



**CHILDREN'S HOME SOCIETY OF CALIFORNIA**  
Novel Coronavirus (COVID-19) Interim Procedural Updates  
Informational Letter to Active Families and Child Care  
Providers

Dear Families and Child Care Providers,

During the state of emergency resulting from the novel coronavirus (COVID-19), Children's Home Society of California (CHS) has worked diligently to continue to provide high quality services to children, families, child care providers, and our communities across California. As we continue to make adjustments based on directives provided by the California Department of Social Services (CDSS), we want to ensure that our families and child care providers remain informed with up-to-date regulations impacting child care and reimbursement.

Since the start of the state of emergency, CHS has increased our use of email to provide updates and guidance to families and child care providers. **If you have not been receiving email communication from CHS, please contact your assigned Program Specialist or reach out to one of the email addresses listed at the end of this letter to make sure that we have your correct email address on file.**

Below is a list of updates that have been emailed to families and child care providers. Following each subject heading, the funding contracts that apply are listed (Alternative Payment [AP], California Work Opportunity and Responsibility to Kids Stages 2 and 3 [CalWORKs], and/or Family Child Care Home Education Network [FCCHEN]). Following each description, the regulation that supports the procedure is listed, when applicable. While some of the information included below is relevant only to families or child care providers, we are including it in this shared letter to ensure that all clients have access to equal information.

- Family Fee Waivers (AP, CalWORKs, and FCCHEN):
  - Family fees are waived from July 1, 2021 through June 30, 2023 (Fiscal Years 2021-2022 and 2022-2023). Family fees will resume July 1, 2023.
  - Families with a repayment plan will not be disenrolled for not submitting payments during Fiscal Years 2021-2022 (FY22) or 2022-2023 (FY23). However, if families prefer to continue making repayment plan payments during FY23, they may do so. Repayment plans will resume July 1, 2023.

*Per the California Department of Social Services Child Care Bulletin 21-01, 22-14, and 22-15.*

- Attendance Records and Signatures (AP, CalWORKs, and FCCHEN):

Child care providers must continue to submit attendance records and/or invoices consistent with previous procedures. That is, the monthly attendance records and/or invoices must be signed either using digital signature or live signature by the parent and child care provider. Families and child care providers may choose to utilize Adobe PDF signatures, DocuSign, or CareConnect, which offers digital attendance access, completion, and submission. Effective July 1, 2022, providers are required to resume collecting signatures on their attendance records. The document must be signed by the parent or guardian of the child receiving services and the child care provider at the end of the month to attest that the child's attendance is accurately reflected. As a reminder, attendance records are due by the 3<sup>rd</sup> business day following the end of the month. Child care providers may submit their completed attendance records to CHS in-person, by mail, via email to [payments@chs-ca.org](mailto:payments@chs-ca.org), or through CareConnect digital attendance (claims are not received in CHS's processing queue until both the parent and provider have signed the attendance record). The parent is responsible for payment if CHS is unable to reimburse an attendance record due to the parent's failure to sign the attendance record. If child care providers need to report an extenuating circumstance regarding failure to collect a parent's signature on an attendance record, contact [payments@chs-ca.org](mailto:payments@chs-ca.org) according to fiscal year-end timelines noted in the *Family Participation Handbook* and *Written Information to Child Care Providers*.

*Per the California Department of Social Services Child Care Bulletin 22-15.*

- Days of Non-Operation (AP, FCCHEN, and CalWORKs):  
Child care providers are eligible for up to ten (10) days of non-operation (DNO) per fiscal year, consistent with existing policy. Additionally, per Assembly Bill (AB) 185, providers may be reimbursed up to an additional 16 DNOs if they are closed due to COVID-19 self-quarantine or self-isolation, when recommended by local public health department guidelines between September 27, 2022 through June 30, 2023. In order for CHS to reimburse these additional AB 185 DNOs, child care providers must indicate on their attendance records or invoice any closure days they wish to claim when they were closed for COVID-19 self-quarantine/isolation.  
*Per the California Department of Social Services Child Care Bulletin 22-29.*
- Reimbursements Based on Certified Need (CAPP, CalWORKs, FCCHEN):  
Licensed and license-exempt child care providers will continue to be reimbursed based on the family's certified need for services, regardless of attendance. This includes the following scenarios:
  - Child care providers, including license-exempt child care providers, must be reimbursed based on the maximum authorized hours of care, regardless of attendance.
  - For families certified for a variable schedule, child care providers must be reimbursed based on the maximum authorized hours of care.
  - License-exempt child care providers who provide part-time services must be reimbursed based on the maximum authorized hours of care.*Per the California Department of Social Services' Child Care Bulletin 22-03.*

If you have any questions or concerns, please reach out to us. You can contact your family's assigned Program Specialist via phone or email, or you can send an email to your office location and department listed below:

Case Management

Long Beach Office: LBCase@chs-ca.org  
 Orange Office: OCCase@chs-ca.org  
 San Diego Office: SDCase@chs-ca.org  
 Oxnard Office: VTCase@chs-ca.org  
 Woodland Office: YOCase@chs-ca.org  
 Yuba City Office: YCCase@chs-ca.org

Provider Relations Department

Long Beach Office: ProviderRelationsLB@chs-ca.org  
 Orange Office: ProviderRelationsOC@chs-ca.org  
 San Diego Office: ProviderRelationsSD@chs-ca.org  
 Oxnard Office: ProviderRelationsVT@chs-ca.org  
 Woodland Office: ProviderRelationsYO@chs-ca.org  
 Yuba City Office: ProviderRelationsYC@chs-ca.org

Thank you,

Children's Home Society of California

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I have read and understood the information included in this letter.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_