



Child Care Payment Program and Family Child Care Home Education Network

Family Participation Handbook

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.

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



Family Participation Handbook
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Welcome to the Child Care Payment Program!

Children's Home Society of California (CHS), an agency founded in 1891, administers the Child Care Payment Program (CCPP) and Family Child Care Home Education Network (FCCHEN) Program, 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 parents to help support families access affordable and quality child care services. Through these programs, CHS will pay the child care provider that you select for your child's care. In order to receive this benefit, parents must follow the requirements of their program. This handbook provides an overview of those requirements and is your resource as you continue your participation in the program. The success of our programs depends upon a strong, committed partnership between CHS, the family, and the child care provider selected by the parent. We look forward to assisting you with your child care needs!

Our Mission

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

Our Goals

- To promote parental choice, accommodate the diverse needs of each family, and provide information that can help families make informed choices about care for their children;
- To assist families in achieving self-sufficiency while parents work, seek work, go to school, attend a job training program, seek housing, or engage in another qualifying need;
- To assist parents who are transitioning through the stages of CalWORKs child care, ultimately transitioning off of welfare and into work;
- To provide education and resources to families based on their health and social service needs;
- To provide continued support and education to all CHS staff so that they may effectively support the child care needs of the families in our communities.

Our Core Values

We are committed to building brighter tomorrows for children today. We are passionate about children and families and strive to provide the highest quality of services by planting the seeds of dependability, quality, integrity, empowerment, effectiveness, respect, and responsibility into all that we do.

Contacting CHS

Our offices are staffed with knowledgeable Program Specialists who can assist you with your child care needs. Please contact our office during regular business hours, **8:30 a.m. – 5:00 p.m. Monday through Friday**. CHS staff members are often meeting with families and might not be available if you come to the office without an appointment. Please call our office to schedule an appointment or to speak to a Program Specialist. If you leave a voicemail message, your call will be returned within two (2) business days.

Child Care Payment Program Overview

Children's Home Society of California (CHS) operates the CCPP and FCCHEN Program based on regulatory requirements established by 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 CCDD. In order to be successfully enrolled with CHS and to continue enrollment, your family must be *eligible*, have a qualifying *need for child care*, and *remain eligible and in compliance* with program requirements. Parents can choose from a broad range of child care providers to meet the needs of the family, including center-based child care, family child care, in-home care, care provided by relatives, and sectarian child care services (restrictions apply for FCCHEN). Once all required documentation has been submitted and your enrollment is established, the CCPP or FCCHEN Program will issue a certificate to you. The certificate will describe the services that CHS can reimburse to your selected child care provider. You will be notified of the maximum amount that CHS can pay to your provider and the approved schedule. If you select a child care provider with a higher rate, you will be responsible for any amount above the maximum that is indicated on the certificate. Your child care provider must submit an attendance record (or invoice) to CHS each month. It is your responsibility to sign and date the attendance record at the end of the month, attesting under penalty of perjury that the information provided is correct. Your provider will also sign the attendance record and submit it to CHS. CHS will make payments directly to the provider.

Enrollment Priority

Families are enrolled with CHS on a non-discriminatory basis as per the agency's Non-Discrimination Policy. CHS enrolls families according to the regulatory requirements that are established for each program funding source. For more detailed information, parents may refer to California Welfare and Institutions Code or may request a copy of the CHS Admission Policy.

CalWORKs Enrollment:

Families are enrolled in CalWORKs programs on an ongoing basis according to direction provided by the CDSS CCDD. Families may self-refer (by completing an Eligibility Questionnaire) or may be referred by the local CalWORKs Stage 1 program.

Alternative Payment (Non-CalWORKs) Enrollment:

In non-CalWORKs programs, CHS maintains the Child Care Eligibility List (CCEL), which is a waiting list for families who are interested in enrolling with CHS. Parents who wish to place their child(ren) on the waiting list must complete an Eligibility Questionnaire (EQ); EQs may be submitted online, over the phone, or to a local CHS office. Families on the CCEL may be contacted by other local agencies that have CDSS funding available. CHS enrolls children from the CCEL as funding is available in the CCPP or FCCHEN Program, based upon the following order of priority:

1. Families whose children are receiving child protective services.
2. Families whose children are at risk of being neglected, abused, or exploited.
3. Children and families not within the first or second priorities. These families are enrolled

according to family income, with the lowest rank enrolled first. If multiple families have the same income, priority will be given to the family that has a child with exceptional needs. If there is no family with a child with exceptional needs, priority will be given to the family whose primary home language is a language other than English. If there is no child with exceptional needs, then priority will be given to the family that was on the waiting list the longest.

Enrollment Process

Parents are required to complete an application for child care services and submit all documentation that is required to determine program eligibility and need for services. To meet these requirements, it is in your best interest to keep records of all personal income, employment, and social service related information for at least twelve (12) months. You will be required to meet with a CHS Program Specialist to complete required forms and to submit documentation of your family's eligibility (including family size) and need for child care services. Failure to submit required documents on time will be cause for denial of services. Incomplete documents will be considered outstanding. CHS may request additional documentation if the information provided is insufficient to make a reasonable assessment of eligibility and/or need for child care. If the document provided does not clearly demonstrate the eligibility or need for child care, child care services will be denied or the family will be dis-enrolled. The enrollment process must be completed before child care services can begin. Upon enrollment:

- Your case will be assigned to a Program Specialist. Please contact your assigned Program Specialist if you have any questions regarding your child care services.
- You will be notified of all important dates, requirements, and actions in writing through the mail and/or email. *You are responsible for receiving and reviewing your 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 parent does not receive a written notice that CHS sent by mail.*
- Review all notices from CHS carefully and call your Program Specialist immediately if you have questions about any notice that you receive.

Notice of Action

Once all documentation is received and it is verified that your family is eligible and has a need for services, you will receive notification of your enrollment in the program on a Notice of Action (NOA). Actions regarding the family's child care services are communicated to you on a NOA. A NOA is issued when certification or recertification is completed; if there are changes that affect your need, eligibility, or fees (including notification of delinquent fees); if your application is denied; or if you are dis-enrolled from the program. It is your responsibility to review the information communicated on the NOA and contact your Program Specialist immediately with any questions. The effective date on the NOA indicates the date that the action is approved or the date of denial of or dis-enrollment from child care services. If you disagree with the action that is indicated on the NOA that will be implemented, you can appeal the action. Refer to the instructions on the back of the NOA or refer to the section in this handbook on *Appealing a NOA*.

Program Requirements: Eligibility and Need for Care

Eligibility Requirements

Documentation of eligibility for the program is required prior to enrollment, at recertification, and any time there is a voluntary request to increase service hours, decrease/stop family fees, or extend the parent's period of eligibility. Once you are enrolled, CHS will send you a request when new or updated documentation is required. If the requested documentation is not received by the date due, a denial or dis-enrollment NOA will be sent. The NOA may be dismissed if the required document is submitted and accepted before the NOA effective date.

Families are eligible for some California Department of Social Services (CDSS) funded programs based on referrals provided by the county. For other CDSS-funded programs, the family's eligibility is based upon one of the following: family's gross monthly income; homelessness; child protective services referral; at risk referral; or receipt of cash assistance (CalWORKs eligibility).

Residency Requirement

To be eligible for child care and development services, the child must live in the State of California while services are received. The parent must provide evidence of a street address or post office address (P.O. Box) in California to establish residency. A person identified as homeless is exempt from this requirement. The determination of eligibility for child care and development services shall be without regard to the immigration status of the child or the child's parent(s), unless the child or the child's parent(s) are under a final order of deportation from the United States Department of Justice.

Income Eligibility

Families may be eligible for services if their adjusted monthly income is at or below 85 percent of the state median income, adjusted for family size at certification or recertification (refer to the section regarding *Determining Family Size* for more information). The family's total countable income includes all income of the individuals counted in the family size, including but not limited to: gross wages or salaries, overtime, tips, cash aid, disability or unemployment, survivor and retirement benefits, child support received, or alimony.

To establish **income eligibility**, you must provide documentation of your family's total countable income as described below:

- If **employed**, provide a release authorizing CHS to contact your employer (as applicable), and payroll check stubs, letter from employer verifying income, or other record of wages
- If **self-employed**, provide as many of the following types of documentation as necessary to determine income:
    - An independently drafted letter from the source of the income
    - A copy of your most recently signed and completed tax return
    - Other business records, such as ledgers, receipts, or business logs
- All **other sources of income** must be documented, or you must provide a self-certification

of income for which no documentation is possible.

In cases where the parent begins new employment, income will be calculated based on the employment verification information that is received directly from the employer. In all other cases, the income documentation submitted must reflect either month from the two-month window immediately preceding the initial certification, recertification, or voluntarily requested change/update.

If your family's **income fluctuates** (income that is not the same every week or month), you may be required to submit income documentation from the preceding twelve (12) months.

You will be required to submit new documentation of total countable income at recertification and upon your voluntary request to reduce family fees (without a decrease to service hours), increase service hours (without an increase to the family fee), or extend the period of eligibility before recertification.

Requirement to Report Income Over 85% of the State Median Income

Families who are certified or recertified on the basis of income eligibility are required to notify CHS, within thirty (30) days, if their family's ongoing income causes the family's adjusted monthly income to exceed eighty-five percent (85%) of the State Median Income (SMI), according to the table below. If you have any questions regarding your family size or the maximum income that your family may earn to remain eligible for child care, please contact your Program Specialist immediately. The *Schedule of Income Ceilings* below is distributed at each certification/recertification appointment with the family size and income clearly highlighted for your reference. This table is revised annually by the CDSS; updates to the table will be distributed to participants in the CCPP via *Family Participation Handbook Amendments*.

Schedule of Income Ceilings (85 percent SMI) for Recertification Child Care and Development Programs, effective July 1, 2026:

Family Size	**Family Monthly Income**	**Family Yearly Income**
1-2	$7,119	$85,434
3	$8,054	$96,652
4	$9,636	$115,637
5	$11,178	$134,139
6	$12,720	$152,641
7	$13,009	$156,110
8	$13,298	$159,580
9	$13,587	$163,049
10	$13,876	$166,518
11	$14,166	$169,987
12	$14,455	$173,456

Determining Family Size

CHS serves children and families based on the eligibility and need of the family unit. "Parent" means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner of the parent as defined in Family Code section 297, or any other adult living with a child who has responsibility for the care and welfare of the child. "Family" means the parents and the children for whom the parents are responsible, who comprise the household in which the child receiving services is living. When a child and their siblings are living in a family that does not include their biological or adoptive parent, the "family" is considered the child and related siblings living in the home. A child is no longer counted as part of the family size once the child turns eighteen (18) or graduates from high school unless there is documentation on file regarding exceptional needs, whichever occurs last. This change to family size will be processed at the recertification that follows this occurrence.

Child care subsidy programs serve children from birth through age twelve (12). Children enrolled in the CCPP who reach their fourteenth (14th) birthday within the family's 24-month eligibility period will be approved to continue receiving child care services until the day before the child's 14th birthday if they do not have a documented special or exceptional need. Child care may be approved to age twenty-two (22) with appropriate documentation that meets program regulatory requirements and demonstrates a child has exceptional needs or is severely disabled.

In order to document your family size, you must provide the name(s) of the parent(s), as well as the name(s), gender, and birthdate(s) of the child(ren) identified in your family, along with supporting documentation regarding the number of children and parents in the family. The number of children in the family must be documented by providing at least one of the following documents:

- Birth certificates or other live birth records; or
- Court order regarding child custody; or
- Adoption document; or
- Record of Foster Care placement; or
- School or medical record; or
- County welfare department record; or
- Other reliable documentation indicating the relationship of the child to the parent.

If only one parent has signed the application for services, and the information on the application indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify the presence or absence of the second parent under penalty of perjury.

Homelessness Eligibility

Families may be eligible for CCPP or FCCHEN Program services if the family is experiencing homelessness. The definition of homeless children and youth is aligned with the federal McKinney-Vento Homeless Assistance Act (per Title IX, Part A of the Elementary and Secondary Education Act, as amended by the Every Student Succeeds Act). The McKinney-Vento Homeless Assistance Act

defines the term "homeless children and youths" to mean "individuals who lack a fixed, regular, and adequate nighttime residence," which includes "children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals." The definition also includes "children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings; children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and migratory children (as such term is defined in section 1309 of the Elementary and Secondary Education Act of 1965) who qualify as homeless."

To establish homelessness, you must provide the following documentation:

- A written referral from a legal, medical, or social service agency, a written referral from a local educational agency liaison for homeless children and youth, a Head Start Program, or an emergency or a transitional shelter; or
- A written parental declaration of homelessness **and** documentation of at least one of the following need requirements: employment; seeking employment; seeking permanent housing for family stability; enrolled in vocational training; enrolled in an educational program for English Language Learners or English as a Second Language (ESL), or an educational program to attain a high school diploma or general educational development (GED) certificate; or the children are recipients of child protective services or identified as being abused, neglected, exploited, or at risk thereof.

Child Protective Services Eligibility

Families may be eligible for services if the family has a current child protective services (CPS) case, documented by a written referral that is dated within six (6) months of the date of the application for services. The written referral must be from a legal, medical, social service agency, or emergency shelter, and must include:

- A statement from the local county welfare department child welfare services worker, certifying that the child is receiving CPS and that child care and development services are a necessary component of the CPS service plan; and
- The probable duration of the CPS service plan; and
- The name, address, phone number, and signature of the county child welfare staff who is making the referral.

At Risk Referral Eligibility

Families may be eligible for services if the child is "at risk" as stated by a legally qualified professional. The following documentation is required:

- A statement by a legally qualified professional (someone licensed in the state to perform legal, medical, health, or social services for the general public) that the child is at risk of abuse and neglect and that the child care and development services are needed to reduce or eliminate

that risk; and
- The probable duration of the at risk situation; and
- The name, address, phone number, and signature of the legally qualified professional who is making the referral.

CalWORKs Eligibility

Families may be eligible for CalWORKs child care based upon documentation as follows:

- A referral from the county providing verification that the parent is eligible for CalWORKs child care services; or
- Documentation that shows the parent is a current cash aid recipient; or
- Documentation that shows the parent was a cash aid recipient within the last 24 months.

Categorical Eligibility

Families may be eligible for child care services if anyone included in the family size is certified to receive benefits from any of the following means-tested government programs: Medi-Cal, CalFresh, California Food Assistance Program, California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), the Federal Food Distribution Program on Indian Reservations, Head Start, Early Head Start, or CalWORKs. The following documentation is required:

- Documentation verifying the family is currently enrolled in any one of the means-tested government programs
- Documentation that shows the income amount declared when applying for the means-tested government program

Need for Child Care Services

Families who are eligible for subsidized child care must document that the family has a need for child care. The need for care is demonstrated by documenting at least one of the following needs for each parent in the family:

- Employment
- Seeking employment
- Vocational training
- Parental incapacitation
- Seeking permanent housing
- Child protective services
- At risk of abuse, neglect, or exploitation
- Engaged in an Educational Program
- Homelessness
- CalWORKs Welfare-to-Work Activity Assignment

The type of need for care that can be accepted may vary depending upon the program in which the family is enrolled. Refer to the applicable *Participation Requirements* included at the end of this handbook.

Your Program Specialist is also here to assist you with understanding the options available to you.

Documentation of the family's need for care will be verified by CHS staff. CHS will use that information to determine the days and hours of child care that will be approved, within state regulatory requirements. Once you are enrolled, CHS will send you a request when new or updated documentation of your need is required. If the requested documentation is not received by the date due, a denial or dis-enrollment NOA will be sent. The NOA may be dismissed if the required documentation is submitted and accepted before the dis-enrollment effective date.

Children with Exceptional Needs

Families may be eligible for child care beyond the child's thirteenth birthday due to exceptional needs. Documentation of exceptional needs includes:

- A copy of the portion of the active individual family service plan (IFSP) or the individualized education program (IEP) that contains: the name of the child, information that the child qualifies as a child with special needs, what services are provided via the plan, and the active period of the plan.
- A statement signed by a legally qualified professional that:
    - The child requires the special attention of adults in a child care setting; and
    - Includes the name, address, telephone number, and signature of the legally qualified professional who is rendering the opinion.

24-Month Eligibility

Once a family establishes eligibility and need at initial certification and recertification, a family is considered to meet all need and eligibility requirements for not less than twenty-four (24) months without having to report changes in eligibility or need, except for the following:

1) Families who are certified or recertified on the basis of income eligibility are required to notify CHS, within thirty (30) days, if their family's ongoing income causes the family's adjusted monthly income to exceed eighty-five percent (85%) of the State Median Income (SMI), according to the table in the *Income Eligibility* section of this handbook.
2) Families may voluntarily report changes in order to reduce family fees (without a decrease to service hours), increase service hours (without an increase to the family fee), or extend the period of eligibility before recertification. The information received will not be used to make any other changes to the service agreement. That is, families are not required to report changes in income (except when families are certified as income eligible and their adjustment monthly income exceeds 85% of the SMI, adjusted for family size), service need, or other changes.

Families may be dis-enrolled within their 24-month eligibility period if they fail to pay family fees or follow program policies and requirements as outlined in this handbook.

A parent whose need or eligibility is homelessness who is pending the submittal of eligibility and/or need enrollment documentation is eligible for provisional child care for thirty (30) days from their signature date on the application for services. During this time, the parent must submit the outstanding documentation in order for child care to continue beyond the thirty (30) day period.

Continuity of Services

Upon initial certification or recertification, a family is considered to meet all need and eligibility requirements and will maintain the same service level for not less than twenty-four (24) months, regardless of a temporary change in the ongoing status of the child's parent. A temporary change can include the following:

- A short-term absence from work, for an employed parent, due to illness, or a need to care for a family member
- An interruption in work for a seasonal worker
- A student holiday or break for a parent enrolled in vocational training or an educational program
- A reduction in work, training, or education hours as long as the parent is still employed, or attending training or education
- Any other stoppage of work or attendance in a training or education program
- A change in the child's age, including turning 13 years old during the eligibility period
- Any change in residency within the state

If a family no longer meets a particular program's eligibility or need requirements, they may have their services continued if they meet the requirements of another program and their services are able to be transferred. A transfer may be to another program within CHS or to another agency that administers state or federally funded child care and development programs.

Certified Child Care Services

The approved child care schedule is determined by CHS based on a review of the documentation that shows your family's need for child care. Child care payments to your provider will not be approved until all required documentation for the parent and child care provider is received, reviewed, and certified by the designated staff member. Approval for payment of child care services, or for any changes to services, will not be back-dated. You will receive a NOA that states the approval or denial of child care services. An approval NOA will include the date care is authorized to start and the approved child care schedule. You will also receive a Child Care Certificate (CCC) confirming any approved care and the maximum amount that will be paid to your provider. You may use this document to provide verification to your child care provider of the approved schedule and the amount of payment the provider will receive from CHS. A copy of your CCC will also be sent to your provider. CHS will use the information included on the CCC to reimburse your child care provider directly, after the provider submits an attendance record or invoice (refer to the *Child Care Attendance Policies* for more information about attendance record requirements).

Your CCC will include the date care is approved to start, the approved child care schedule, and information regarding the provider's reimbursement and Regional Market Rate (RMR) Ceiling (maximum reimbursement amount). CHS will only reimburse for days and hours of care that are indicated on the NOA and the parent's CCC. Your child's child care schedule will be approved as one 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, between 7:00 a.m. – 4:00 p.m., 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 40 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.

Subsidized child care services shall only be available to the extent to which:

1) The parent meets a need criterion that precludes the provision of care and supervision of the family's child for some of the day; and
2) There is no parent in the family capable of providing care for the family's child during the time care is requested; and
3) Supervision of the family's child is not otherwise being provided by school or another person or entity.

Additional hours must be requested by the parent and pre-approved by the Program Specialist. Any reimbursement for care used outside of the start and stop dates, or outside of the days and times indicated on the parent's CCC, is the responsibility of the parent to pay directly to their child care provider. If you make arrangements with the provider to use child care outside of the dates and/or times that CHS has approved, CHS will not reimburse your child care provider for that care and you will be responsible for payment to your provider. Approved child care is not transferable to another child or child care provider. CHS is unable to approve child care schedules continuously for a 24-hour period. If a family's certified need results in care for a 24-hour continuous period, the parent must make arrangements to allow for a break in care before the 24th continuous hour of care.

Recertification of Services

Families recertify their eligibility not less than twenty-four (24) months from when they were last certified or recertified. At recertification, the parent must meet with program staff to sign documentation, review CHS policies, and submit new eligibility and need documentation in order to continue to be approved for child care services. If a parent does not complete the recertification process in the required time, child care services will end and the family will be dis-enrolled.

Reporting Changes

Families who are certified or recertified on the basis of income eligibility are required to notify CHS, within thirty (30) days, if their family's ongoing income causes the family's adjusted monthly income to exceed eighty-five percent (85%) of the State Median Income (SMI), according to the table in the

Income Eligibility section of this handbook.

Families *must* report changes in your contact information (address, phone number, and email address) to CHS. This ensures that you continue to receive mail, phone calls, and emails with relevant updates from your Program Specialist.

Families may *voluntarily* request changes as follows: to reduce their family fees (without a decrease to their service hours), increase their service hours (without an increase to the family fee), and/or extend the period of eligibility before recertification. Families may also voluntarily request a reduction to services, as described in the following section.

Voluntary Requests for Reduction to Services

Consistent with parental choice, families may voluntarily request a reduction to their service level. A reduction in services may only be granted upon receipt of a **written request** that includes the following information:

a) days and hours per day requested;
b) effective date of proposed reduction of service level (changes may not be backdated); and
c) an acknowledgement that the parent understands that they may retain their current service level and that a decrease to their certified schedule would replace their current schedule, and if they choose to increase their certified schedule at a later time, they will be required to provide additional documentation.

Parents are reminded that CHS is unable to make any reductions to the service level until a written request is received that meets the above-mentioned requirements. Upon receipt of the complete written request, CHS will 1) notify the family, in writing, of the parent's right to continue to take their child to care pursuant to the original certified service level, 2) collect documentation to support the changes requested, and 3) within ten (10) business days after receipt of the applicable documentation, issue a Notice of Action (Title V, section 18095). The information received will not be used to make any other changes, outside of those requested, to the service agreement.

You may voluntarily request to be dis-enrolled at any time during your 24-month eligibility period. However, if you are dis-enrolled and request for child care to be reinstated during your original 24-month eligibility period, you are not required to submit updated eligibility and need documentation in order for care to be reinstated. If funding is available for your family to receive services, your care may be reinstated immediately, with a future start date, and you may complete the remainder of your 24-month eligibility period, with your previously approved need and eligibility.

Child Care Changes

You have the right to change your child's child care setting at any time. Refer to the *Parent Selection of Providers* and the *Providers Participating in CHS Programs* sections of this handbook for more information about the options that are available to you. Please note that if there is any change related to your use of child care or your child care arrangements, that change must be reported, documented (if applicable), and approved by CHS in advance in order for your provider to be reimbursed by CHS

based upon that change. This may include a change in provider, schedule, location where child care takes place, or any other information related to the child care services being provided. Approval for changes cannot be backdated by CHS. CHS will only reimburse for child care that was previously approved and certified.

If you would like a change in your selected child care provider, contact your assigned Program Specialist by telephone or in writing. You will need to provide the name and telephone number of the new child care provider you have selected. Once CHS receives your request, CHS staff will contact the provider to collect any required documentation, verify that the provider meets all participation requirements, and discuss participation details such as rates, the child care schedule, and a start date. (For a complete list of provider participation requirements, refer to the *Written Information to Child Care Providers* section of this document.) Once the change is approved, you will receive a new Child Care Certificate and your child care provider will receive a copy. CHS staff will make every effort to approve child care with the new provider in a timely manner to meet the needs of the family. However, in general, requests must be submitted at least ten (10) business days in advance of the change. Please note that the start date with a new provider may depend on the amount of time it takes for the provider to submit necessary documentation for CHS approval. If you choose to begin using care with a new provider before approval, CHS will not pay your new child care provider for the care that was used before approval and you will be responsible for payment for the child care services that were used.

Child Care Attendance Policies

Payments made to child care providers are a benefit to families. It is your responsibility as the parent to understand the policies regarding child care attendance and to follow the necessary requirements. The information in this section gives a detailed explanation of your responsibilities and requirements regarding your child's attendance.

Documenting Attendance

An attendance record or invoice must be submitted in order for your child care provider to receive payment for child care services. The attendance record must be completed each day that the child uses child care with the approved child care provider. CHS provides an attendance record directly to the child care provider, or the child care provider may choose to use their own attendance record. In order for the child care provider to receive reimbursement for approved care, an attendance record of invoice for each child must be submitted to CHS every month that contains the following required 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 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.

Attendance, for the purposes of reimbursement, includes excused absences due to illness or quarantine of the child, illness or quarantine of the parent, family emergency, court-ordered visitations or a reason which is clearly in the best interest of the child.

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 the child care provider drops the child off at school and/or picks the child up after school, the provider is responsible for writing those in and out times on the attendance sheet (as the "authorized" adult responsible for the child). In this case, the provider will sign or initial as the authorized adult, next to those times.

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. Failure to sign the attendance record or invoice may result in non-reimbursement of care to your child care provider and you, the parent, would be responsible for any payment due to the provider as a result of being unresponsive to the parent signature requirement.

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 six 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).
- ***Medical and educational appointments***, including a well-child visit, medical follow-up appointments, dental appointments, an Individualized Education Program (IEP), an Individualized Family Service Plan (IFSP) meeting, educational screenings or assessments, or student study/success team (SST) meetings.
- ***Abandonment of care***, if a family has abandoned care, the days in which a child is absent are considered excused absences, as well as the days in which the family is engaging in the appeal process.

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.

Abandonment of Care

It is critical that families maintain ongoing communication with their child care provider regarding their utilization of services. Child care is considered abandoned, and may result in disenrollment from services, when the family has not had any communication with the child care provider or CHS for a total of 30 consecutive calendar days and has not notified of the reason the family is not using services. 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.

Broadly Consistent Care Attendance Policy

The goal of subsidized child care is to provide access to a stable child care environment for children. The goal involves a family's use of care that is broadly consistent with their certified need. Attendance is considered broadly consistent if the actual usage amount reflects the same part time or full time category as the reimbursement or RMR Ceiling selection. If it is determined at recertification that the family's actual care usage in the most recent thirty (30) day period has not been broadly consistent with the certification, CHS staff will provide technical assistance to the parent about the importance of their child's continued and consistent attendance for the sake of the child's developmental progress and school readiness and will also inquire about additional supports and resources that the family may need.

Approved Provider

Child care will not be reimbursed during any time when your child is under the supervision of an adult who is not pre-approved as a child care provider and certified to care for your 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 designated as the provider. 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.

If a child care *center* has multiple sites, and those sites are merging into one (1) or more sites for a documented vacation period (in order to meet the needs of parents) due to other sites closing for the vacation period, then the existing/ongoing CCC and attendance sheet for that child may be used for that period of time. This may only be done in cases where the payee on file with CHS and all other information on the CCC is the same, although there are multiple locations (for example, a school district that has multiple sites). The parent or provider must write the name of the different location in the reason for absence section of the attendance sheet, on the days that the child attended care at a different site.

Child Care Program Fees for Parents

There are some instances where parents are responsible for a portion of the payment for child care services. This can be due to the family's income and family size, or due to limitations in the program reimbursement that is allowed to your provider. In these instances, the family shares in the cost of the child care services. This may be in the form of:

1) **Family fees** paid directly to CHS
2) A **Parent Co-Payment** paid directly to the child care provider
3) **Other child care fees** that may be required by your provider, that are above the maximum that CHS can reimburse

Each of these types of fees is separate, and has its own set of requirements. Please review the following information regarding the types of fees that may apply to you and contact your Program Specialist if you have any questions.

Family Fee

Based on your family size and total calculated income, **you may be required to pay a family fee**. If you are required to pay a family fee, you will be issued a NOA that lists the monthly fee that will be charged. The NOA will indicate the amount that is required for full time care (130 hours or more per month), and for part time care (less than 130 hours per month). The family fee is based on the authorized care of the youngest child or the child with the most hours approved per week. The full time or part time fee is required based on the child's certified need for care and will not be adjusted based upon child absences or actual attendance. CHS is unable to recalculate fees based on a child's actual attendance; no adjustment will be made for absences, provider's days of non-operation, or holidays. If a parent is dis-enrolled, resulting in a partial month certification, the parent may request a review of their family fee to determine if the certification change for the dis-enrollment month would result in a part time family fee assessment. Only in these circumstances may a family fee be adjusted from full time to part time.

Family Fee Payment

Fees must be paid in advance of using child care each month and are due by the first (1st) day of every month. Payment must be made online on the CHS website at www.chs-ca.org (follow the *Pay Family Fee* icon) or by check, cashier's check, or money order payable to: Children's Home Society of California. The parent's name must be indicated on the check or money order. Cash or credit cards will not be accepted for payment of family fees at any CHS local office.

Non-Sufficient Funds/ Credit Card Disputes

Parents are responsible for any non-sufficient fund charges for checks returned by the bank unpaid. The unpaid family fees and non-sufficient fund charges must be paid in full by money order or online via the CHS website. CHS will then only accept future family fee payments by money order or online via the CHS website for the next six (6) months. If a credit card dispute

for online family fees results in a reversed payment, parents are responsible for any service fees that are incurred. If it is determined that a parent made a family fee payment with ineligible funds, the parent may be required to pay family fees by check, cashier's check, money order, or online via the CHS website.

Repayment Plan

If a parent is unable to pay the full amount of the family fee by the first (1st) of the month, CHS will accept a reasonable plan from the parent for payment of fees in the form of a Repayment Plan. Parents must contact their Program Specialist to establish a Repayment Plan. Once a Repayment Plan is established, the parent must pay current fees when due and comply with the provisions of the Repayment Plan. The parent is not eligible for another Repayment Plan until the current one is paid in full. Failure to adhere to the Repayment Plan may result in dis-enrollment.

Dis-enrollment

Family fees not received by the seventh (7th) day of the month will be considered delinquent and a dis-enrollment NOA will be sent to the parent. Payment of fees in full or an approved Repayment Plan before the dis-enrollment effective date will dismiss the dis-enrollment NOA, and child care services may continue. If family fee payments are delinquent more than three (3) times per fiscal year (July 1st through June 30th), child care services will be terminated due to failure to follow the program requirement that family fees must be paid in advance. In this case, payment of the family fees prior to the dis-enrollment date will not dismiss the dis-enrollment. An appeal may be submitted if the parent believes that the determination made on the NOA was incorrect. A family dis-enrolled from CHS will not be eligible for any future services until all outstanding fees have been paid.

Credit for Fees

If CHS is unable to meet the family's need for child care for an eligible child due to funding constraints, or if the parent is paying a family fee (pursuant to Title 5 Section 18109) to another subsidy agency, a family fee credit equal to the amount paid by the parent may be applied to the subsequent family fee billing period. The family will not be allowed to carry over the fee credit beyond the family's subsequent fee billing period. A copy of the receipt or cleared check confirming the fees to the provider or other subsidy agency will be required in order to apply credit to your account. Credit for fees does not include registration fees or parent co-payments made to a child care provider due to limitations in provider reimbursement based on program requirements or the RMR Ceilings.

Child Protective Services or At Risk Family Fee

Families may be exempt from paying a family fee for up to twenty-four (24) months if eligibility is based on an At Risk or Child Protective Services (CPS) referral. The total exemption period on a referral may not exceed twenty-four (24) months and must be stated in writing by the referring agency. Subsequent referrals may be submitted to extend the exemption.

Parent Co-Payment

CHS's payments to child care providers may not exceed the RMR Ceiling that has been established based upon state requirements. Therefore, if the provider's invoice amount is higher than the maximum amount that CHS can reimburse, the provider might require you to pay the difference. This is known as a co-payment and it is something that you would pay directly to your child care provider. You are responsible for talking with your provider directly to confirm whether any co-payment is required, and you are then responsible for paying the co-payment directly to the provider. This is an agreement made between the provider and the parent. It is important for you to understand what rates your provider charges for your child care. You should also review the CCC that is sent to you from CHS so that you know the maximum amount that CHS will reimburse your provider.

> For Example: If your child care provider invoices for $130 per week, and the RMR Ceiling is $115 per week, CHS can only reimburse your provider $115 per week. In this example, you would be responsible for paying the $15 difference per week, which you would pay directly to your child care provider.

Other Child Care Fees

Some child care providers charge additional fees, such as fees for registration, materials, or insurance. CHS may reimburse child care providers for *required* fees (such as registration, materials, or insurance) in addition to the provider's regular rate, as long as the rate plus the fee does not exceed the RMR Ceiling that was described above. The parent is responsible for any additional costs or fees from the provider that are not reimbursed by CHS. This may include the amount that exceeds the RMR Ceiling, or other "optional" fees that are not *required* for enrollment in the child care provider's program, which also include, but are not limited to, deposits and late fees.

Advanced Paid Notices

There is no provision in state rules that allows funds to be expended based on an agreement to provide advance notice to providers, such as a two-week notice. If a provider requires an advanced paid notice, such as a two-week notice, the parent is responsible for paying that notice, not CHS. Any issues regarding advanced paid notices must be resolved between the parent and the child care provider.

Parent Selection of Providers

Quality early care and education experiences are critical to each individual child's well-being and to your family's success. CHS makes it a priority to provide guidance to families regarding how to select quality child care services that best meet the needs for each family. As a parent, you have the responsibility of selecting the best child care arrangement for your child. Choosing child care is one of the most important decisions you can make. Finding the care most suitable for your child will take time, but learning about the types of child care available and what makes a quality child care program will help your search to be successful. There are many options available to parents, including state and federally funded programs such as California State Preschool, Head Start, and After School Programs. Refer to the CHS *Parental Choice of Child Care Services* brochure regarding your parental choice rights. Your local Resource and Referral (R&R) Program can provide detailed information about locations and programs that are available. Please call your local CHS office for the telephone number for your local R&R Program, or refer to the *Contact Us* page on the CHS website. It is important to review and carefully consider all options, and decide whether one of these types of programs meets your family's needs.

If these programs do not meet your needs, then the CHS CCPP and FCCHEN Program are available to support your family based upon the child care arrangement that you choose. However, CHS does not make recommendations regarding particular child care providers, CHS does not choose providers for parents, CHS does not control the providers or employ them. You are responsible for choosing a child care provider. CHS can help you by providing resources and information about how to choose child care. CHS strongly urges you to visit the programs that you are considering and to talk to those who will be directly and indirectly involved in your child's care. The more programs you visit, the better prepared you will be to make the best choice for your child. When looking at child care programs, parents should consider the following:

- The **health and safety** of the children is of primary importance. Be sure that the provider is aware of and demonstrates health and safety precautions and requirements. Health and safety should be an ongoing priority for all child care programs.
- The **caregiver's style** of care, including the use of positive reinforcement throughout the day, valuing cultural awareness, providing developmentally appropriate activities, and whether the provider maintains an open-door policy that includes parent involvement.
- The **professionalism and continuing education** of the staff. Child care providers should give all parents consistent written policies and rates and should continue to be involved in their own professional development and education as an early education provider.

CHS also provides you with our *Choosing Child Care* brochure, which includes an extensive checklist of items to consider when visiting child care programs. You also have the right and responsibility to request specific information about a licensed child care home or center from California Department

of Social Services (CDSS) Community Care Licensing. Please call your local CHS office for the specific phone number and location of the licensing office in your community.

Providers Participating in CHS Programs

All providers participating with CHS must meet the requirements of the program. Child care providers are not CHS employees, but may choose to participate in the CCPP and/or FCCHEN Program by providing child care services to families who are enrolled with CHS. Providers must submit a copy of their license, or provide documentation showing they are exempt from licensing. In addition, providers must submit a copy of their public rates and policies that are required to non-subsidized families and are required to sign a schedule for payment of services in the CCPP and/or FCCHEN Program. Providers must follow attendance documentation policies and are prohibited from engaging in any form of discrimination. Within the CHS CCPP, parents can select from a wide range of child care providers, including center-based and licensed child care, and license exempt child care. Parents enrolled in the FCCHEN program select a child care provider within the network of participating licensed family child care homes.

Center-Based and Licensed Child Care

Licensed child care providers have a child care license issued by a CDSS Community Care Licensing office. CHS encourages you to contact your local CDSS Community Care Licensing office before selecting a child care provider. It is your right and responsibility to review the provider's historical file at the CDSS Community Care Licensing office. All licensed child care providers are required by law to post any substantiated complaints or licensing violations at their facility.

Center-based and licensed child care providers include:

- Center-Based Child Care Centers: Licensed and license-exempt facilities that provide child care for infants, preschoolers, and/or school-age children in a group care setting.
- Family Child Care Homes: Individuals who are licensed to provide child care in their home.

CHS receives information regarding any licensing violations that may occur at a licensed facility. If CHS is notified that a provider's license has been suspended or revoked, child care reimbursement will stop immediately and the parent will be required to select a new provider. When CHS is notified that a licensed facility has been placed on probation, 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. Parents must respond to that notice, indicating their choice to either remain with the provider or select a new child care provider.

Providers Participating in the FCCHEN Program

All providers participating in the FCCHEN Program are licensed family child care homes and must meet the requirements of the FCCHEN Program. Providers participating in the FCCHEN Program may not provide religious instruction or worship during the provision of FCCHEN child care services. Within the FCCHEN Program, parents select a child care provider within the network of providers who participate in this program.

License-Exempt Child Care

License-exempt providers are individuals who are not licensed to provide child care by CDSS Community Care Licensing and are not required to maintain comprehensive general liability insurance. License exempt providers are self-employed. A license exempt provider may care for the children of only one family not related to the provider by blood, marriage, or court decree. License exempt providers are defined as follows:

- 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
- 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. Please note that if the child care provider does not complete the TrustLine process or is denied, child care will not be approved and the parent will be notified to select a new provider.

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 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 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 disputes regarding the terms of their agreement. Neither the CDSS nor CHS shall assume liability for any dispute between the parent and provider.

Child Care Reimbursement

The Child Care Certificate (CCC) issued to the parent includes the approved schedule and the maximum amount that CHS will reimburse for child care services. The maximum amount is either the RMR Ceiling or the amount of the provider's invoice (not to exceed the amount billed to unsubsidized families), whichever is less. CHS will not reimburse a provider for time when the child is receiving any other child care and development services. The following section provides additional information regarding provider reimbursement and some applicable reimbursement limitations.

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.

Provider Days of Non-Operation

Provider days of non-operation include days when the provider is closed and does not provide child care services. CHS will reimburse child care for up to ten (10) days of provider non-operation per fiscal year. This includes holidays and other days as specified in the provider's policy or contract that is normally provided to unsubsidized families seeking enrollment in the same type of program. If the provider requires payment for additional days of non-operation beyond the number of allowable days, CHS will not reimburse for child care for that time. The parent is responsible for any difference in payment to the provider.

Multiple Providers

CHS will reimburse only one child care provider per child except in the circumstances of a secondary provider or alternate provider.

You may select a **secondary provider** if:

- the first provider is not a Licensed Center and you would like to choose a Licensed Center for the specific purpose of providing the child with large group school readiness experience. School readiness experience is defined as a Licensed Center that provides preschool enrichment activities as documented in the provider's contract or policy that is normally provided to unsubsidized families or
- the child's primary provider cannot accommodate your entire certified need for child care. The provider that cannot accommodate the entire certified need for child care may be required to provide supporting documentation indicating why child care cannot be provided.

An **alternate provider** may be reimbursed for approved child care hours if:

- Your child's *primary provider is closed* due to a scheduled day of non-operation (limited to ten days per fiscal year if the primary provider requires payment for absences), or
- Your *child is ill* and cannot attend child care with the primary provider (limited to ten days per fiscal year unless physician verification is provided).

Parents must document the reason that they utilized alternate care (illness or provider closure) on the attendance record, within the Reason for Absence/Variance column of the attendance sheet, so that CHS is able to confirm that alternate care is being utilized based on existing policies.

If the parent uses care on a day that does not meet the above criteria (ex. primary provider was open and able to provide services), the parent is responsible for payment.

You must contact your Program Specialist in advance to request pre-approval of an alternate provider. Care with an alternate provider will not be approved to begin until the provider has completed all CHS requirements. CHS will not pay more than one provider for the same period of time, except in cases where an alternate provider is reimbursed as specified above.

Child's School Instructional/Academic Time

CHS will not reimburse providers for the scheduled academic portion (instructional minutes) of a public educational program available to school-age children, or a private school in which a school-age child is enrolled and attending. Child care may only be approved as needed outside of school instructional hours or during vacation (based on the family's certified need for care).

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 Child's Developmental Progress form 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 no sooner than every twenty-four (24) 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 33items. The items are organized into 6 subscales:

- Space and Furnishings
- Personal Care Routines

- Language and Books
- Activities
- Interaction
- Program Structure

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 children are observed upon enrollment and every six (6) months thereafter.

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 (6) 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 Child's Developmental Progress form 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).

Expulsion and Suspension Policies

CHS is committed to supporting families with accessing safe, inclusive, and developmentally appropriate learning environments for their children. Pursuant to Welfare and Institutions Code

(WIC) Sections 1049 and 1049.1, effective January 1, 2025, prior to a family child care provider expelling, suspending, or disenrolling a child ages 0-5 due to persistent and serious behaviors, contractors must use supportive strategies and collaborate with family child care providers and families to meet the requirements described in this section. Please note the definitions below.

- "Expulsion" means the permanent dismissal of a child from a program in response to a child's behavior. Procedures must be followed to inform parents that the program can no longer support the child.
- "Suspension" means any removal of a child from all or part of the program day, or the prevention of a child from attending the program for one or more days, in response to the child's behavior.
- "Persistent and serious behaviors" means either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance. This includes, but is not limited to, physical aggression, property destruction, and self-injury.

Suspension Procedures

Except as noted in WIC 10491.1(b)(2)-(4), CHS will not do either of the following:

- Suspend a child due to a child's behavior.
- Encourage or persuade a child's parents or legal guardians to prematurely pick up a child due to a child's behavior before the program day ends.

Suspension may only be used as a last resort in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without removal of the child.

Any suspension of a child must conform to the following procedures:

- If a provider determines, after documenting the persistent and serious behaviors and providing supports/resources to the child, that there is a serious safety threat that cannot be eliminated without the removal of the child, the provider may request CHS to suspend the child as a last resort.
- CHS issues a Notice of Action regarding the suspension to the parents/guardians.
- The provider and CHS will collaborate to help the child return to full participation in the program, including the following on a written plan.
    - The provider continues to engage the family to support the child.
    - If the child has an IFSP or IEP, CHS will reach out to the parent for consent to contact the agency responsible for the IFSP/IEP to discuss how to best support the child.
    - The provider may request CHS to schedule a meeting with CHS, the family, and the provider.

Expulsion Procedures

If the child exhibits persistent and serious behaviors, CHS and the provider will collaborate to expeditiously pursue and document reasonable steps to maintain the child's safe participation in the program. Per WIC section 10491(a)(1), the following must occur:

- CHS notifies the parents of the process the program must follow.

- CHS and the provider shall consult with the child's parents or legal guardians, and, if available, CHS shall engage an early childhood mental health consultant to support educators and caregivers in the co-development of a support plan.
- CHS, in collaboration with the family and the provider, determines whether obtaining a comprehensive developmental screening is appropriate.
- Screening the child's social and emotional development using resources such as, but not limited to, the "Ages & Stages Questionnaires: Social-Emotional" and the Centers for Disease Control and Prevention's "Learn the Signs. Act Early." materials.
- Referring the child's parents or legal guardians to community resources.
- Implementing behavior supports within the program.
- If the child has an IFSP or IEP, CHS reaches out to the parent for consent to contact the agency responsible for the IFSP/IEP to discuss how to best support the child. The provider and the parents/guardians should be involved in this consultation to the extent possible.
- If CHS, in collaboration with the provider, has expeditiously pursued and documented the reasonable steps to maintain the child's safe participation in the program and the provider determines that the child's continued enrollment would present a serious safety threat to the child or other enrolled children, CHS disenrolls (or "expels" for the purpose of this regulation) the child from the provider and must refer the parents or legal guardians to other potentially appropriate child care placements.

The determination to expel the child must be made in consultation with the parents or legal guardians of the child, the provider, the child's teacher, and, if applicable, the local agency responsible for implementing the IFSP or IEP. CHS will not suspend or expel a child without exhausting all approaches listed above to attempt to maintain the child's participation in the program. Additionally, CHS will not suspend or expel a child for developmentally appropriate behaviors.

Parents have the right file an appeal regarding a child's suspension or expulsion directly with the CDSS, by submitting the *Suspension and Expulsion Appeal Request* and by following the *Grievance Procedures for Parents* outlined in this handbook.

In the event of a suspension or expulsion of a child, CHS will issue a Notice of Action specific to suspension and expulsion policies to the parents/guardians with an effective date no less than 24 hours after the service of the notice. The NOA will document the specific reason(s) the child was suspended or expelled as it relates to the persistent and serious behaviors that pose a serious safety threat, all of the support strategies/resources that CHS attempted prior to the suspension or expulsion, how even after the support/resources were provided to the parent/guardian, a serious safety threat remains and cannot be eliminated without the suspension or expulsion of the child, and define the duration of the suspension (and return date) or the date the expulsion will begin. CHS will, at the same time, inform the parent or guardian in writing of their right to file an appeal of the action directly with the CDSS no later than 14 calendar days after receipt of the notice.

Other Program Policies

Appealing a Notice of Action (NOA)

As a parent, if you do not agree with the action that is stated on a NOA you receive, you may file a request for a local appeal hearing with CHS within fourteen (14) calendar days of the date the NOA was issued (refer to the appeal due date on the NOA). An appeal may be submitted to the local CHS office in writing by mail or by fax, by telephone or voice message, or in person, by 5:00 p.m. on the date due. Upon filing a request for a hearing, the action will be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process.

Within ten (10) calendar days following the receipt of the request for a hearing, CHS will notify the parent of the time and place of the hearing. The time and place of the hearing will, to the extent possible, be convenient for the parent. The hearing will be conducted by an administrative staff person who is the Appeals Coordinator. The parent or parent's authorized representative is required to attend the hearing. If the parent or parent's authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned their appeal. Only persons directly affected by the hearing shall be allowed to attend. An interpreter shall be made available for the hearing if requested by the parent. During the hearing, the parent shall have an opportunity to explain the reason that they believe the decision on the NOA is incorrect. The Appeals Coordinator will mail a written decision to the parent within ten (10) calendar days after the hearing.

If the parent disagrees with the written decision from the local appeal hearing, the parent has fourteen (14) calendar days in which to appeal to the CDSS CCDD. If the parent does not submit an appeal request to the CCDD within fourteen (14) calendar days, the parent's appeal process shall be deemed abandoned and CHS will implement the intended action. The parent shall specify in the appeal request the reason why they believe the NOA action is incorrect. A copy of the NOA (front and back) and written local appeal hearing decision from CHS must be submitted by the parent with the appeal request. The decision of the CCDD will be mailed to the parent and CHS within thirty (30) calendar days after receipt of the appeal request.

Grievance Procedures for Parents

Parents who have a complaint or grievance should take the following steps to resolve the issue:

1) Refer to this *Family Participation Handbook* for detailed information about the program.
2) Parents who have further questions may call their CHS Program Specialist or their supervisor by telephone to resolve the issue. The CHS Program Specialist or Manager will respond to a message or letter by telephone, within two (2) business days.
3) If the matter is not resolved to the parent or provider's satisfaction by following the above procedure, please contact the local CHS office's site Program Administrator by telephone or by mail. The site Program Administrator will respond to a message or letter by telephone, by the close of the following business day.

Complaint Procedures for Parents – Licensed Providers

Parents are encouraged to contact the local CDSS Community Care Licensing office with any questions, concerns, or complaints regarding a licensed child care provider. In addition, any concern or complaint regarding suspected child abuse or neglect should be reported to Child Protective Services. CHS will report any complaint regarding a violation of licensing regulations at a licensed facility to the CDSS Community Care Licensing. A complaint regarding suspected child abuse will also be referred 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 payments 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

Parents and child care providers participating in CHS programs are required to conduct themselves in a courteous manner when communicating with CHS staff. In a situation involving acts of violence, threatened violence, or harassment against CHS staff, the parent will be disenrolled and CHS may immediately suspend child care reimbursement without advance 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 (including relatives, friends, and the child care provider), 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, or any information required by the CDSS or deemed necessary for the administration of services. CHS will share information regarding participating child care providers with parents in regards to their license, child care rates, and their status as a participant with CHS. CHS may authorize the review of the family data file by the parent(s) enrolled in the program upon written request from the parent and at reasonable times and places. CHS will not share information regarding families with any child care provider except to communicate the approval or termination of child care services or any information required by the CDSS or deemed necessary for the administration of services.

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 or Community Care Licensing 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 and/or that there is substantiated evidence of fraud that invalidates the initial certification or recertification, child care services will be terminated and the family will be dis-enrolled. 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, and may also refer the claim to the District Attorney's office. CHS will cooperate fully with any local, state, or federal agency regarding fraud investigations. In addition, the family will not be eligible for participation in CHS's CCPP or FCCHEN Program for five (5) years.

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.

Families may be denied admission for child care services due to (1) investigation of or confirmed misrepresentation of information with the intent of gaining admission to or receiving services from the CHS CCPP or FCCHEN Program or any similar program with another agency, or (2) dis-enrollment from any CCPP or FCCHEN Program due to an investigation of or confirmed misrepresentation of information or ineligible use of services. 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 CHS programs is also prohibited from engaging in any form of discrimination based upon these factors.

Parent's Rights to Unlimited Access

You, as the parent, have the right to enter and inspect, without advance notice, the licensed childcare facility where your child is receiving care. Entry and inspection are limited to the normal operating hours of the child care program. You have the right to make an inspection and the right to file a complaint. The provider may not discriminate or retaliate against the child or parent for exercising these rights. Licensed child care providers are required to notify parents of these rights. All parents have the right to review information regarding any substantiated or inconclusive complaints regarding a child care provider they selected for their child. Such information is public and is available through the local licensing office. Contact your local CHS office for more information, including the local CDSS Community Care Licensing telephone number.

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 they have 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.

Anyone who believes they have been harassed should promptly report the facts of the incident or incidents and the names of the individuals involved to a site Program 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.

Dis-enrollment from Child Care Services

Child care services may terminate and the family may be dis-enrolled at any time. Parents have the right to appeal the decision (refer to the *Appealing a Notice of Action* section in this handbook). CHS will send written notice of dis-enrollment when:

- The parent does not meet eligibility and/or need criteria;
- The family income exceeds 85% of the State Median Income;
- The parent fails to recertify their child care services;
- The parent does not provide requested documentation by the date due;
- The parent does not pay required family fees by the date due;
- The parent does not abide by the family fee repayment plan;
- The parent makes or attempts to make a family fee payment using false or misleading information;
- The parent submits a written voluntary request to disenroll;
- The family abandons child care;
- The family changes residency outside of California;
- The parent does not follow the program policies and procedures;
- The parent knowingly uses incorrect or inaccurate information to obtain child care services the family would otherwise not be entitled to receive;
- It is determined that inconsistencies on the attendance record or invoice indicate an intent to provide false or misleading information;
- CHS determines that the conduct of the parent is unacceptable, including, but not limited to, discourteous treatment, acts of violence or threatened violence, or unlawful harassment;
- Contract funding is not available;
- The CDSS changes their regulations or requirements.

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 the 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 9-8-371
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.

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 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

R&R 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 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 licensed 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 quí vị cần những tài liệu này bằng tiếng Việt.

Children's Home Society of California (CHS)

CHILD CARE PAYMENT PROGRAM PROCESS

The Child Care Payment Program (CCPP) provides subsidized child care services to eligible families through Alternative Payment (including the Family Child Care Home Education Network) and CalWORKs funding! Below is an overview of the process.

1. APPLY

Apply over the phone or online at chs-ca.org. You may also request that an Eligibility Questionnaire be sent to you. CHS staff contact you to determine eligibility and collect any required documentation. Eligibility is determined by your need for child care, eligibility (income or other type), and family size.



2. SELECT A PROVIDER



Select a child care provider that best meets your child care needs. Submit your provider's contact information to CHS. If your provider is not an active provider with CHS, your provider is contacted to be set up with CHS.

3. ATTEND ORIENTATION

Attend a CHS CCPP Parent Orientation and complete any outstanding program forms or eligibility documentation.



4. CHILD CARE IS APPROVED



CHS authorizes a child care schedule and you receive a Child Care Certificate and Notice of Action (NOA) describing the approval with a future start date. Your child care provider receives a Child Care Certificate and attendance record.

5. CHILD CARE BEGINS

Your child attends care with your child care provider while you or your provider record attendance, signing your child in and out of care each day. You and your child care provider sign the attendance record at the end of each month.



6. SUBMIT AN ATTENDANCE RECORD



Attendance records are submitted monthly to CHS for reimbursement.

7. REIMBURSEMENT AND RECERTIFICATION

CHS reimburses your child care provider monthly. You recertify your eligibility for the CCPP at the end of your eligibility period.



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BUILDING BRIGHTER TOMORROWS FOR CHILDREN TODAY

CHILD CARE PAYMENT PROGRAM PROCESS

The Child Care Payment Program (CCPP) provides subsidized child care services to eligible families through general Alternative Payment and CalWORKs funding!

Apply: Apply over the phone or online at www.chs-ca.org by submitting an Eligibility Questionnaire. You may also request for an application be sent to you. Once you apply, CHS staff will contact you to determine eligibility and collect any required documentation in a pre-screen appointment. Your eligibility and rank priority for the program is determined by your family's need for child care, income (or other type of eligibility such as Child Protective Services referral, participation in CalWORKs, at-risk referral, or status of experiencing homelessness), and family size.

Select a Child Care Provider: CHS encourages you to select a provider who best meets your child care needs. This may be a center-based or licensed family child care provider or a license-exempt provider (like a family member, friend, or neighbor). Once you select a child care provider, you must submit your provider's contact information to CHS so we can ensure your provider is eligible and active with CHS. If your selected child care provider is not currently active with CHS, a Provider Relations Department staff member will contact your provider for setup. If you need help identifying a child care provider who may meet your needs, the CHS Resource and Referral Program can provide you with a list of center-based or licensed family child care providers. Please note that if you are enrolling into the Family Child Care Home Education Network (FCCHEN) contract, you are required to select a licensed family child care home who is part of the network of providers within FCCHEN.

Attend a CHS CCPP Orientation: Once your rank is eligible for enrollment, you will be invited to attend a CHS CCPP Parent Orientation and complete and submit any outstanding program forms or eligibility documentation, including an application for services.

Child Care is Approved: Upon successful completion and approval of your application and selection of an eligible child care provider, CHS authorizes a child care schedule based on your need for child care, as established by the documentation you submitted and current guidelines. You will receive a Child Care Certificate and Notice of Action (NOA), documenting your approval with a future start date. Your provider will receive a Child Care Certificate and attendance record. The Child Care Certificate indicates the hours and dates child care is approved as well as the maximum amounts CHS is able to reimburse your provider, based on the Regional Market Rate set by the California Department of Social Services.

Submit an Attendance Record: Your child care provider (or you) submits the attendance record, reporting your child's monthly attendance to CHS for reimbursement. The attendance record may be submitted to CHS via mail, electronically via CareConnect, emailed to payments@chs-ca.org, or dropped off at the designated drop-box at a CHS office.

Reimbursement and Recertification: CHS reimburses your child care provider monthly, considering the certified child care schedule, the provider's rate, and the Regional Market Rate (RMR). The reimbursement made to the provider is either the provider's rate or RMR, whichever is less (license-exempt providers are reimbursed at the RMR). You complete your recertification for the CCPP no less than 24 months from the previous certification.

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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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 Provider Zip Code	Service/Care Address:	
Provider Type:	☐ Licensed Family Child Care	☒ Center-Based	☐ 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.

Attachment C

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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Attendance Sheet (CCPP Sample)

Provider's Name:	Sample Provider (1234)	**Month/Year:**	June 2026	**Claim ID:**	
Address:	Provider Address	**Child Name:**	Sample Child		
		Parent Name & ID:	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 *Fecha*	Time In *Entrada*	School Drop-Off Time *Horario que se dejó el niño en la escuela*	School Pick-Up Time *Horario que se recogió el niño de la escuela*	Time Out *Salida*	Reason for Absence / Variance *Razón de Ausencia/Variación*
Jun 1 Mon	9:01 a.m.			3:00 p.m.	
Jun 2 Tue	9:14 a.m.			2:55 p.m.	
Jun 3 Wed	8:59 a.m.			2:58 p.m.	
Jun 4 Thu	9:01 a.m.			3:00 p.m.	
Jun 5 Fri	9:00 a.m.			2:59 p.m.	
Jun 6 Sat					
Jun 7 Sun					
Jun 8 Mon	9:04 a.m.			2:58 p.m.	
Jun 9 Tue	9:00 a.m.			2:55 p.m.	
Jun 10 Wed	9:03 a.m.			2:59 p.m.	
Jun 11 Thu	9:15 a.m.			3:00 p.m.	
Jun 12 Fri	9:00 a.m.			2:55 p.m.	
Jun 13 Sat					
Jun 14 Sun					
Jun 15 Mon	9:00 a.m.			3:00 p.m.	
Jun 16 Tue	9:03 a.m.			2:58 p.m.	
Jun 17 Wed	9:05 a.m.			2:55 p.m.	
Jun 18 Thu	9:00 a.m.			3:00 p.m.	
Jun 19 Fri	----------			----------	Child Illness
Jun 20 Sat					
Jun 21 Sun					
Jun 22 Mon	9:06 a.m.			2:55 p.m.	
Jun 23 Tue	9:13 a.m.			3:00 p.m.	
Jun 24 Wed	9:05 a.m.			2:58 p.m.	
Jun 25 Thu	9:00 a.m.			2:55 p.m.	
Jun 26 Fri	9:02 a.m.			3:00 p.m.	
Jun 27 Sat					
Jun 28 Sun					
Jun 29 Mon	9:05 a.m.			3:00 p.m.	
Jun 30 Tue	9:02 a.m.			2:55 p.m.	

PROVIDER BILLING/INVOICING

Billed or invoiced amount may not exceed what the provider charges unsubsidized families. *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:***

Rate/ Tarifa (month/mes): $_____
Registration/Registración $_____
Total (month/mes) $_____

As the parent, I declare under penalty of perjury that the information above is an accurate record of child care provided.
Como padre, yo declaro bajo pena de perjurio que la información anterior es un registro exacto del cuidado de niños que fue proveído.

Sample Parent *6/30/2026*

Parent's Full Signature/ ***Firma completa del padre*** **Date/** ***Fecha***

☐ Check this box if the parent has not signed this attendance record due to **abandonment of care** (has not been in communication with provider for seven [7] consecutive calendar days and has not notified the provider of the reason the family is not using services). *Marque esta casilla si el padre no ha firmado esta hoja de asistencia debido al abandono del cuidado (no ha estado en comunicación con el proveedor durante siete [7] días calendario consecutivos y no ha notificado al proveedor la razón por la que la familia no está usando los servicios).*

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 and provide my consent that I may be required to repay any over payment. *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 y doy mi consentimiento que puedo ser requerido a pagar cualquier sobre pago.*

Sample Provider *7/1/2026*

Provider's Full Signature/ ***Firma completa del proveedor*** **Date/** ***Fecha***

Mail this completed attendance sheet to Children's Home Society of California at the address below. *Envié esta hoja de asistencia a Children's Home Society of California en la dirección abajo.*

Attendance Sheet (FCCHEN Sample)

Provider's Name:	Sample Provider (1234)	**Month/Year:**	June 2026	**Claim ID:**	
Address:	Provider Address	**Child Name:**	Sample Child		
		Parent Name & ID:	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 *Fecha*	Time In *Entrada*	Authorized Signature *Firma autorizada*	School Drop- Off Time *Horario que se dejó el niño en la escuela*	Authorized Initials *Iniciales*	School Pick-Up Time *Horario que se recogió el niño de la escuela*	Authorized Initials *Iniciales*	Time Out *Salida*	Authorized Signature *Firma autorizada*	Reason for Absence/ Variance *Razón de Ausencia/ Variación*
Jun 1 Mon	9:02 a.m.	Sample Parent	9:28 a.m.	FCCP	12:33 p.m.	FCCP	2:52 p.m.	Sample Parent	
Jun 2 Tue	9:14 a.m.	Sample Parent	9:30 a.m.	FCCP	12:30 p.m.	FCCP	2:55 p.m.	Sample Parent	
Jun 3 Wed	8:59 a.m.	Sample Parent	9:31 a.m.	FCCP	12:30 p.m.	FCCP	2:55 p.m.	Sample Parent	
Jun 4 Thu	9:01 a.m.	Sample Parent	9:28 a.m.	FCCP	12:31 p.m.	FCCP	3:00 p.m.	Sample Parent	
Jun 5 Fri	9:00 a.m.	Sample Parent	9:29 a.m.	FCCP	12:35 p.m.	FCCP	2:52 p.m.	Sample Parent	
Jun 6 Sat									
Jun 7 Sun									
Jun 8 Mon	9:04 a.m.	Sample Parent	9:30 a.m.	FCCP	12:34 p.m.	FCCP	2:55 p.m.	Sample Parent	
Jun 9 Tue	9:05 a.m.	Sample Parent	9:30 a.m.	FCCP	12:31 p.m.	FCCP	3:01 p.m.	Sample Parent	
Jun 10 Wed	9:00 a.m.	Sample Parent	9:30 a.m.	FCCP	12:33 p.m.	FCCP	2:58 p.m.	Sample Parent	
Jun 11 Thu	9:01 a.m.	Sample Parent	9:29 a.m.	FCCP	12:32 p.m.	FCCP	2:52 p.m.	Sample Parent	
Jun 12 Fri	9:03 a.m.	Sample Parent	9:24 a.m.	FCCP	12:35 p.m.	FCCP	2:53 p.m.	Sample Parent	
Jun 13 Sat									
Jun 14 Sun									
Jun 15 Mon	9:00 a.m.	Sample Parent	9:31 a.m.	FCCP	12:35 p.m.	FCCP	2:56 p.m.	Sample Parent	
Jun 16 Tue	9:01 a.m.	Sample Parent	9:29 a.m.	FCCP	12:32 p.m.	FCCP	2:52 p.m.	Sample Parent	
Jun 17 Wed	9:00 a.m.	Sample Parent	9:30 a.m.	FCCP	12:35 p.m.	FCCP	2:55 p.m.	Sample Parent	
Jun 18 Thu	9:04 a.m.	Sample Parent	9:30 a.m.	FCCP	12:32 p.m.	FCCP	3:00 p.m.	Sample Parent	
Jun 19 Fri	----------						----------		Child Illness
Jun 20 Sat									
Jun 21 Sun									
Jun 22 Mon	9:01 a.m.	Sample Parent	9:30 a.m.	FCCP	12:33 p.m.	FCCP	2:56 p.m.	Sample Parent	
Jun 23 Tue	9:09 a.m.	Sample Parent	9:31 a.m.	FCCP	12:32 p.m.	FCCP	2:58 p.m.	Sample Parent	
Jun 24 Wed	9:04 a.m.	Sample Parent	9:32 a.m.	FCCP	12:35 p.m.	FCCP	2:52 p.m.	Sample Parent	
Jun 25 Thu	9:02 a.m.	Sample Parent	9:27 a.m.	FCCP	12:31 p.m.	FCCP	2:53 p.m.	Sample Parent	
Jun 26 Fri	9:00 a.m.	Sample Parent	9:28 a.m.	FCCP	12:35 p.m.	FCCP	2:56 p.m.	Sample Parent	
Jun 27 Sat									
Jun 28 Sun									
Jun 29 Mon	9:10 a.m.	Sample Parent	9:31 a.m.	FCCP	12:31 p.m.	FCCP	2:59 p.m.	Sample Parent	
Jun 30 Tue	9:00 a.m.	Sample Parent	9:28 a.m.	FCCP	12:32 p.m.	FCCP	3:00 p.m.	Sample Parent	

PROVIDER BILLING/INVOICING

Billed or invoiced amount may not exceed what the provider charges unsubsidized families. *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:***

Rate/ Tarifa (month/mes): $_____
Registration/Registración $_____
Total (month/mes) $_____

As the parent, I declare under penalty of perjury that the information above is an accurate record of child care provided.
Como padre, yo declaro bajo pena de perjurio que la información anterior es un registro exacto del cuidado de niños que fue proveído.

Sample Parent *6/30/2026*
Parent's Full Signature/ ***Firma completa del padre*** **Date/** ***Fecha***

☐ Check this box if the parent has not signed this attendance record due to **abandonment of care** (has not been in communication with provider for seven [7] consecutive calendar days and has not notified the provider of the reason the family is not using services). *Marque esta casilla si el padre no ha firmado esta hoja de asistencia debido al abandono del cuidado (no ha estado en comunicación con el proveedor durante siete [7] días calendario consecutivos y no ha notificado al proveedor la razón por la que la familia no está usando los servicios).*

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 and provide my consent that I may be required to repay any over payment. *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 y doy mi consentimiento que puedo ser requerido a pagar cualquier sobre pago.*

Sample Provider *7/1/2026*
Provider's Full Signature/ ***Firma completa del proveedor*** **Date/** ***Fecha***

Mail this completed attendance sheet to Children's Home Society of California at the address below. *Envié esta hoja de asistencia a Children's Home Society of California en la dirección abajo.*

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

Participation Requirements- At-Risk

Parents must adhere to the following requirements when the basis of the need for child care is because a child is At Risk of Abuse, Neglect, or Exploitation. A parent is eligible for child care services for not less than twenty-four (24) months.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – At Risk*
2. A *referral* on the family's behalf from a legally qualified professional. A legally qualified professional is a person licensed under applicable laws and regulations of the State of California to perform legal, medical, health, or social services for the general public. The referral must meet the following requirements:
    a. At the time of enrollment or recertification, the letter must be dated within the past six (6) months;
    b. The letter must be written on the referring agency's letterhead including the agency name, address, and telephone number;
    c. The letter must include all of the following information:
        i. The name and signature of the legally qualified professional making the referral and the date the referral was written;
        ii. A statement from the legally qualified professional specifically indicating that the child is at risk of abuse, neglect, or exploitation, and that child care and development services are necessary to reduce that risk;
        iii. The probable duration of the at-risk situation;
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees, or a statement from the legally qualified professional making the referral, requesting that the family be exempt from family fees (the total duration of exemption for any family may not exceed twenty-four (24) months at a time).

CHS will contact individuals, including but not limited to the legally qualified professional making the referral or source(s) of total countable income if applicable, as needed to verify need and eligibility documentation from the parent. CHS may request additional documentation to verify information to the extent that the information provided by the parent is insufficient to make a reasonable assessment of eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

If the family eligibility is based on income, the parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI).* This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgement that you understand that you may retain your current service level.

Child Care

- Child care hours will be approved during hours that are consistent with the referral (if provided), or as requested verbally or on a *Declaration*.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

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Participation Requirements- Child Protective Services

Parents must adhere to the following requirements when the basis of the need for child care is based upon a Child Protective Services (CPS) referral. A parent is eligible for child care services for not less than twenty-four (24) months.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Child Protective Services*
2. A *referral* on the family's behalf from a county child welfare agency, which must meet the following requirements:
    a. At the time of enrollment or recertification, the letter must be dated within the past six (6) months;
    b. The letter must be from a legal, medical, social service agency or emergency shelter;
    c. The letter must include all of the following information:
        i. A written statement, from the county child welfare agency, child protective services unit, certifying that the child is receiving child protective services and that child care and development services are a necessary component of the child protective services plan;
        ii. The probable duration of the case plan;
        iii. The name, address, telephone number, and signature of the legally qualified professional who is making the referral.
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees, or a statement from the county child welfare services worker requesting that the family be exempt from family fees (the total duration of exemption for any family may not exceed twenty-four (24) months at a time).

CHS will contact individuals, including but not limited to the child welfare services worker or source(s) of total countable income if applicable, as needed to verify need and eligibility documentation from the parent. CHS may request additional documentation to verify information to the extent that the information provided by the parent is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

If the family eligibility is based on income, the parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI)*. This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- Child care hours will be approved based upon hours recommended by the legally qualified professional making the referral, if provided.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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Participation Requirements- Educational Program

Parents must adhere to the following requirements when the basis of the need for child care includes engagement in an educational program. The educational program is for those enrolled in English Language Learner (ELL)/English as a Second Language (ESL) courses or to attain a high school diploma or courses to attain a General Education Diploma (GED)/High School Equivalency (HSE) certificate. A parent is eligible for child care services for not less than twenty-four (24) months.

Services for educational programs are limited to a total of six (6) years from initiation of services for educational program. If the parent has reached the limitation of a total of six (6) years for the need of educational program, the family shall receive services until the end of the fiscal year in which the limit was reached.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Educational Program*
2. Completed and signed *Educational Program Verification* form.
3. A registration confirmation from the educational program, which may include:
    a. An electronic print-out of the *class schedule* from the educational program.
    b. The *Educational Program Verification* form with details of the class(es) the parent is currently enrolled in, the days and times of the class(es), and the signature or stamp of the school registrar.
    c. Other reliable documentation confirming registration, such as an email from the school with registration information.
4. For online classes or televised instructional classes that are unit bearing classes from an accredited training institution, a copy of the *class syllabus or other class documentation may be required, if applicable.* The accrediting body of the training institution must be among those recognized by the United States Department of Education.
5. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees.

CHS may contact the educational program and/or source(s) of income as needed to verify eligibility and need information. CHS may request additional documentation to verify days and hours of the educational program to the extent that the information provided by the parent is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or dis-enrollment from services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI).* This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Adequate Progress

Ongoing eligibility for services in an educational program is contingent upon making adequate progress. At recertification the parent shall provide documentation of the adequate progress from the last enrolled quarter, semester, or training period for which subsidized child care was provided. To make adequate progress, the parent shall, in the college classes, technical school, or apprenticeship for which subsidized care is provided:

1. In a graded program, earn a 2.0 grade point average; or
2. In a non-graded program, pass the program's requirements in at least fifty (50) percent of the classes or meet the training institution's standard for making adequate progress.

The first time the parent does not make adequate progress, the parent may be recertified and continue receiving ongoing services. At the conclusion of that eligibility period, the parent shall have made adequate progress (as identified in #1 and #2) in order to be recertified for services based on educational program. If at that time the parent has not made adequate progress,

the family shall be: a) dis-enrolled and b) services based on educational program are only available to the parent after six (6) months from the date of disenrollment.

Child Care

- Child care will only be approved for courses that are required for the ELL/ESL program, to attain a high school diploma, or the GED/HSE certificate.
- Travel time may be approved upon request, with a maximum of four (4) hours per day.
- Study time may be approved upon request, for two (2) hours per week per academic unit.
- Additional study time may be approved with written and signed *Declaration* from the parent. Additional time may not exceed one hour per week per academic unit in which the parent is enrolled, or no more than the number of class hours per week for non-academic or non-unit bearing training.
- Online or televised instructional classes that are unit bearing classes from an accredited training institution shall be counted as class time at one hour a week for each unit.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

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Participation Requirements- Employment

Parents must adhere to the following requirements when the basis of the need for child care includes employment. A parent is eligible for child care services for not less than twenty-four (24) months.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

If the parent has an employer, the following documentation must be submitted:

1. *Participation Requirements - Employment*
2. *Employment/Income Verification* form (complete Section 1: Parent Authorization/Release and provide it to your employer to complete Section 2 or return it to CHS).
    a. A *Declaration*, *Declaration (Employment)*, or comparable document must be submitted if only Section 1 of the *Employment/ Income Verification* form was completed.
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, (including check stubs or other record of income from the employer), as applicable to verify need for child care, eligibility, and family fees.

If the parent is self-employed, the following documentation must be submitted:

1. *Participation Requirements - Employment*
2. *Employment/Income Verification* form (complete Section 1: Parent Authorization/Release and provide to your employer to complete Section 2 or return it to CHS), or the *Domestic Services Employment Verification* form (completed by the parent), or the *Verification of Self-Employment* form (completed by the parent).
3. A copy of one or more of the following: appointment logs, client receipts, job logs, mileage logs, a list of clients with contact information, or similar records.
4. As applicable, a copy of a business license, a workspace lease, or a workspace rental agreement.
5. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification, recertification, or voluntary report of a change/update, including as many of the following types of documentation available for employment income:
    a. A letter from the source of income;
    b. A copy of the most recently signed and completed tax return with a statement of current estimated income for tax purposes;
    c. Other business records, such as ledgers, receipts, or business logs.

If the parent is working from home, the following documentation must be submitted:

1. A written statement (along with any available documentation) providing justification for requesting subsidized child care services based on the type of work being done, and its requirements. The statement must include the age of the family's child for which child care is needed, and, if the child is more than five (5) years old, the specific child care needs.
2. All employment or self-employment documentation as appropriate from the requirements listed in the employer and self-employed sections above.

If the parent is employed as an assistant in a licensed large family child care home and is requesting child care services for the family's child in the same family child care home, the following documentation must be submitted:

1. *Employment/Income Verification* form (complete Section 1: Parent Authorization/Release and provide it to your employer to complete Section 2 or return it to CHS).
    a. A *Declaration*, *Declaration (Employment)*, or comparable document must be submitted if only Section 1 of the *Employment/ Income Verification* form was completed. A copy of the family child care home license indicating it is licensed as a large family child care home.
2. A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement.

3. Proof that the parent's fingerprints are associated with that licensed family child care home as its assistant.
4. Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.
5. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification, recertification, or change/update (including check stubs or other record of income from the employer), as applicable to verify need for child care, eligibility, and family fees.

CHS will contact employers, contractors, clients, rental/lessors, or other reasonable contacts as needed to verify employment and income information. For new employment, income will only be calculated based on *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification, recertification, or voluntary report of a change/update. CHS may request additional documentation to verify total countable income or days and hours of employment to the extent that the information provided by the parent or the employer is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI)*. This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- The nature of the parent's employment must preclude the supervision of the child(ren).
- Child care hours will be approved during hours of employment, plus reasonable travel time. Travel time shall not exceed half of the daily child care hours authorized for employment, with a maximum of 4 hours per day.
- Sleep time may be approved upon request if the parent is employed between the hours of 10:00 p.m. and 6:00 a.m., and shall not exceed the total number of hours authorized between 10:00 p.m. and 6:00 a.m. for employment and travel.
- If CHS is unable to make a reasonable assessment of child care hours needed for self-employment based on the documentation submitted by the parent, the parent must submit additional documentation demonstrating days and hours worked, such as job logs, client receipts, or a detailed *Declaration*.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document (pages 1-2, front & back, of the Participation Requirements - EMPLOYMENT).

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

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Participation Requirements- Homelessness

Parents must adhere to the following requirements when the basis of the need for child care is homelessness. A parent whose documented need for child care is homelessness is eligible for child care services for not less than twenty-four (24) months. A parent whose need or eligibility is homelessness who is pending the submittal of eligibility and/or need enrollment documentation is eligible for child care for thirty (30) days from their signature date on the application for services. During this time, the parent must submit the outstanding documentation in order for child care to continue beyond the thirty (30) day period.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Homelessness*
2. Either (a) or (b), below:
    a. a written referral identifying the child as experiencing homelessness dated within three (3) months indicating the name of the identifying agency, physical address, telephone number, and title and signature of the person identifying the family as experiencing homelessness from a legal, medical or social service agency, a local educational agency liaison for homeless children and youth, a Head Start Program, or an emergency or a transitional shelter; **or**
    b. a written parental declaration, signed under penalty of perjury, of homelessness **and** documentation of at least one of the following need requirements: seeking permanent housing for family stability, seeking employment, engaging in vocational training, employment, parental incapacity, or engaging in an educational program for English Language Learners, English as a Second Language, to attain a high school diploma, or general educational development (GED) certificate.
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees.
4. Declaration of intent to reside in California.

CHS may contact the referring agency as needed to verify eligibility and need information. CHS may request additional documentation to verify days and hours of need for services to the extent that the information provided by the parent is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation within thirty (30) days of the parent's signature on the application for services will be cause for denial or dis-enrollment from services.

Reporting Changes

If the family eligibility is based on income, the parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI)*. This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- The nature of the parent's activities while experiencing homelessness must preclude the supervision of the child(ren).
- Child care will only be approved based on the written referral [as defined in(1)(a) above] or documentation of need.
- Child care will be approved for a maximum of five (5) days per week and for less than 30 hours per week.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document).

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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Participation Requirements- Parental Incapacity

Parents must adhere to the following requirements when the basis of the need for child care is based upon parental incapacity. A parent is eligible for child care services for not less than twenty-four (24) months.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is voluntary report of a change

1. *Participation Requirements – Parental Incapacity*
2. A *Statement of Parental Incapacity* form completed and signed by a legally qualified health professional.
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees.

CHS will contact individuals, including but not limited to the legally qualified health professional that completed the *Statement of Parental Incapacity* or source(s) of total countable income if applicable, as needed to verify need and eligibility documentation from the parent. CHS may request additional documentation to verify information to the extent that the information provided by the parent is insufficient to make a reasonable assessment of eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI)*. This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- Child care hours will be approved based upon the hours recommended by the legally qualified health professional.
- Child care will not be approved for more than fifty (50) hours per week.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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Participation Requirements- Seeking Employment

Parents must adhere to the following requirements when the basis of the need for child care is seeking employment. Seeking employment includes activities directly related to the attainment of employment such as interviews, preparation of a resume, and job counseling. A parent is eligible for child care services for not less than twenty-four (24) months, less than thirty (30) hours per week and no more than five (5) days per week.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Seeking Employment*
2. *Statement of Seeking Employment* form, completed and signed by the parent.
3. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees.

CHS may request additional documentation to verify days and hours of seeking employment to the extent that the information provided by the parent is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI).* This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- Child care hours will be approved for no more than five (5) days per week, for less than thirty (30) hours per week, and when the need precludes the supervision of the child(ren).
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

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Participation Requirements- Seeking Permanent Housing

Parents must adhere to the following requirements when the basis of the need for child care is seeking permanent housing. Seeking permanent housing includes activities directly related to the attainment of a fixed, regular, and adequate residence for family stability. A parent is eligible for child care services for not less than twenty-four (24) months, less than thirty (30) hours per week and no more than five (5) days per week.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Seeking Permanent Housing*
2. *Statement of Seeking Permanent Housing* form, completed and signed by the parent.
3. Documentation of eligibility and need including:
    a. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification, recertification, or voluntary report of change/update; *or*
    b. Documentation of *homelessness* which includes either:
        i. A written referral from an emergency shelter or other legal, medical, or social service agency; or
        ii. A written parental declaration that the family is homeless, describing the family's current living situation, and stating that they intend to reside in California.

CHS may contact the emergency shelter or other legal, medical, or social service agency, or source(s) of income, as needed to verify need and eligibility information. CHS may request additional documentation to the extent that the information provided by the parent is insufficient to make a reasonable assessment of eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI)*. This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Child Care

- Child care hours will be approved for no more than five (5) days per week, for less than thirty (30) hours per week, and when the need precludes the supervision of the child(ren).
- If the family is residing in a shelter, the parent may be approved for child care while attending appointments or activities necessary to comply with shelter participation requirements, with appropriate documentation.
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document.

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

CHILDREN'S HOME SOCIETY OF CALIFORNIA
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Participation Requirements- Vocational Training

Parents must adhere to the following requirements when the basis of the need for child care includes vocational training. The vocational training program (i.e. an educational or job training/apprenticeship/internship program sources and/or classes) must lead directly to a recognized trade, paraprofession, or profession. A parent may change their vocational goal; however, child care services will be limited to the time or units remaining from the initiation of child care for the purpose of vocational training. A parent is eligible for child care services for not less than twenty-four (24) months.

Services for vocational training are limited to six (6) years from the initiation of services for vocational training, or twenty-four (24) semester units (or its equivalent) after the attainment of a Bachelor's Degree, whichever expires first. If the parent has reached the limitation of six (6) years from the initiation of services for vocational training or twenty-four (24) semester units (or its equivalent) after the attainment of a Bachelor's degree, the family shall receive services until the end of the fiscal year in which the limit was reached.

Required Documentation

The following documentation must be submitted for initial certification, at recertification, or when there is a voluntary report of a change:

1. *Participation Requirements – Vocational Training*
2. Completed and signed *Training Verification* form. *Refer to item 2(b), below.*
3. Either (a) or (b), below:
    a. An electronic print–out of the *class schedule* from the training institution.
    b. If an electronic print-out of the class schedule is not available, the Training Verification form must include details of the class(es) in which the parent is currently enrolled, the days and times of the class(es), and the signature or stamp of the school registrar.
4. For online classes or televised instructional classes that are unit bearing classes from an accredited training institution, a copy of the *class syllabus or other class documentation* may be *required, if applicable.* The accrediting body of the training institution must be among those recognized by the United States Department of Education.
5. Documentation of *total countable income* from four (4) weeks from the two (2) months immediately preceding the initial certification or recertification of eligibility for services or timeframe to report voluntary change/update, as applicable to verify eligibility and family fees.

CHS may contact the training institution and/or source(s) of income as needed to verify eligibility and need information. CHS may request additional documentation to verify days and hours of training to the extent that the information provided by the parent is insufficient to make a reasonable assessment of income eligibility or need for child care. Incomplete documents will be returned to the parent and considered outstanding. Failure to submit required documentation will be cause for denial or termination of services.

Reporting Changes

The parent is responsible for reporting income that exceeds the 85% income threshold for their family size as identified in the *Schedule of Income Ceilings (85 percent of SMI).* This document is distributed to parents at certification, recertification, or upon request. Program Specialists identify the maximum adjusted monthly income that a family may earn to remain eligible for services. Parents may at any time voluntarily report changes to reduce their family fee, increase the family's services, or extend the period of eligibility. Parents may also voluntarily request a reduction to their service level with a written request that includes: days and hours per day requested, effective date of proposed reduction of service level, and acknowledgment that you understand that you may retain your current service level.

Adequate Progress

Ongoing eligibility for services based on vocational training is contingent upon making adequate progress. At recertification the parent shall provide documentation of adequate progress for the last enrolled quarter, semester, or training period, for which subsidized child care was provided. To make adequate progress, the parent shall provide documentation from the college classes, technical school, or apprenticeship for which subsidized care is provided demonstrating the following:

1. In a graded program, earn a minimum of a 2.0 grade point average; or
2. In a non-graded program, pass the program's requirements in at least fifty (50) percent of the classes or meet the training institution's standard for making adequate progress.

The first time the parent does not make adequate progress, the parent may be recertified and continue receiving ongoing services. At the conclusion of that eligibility period, the parent shall have made adequate progress (as identified in #1 and #2)

in order to be recertified for services based on vocational training. If at that time the parent has not made adequate progress, the family shall be: a) dis-enrolled from services and b) services based on vocational training are only available to the parent after six (6) months from the date of disenrollment.

Child Care

- Child care will only be approved for courses that are required towards the professional/vocational goal, and that preclude the supervision of the child(ren).
- Travel time may be approved with a maximum of four (4) hours per day.
- Study time may be approved upon request, for two (2) hours per week per academic unit.
- Additional study time may be approved with a written and signed *Declaration* from the parent. Additional time may not exceed one hour per week per academic unit in which the parent is enrolled, or no more than the number of class hours per week for non-academic or non-unit bearing training.
- Online or televised instructional classes that are unit bearing classes from an accredited training institution shall be counted as class time at one hour a week for each unit. (Refer to documentation requirements on Page 1.)
- If CHS is unable to make a reasonable assessment of need or eligibility based upon the documentation submitted, child care services may be denied or terminated.

By signing below, I certify that I have reviewed, understand, and agree to the requirements listed within this document (pages 1-2, front & back, of the Participation Requirements - VOCATIONAL TRAINING).

Parent/Guardian Name (PRINT): _____

Parent/Guardian Signature: _____ Date: _____

CHILD CARE CENTER
NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.

2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.

3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.

4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.

5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.

6. Receive from the licensee the name, address and telephone number of the local licensing office.

   Licensing Office Name: _____

   Licensing Office Address: _____

   Licensing Office Telephone #: _____

7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.

8. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: ***CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.***

For the Department of Justice "Registered Sex Offender"database, go to www.meganslaw.ca.gov

LIC 995 (9/08) (Detach Here - Give Upper Portion to Parents)

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS

(Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of _____, have received a copy of the "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the CAREGIVER BACKGROUND CHECK PROCESS form from the licensee.

_____
Name of Child Care Center

_____ _____
Signature (Parent/Authorized Representative) Date

NOTE: ***This Acknowledgement must be kept in child's file and a copy of the Notification given to parent/authorized representative.***

For the Department of Justice "Registered Sex Offender"database go to www.meganslaw.ca.gov

FAMILY CHILD CARE HOME
NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the family child care home without advance notice whenever children are in care.

2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.

3. Review, at the family child care home, reports of licensing visits and substantiated complaints against the licensee made during the last three years.

4. Complain to the licensing office and inspect the family child care home without discrimination or retaliation against you or your child.

5. Be notified and receive, from the licensee, a written notice that lists the name of any person not allowed in the family child care home while children are present. ***(NOTE: This notice is only required when the Department has, in writing, excluded someone from the family child care home on or after January 1, 2001).***

6. Request in writing that a parent not be allowed to visit your child or take your child from the family child care home, provided you have shown a certified copy of a court order.

7. Receive from the licensee the name, address and telephone number of the local licensing office.

   Licensing Office Name: _____

   Licensing Office Address: _____

   Licensing Office Telephone #: _____

8. Be informed by the licensee, upon request, of the name and type of association to the family child care home for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.

9. Receive, from the licensee, the Caregiver Background Check Process form.

10. Be informed, by the licensee, that the facility has or does not have liability insurance (or a bond) that covers injury to clients due to the negligence of the licensee or employees of the facility.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE FAMILY CHILD CARE HOME TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

For the Department of Justice "Registered Sex Offender"database, go to www.meganslaw.ca.gov

LIC 995A (8/08) (Detach Here - Give Upper Portion to Parents))

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS
(Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of_____, have received a copy of the "FAMILY CHILD CARE HOME NOTIFICATION OF PARENTS' RIGHTS", the CAREGIVER BACKGROUND CHECK PROCESS and the FAMILY CHILD CARE CONSUMER AWARENESS INFORMATION form from the licensee._____
Name of Family Child Care Home

Signature (Parent/Authorized Representative) _____Date_____

NOTE: This Acknowledgement must be kept in child's file and a copy of the Notification given to the parent/authorized representative.

For the Department of Justice "Registered Sex Offender"database, go to www.meganslaw.ca.gov

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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