet directly with staff.
- Child care providers will be notified of important dates, requirements, and actions regarding participation in the child care program in writing through the mail and email (if provided). Child care providers are responsible for receiving and reviewing mail. CHS is not responsible for mail that is lost, stolen, or not delivered by the postal service.
- CHS is not responsible for any adverse actions that occur because a provider does not receive a written notice sent by mail. Be sure to review your mail carefully, and call our office immediately if you have any questions about any notice that you receive.
- You will notice that program information refers to the "parent." The "parent" is the biological, adoptive, foster parent, or the guardian, who is living with and responsible for the care and well-being of the child.
- Every child care provider has the responsibility to report changes that are relevant to their participation in the CCPP or FCCHEN. This includes, but is not limited to, changes in name, address, telephone number, license information, tax information, or a correction or change to the information or documentation previously submitted. Failure to report such changes, or any other changes that impact your status as a child care provider, could result in a delay in your reimbursement, non-reimbursement, or could result in the parent being required to select a new child care provider.

Parent Selection of a Child Care Provider

Parents enrolled in our program have the responsibility of selecting the best child care arrangement for their child. CHS provides the parent with resources and information about how to choose child care; however, CHS does not choose providers for parents. CHS does not recommend, endorse, certify, or make any judgments in regard to the adequacy, quality, or appropriateness of the provider selected by the parent. Parents can choose a licensed center, license-exempt center, licensed family child care home, or license-exempt child care provider (relative or non-relative). CHS has no authority regarding the manner or method of the provider's duties in the provision of child care. CHS will reimburse for child care services based upon the parent's selection of a child care provider, maximizing parental choice. Reimbursement for child care services are issued directly to the child care provider on behalf of the parent. Parents participating in the Family Child Care Home Education Network (FCCHEN) Program choose a licensed home provider from the network of FCCHEN providers. The family's choice for a child care provider must also meet the following requirements:

- The child care provider's hours of operation meet the family's needs for child care.
- The child care provider ensures that each child's attendance is recorded for payment purposes.
- Adult supervision is maintained at all times when children are in attendance.
- Providers participating in the FCCHEN Program may not provide religious instruction or worship during the provision of FCCHEN child care services.

Independent Contractor Status

A child care provider selected by the parent is not an employee of CHS, but is self-employed and in business for themselves. Child care providers are therefore ineligible for employment-related benefits through CHS (such as unemployment benefits, medical or health care benefits, or disability benefits). CHS is required to issue an IRS Form 1099-MISC to the provider (with the exception of corporations) if the total reimbursement to the provider for the calendar year is \$600 or more. If you are licensed to provide child care, it is your responsibility as a business owner to maintain the requirements set by California Department of Social Services (CDSS) Community Care Licensing, which is the regulatory agency that oversees licensed child care. License-exempt child care providers (not licensed) are also considered self-employed. Additional participation information for licensed and license-exempt providers can be found within the following pages. All program policies are based upon regulatory requirements that govern child care and development services. This includes federal regulations, California Education Code, Welfare and Institutions Code, California Code of Regulations Title 5, program Funding Terms and Conditions, and direction provided by the CDSS. Due to these regulatory requirements, *failure to meet any requirement must result in the family's denial or termination of services from the child care subsidy program, and/or denial or end of the provider's participation with the child care subsidy program.*

Licensed and Center-Based Child Care Provider Participation

Licensed and center-based child care providers include:

- ✓ **Child Care Centers:** Licensed or license-exempt facilities that provide child care for infants, preschoolers, and/or school-age children.
- ✓ **Family Child Care Homes:** Individuals who are licensed by the CDSS Community Care Licensing office to provide child care in their home or operate a child care business in a home setting or a tribal federal land.

Parents who select a licensed provider are advised that they have the right to contact their local CDSS Community Care Licensing office to review any licensed provider's historical file, and are informed that providers are required by law to post any substantiated complaints or licensing violations at their facility. If the parent selects a provider that is not already active with CHS's child care subsidy program, the child care subsidy will not be approved to begin until the provider has completed all program requirements and CHS staff completes the approval process. The provider's name and address must be current and accurate on all documentation. CHS reserves the right to determine that a provider may not participate in the program.

Required Documentation for all Licensed and Center-Based Providers

Child care providers must respond to requests for any and all documentation required. This includes all documentation necessary for CHS to follow the rules and requests of the IRS, particularly for tax reporting purposes, or for any other federal or state reporting requirement. Providers who fail to submit requested documentation will be denied participation in the program. Documentation required of individuals or entities *prior to approval for participation in the child care subsidy program* includes, but is not limited to:

- Current license from CDSS Community Care Licensing (or proof of exempt center or recreation program status);
- Current rates and policies that are required for unsubsidized families seeking enrollment in the same type of program (rates must be less than or equal to those charged to unsubsidized families). Please note that CHS may share this information with parents and with the local Resource and Referral program;
- Signed documents required by CHS, including:
 - Written Information to Child Care Providers Acknowledgement of Receipt and amendment, if applicable;
 - Release and Hold Harmless Agreement;
 - IRS Form W-9 (with name as shown on provider's IRS tax documentation and provider's mailing address)
 - Address Declaration form
- Current (valid) California Driver's License, California Identification Card, or other valid and recognized form of identification (applicable to family child care homes).

Facilities that are exempt from licensure pursuant to Health and Safety Code Section 1596.792 may be eligible for reimbursement for child care services if the program follows these guidelines:

- Use sign-in/sign-out documents to record attendance;
- Provide adult supervision for all children during hours of operation;
- Ensure that employees have completed criminal history background checks.

License-exempt centers and recreation programs are subject to all policies and procedures related to Licensed centers, except for the requirement to provide proof of a license. License-exempt centers and recreation programs must provide proof of their exempt center status.

CHS may request additional documentation as needed to verify the provider's eligibility to provide child care services, and/or to verify the provider's rates or policies required for unsubsidized families.

Liability Coverage Requirements

Health and Safety Code (HSC) section 1597.531 requires all licensed family child care homes to choose one of the following ways to meet the requirement with respect to liability coverage:

1. Liability Insurance: Purchase a liability insurance policy covering injury to clients and guests in the amount of at least one hundred thousand dollars (\$100,000) per occurrence and three hundred thousand dollars (\$300,000) in total annual aggregate coverage.
OR
2. Bond: Purchase a bond in the aggregate amount of three hundred thousand dollars (\$300,000).
OR
3. Affidavits: Maintain a file of affidavits signed by each parent or authorized representative of every child enrolled in the home, with the affidavits stating that the parent or authorized representative has been informed that the family child care home does not have liability insurance or a bond.

If the provider does not own the facility being used as a family child care home, the affidavit shall also state that the parent or authorized representative has been informed that any liability insurance of the owner of the property or the homeowners' association may not provide coverage for losses arising out of, or in connection with, the operation of the family child care home, except to the extent the losses are caused by, or result from, an act or omission by the owner of the property or the homeowners' association for which they would otherwise be liable under the law.

The following affidavit form provided by the California Department of Social Services (CDSS) must be used: Affidavit Regarding Liability Insurance for Family Child Care Home ([LIC 282](#)).

Additional information regarding this requirement can be found in the CDSS [Child Care Bulletin 23-02](#).

License-Exempt Child Care Provider Participation

License-exempt providers are individuals who are not licensed to provide child care by CDSS Community Care Licensing. The provider must meet the following requirements:

- Be eighteen (18) years old or older;
- Meet or be exempt from Health and Safety Certification requirements;
- Be an individual exempt from licensure [pursuant to Health and Safety Code sections 1596.792(d) or (f)], who does not have active tuberculosis and has not been convicted of any crime involving violence against, or abuse or neglect of, children and is:
 1. A **Relative**, including an aunt, uncle, or grandparent of the child receiving services (by blood, marriage, or court decree), not including the child's parent(s), legal guardian(s), or member(s) of the assistance unit; or
 2. A **Non-Relative**, registered TrustLine provider (or provisional provider) and may not include the child's parent(s), legal guardian(s) or member(s) of the assistance unit. A license-exempt provider may care for the children of only one family not related to the provider by blood, marriage, or court decree.

If the parent selects a provider that is not already active with CHS's child care subsidy program, the child care subsidy will not be approved to begin until the provider has completed all program requirements and CHS staff completes the approval process. The provider's name and address must be current and accurate on all documentation. CHS reserves the right not to authorize care with a provider.

Required Documentation for all License-Exempt Providers

License-exempt child care providers must respond to requests for any and all documentation required. This includes all documentation necessary for CHS to follow the rules and requests of the IRS, particularly for tax reporting purposes, or for any other federal or state reporting requirement. Providers who fail to submit requested documentation will be denied participation in the program. Documentation required *prior to approval of child care* includes, but is not limited to:

- ✓ Current (valid) California Driver's License, California Identification Card, or other valid and recognized form of identification;
- ✓ Signed documents provided by CHS, including:
 - Written Information to Child Care Providers Acknowledgement of Receipt and amendment, if applicable;
 - Release and Hold Harmless Agreement;
 - IRS Form W-9 (with name as shown on provider's social security card and provider's mailing address);
 - Address Declaration form

Additional requirements for **License-Exempt Non-Relatives**:

- ✓ Health and Safety Self-Certification form;
- ✓ Verification of a negative Tuberculosis (TB) test;
- ✓ TrustLine application: License-exempt non-relative child care providers (other than the child's grandparent, aunt, or uncle by blood, marriage, or court decree) are required to complete a TrustLine Registry Application, TrustLine Registry Criminal Record Statement, and fingerprinting for a criminal background check. Child care will not be authorized to begin until the provider is TrustLine registered (i.e. a TrustLine Clearance Letter is received by CHS from the Resource and Referral [R&R] Network). If the child care provider does not complete the TrustLine process or is denied, the child care subsidy will not be approved and the parent will be notified to select a new provider if they would like child care to be reimbursed by CHS.

Additional requirements for **License-Exempt Relatives**:

- ✓ Declaration of Exemption from TrustLine Registration and Health and Safety Self-Certification form;
- ✓ Documentation verifying the adult child care provider's relationship to the child, if necessary.

In-Home Child Care

For license-exempt providers who are providing subsidized child care services in the child's home, their child care reimbursement must be equal to or greater than the applicable state or local minimum wage. If the provider and the child live at the same address, the home is considered the child's.

Parent(s) utilizing in-home provider services must acknowledge, by submitting a signed self-attestation (or *Declaration*), that the parent is considered the employer and is responsible for complying with any applicable federal and state employment laws, including but not limited to minimum wage requirements.

If the parent chooses in-home care, the parent is considered an employer and is responsible for the legal and financial reporting requirements of the state and federal government. This includes payment for the provider of social security tax and federal and state unemployment insurance. Child care providers are not CHS employees. CHS is not responsible for any legal and financial reporting requirements for in-home child care providers. The exempt provider is employed by the parent and terminated at the discretion of the parent. The parent and provider assume any and all responsibility and liability resulting from the decision to enter into a child care arrangement, including dispute regarding the terms of their agreement. Neither the CDSS nor CHS shall assume liability for any dispute between the parent and provider.

Provider Changes and Status Updates

Name Change or Change in Ownership

Licensed providers must notify CHS of a change of ownership or licensee name, before the change takes place. The provider must submit a copy of the new license before child care will be approved.

Address Changes

Providers must notify CHS of a change of address in advance of moving to the new address. A provider's child care license, if applicable, becomes null and void on the day the provider moves to a new address. Prior to approval of child care at the new address, the following is required:

- A copy of the Facility Profile or the new license issued by CDSS Community Care Licensing that identifies the new address of the facility (if applicable); An updated IRS Form W-9 (name as shown on provider's IRS documentation or Social Security Card and provider's new mailing address);
- Address Declaration form

Licensed Provider Status

Child care providers are responsible for remaining in compliance with applicable licensing laws and regulations, and for providing CHS with a current copy of their license, if applicable. The provider must immediately inform CHS of any change in licensing status, including changes to license capacity.

When CHS is notified that a provider's license has been suspended or revoked, child care reimbursement will end immediately and the parent and provider will be notified in writing. When CHS is notified that a licensed facility has been placed on probation, as per CDSS regulations, CHS will provide written notice to the parent(s) that they have the option to select a different child care provider or to remain with the facility.

Provider Inactivation

CHS considers a provider file as *inactive* if a child in the CCPP or FCCHEN Program has not been approved for care with that provider based on the following timelines (based on the last child care authorization stop date): licensed/center-based providers: six (6) months and license-exempt providers: four (4) months. If a parent requests a child care provider who has been on inactive status for less than twelve (12) months, CHS will contact the provider to determine if updated documentation is required. If there have been any changes to the information in the provider's file, documentation must be updated prior to the reactivation. If the provider has been inactive for more than twelve (12) months, the provider is required to complete all new provider documentation before the file is reactivated. Active status with the Resource and Referral Program does not mean that providers are active for subsidy reimbursement with the CCPP or FCCHEN Program.

Approved Child Care Services

The approved reimbursable child care schedule is determined by CHS based upon the family's documented need for child care, within state and federal regulatory requirements. Child care reimbursements to the provider will not be approved until all required documentation for the parent and child care provider is received, reviewed, and certified for approval by the designated staff member. Approval for reimbursement of child care services, or for any changes to services, will not be back-dated. Notice of any approved care will be sent to the parent on a Child Care Certificate (CCC). A copy of the parent's CCC will also be sent to the provider.

Child Care Certificate

The parent's CCC will include the date care is authorized to start (and a stop date if applicable), the approved child care schedule, and the maximum amount that CHS will pay. CHS will only reimburse for child care within the days and hours that are indicated on the parent's CCC. If you make arrangements with the parent that you will provide child care services outside of the dates and/or times that CHS has approved, please note that CHS will not reimburse for that service, and it is the parent's responsibility to pay for that care. The child's schedule will be approved as one or a combination of the following:

- **Set Schedule:** includes specific days and hours of care that do not change (e.g. Monday through Friday, from 7:00 a.m. - 4:00 p.m.).
 - Reimbursement to the child care provider for set schedules is based on the certified need for care (except for part-time care authorized with a license-exempt provider, for which the reimbursement will be based on actual care provided within the authorized days and hours).
 - Set schedules will reflect PE (pay-enrolled) on the CCC, followed by a statement indicating that child care will be reimbursed based on the certified schedule.
- **Pattern Variable Schedule:** refers to a schedule in which the total number of weekly hours is consistent; however, the days and times of care needed within the total number of hours may vary (e.g. Between Monday through Saturday, for a maximum of 5 days and 40 hours per week).
 - Reimbursement to the child care provider for pattern variable schedules is based on the certified need for care (except for part-time care authorized with a license-exempt provider, for which the reimbursement will be based on actual care provided within the authorized days and hours).
 - Pattern variable schedules will reflect PE (pay-enrolled) on the CCC, followed by a statement indicating that child care will be reimbursed based on the certified schedule.
- **Variable Schedule:** refers to a schedule in which the total number of hours is inconsistent and/or unstable from week to week. Variable schedules are authorized up to a maximum number of days and hours per week, within authorized days and times (e.g. Between Monday through Saturday, between 7:00 a.m. – 4:00 p.m., for a maximum of 5 days and 25 hours per week).
 - Reimbursement to the child care provider for variable schedules (including care with an

- alternate provider) will be based on the actual days and hours of care used, within the approved certified need for care. CHS will not reimburse for absences (excused or unexcused) or unscheduled provider closures for children with variable schedules.
- Variable schedules will reflect PA (pay-actual) on the CCC, followed by a statement indicating that child care will be reimbursed based on the actual child care hours used within the certified schedule.

If you have any questions regarding the days and hours that are approved, please do not hesitate to contact the family's assigned Program Specialist for clarification. We encourage you to ask questions and seek clarification, particularly before providing services. This will ensure that you know whether you should expect reimbursement from CHS or from the parent.

Child Care Changes

Please be advised that if there is any change related to the family's use of child care or their child care arrangements, that change must be approved by CHS in advance. This may include a change in provider, change in schedule, change in where child care takes place, or any other information related to the child care services being provided. The parent has the right to change their child's selected child care provider; however, approval for such changes cannot be back-dated by CHS. If the family's child care arrangements change without prior approval from CHS, the parent is responsible for any difference in payment due to you, the child care provider.

Child Care Attendance

As a child care provider, it is important that you understand the process for recording child attendance and for child care reimbursement. It is your responsibility to submit an attendance record or invoice for each child in order to receive payment for child care. We will provide a CHS Attendance Sheet for each enrolled child, or you may use an attendance record or invoice that meets the requirements below, including digital attendance recording and submission via CareConnect.

Documenting Attendance

Be sure you have an attendance record or invoice available so that the parent can start filling it out the first day that child care begins each month. If you do not have an attendance document available, contact our office immediately. You may also print CHS Attendance Sheets from CareConnect. It is your responsibility to submit an attendance record or invoice to CHS every month that contains the following information:

- The name of the child receiving services;
- The specific dates the child care services were provided;
- The actual times the child entered and the times the child left care for each day services were provided, and recorded on a daily basis;
- Signatures of you (the provider) and the parent at the end of the month (including the signature date), attesting under penalty of perjury that the information provided on the attendance record or invoice is accurate.
 - If the parent has not signed the attendance record or invoice and has not been in communication with the child care per the *Abandonment of Care* procedures within this publication, and the child care provider has notified CHS of the family's abandonment of care per these procedures, the provider may submit the attendance record or invoice without parent signature.

In addition to including the actual times the child entered and the times the child left care for each day services were provided and recorded on a daily basis, the attendance record or invoice of families participating in the Family Child Care Home Education Network (FCCHEN) Program must also include the following:

- The authorized adult who drops off or picks up the child must write the time that they drop off or pick up the child on the attendance sheet, along with their full legal signature, written at the time the child enters and leaves child care.
- If a school-age child is using before and after school care, and if you (the provider) drops the child off at school and/or picks the child up after school, you are responsible for writing those in and out times on the attendance sheet (as the “authorized” adult responsible for the child). In this case, you will sign or initial as the authorized adult, next to those times.

The attendance record or invoice must be submitted to the CHS office after the last day of the month that child care is provided. It is the provider's responsibility to send the completed attendance record or invoice, by the established due dates, to the CHS office for reimbursement. If the attendance record

or invoice that is submitted does not meet the requirements listed above, reimbursement may not be issued. CHS suggests that providers maintain a copy of submitted attendance records or invoices for their own records. Be advised that an attendance sheet within CareConnect is not received in CHS's processing queue until both the provider and parent have signed the attendance sheet. You must contact payments@chs-ca.org in writing if you need to report that you have attempted to collect the parent's signature, but the parent has been unresponsive to signing. If CHS is unable to reimburse for services provided, the parent is responsible for any payment due to the provider.

For children authorized on both a school and vacation schedule, if there is a variation in the child's utilized care from the authorized schedule on the Child Care Certificate (e.g. child was scheduled to be in school, therefore authorized for care utilizing the school schedule, but the child attended child care for the full day), the reason for the variation must be documented on the attendance record in the Reason for Absence/Variance column. Failure to document the reason for the variance will result in CHS reimbursing based on the authorized schedule/certification for the given service period (e.g. authorized school schedule in example above), instead of the vacation schedule (if applicable).

Reporting Absences (FCCHEN Program only)

Absence information must be documented on the attendance record by the parent (by writing the reason for the absence on the attendance sheet), by the provider (on behalf of the parent, if the parent calls in stating the child will not attend), or by the authorized adult that drops off or picks up the child.

Excused Absences

There are four types of excused absences for the FCCHEN Program, which include:

- ***Illness of the child, sibling, or parent***, including quarantine of the child or medical appointments.
- ***Best Interest Days*** (BID) are absences that are in the best interest of the child. The maximum allowed is ten (10), between July 1st through June 30th. The exception is for children who are recipients of protective services or at risk of abuse or neglect. Examples of BIDs include: Child/parent on vacation; non court-ordered visitation with parent or relative; school function or field trip; visitation to an incarcerated parent; any other activity in the best interest of the child. If all ten (10) days are exhausted for the fiscal year, additional absences under the BID category are considered unexcused (refer to the "Unexcused Absences" section below).
- ***Family emergency***, including child home with parent who had an unexpected day off from work or school; transportation problems (flat tire, car broke down, public transportation problem); out of town visiting a family member who is ill; death of a family member and/or attending a funeral; surgery of a family member; a natural disaster (flood, fire, earthquake); or accident.
- ***Court ordered visitation*** (documentation of the court order is required).

Unexcused Absences

An unexcused absence is a variation from the schedule that does not fall within the definition of excused absences. Any days where the child does not attend and the reason for absence is left blank will be considered an unexcused absence.

Submitting Attendance Records

Attendance records or invoices are due to CHS by 5:00 p.m. (the close of business) on the third (3rd) working day after the end of the month. Attendance records or invoices may be submitted via email to payments@chs-ca.org, through utilization of CareConnect digital attendance, via mail to your local CHS office, or via drop box at your local CHS office. Please be advised that digital attendance sheets within CareConnect are not received in CHS's processing queue until both the provider and parent have signed the attendance sheet, as the parent and provider signature are required components. You must contact payments@chs-ca.org if you need to report that you have attempted to collect the parent's signature, but the parent has been unresponsive to signing. Fiscal year (July 1- June 30) attendance sheets are due to CHS by July 10th of each fiscal year.

Approved Provider

Child care will not be reimbursed during any time when the child is under the **supervision of an adult who is not pre-approved as a child care provider**, and certified to care for the child, through CHS. Child care is not approved during times when the provider is designated as the **full time guardian** of the child (for example, if the parent becomes hospitalized, travels out of town, etc.), or if child care is provided by a different adult other than the person (or licensed facility) who is approved with CHS. Child care must also take place at the location that was established as approved and listed as the provider's address location on the parent's CCC. For licensed providers, this also means that a child cannot be "transferred" between multiple licensed locations without prior approval.

Abandonment of Care

When a family has not used child care nor been in communication with the provider for seven (7) consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider shall promptly notify the family's assigned CHS Program Specialist. CHS staff will then attempt to contact the parent through a variety of communication methods, including at least one written communication (which may include electronic methods). CHS will inform parents in these communications that failure to communicate with CHS or the child care provider may result in disenrollment from services. CHS is required to issue a Notice of Action (NOA) to disenroll the family on the basis of abandonment of care when there has been no communication from the parent with the provider or CHS for a total of 30 consecutive calendar days.

Child Care Reimbursement

Reimbursement for child care services, issued on behalf of the parent, is based upon regulatory requirements within the California Code of Regulations, Title 5, and policies established by the State of California and the CDSS. CHS staff members will review child care attendance to verify the child care used was within approved days and hours. For all child care providers except license-exempt providers (not including license-exempt center-based care), CHS staff members will compare the Regional Market Rate (RMR) ceiling to the amount invoiced by the provider, and will pay the lesser of the two. If the attendance record submitted by the provider does not include an invoice amount, CHS will review the provider's rates on file to determine the provider's requested reimbursement, compare it to the RMR ceiling, and pay the lesser of the two. For license-exempt child care providers (with the exception of license-exempt center-based care), CHS will reimburse child care at the RMR ceiling. Reimbursement will be made directly to the child care provider. CHS will not reimburse for child care in advance under any circumstance.

Regional Market Rate

The RMR is established by the State of California, and provides a ceiling for provider reimbursements within each county. Reimbursement to the provider may not exceed the RMR ceiling. Services for subsidized families with licensed and center-based child care providers will be reimbursed based on the selected RMR ceiling, provider's rates that are less than or equal to those charged for unsubsidized child care, *or* invoiced amount from the provider, whichever is less. For license-exempt child care providers, CHS will reimburse child care at the RMR ceiling. The RMR ceiling is selected based upon each family's certified need for child care, the age of the child, and the type of child care provider. Therefore, the RMR ceiling might be different for different children. For each enrolled child, the selected RMR ceiling will be indicated on the copy of the parent's CCC that is issued to the provider. For reference, the county-specific Regional Market Rate ceilings may be viewed at <https://rcscc.adm.dss.ca.gov>.

Parent Co-Payment

Reimbursements for child care services through the subsidy program may not exceed the established RMR ceiling. Therefore, if the provider's rates or invoiced amount is higher than the maximum amount that CHS can reimburse, the parent is responsible for paying the difference to the provider. This is known as a co-payment. Child care providers are advised to discuss any co-payment due with the parent, as this is paid by the parent directly to the provider.

For example: If you invoice for an amount of \$130 per week, and the RMR ceiling is \$115 per week, CHS can only reimburse you \$115 per week. In this example, the parent would be responsible for reimbursing the \$15 difference per week, directly to you, the child care provider. The \$15 is called a co-payment and is paid by the parent, directly to the provider. CHS is not responsible for the \$15 co-payment to the provider.

Provider Rate Changes

Providers may submit changes to their rates as needed. Rates must be less than or equal to those charged to unsubsidized families. Providers may specify an effective date for the new rates; however, new rates will not be approved prior to the effective dates listed below. The following chart lists rate submission deadlines and the earliest possible effective dates.

Date Documentation is Received by CHS	Earliest Possible Effective Date
1st – 15th of the month	1st of the following month
16th – 31st of the month	15th of the following month

- **Seasonal Rates**

Licensed centers that operate seasonal programs may submit additional rates (such as rates for summer, spring, or holiday breaks). Seasonal rates must be submitted at least 15 days in advance of the seasonal period. Failure to provide the required 15-day notice may result in an inability to apply the seasonal rates.

Rates with Expiration Dates

If a provider's rates have an expiration date or effective period (e.g. rates state 1/1/2020-12/31/2020), CHS cannot process reimbursement past the expiration date or effective period listed on the rates. Please ensure that if your rates have an expiration date, you ensure timely submission of rates beyond the expiration date to ensure current rates are on file.

Additional Reimbursement Policies

Child care subsidy reimbursement is a benefit to the parent and is provided to meet the family's need for care, allowing families to access the child care market. The California Code of Regulations, Title 5, specifies the following additional policies regarding some types of reimbursement for child care services that *may* be applicable with required documentation:

- **Child Absences**

Reimbursement for set and pattern variable schedules and full-time care with license-exempt child care providers is based on the certified need for care as documented on the CCC, regardless of the child's actual attendance. Reimbursement for variable and/or unpredictable schedules is based on the actual days and hours of care used, within the approved certified need for care. The parent is responsible for additional payment that is due to the provider above CHS's reimbursement. Please note that CHS will comply with legislation or directives that enable CHS to temporarily reimburse all schedules based on certified need, as applicable.

- **Days of Non-Operation (DNO)**

Days of non-operation include days when the provider is scheduled to be closed. CHS will reimburse child care for up to ten (10) days of provider non-operation per fiscal year, based on the DNO documentation on file with CHS. This reimbursement is not based on each child's schedule or care utilization.

The provider's planned, specific days of non-operation must be submitted in writing. If the provider's day of non-operation policy includes unspecified days (such as dates that are "to be decided/TBD"), the actual dates of the days of non-operation must be submitted to CHS in writing, at least 30 days in advance of the dates of non-operation. If the provider requires payment for additional days of non-operation beyond the ten (10) days of non-operation, the parent is responsible for any difference in payment to the provider.

If a provider has more than ten (10) days of non-operation listed and identified as requiring reimbursement by unsubsidized families, the first ten (10) sequential days of non-operation will be reimbursed (based on a fiscal year calendar of July 1st to June 30th), unless otherwise clearly indicated by the provider in their written policy.

To ensure that CHS staff is able to accurately update provider records, changes to days of non-operation, or identification of previously unspecified days of non-operation, must be received at least 30 days in advance of the change; failure to provide this timely notification may result in non-reimbursement of those dates.

Other Child Care Fees

CHS will reimburse for approved fees that are required for enrollment (such as registration, materials, or insurance) in a single payment, or in increments each month, based on (or less than) the provider's fees required for unsubsidized families seeking enrollment in the same type of program. If the provider's rate plus any required fees exceeds the RMR ceiling, CHS will only pay up to the RMR ceiling. The parent is responsible for any additional costs or fees that exceed the RMR ceiling or for fees that are not reimbursable by CHS.

Prorating

When the child begins or ends care in the middle of a period that corresponds to an RMR ceiling or provider rate, then prorating may be necessary for provider reimbursement. The weekly or monthly RMR ceiling or rates may be prorated when:

- child care begins or ends in the middle of the week or month,
- the month begins or ends with a partial week,
- there is a day of non-operation, or
- there are child absences when the provider does not require payment for absences, or for variable schedules.

Payment Schedule

An attendance record or invoice for approved child care services is due to CHS **by 5:00 p.m. (the close of business) on the third (3rd) working day after the end of the month.** If an attendance record or invoice is received after business hours, on a weekend, or on a CHS-observed holiday, the received date will be considered the next business day. CHS will reimburse child care providers either via a check or by direct deposit. CHS will reimburse child care providers within 21 days of receipt of a completed attendance record or invoice for services, even if there are additional pending incomplete attendance records or invoices for other children. In the event the twenty-first (21st) calendar day falls on a weekend or federal holiday, reimbursements will be mailed or deposited no later than the next business day. CHS processes reimbursements in the order that attendance records or invoices are received and reimbursements are released throughout the month on Wednesdays and Fridays. CHS reviews a percentage of all reimbursements for quality assurance (QA) purposes; however, all reimbursements are issued within 21 days of receipt of a complete attendance record or invoice regardless of whether a QA review is conducted. In the event that an unavoidable extenuating circumstance results in an expected delay in reimbursement, CHS will notify the provider within two (2) business days of the date that we are aware of the delay.

In order to ensure prompt reimbursement for services provided, attendance records or invoices should be submitted timely and on a monthly basis. Please refer to the charts below for important timelines related to submission due dates. If the specified due date falls on a weekend, the attendance record, invoice, or adjustment request should be received the next business day.

Service Month	Attendance Record Submission
July - March	Received within 90 calendar days after services are provided
April - June	Received no later than July 10 th

Fiscal Year-End Payment Schedule

CHS operates within a fiscal year (July 1 – June 30). Therefore, it is important that attendance records or invoices and requests for payment reviews/adjustments are received in a timely manner to ensure proper reporting. Please refer to the chart below for important timelines related to payment adjustment reviews.

Service Month	Adjustment Review Due to CHS
April & May Adjustments	Should be received no later than July 20 th
June Adjustments only	Must be received no later than August 7 th

Family Child Care Home Education Network Program (FCCHEN)

The FCCHEN Program is available at the following CHS locations: Long Beach, Orange, San Diego, Ventura, and Yuba City (Sutter and Yuba Counties). The FCCHEN Program offers a unique service and delivery model that includes a high standard of quality, and support to parents and child care providers utilizing the Desired Results System for Children and Families.

Why the FCCHEN Program is Unique

The goal of the FCCHEN Program is to create a three-way partnership that involves an ongoing commitment between the family, the child care provider, and CHS program staff. The intent of this three-way partnership is to create an effective relationship that will have a positive impact on the development of children. CHS staff members work with parents to assist them with child care needs and enhance their involvement in their child's education. CHS staff members work directly with child care providers to support their quality child care program and the needs of each enrolled child. This partnership is designed to be a learning experience. The program's success rests with the willingness of each member of the partnership to participate and be involved.

Providers are given support through featured topic trainings, quarterly Provider Newsletters, CHS sponsored FCCHEN provider workshops, Resource and Referral workshop announcements, visits from CHS staff, and access to CHS resources such as the CHS Family Education Brochures. Families are asked to communicate and provide input about the program and contribute to children's developmental assessments, to work toward creating a positive, healthy, and developmentally appropriate environment that prepares each child for school. Parental input is not only received from the annual parent surveys, it is also an integral component of the Parent Advisory Committee. Parental involvement in the program and attendance at the parent education workshops offered throughout the year further enhance the partnership. Full participation by parents improves child outcomes and develops the effective school/child care, family, and program partnership that enable parents and community members to support children's growth and learning.

The FCCHEN Program offers a unique service and delivery model. Parents enrolled in the FCCHEN Program must choose a licensed provider that is participating with CHS as a FCCHEN provider. The selection criteria for FCCHEN providers creates a program that has established standards of quality based on optimal child development and best practices in early childhood education.

Providers participating in the FCCHEN Program must do the following:

- Work with CHS program staff to implement Desired Results into their child care program.
- Conduct Family Child Care Environment Rating Scale (FCCERS) Self-Assessments annually and develop attainable action steps to support ongoing improvement.
- Receive periodic visits from CHS program staff that include FCCERS Evaluations, technical assistance and observations related to Desired Results, and technical assistance related to developmentally and culturally appropriate practices.

- Maintain a portfolio assessment for each child in their care enrolled in the FCCHEN Program (Monthly Milestone Portfolio).
- Collaborate with CHS staff and the parent on the Desired Results for Children and Families Summary of Child’s Developmental Progress and parent conferences.

Parents participating in the FCCHEN Program agree to do the following:

- Participate on the Parent Advisory Committee;
- Complete the annual parent survey;
- Contribute collected child observations, notes, or information;
- Attend parent workshops held by CHS;
- Meet program requirements outlined in this handbook, including eligibility and need, which must be recertified annually, no sooner than every twelve (12) months.

By working together, CHS staff, providers, and families can support a quality beginning for the children in their care.

FCCHEN Quality Components

As part of the FCCHEN Program, there is strong commitment on the part of CHS and the provider to ensure the ongoing development and deliverance of high quality and professional services to the children and families served. This is accomplished by CHS staff and participating providers documenting the progress made by children and families in achieving desired results. The CDSS CCDD uses the Desired Results System for Children and Families to evaluate the child care and developmental services it provides.

The goal of the program is to promote continuity of experiences and outcomes for the children involved. To achieve this goal, the system utilizes the following three evaluation components:

- Family Child Care Environment Rating Scale (FCCERS)
- Desired Results Developmental Profile (DRDP)
- Desired Results Parent Surveys

Family Child Care Environment Rating Scale

The FCCERS comprehensively defines the quality of a family child care home environment. The goal is to foster total development for each child in quality child care. The goal for parents is to provide continued opportunities for involvement and communication.

The FCCERS is used annually both by CHS program staff to conduct assessments and by FCCHEN providers to conduct self-assessments of the family child care environment. The scale consists of 38 items. The items are organized into 7 subscales:

- Space and Furnishings
- Personal Care Routines

- Listening and Talking
- Activities
- Interaction
- Program Structure
- Parents and Provider

Each item is described in four levels of quality:

- Inadequate (1) – does not even meet custodial care needs
- Minimal (3) – meets custodial needs and, to some degree, basic developmental needs
- Good (5) – meets developmental needs
- Excellent (7) – high quality personalized care

The inadequate and minimal ratings (1, 2, 3, 4) focus on the provision of basic materials and on health and safety precautions. The good and excellent ratings (5, 6, 7) require positive interaction, planning, and personalized care as well as good materials. It is the expectation that FCCHEN providers score good (5) to excellent (7) on all subscale items. A score below good (5) requires CHS staff and the provider to collaborate to find appropriate solutions to raise the score prior to the next FCCERS assessment.

Desired Results Developmental Profile (DRDP)

The DRDP is an observation and documentation tool used over time by the FCCHEN Program. There are age-appropriate versions of the observation tool or view used, depending on the child's age. The profiles are completed every six months.

The DRDP is to be used in combination with other ongoing means of documenting children's progress by the provider, such as providers' and parents' observations, portfolio assessment, anecdotal records, and the use of other formal or informal assessment tools. The FCCHEN provider is required to keep a portfolio for each child in their care who is enrolled in the FCCHEN Program. The portfolio approach allows the provider to document behaviors, skills, and developmental milestones focused on the following four Desired Results for children:

- Children are personally and socially competent
- Children are effective learners
- Children show physical and motor competence
- Children are safe and healthy

Portfolios contain an overview of what the child can do as documented by developmental checklists; parent interviews; children's self-portraits, scribbling, drawing and writing samples; and anecdotal records. These items can provide evidence of milestones that reveal an individual child's growth and development over a period of time. This information can be used by CHS staff when completing developmental profiles, and during discussion of the child's progress during parent conferences.

Parent Conference

Because we recognize that parents are the most important part of their child's growth and development, we request parent input regarding their child's educational outcomes during formal parent conferences. The parent conference is a crucial component of the DRDP assessment. At the conference, the attendees discuss the child's strengths and the areas of development that the child is currently working on. The conference also includes discussion and planning about how the parent and provider can work together both at the parent's home and the provider's child care program, to achieve the four desired results for children in the areas the child is currently working on. Since they are conducted in correlation with the completed DRDP assessments, the parent conferences are held once every six months.

Desired Results Parent Survey

Parents complete an annual Desired Results (DR) Parent Survey. The goal of the DR Parent Survey is to provide an avenue for parents to share their feedback about the child care and development program. The DR Parent Survey helps our agency to gather information about a family's perceptions of their child's progress towards the Desired Results for children, as well as the family's progress towards the Desired Results for families. Survey results are used to develop program action steps related to parent and provider trainings, instructional materials, and areas of general technical assistance. This component further supports the program's continual growth and adaptation to effectively meet the needs of enrolled children and families.

Compliance with FCCHEN Quality Requirements

FCCHEN is a quality program; as such, child care providers are expected to comply with the implementation of Desired Results in their child care program according to CHS quality FCCHEN components. This includes the completion of an annual FCCERS self-assessment, monthly milestones portfolios, and annual FCCERS action plan items by their designated due date. Additionally, child care providers participating in the FCCHEN have agreed to collaborate with CHS staff and the parent on completing the Desired Results for Children and Families Summary of Your Child's Developmental Progress and parent conferences and receive ongoing visits for the purpose of observations, assessments, and technical assistance. FCCHEN providers must score between good (5) to excellent (7) on all subscales of the FCCERS assessment. If the provider does not comply with the above referenced FCCHEN quality components, CHS may act to discontinue FCCHEN program child care referrals and may subsequently terminate a child care provider's participation in the FCCHEN Program. If a child care provider is terminated, the parent will be required to select another child care provider within the FCCHEN Program if they wish to remain in the FCCHEN subsidy program. Child care providers interested in the FCCHEN Program may contact CHS to be placed on a provider waiting list (the FCCHEN program is not available in Yolo County).

Other Policies

Complaint Procedures for Parents – Licensed Providers

Parents are encouraged to contact their local CDSS Community Care Licensing office with any questions, concerns, or complaints regarding a licensed child care provider. In addition, they are informed that any concern or complaint regarding suspected child abuse must be reported to Child Protective Services. CHS will report any complaint regarding a violation of licensing requirements at a licensed facility to the CDSS Community Care Licensing. A complaint received regarding suspected child abuse will also be reported to Child Protective Services.

Complaint Procedures for Parents – License-Exempt Providers

Parents with a complaint regarding their license-exempt child care provider should contact their Program Specialist. License-exempt providers are not regulated by CDSS Community Care Licensing or local county government. Therefore, a complaint about a license-exempt provider is considered substantiated solely by the parent's written declaration. CHS will keep a copy of formal written complaints, which will be made available to the public upon request. Once a formal complaint is received about a license-exempt provider, CHS will send a written notice to the provider that their child care reimbursements will end. The parent will be required to select a new provider in order to continue services. Care may continue with the license-exempt provider only if a written declaration of correction, signed by the parent and the provider, is submitted to CHS. If the complaint is regarding suspected child abuse or neglect, parents are encouraged to contact and report the information to Child Protective Services and to CDSS Community Care Licensing (for instances regarding a licensed provider). CHS will also report any complaint regarding suspected child abuse to Child Protective Services and to CDSS Community Care Licensing (as applicable).

Complaint Procedures for Providers

Providers who have a question about their payment, or a complaint or grievance may follow these steps to resolve the issue:

- 1) Refer to the *Written Information for Child Care Providers* for detailed information about the program.
- 2) Providers who have further questions may call the local CHS office and speak with a Provider Relations staff member.
- 3) If there are further questions, call the local CHS office and speak with the Provider Relations supervisor.
- 4) If the matter is not resolved by following the steps above, the provider may contact the local CHS office's Program Administrator by telephone or by mail. The Program Administrator will respond to a message or letter by telephone, by the close of the following business day.

Conduct

Child care providers participating in CHS programs and CHS staff are required to conduct themselves in a courteous manner when communicating with each other. In a situation involving acts of violence, threatened violence, or harassment against CHS staff, the parent will be required to select a different provider. The Program Administrator may immediately suspend child care reimbursement without notice to the parent or provider.

Confidentiality of Service

All information regarding families enrolled in the subsidy program is strictly confidential. This means that CHS will not share information with any outside party, except for purposes directly connected with the administration of the program. CHS will share information with local, state, and federal government agencies as requested. CHS will not share information regarding families with any child care provider except to communicate the approval or termination of the family's child care services. CHS will share information regarding contracted child care providers with parents in regards to their license, child care rates, and their status as a participant in the CCPP or FCCHEN Program.

Discipline

Child care providers must not use physical, emotional, or verbal punishment as a way to discipline children. If the health and safety of any child is considered to be at risk, the parent may be required to select a different child care provider. CHS has the responsibility to report to Child Protective Services any suspected child abuse or neglect observed in the provider's home or facility or reported by the parent or other source (Penal Code 11164-11174.3). In addition, any concern regarding suspected child abuse or the overall health and safety of a child at a licensed facility will be referred to CDSS Community Care Licensing.

Gifts

CHS employees are prohibited from accepting gifts of any kind from families or child care providers. Families or providers who wish to express their gratitude for services, or to recognize an outstanding employee, are welcome to contact a Program Administrator.

Ineligible Use of Child Care

Any parent or provider participating in the CCPP or FCCHEN Program who engages in fraud or deceit as defined in Sections 1709 and 1710 of the Civil Code, respectively, may be subject to liability. If, upon investigation, it is determined that reimbursement for child care services was made based on false information, child care services will be terminated. This includes, but is not limited to, ineligible use of services, submission of altered or false documentation, or misrepresentation of child care services on an attendance record or invoice. CHS may take action that may result in legal prosecution with penalties of fines, imprisonment, or both. CHS will cooperate fully with any local, state, or federal agency regarding fraud investigations.

If it is determined that a provider was reimbursed for child care services for which the family was ineligible, the parent will be responsible for the repayment of child care costs to CHS. CHS will actively pursue recovering funds from the provider if, upon investigation, it is determined that the child care provider misrepresented or presented fraudulent information. In addition, CHS will not authorize care with a provider who has a history that includes substantiated evidence of fraudulent activity.

Non-Discrimination Policy

Children's Home Society of California (CHS) operates all programs and services on a non-discriminatory basis, giving equal access to services without regard to race, color, actual or perceived sex, age, handicap, religion, national origin, ancestry, citizenship, marital status, pregnancy, physical or mental disability, medical condition, genetic characteristics, sexual orientation, gender, gender identity, ethnic group identification, any other characteristics protected by state and/or federal law, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics. Any child care provider participating in the CCPP or FCCHEN Program is also prohibited from engaging in any form of discrimination based upon these factors.

Policy Against Harassment

CHS is committed to providing a work environment that is free of discrimination. In keeping with this commitment, the employer maintains a strict policy prohibiting all forms of unlawful harassment, including sexual harassment and harassment based on any other characteristics protected by the state or federal employment discrimination laws. This policy applies to all agents and employees of the employer, including supervisors and non-supervisory employees. It also prohibits harassment of employees by non-employees in the workplace as well as harassment by or of vendors, independent contractors, child care providers, parents, and others doing business with CHS. Unlawful harassment in any form is prohibited, including verbal, physical, and visual harassment. Anyone who believes he or she has been harassed should promptly report the facts of the incident or incidents and the names of the individuals involved to the site Administrator, without fear of retaliation. Supervisors should immediately report any incidents of sexual harassment to CHS. CHS will investigate all such claims and take appropriate corrective action.

Supervision

Child care providers must ensure adult supervision is maintained at all times when children are in attendance. License-exempt providers are responsible for supervising the children 100% of the time when in their care. All licensed providers are required to comply with all applicable CDSS Community Care Licensing regulations as specified in Title 22 of the California Code of Regulations.

Termination of Child Care Services

If, for any reason, the family's approved child care is stopped, you will receive written notification of the stop date or family termination date. We therefore encourage child care providers to review their mail carefully and communicate directly with the parent about any information regarding the family's termination of child care services. Child care services may end at any time. CHS will send written notice of termination when:

- The provider refuses to sign, submit, or does not return required CHS documentation for your basic provider data file;
- It is determined that inconsistencies on attendance records or invoices are purposeful in nature.
- Contract funding is not available;
- The CDSS changes its regulations or requirements and the family and/or child care provider no longer meets program requirements;
- The provider does not follow the responsibilities outlined in the *Written Information for Child Care Providers*;
- The service is no longer needed by the parent or the parent is no longer eligible;
- The provider is not following applicable licensing regulations;
- CHS determines that services were provided or reimbursement was rendered based on fraudulent information;
- CHS determines that the health and/or safety of a child is at risk;
- The conduct of the child care provider includes discourteous treatment, acts of violence or threatened violence of CHS staff;
- Licensing, law enforcement or another regulatory agency has informed CHS of an ongoing investigation or substantiated complaint involving the health, safety, or personal rights of children (including Type A licensing violations) or actions that would impact the care or services to children;
- CHS receives notification that the TrustLine application for the provider has been denied or closed;
- CHS receives notification from the local CDSS Community Care Licensing (CCL) office that the provider's license has been suspended or revoked. (Note: As per CDSS regulations, CHS will continue child care services with a licensed provider who has been issued a probationary license at the parent's request.)

Uniform Complaint Procedures

It is the intent of CHS to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding CHS's alleged violation of a statute or regulation that the CDSS is authorized to enforce. This includes allegations of unlawful discrimination (Education Code, sections 200 and 220 and Government Code, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance. Complaints must be signed and filed in writing with the CDSS:

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-8-351
Sacramento, CA 95814
Phone: 833-559-2417
Fax: 916-654-1048
Email: CCDDAppeals@dss.ca.gov

If the complainant is not satisfied with the final written decision of the CDSS, remedies may be available in federal or state court. In this event, the complainant should seek the advice of an attorney of his/her choosing. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including but not limited to, injunctions; restraining orders; or other remedies or orders.

Unlimited Access

Child care providers may receive scheduled or unscheduled visits by CHS staff and parents during the hours the children are scheduled to be in child care. In addition, CHS informs all parents of their right to enter and inspect, without advance notice, the licensed child care facility where their child(ren) are receiving care. Entry and inspection are limited to the normal operating hours of the child care program. The provider may not discriminate or retaliate against the child or parent for exercising this right. Licensed child care providers are required to notify parents of these rights.

Additional Program Services for Parents and Providers

CHS provides R&R services in the following areas/counties: Greater Long Beach area of Los Angeles County, Orange County, Sutter County, Yolo County, and Yuba County. To locate R&R services in a different county within California, you may contact 1-800-KIDS-793 or the R&R Network at www.rrnetwork.org/find_child_care to locate your local R&R program. To locate R&R services outside of California, you may contact Child Care Aware at 1-800-424-2246 or <http://childcareaware.org>.

The R&R Program is a central coordinating link for child care and development services within our communities. Through the R&R Program, CHS offers a wide range of services to parents, licensed child care providers, people interested in becoming licensed child care providers, and community groups who focus on child care and development issues. The R&R Program contacts licensed facilities within our service areas annually, to inform providers of the available resources at CHS. All R&R services are free of charge, regardless of income or any other eligibility requirements.

Through the R&R Program, CHS advocates for the needs of families and child care providers by collecting and disseminating information about the current strengths and needs within our counties of service. CHS also participates in and supports local community priorities and initiatives, and collaborates toward supporting families and promoting quality child care.

Child Care Eligibility List (CCEL)

Families who need help paying for early education and children programs can contact the R&R Program to be placed on the local CCEL. The CCEL is a waiting list for families who need financial help for child care services. Families may also complete an online form to be placed on the CCEL at www.chs-ca.org.

Child Care Initiative Project (CCIP)

The CCIP is a R&R program that supports providers who are: transitioning from license-exempt to licensed providers, opening a new licensed family child care, seeking to expand their license capacity, or seeking to improve the quality of care that they deliver. CCIP Specialists provide training and guidance regarding curriculum, nutrition, growth and development, and health and safety with a focus on infant and toddler care. The goal of CCIP is to increase the number of children being served in child care settings and enhance the quality of care in family child care homes through quality trainings and technical assistance, based on the twelve (12) California Early Childhood Educator Competencies. If you are interested in the CCIP Program, contact the CHS R&R Program in your area.

Education and Resource Lending Library

The R&R Program offers a lending library with educational resources such as developmentally appropriate books, toys, puzzles, games, and learning materials. Materials can be checked out free of charge for one (1) month. Some R&R locations also provide die-cut and lamination services.

Resources are available to parents, providers, and the community. Contact the CHS R&R Program in your area to schedule an appointment to visit the library.

Family Education Program (FEP)

CHS is committed to being a central community resource for families through our Family Education Program (FEP). We provide multilingual educational brochures and materials such as our *Childhood Mental Health* brochure, Developmental Stages Wheel, School Readiness Kit, as well as podcasts and other helpful resources to parents, caregivers, and agencies. If you would like to receive free materials, please contact our Family Education Program at familyedprogram@chs-ca.org or visit the CHS website at www.chs-ca.org/family-education-program to view our online printable versions in languages such as English, Korean, Mandarin, Punjabi, Spanish, Tagalog, and Vietnamese. CHS encourages all parents to read the *Parental Choice* brochure which explains parents' parental rights when searching for child care and provides tips on how to choose the best child care option for your family.

Family, Friend, and Neighbor (FFN) Program

CHS's R&R Program supports license-exempt child care providers (also known as Family, Friend, and Neighbor providers or FFN providers) by offering support, resources, and training opportunities free-of-cost. CHS staff share resources with FFN providers about activities they can do with the children in their care to support their learning and healthy development. Contact your local CHS office's R&R Program to learn about Provider Cafes, workshops, and other activities hosted by CHS to support you as a FFN provider.

Health & Safety Reimbursement Program

When funds are available, CHS provides reimbursement for the cost of health and safety trainings (CPR, pediatric first aid, and preventative health practices or certificate renewal) required by Community Care Licensing. If you are interested in the Health and Safety Reimbursement Program, contact the CHS R&R Program in your area.

Hotline

CHS provides an R&R Hotline which is available to parents, child care providers, and the community. The R&R Hotline is available Monday through Friday from 9:00 a.m. to 3:30 p.m. Hotline staff members are available to provide:

- Child care referrals, that are updated quarterly, based on the unique needs of families
 - CHS provides at least four (4) referrals (whenever possible), as well as information regarding a family's option to choose a license-exempt provider.
 - CHS provides referrals, not recommendations. CHS does not license, screen for quality of care, or endorse any particular provider. However, we remind every parent that they have the right to get information about any substantiated complaint about a child care provider. That information is public and can be received by calling the local Community Care Licensing office at the phone numbers listed below:

- Greater Long Beach area (323) 981-3350/ Harbor City, San Pedro, Wilmington area: (424) 301-3077
 - Orange County: (714) 703-2800
 - Sutter County: (530) 895-5033
 - Yolo County: (916) 263-5744
 - Yuba County: (530) 895-5033
- Technical assistance regarding the Child Care Eligibility List (CCEL)
- Information and referrals on all aspects of initiating a new child care business
- Information and resources related to serving children and parents within a given community
- Information regarding parental choice and the various child care alternatives available
- Information regarding how to select child care services that meet the needs of families
- Community resources and referrals
- Information regarding child development, early childhood education, and the child care field
- Information regarding parent training, events, and professional development trainings for child care providers
- Appointments to visit the Resource and Referral Lending Library

Parent and Provider Newsletters

CHS provides a quarterly newsletter to child care providers in the Greater Long Beach area and the following counties: Orange, San Diego, Sutter, Ventura, Yolo, and Yuba. The newsletters contain helpful information about child development issues, child health tips, curriculum activities, and other relevant child care topics. CHS also provides a biannual newsletter for parents regarding parenting and career topics, recipes, activity ideas, and more.

TrustLine

The R&R Program provides a connection to TrustLine background check services and results. TrustLine is the California registry of in-home and license-exempt child care providers who have passed a background check. TrustLine was created by the California legislature to give parents an important tool to use when selecting a caregiver for their child. It is the only authorized screening program of in-home and license-exempt caregivers in the state with access to fingerprint records at the California Department of Justice (DOJ) and the FBI and access to California's Child Abuse Central Index. TrustLine can be reached at 1-800-822-8490 or www.trustline.org.

Workshops and Professional Development

CHS offers professional development workshops throughout the year for early childhood educators and at least quarterly workshops for parents. Workshops include a variety of topics such as child development, business practices, marketing, positive discipline, parenting tips, and more. CHS's

professional development trainings support the quality, growth, and professionalism of child care programs and child care providers. Workshop information is available on the CHS website at www.chs-ca.org/workshops-and-events.

For More Information

Contact your local R&R Program office Monday through Friday from 9:00 a.m. to 3:30 p.m.

Greater Long Beach	(562) 256-7490	ReferralsLB@chs-ca.org
Orange County	(714) 543-2273 or (949) 364-6605	ReferralsOC@chs-ca.org
Sutter County	(530) 645-6298	ReferralsSutter@chs-ca.org
Yuba County	(530) 645-6298	ReferralsYC@chs-ca.org
Yolo County	(530) 645-6265	ReferralsYO@chs-ca.org

Resource and Referral Program Policies

Appeal Policy

In order to appeal CHS's decision to discontinue referrals to a child care provider, the provider must file a written request within fourteen (14) calendar days of receipt of the notification from CHS. Upon receipt of the request for an appeal, the CHS Appeals Coordinator will contact the provider and attempt to resolve the appeal through discussion. If the appeal is not resolved by discussion, or attempts to reach the provider are unsuccessful, a hearing will be scheduled within fourteen (14) calendar days from the date that CHS originally received the appeal request. Following the hearing, the provider will receive a written decision from CHS within fourteen (14) calendar days.

Child Care Referral Policy

The Children's Home Society of California (CHS) Resource and Referral (R&R) Program provides child care referrals to parents within CHS's designated service area to all parents requesting services regardless of income level or other eligibility requirements. All information received from parents is confidential. Referrals are provided to parents based on their specific needs. CHS refers to child care centers, license-exempt child care centers, and licensed family child care homes.

In order to promote quality child care for children, CHS will:

- Assist parents seeking child care, but will not make recommendations.
- Provide written information about selecting quality child care.
- Recommend that parents visit facilities before making a decision.
- Inform parents of their right to review licensing information about providers.
- Maintain confidentiality of all information received from the parent.
- Operate all programs and services based on the CHS Non-Discrimination Policy.

CHS reserves the right to discontinue referrals to a child care provider when:

- Licensing, law enforcement, or another regulatory agency has substantiated a complaint or Type A violation involving the health, safety, or personal rights of children, or actions that would impact the care or services to children.
- CHS is informed of an ongoing investigation regarding the health, safety, or personal rights of children, or actions that would impact the care or services to children.
- CHS has received a complaint regarding the health, safety, or welfare of a child and CHS is waiting for a response from the local licensing agency regarding the results of the complaint.
- CHS has been notified by Community Care Licensing (CCL) that the provider has been issued a temporary suspension order, probationary license, or corrective action plan, or the license has been suspended or revoked.
- When a facility is no longer licensed and is not exempt from licensing requirements.

CHS will maintain a child care provider with a substantiated complaint or Type A violation on non-referral status for six (6) months from the date of the violation or substantiation from CCL. Upon expiration of the six (6) month period, child care providers are able to request to be placed on referral status by describing the resolutions that have been adopted to prevent a similar issue from occurring in the future. Upon receipt of this referral reinstatement request, CHS will review the contents of the provider's request and will review CCL records to ensure that no additional violations have been cited since the initial substantiated complaint or Type A violation that resulted in non-referral status. Facilities will receive a response, in writing, if and/or when their reinstatement is granted.

According to the laws of the State of California, CHS will remove from the referral database a licensed child care facility that has been issued a revocation, temporary suspension order, or that is on probation within two (2) business days of being notified by the California Department of Social Services (CDSS). The R&R Program will notify the following agencies, within their service jurisdiction, that a facility has been placed on a temporary suspension, had its license revoked, or has been placed on probation, within two (2) business days of being notified by the CDSS: alternative payment programs (that operate under article 3 of Education Code commencing with section 8220) and CalWORKs child care and development programs (that operate under article 15.5. of the Education Code, commencing with section 8550, including county welfare departments that operate child care and development programs for families participating in CalWORKs Stage 1). CHS will notify the provider in writing when it is determined that CHS will discontinue referrals to the provider because of one of the above items. The reason for the removal and the process for appealing the decision are included in the written notification.

When the CDSS informs the R&R Program that the facility is no longer on probation or that the temporary suspension of the facility has been lifted without revocation, the R&R Program will return the facility to the referral database within two (2) business days and resume referrals to the facility, except when the facility is subject to the conditions referenced under CHS's right to discontinue referrals to a child care provider, pursuant to Title V section 18244(b) (3), referenced above.

Complaint Policy

While CHS is not a licensing agency, we do receive complaints from the public regarding child care facilities. All complaints involving the health, safety, or personal rights of children, or actions that would impact the care or services to children are reported to the local licensing agency. When appropriate, CHS also reports complaints to the Child Abuse Registry or local law enforcement. CHS relies on the local licensing agency to determine the results of a complaint.

This information is available in multiple languages.

Como siempre, por favor comuníquese con nuestra oficina si necesita esta información en español.

Lúc nào cũng vậy, làm ơn gọi đến văn phòng chúng tôi nếu quý vị cần những tài liệu này bằng tiếng Việt.



CHILDREN'S HOME SOCIETY OF CALIFORNIA

We make child care accessible

CareConnect Information

Welcome to CareConnect! Children's Home Society of California (CHS) is pleased to connect you to CareConnect, an optional service offered to child care providers. CareConnect is an internet site and mobile application that allows child care providers to view authorized care for their enrolled children; access, complete, and submit digital attendance sheets electronically to CHS; download and print attendance sheets for their enrolled children; check the status of attendance records submitted for payment; and view payment details.

You can access CareConnect in one of the following ways:

- Download the CareConnect Application on your iOS or Android device
- Go to the CareConnect website <https://careconnect.carecloud.io/>

Once you reach the CareConnect site,

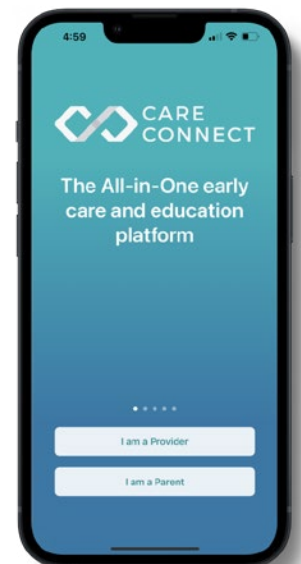
- Your **user name** is the email address that you provided to CHS
- Your **password** is the first 4 characters of your email address, followed by the last 4 digits of your tax identification or social security number

Access CareConnect Tutorials

- [Digital Invoicing with CareConnect Mobile Video Tutorial](#)
- [Digital Invoicing with CareConnect Web Video Tutorial](#)
- [Register for Optional Weekly Online Training with MCT](#)

Below are some resources that will support you in utilizing CareConnect

- [How to Change your Password](#)
- [Downloading Attendance Sheets](#)
- [How to Submit Attendance](#)
- [Explanation of Payments](#)
- [Attendance and Submission Quick Guide](#)



If you have any questions, please do not hesitate to contact your local Provider Relations Department at the contact information noted below.

Greater Long Beach Area of Los Angeles County
ProviderRelationsLB@chs-ca.org

Orange County
ProviderRelationsOC@chs-ca.org

Ventura County
ProviderRelationsVT@chs-ca.org

San Diego County
ProviderRelationsSD@chs-ca.org

Yolo County
ProviderRelationsYO@chs-ca.org

Yuba and Sutter Counties
ProviderRelationsVT@chs-ca.org



CHILD CARE CERTIFICATE (Sample)

Start Date:	03/01/2022	End Date:	3/01/2023
Family:	Sample Family	Family ID #:	123456
Child:	Sample Child	DOB:	00/00/00
Specialist:	Sample Staff	Program:	Location- Contract
Provider:	Sample Provider	Provider ID #:	1234
Mailing Address:	Provider Mailing Address	Service/Care Address:	
	Provider Zip Code		
Provider Type:	<input type="checkbox"/> Licensed Family Child Care <input checked="" type="checkbox"/> Center-Based <input type="checkbox"/> License-Exempt		

The following information lists the approved days and hours that Children’s Home Society of California (CHS) will pay for child care services. The parent must contact CHS in advance to request a change in the approved schedule. The Regional Market Rate (RMR) Ceiling listed below has been selected based on the child’s certified need for care. This RMR Ceiling is the maximum amount that may be reimbursed. If the Provider’s Requested Rate is higher than the maximum amount that CHS can reimburse, or if care is used outside of the approved schedule, the parent is responsible for any additional payment that is due to the provider.

CARE AUTHORIZED

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Vacation		9:00AM - 3:00PM	9:00AM - 3:00PM	9:00AM - 3:00PM	9:00AM - 3:00PM	9:00AM - 3:00PM	

Provider Requested Rate	Rate Type	Child Category	Rate Category	Amount
Effective Date: 03/01/2022	Monthly	All Day Ages 2-5 Rate	Full Time	\$1,200.00

RMR Ceiling(Maximum payment):	Effective Date	Category	Age Category	Amount
	03/01/2022	FTM	2 - 5	\$1225.13

Comments:

PAYMENT: PE-Child care will be paid based on the certified schedule above.

The maximum amount that CHS will reimburse for the vacation schedule is \$1,200.00 per month.

Attendance Sheet (Sample)

Provider's Name:	Sample Provider (1234)	Month/Year:	March 2022	Claim ID	
Address:	Provider Address	Child Name:	Sample Child		
Phone #:	Provider Phone Number	Parent Name:	Sample Parent (12345)		
		Program Specialist:	Sample Staff		

Child care attendance to be completed daily with exact times. Write reasons for absence, variance in schedule, or any days of provider non-operation, in the "Notes" section. *El registro de asistencia se debe completar diariamente con horarios exactos. Escriba la razón de cualquier ausencia, variación en el horario, o días no operativos del proveedor, en la sección de "Notas."*

Date <i>Fecha</i>	Time In <i>Entrada</i>	School Drop-Off Time <i>Horario que se dejó el niño en la escuela</i>	School Pick-Up Time <i>Horario que se recogió el niño de la escuela</i>	Time Out <i>Salida</i>	Reason for Absence / Variance <i>Razón de Ausencia/ Variación</i>
Mar 1 Tue	9:02 a.m.			2:52 p.m.	
Mar 2 Wed	9:14 a.m.			2:55 p.m.	
Mar 3 Thu	8:59 a.m.			3:00 p.m.	
Mar 4 Fri	9:01 a.m.			2:52 p.m.	
Mar 5 Sat					
Mar 6 Sun					
Mar 7 Mon	9:04 a.m.			2:55 p.m.	
Mar 8 Tue	9:05 a.m.			3:01 p.m.	
Mar 9 Wed	9:00 a.m.			2: 58 p.m.	
Mar 10 Thu	9:01 a.m.			2:52 p.m.	
Mar 11 Fri	9:03 a.m.			2:53 p.m.	
Mar 12 Sat					
Mar 13 Sun					
Mar 14 Mon	9:00 a.m.			2: 58 p.m.	
Mar 15 Tue	9:01 a.m.			2:52 p.m.	
Mar 16 Wed	9:00 a.m.			2:55 p.m.	
Mar 17 Thu	9:04 a.m.			3:00 p.m.	
Mar 18 Fri	-----			-----	Child illness
Mar 19 Sat					
Mar 20 Sun					
Mar 21 Mon	9:01 a.m.			2:56 p.m.	
Mar 22 Tue	9:09 a.m.			2: 58 p.m.	
Mar 23 Wed	9:04 a.m.			2:52 p.m.	
Mar 24 Thu	9:02 a.m.			2:53 p.m.	
Mar 25 Fri	9:00 a.m.			2:56 p.m.	
Mar 26 Sat					
Mar 27 Sun					
Mar 28 Mon	9:10 a.m.			2: 59 p.m.	
Mar 29 Tue	9:09 a.m.			2:55 p.m.	
Mar 30 Wed	9:05 a.m.			3:00 p.m.	
Mar 31 Thu	9:02 a.m.			2:57 p.m.	

PROVIDER BILLING/INVOICING

Billed or invoiced amount may not exceed what the provider charges unsubsidized families. <i>Factura no puede ser superior a lo que el proveedor cobra a las familias sin subsidio. Total amount billed by provider for this period: Cantidad total facturada por el proveedor por este periodo:</i>	Rate/ Tarifa (month/mes): \$ _____ Registration/Registración \$ _____ Total (month/mes) \$ _____
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<p>As the parent, I declare under penalty of perjury that the information above is an accurate record of child care provided. <i>Como padre, yo declaro bajo pena de perjurio que la información anterior es un registro exacto del cuidado de niños que fue proveído.</i></p> <p style="text-align: center;"><u>Sample Parent</u> <u>3/31/2022</u> Parent's Full Signature/ Date/ Fecha <i>Firma completa del padre</i></p>	<p>As the provider, I declare under penalty of perjury that the information above is true and correct, and that the child care as stated above was provided. I understand that I may be required to repay any over payment. <i>Como proveedor, declaro bajo pena de perjurio que la información anterior es verdadera y correcta, y que se proporcionó el cuidado de niños como se ha anotado. Entiendo que puedo ser requerido a pagar cualquier sobre pago.</i></p> <p style="text-align: center;"><u>Sample Provider</u> Provider's Full Signature/ <i>Firma completa del proveedor</i> <u>4/1/2022</u> Date/ Fecha</p>
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Attendance Sheet (FCCHEN Sample)

Provider's Name:	Sample Provider (1234)	Month/Year:	March 2022	Claim ID	
Address:	Provider Address	Child Name:	Sample Child		
		Parent Name:	Sample Parent (12345)		
Phone #:	Provider Phone Number	Program Specialist:	Sample Staff		

Child care attendance to be completed daily with exact times. Write reasons for absence, variance in schedule, or any days of provider non-operation, in the "Notes" section. *El registro de asistencia se debe completar diariamente con horarios exactos. Escriba la razón de cualquier ausencia, variación en el horario, o días no operativos del proveedor, en la sección de "Notas."*

Date <i>Fecha</i>	Time In <i>Entrada</i>	Authorized Signature <i>Firma autorizada</i>	School Drop-Off Time <i>Horario que se dejó el niño en la escuela</i>	Authorized Initials <i>Iniciales</i>	School Pick-Up Time <i>Horario que se recogió el niño de la escuela</i>	Authorized Initials <i>Iniciales</i>	Time Out <i>Salida</i>	Authorized Signature <i>Firma autorizada</i>	Reason for Absence/ Variance <i>Razón de Ausencia/ Variación</i>
Mar 1 Tue	9:02 a.m.	SampleParent	9:28 a.m.	FCCP	12:33 p.m.	FCCP	2:52 p.m.	SampleParent	
Mar 2 Wed	9:14 a.m.	SampleParent	9:31 a.m.	FCCP	12:30 p.m.	FCCP	2:55 p.m.	SampleParent	
Mar 3 Thu	8:59 a.m.	SampleParent	9:28 a.m.	FCCP	12:31 p.m.	FCCP	3:00 p.m.	SampleParent	
Mar 4 Fri	9:01 a.m.	SampleParent	9:29 a.m.	FCCP	12:35 p.m.	FCCP	2:52 p.m.	SampleParent	
Mar 5 Sat									
Mar 6 Sun									
Mar 7 Mon	9:04 a.m.	SampleParent	9:30 a.m.	FCCP	12:34 p.m.	FCCP	2:55 p.m.	SampleParent	
Mar 8 Tue	9:05 a.m.	SampleParent	9:30 a.m.	FCCP	12:31 p.m.	FCCP	3:01 p.m.	SampleParent	
Mar 9 Wed	9:00 a.m.	SampleParent	9:30 a.m.	FCCP	12:33 p.m.	FCCP	2:58 p.m.	SampleParent	
Mar 10 Thu	9:01 a.m.	SampleParent	9:29 a.m.	FCCP	12:32 p.m.	FCCP	2:52 p.m.	SampleParent	
Mar 11 Fri	9:03 a.m.	SampleParent	9:24 a.m.	FCCP	12:35 p.m.	FCCP	2:53 p.m.	SampleParent	
Mar 12 Sat									
Mar 13 Sun									
Mar 14 Mon	9:00 a.m.	SampleParent	9:31 a.m.	FCCP	12:35 p.m.	FCCP	2:58 p.m.	SampleParent	
Mar 15 Tue	9:01 a.m.	SampleParent	9:29 a.m.	FCCP	12:32 p.m.	FCCP	2:52 p.m.	SampleParent	
Mar 16 Wed	9:00 a.m.	SampleParent	9:30 a.m.	FCCP	12:35 p.m.	FCCP	2:55 p.m.	SampleParent	
Mar 17 Thu	9:04 a.m.	SampleParent	9:30 a.m.	FCCP	12:32 p.m.	FCCP	3:00 p.m.	SampleParent	
Mar 18 Fri	-----						-----		Child illness
Mar 19 Sat									
Mar 20 Sun									
Mar 21 Mon	9:01 a.m.	SampleParent	9:30 a.m.	FCCP	12:33 p.m.	FCCP	2:56 p.m.	SampleParent	
Mar 22 Tue	9:09 a.m.	SampleParent	9:31 a.m.	FCCP	12:32 p.m.	FCCP	2:58 p.m.	SampleParent	
Mar 23 Wed	9:04 a.m.	SampleParent	9:32 a.m.	FCCP	12:35 p.m.	FCCP	2:52 p.m.	SampleParent	
Mar 24 Thu	9:02 a.m.	SampleParent	9:27 a.m.	FCCP	12:31 p.m.	FCCP	2:53 p.m.	SampleParent	
Mar 25 Fri	9:00 a.m.	SampleParent	9:28 a.m.	FCCP	12:35 p.m.	FCCP	2:56 p.m.	SampleParent	
Mar 26 Sat									
Mar 27 Sun									
Mar 28 Mon	9:10 a.m.	SampleParent	9:31 a.m.	FCCP	12:31 p.m.	FCCP	2:59 p.m.	SampleParent	
Mar 29 Tue	9:09 a.m.	SampleParent	9:28 a.m.	FCCP	12:32 p.m.	FCCP	2:55 p.m.	SampleParent	
Mar 30 Wed	9:05 a.m.	SampleParent	9:30 a.m.	FCCP	12:33 p.m.	FCCP	3:00 p.m.	SampleParent	
Mar 31 Thu	9:00 a.m.	SampleParent	9:30 a.m.	FCCP	12:35 p.m.	FCCP	2:55 p.m.	SampleParent	

PROVIDER BILLING/INVOICING

Billed or invoiced amount may not exceed what the provider charges unsubsidized families. <i>Factura no puede ser superior a lo que el proveedor cobra a las familias sin subsidio.</i> Total amount billed by provider for this period: Cantidad total facturada por el proveedor por este periodo:	Rate/ Tarifa (month/mes): \$ _____ Registration/Registración \$ _____ Total (month/mes) \$ _____
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<p>As the parent, I declare under penalty of perjury that the information above is an accurate record of child care provided. <i>Como padre, yo declaro bajo pena de perjurio que la información anterior es un registro exacto del cuidado de niños que fue proveído.</i></p> <p style="text-align: center; font-size: 1.2em;"><u>Sample Parent</u> <u>3/31/2022</u></p> <p style="text-align: center;">Parent's Full Signature/ Date/ Fecha</p>	<p>As the provider, I declare under penalty of perjury that the information above is true and correct, and that the child care as stated above was provided. I understand that I may be required to repay any over payment. <i>Como proveedor, declaro bajo pena de perjurio que la información anterior es verdadera y correcta, y que se proporcionó el cuidado de niños como se ha anotado. Entiendo que puedo ser requerido a pagar cualquier sobre pago.</i></p> <p style="text-align: center; font-size: 1.2em;"><u>Sample Provider</u> <u>4/1/2022</u></p> <p style="text-align: center;">Provider's Full Signature/ Firma completa del proveedor Date/ Fecha</p>
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BUILDING
BRIGHTER
TOMORROWS

FOR
CHILDREN



TODAY

Children's Home Society of California (CHS) is a non-profit organization that provides services to children, families, and the child care community. Our diverse programming allows us to assist children and families at many different levels of need. Our programs and services focus on ensuring that reliable and quality child care is available for children. Please contact your local office for more information.

Corporate Headquarters
1300 West Fourth Street
Los Angeles, CA 90017
(213) 240-5900
(213) 240-5945 FAX

Long Beach
4900 Airport Plaza Drive, Suite 100
Long Beach, CA 90815
(562) 256-7400
(562) 256-7470 FAX
Resource & Referral Hotline: (562) 256-7490
Resource & Referral Program Email:
ReferralsLB@chs-ca.org
Case Management Email: LBCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsLB@chs-ca.org
Provider Payment Hotline: (562) 256-7480
Provider Payment Email: Payments@chs-ca.org

Orange
333 South Anita Drive, Suite 350
Orange, CA 92868
(714) 456-9800
(714) 456-9825 FAX
Resource & Referral Hotlines:
(714) 543-2273 / (949) 364-6605
Resource & Referral Program Email:
ReferralsOC@chs-ca.org
Case Management Email: OCCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsOC@chs-ca.org
Provider Payment Hotline: (714) 712-7890
Provider Payment Email: Payments@chs-ca.org

San Diego
2650 Camino Del Rio North, Suite 104
San Diego, CA 92108
(619) 293-3411
(619) 293-3744 FAX
Case Management Email: SDCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsSD@chs-ca.org
Provider Payment Hotline: (619) 296-4522
Provider Payment Email: Payments@chs-ca.org

Oxnard
1801 Solar Drive, Suite 195
Oxnard, CA 93030
(805) 437-1910
(805) 437-1790 FAX
Case Management Email: VTCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsVT@chs-ca.org
Provider Payment Hotline: (805) 437-1910
Provider Payment Email: Payments@chs-ca.org

Woodland
1100 Main Street, Suite 120
Woodland, CA 95695
(530) 723-5225
(530) 723-5223 FAX
Resource & Referral Hotline: (530) 645-6265
Resource & Referral Program Email:
ReferralsYO@chs-ca.org
Case Management Email: YOCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsYO@chs-ca.org
Provider Payment Hotline: (530) 645-6267
Provider Payment Email: Payments@chs-ca.org

Yuba City
1650 Sierra Avenue, Suite 102
Yuba City, CA 95993
(530) 673-7503
(530) 673-9215 FAX
Resource & Referral Hotline: (530) 645-6298
Resource & Referral Program Email:
ReferralsSutter@chs-ca.org, ReferralsYC@chs-ca.org
Case Management Email: YCCase@chs-ca.org
Provider Relations Department Email:
ProviderRelationsYC@chs-ca.org
Provider Payment Hotline: (530) 645-6267
Provider Payment Email: Payments@chs-ca.org

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CHILDREN'S
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SOCIETY OF
CALIFORNIA

www.chs-ca.org