Family Child Care Home Education Network

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

Family Participation Handbook

The FCCHEN program offers affordable child care to eligible parents, supports the quality of child care, and establishes relationships between children, parents, family child care home providers, and CHS program specialists.
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Welcome to the Family Child Care Home Education Network Program!

Children’s Home Society of California (CHS) administers the Family Child Care Home Education Network (FCCHEN) Program, funded by the California Department of Education (CDE), Early Education and Support Division (EESD). FCCHEN is a subsidized child care program that is a benefit to parents to help support your family towards self-sufficiency. Through this program, CHS will pay the child care provider that you select for your child’s care. In addition, 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. In order to receive these benefits, parents must follow the requirements of the program. This handbook provides an overview of those requirements and is your resource as you continue your participation in the program. Create a place where you keep any documents that you receive from CHS and file this handbook there. Use it as a reference when you have questions. We look forward to assisting you with your child care needs!

Sincerely,

CHS Family Child Care Home Education Network Program

The mission of CHS 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.

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, or attend a job training program;
✓ To provide education and resources to parents based on their family’s 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.
FCCHEN Program Overview

Children’s Home Society of California (CHS) operates the FCCHEN Program based on regulatory requirements established by federal regulations, California Education Code, California Code of Regulations Title 5, program Funding Terms and Conditions, and direction provided by the CDE EESD. In order to be successfully enrolled in FCCHEN, 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 licensed family child care providers that are part of the FCCHEN. Once a child care provider is selected, all required documentation has been submitted, and your enrollment is established, CHS 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. The ongoing quality components of the program will include the Family Child Care Environment Rating Scale-Revised (FCCERS-R), the Desired Results Developmental Profile (DRDP©), and Desired Results Parent Surveys.

Local CHS Offices
Our local 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. Remember that 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 if you need to meet with your Program Specialist. CHS provides services at the following convenient locations:

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<td>(562) 256-7400</td>
<td>249 East Ocean Boulevard, Suite 300 Long Beach, CA 90802</td>
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<tr>
<td>Orange (Orange County)</td>
<td>(714) 456-9800</td>
<td>333 South Anita Drive, Suite 350 Orange, CA 92868</td>
</tr>
<tr>
<td>San Diego (San Diego County)</td>
<td>(619) 293-3411</td>
<td>2650 Camino Del Rio North, Suite 104 San Diego, CA 92108</td>
</tr>
<tr>
<td>Ventura (Ventura County)</td>
<td>(805) 437-1910</td>
<td>3585 Maple Street, Suite 272 Ventura, CA 93003</td>
</tr>
<tr>
<td>Yuba City (Sutter &amp; Yuba Counties)</td>
<td>(530) 673-7503</td>
<td>1650 Sierra Avenue, Suite 102 Yuba City, CA 95993</td>
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CHS is also very pleased to offer parent education materials, information about how to choose quality child care, child development information, community resource information, and workshop opportunities. Many of our offices also offer a lending library or free creative materials for activities. Please contact your local office for more information about the services available at that location.
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. Parents participating in the FCCHEN program are asked to communicate and provide input about the program and contribute to children’s developmental assessments, the goal of which is to work towards 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 empowers 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 contracted 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-R) Self-Assessments annually and develop attainable action steps to support ongoing improvement.
- Receive periodic visits from CHS program staff that include FCCERS-R Evaluations, technical assistance 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.
- Collaborate with CHS staff and the parent on the Desired Results for Children and Families Summary of Child’s Developmental Progress and parent conferences.
Parents participating in the FCCHEN 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;
- Report changes in eligibility and need or any change in child care arrangements;
- Meet program requirements outlined in this handbook, including eligibility and need, which must be recertified every twelve (12) months.

By working together, CHS staff, providers, and parents can support a quality beginning for the children in their care.
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 contracted providers documenting the progress made by children and families in achieving desired results. The CDE EESD 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-Revised (FCCERS-R)
- Desired Results Developmental Profile© (DRDP©)
- Desired Results Parent Surveys

**Family Child Care Environment Rating Scale-Revised**

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

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

- Space and Furnishings
- Personal Care Routines
- Listening and Talking
- Activities
- Interaction
- Program Structure
- Parents and Provider

Each item is described in four levels of quality:

- Inadequate (1) – does not even meet custodial care needs
- Minimal (3) – meets custodial needs and, to some degree, basic developmental needs
- Good (5) – meets developmental needs
- Excellent (7) – high quality personalized care
The inadequate and minimal ratings (1, 2, 3, 4) focus on 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). A score below good (5) requires CHS staff to collaborate and work directly with the provider to find simple and appropriate solutions to raise the score.

Desired Results Developmental Profile© (DRDP©)

The Desired Results Developmental Profile© (DRDP©) is an observation and documentation tool used over time by the FCCHEN Program. There is a different age-appropriate observation tool or view used, depending on the child’s age. The profiles are completed every six months.

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

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

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

Parent Conference

Recognizing that parents are the most important part of their child’s growth and development, parents are given the opportunity to provide input regarding their child’s educational outcomes through formal parent conferences. The parent conference is a crucial component of the DRDP© assessment. At the conference, the attendees discuss the child’s strengths and the areas of development that the child is currently working on. The conference also includes discussion and planning about how the parent and provider can work together both at the parent’s home and the provider’s child care program, to achieve the four desired results for children in the areas the child is currently working on. Since they are conducted in correlation with the completed DRDP© assessments, the parent conferences are held once every six months.
Desired Results Parent Survey
Parents complete an annual Desired Results (DR) Parent Survey of the FCCHEN program. 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 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.
FCCHEN Enrollment

Enrollment Priority
Families are enrolled in the FCCHEN Program 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 Education Code or may request a copy of the CHS Admission Policy. CHS maintains the Child Care Eligibility List (CCEL), which is a waiting list for families who are interested in enrolling in subsidized child care programs. Parents who wish to place their child(ren) on the waiting list must complete an Eligibility Questionnaire and submit it to their local CHS office. If a currently enrolled family has a need for care for a new child in the family that was not previously enrolled, but funding is not currently available for additional children, the child will automatically be placed on the CCEL. Families on the CCEL may be contacted by other local agencies that have CDE funding available. CHS enrolls children from the CCEL as funding is available in the 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 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 always 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 returned to the parent and 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 terminated. The enrollment process must be completed before child care services can begin. Upon enrollment in the FCCHEN Program:

- 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. 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. It is important that you inform us of any change of address as soon as it occurs so that we can update our records and ensure that you will receive any information that we need to send to you in a timely manner.

- 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). As you remain in the program, program 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 terminated 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 or termination of 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

Documentation of eligibility for the program is required prior to enrollment, at recertification, and any time there is a change to any of the information. 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 termination NOA will be sent. The NOA may be dismissed if the required document is submitted and accepted before the NOA effective date. The family must be eligible 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 being 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 exempted from this requirement and shall submit a declaration of intent to reside in California. 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 child care services if their adjusted monthly income is at or below 70 percent of the state median income, adjusted for family size (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, alimony, or grants or scholarships not for educational purposes (such as tuition, books or supplies).

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:
  - 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 the month preceding the initial certification, recertification, or 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. If your days and hours of employment are unpredictable, then you may be required to submit income documentation from the previous four (4) months, and you will be required to submit updated need and eligibility documentation at least every four (4) months to continue services.

You will be required to submit new documentation of total countable income at recertification and any time your income changes. **You must contact CHS within five (5) calendar days to report changes in your income.** Keep in mind that there are many types of changes that might impact your income, such as a change in the number of hours you work, your rate of pay for employment, or the schedule or frequency of income received.

**Determining Family Size**
The FCCHEN Program 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 his or her 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. Child care subsidy programs serve children through age twelve (12). Child care may be approved through age twenty-one (21) 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 names of the parents, as well as the names, gender, and birthdates of the children 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 record; 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 FCCHEN services if the family is currently homeless. To establish homelessness, you must provide the following documentation:
- A written referral from an emergency shelter or other legal, medical, or social service agency; or
- A written parental declaration that the family is homeless and a statement describing the family’s current living situation.

**Child Protective Services Eligibility**
Families may be eligible for FCCHEN 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 FCCHEN 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, license 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 twenty-four (24) months.

**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 activities for each parent in the family:

• Employment
• Seeking employment
• Vocational training
• Parent incapacitation
• Seeking permanent housing

Need may also be established based upon a child protective services or referral indicating that the child is at risk. 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” printed in the back 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 termination NOA will be sent. The NOA may be dismissed if the required document is submitted and accepted before the termination effective date.
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 an 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 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 or a combination of the following:

- Set Schedule: includes specific days and hours of care that do not change;
- Variable Schedule: the exact days and/or times of care may change, but the schedule has a consistent cyclic nature, with a consistent total number of hours and/or days per week;
- Unpredictable Schedule: The total number of hours and/or days (such as full time versus part time days, weeks, or months) is unpredictable and the schedule does not have specific days and hours of employment or work week cycles. For unpredictable schedules, the parent must provide updated documentation regarding the need for care at least every four (4) months.

Reimbursement to the child care provider for variable and/or unpredictable schedules will be based on the actual days and hours of care used, within the approved certified need for care.

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. Approved child care is not transferable to another child or 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.

Recertification of Services
Families must recertify their eligibility within twelve (12) months, unless the family is enrolled based on an at risk referral. For an at risk referral, recertification is required upon expiration of the referral or three (3) months after the start of services, whichever is first. At recertification, the parent must meet with program staff in person 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 be terminated.

Reporting Changes in Family Status
You are responsible for reporting any change in family income, family size, or need for services (such as a change in your employer, work hours, or training hours) to your Program Specialist within five (5) calendar days of the change. This is a regulatory requirement from the State of California. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that you report changes in your address or telephone number or changes in your child care (refer to the “Child Care Changes” section below).

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 FCCHEN” 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 based upon that change. This may include a change in provider, schedule, where child care takes place, or any other information related to the child care services being provided. Approval for changes cannot be back-dated 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. If you have requested numerous changes to your child care arrangements, you may be required to submit your request in writing. 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 enrollment details such as rates, the schedule, and a start date. (For a complete list of provider participation requirements, refer to the
“Providers Participating in FCCHEN” section, and refer to the *Written Information to Child Care Providers*. Parents can request a copy of the *Written Information to Child Care Providers* by contacting their Program Specialist. Once the change is approved, you will receive a new CCC 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 two weeks in advance of the change. 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.

Your child care provider must also report any changes in the provider’s name, address, telephone number, license information, tax information, or a correction or change to the information or documentation previously submitted. Failure to report such changes could result in CHS being unable to reimburse the provider for child care services, and/or the parent may be required to select another child care provider.
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

Your child care provider must submit an attendance record or invoice in order to receive payment for child care services. The attendance record or invoice must include all of the following information:

- The name of your child.
- The specific dates that 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 as follows:
  - 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 that 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 off 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.
- The signature of the parent and child care provider 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.

Signing in and out daily ensures the safety of the children and is a regulatory requirement that is mandated by the CDE. The attendance record or invoice is a legal document that documents your child’s attendance. CHS will provide a CHS Attendance Sheet for each child enrolled in the FCCHEN Program, or your child care provider might provide an alternative attendance record or invoice for you to complete that meets these requirements. It is your responsibility to make sure that an attendance record or invoice is completed correctly for each child, each day, and to sign the document at the end of the month. If the attendance record or invoice that is submitted does not meet the requirements listed above, it will be returned to the child care provider and reimbursement will not be issued. CHS cannot reimburse for child care without an attendance record or invoice that meets regulatory requirements. If CHS is unable to reimburse your provider, you are responsible for payment to the provider. Please note the following actions that will be taken if the required information is missing from the attendance record or invoice:

- If you are certified for a variable schedule, days that are missing sign-in and sign-out times will not be reimbursed to your provider. You will be responsible for payment on those days.
• If the attendance record or invoice from your provider is missing the parent or provider signature (with date) at the end of the month, the attendance record or invoice cannot be paid and will be returned to the provider. You will be responsible for payment until a complete attendance record or invoice is received. Once a complete attendance record or invoice is received, it will be paid according to the CHS Payment Schedule, based upon the final date of receipt of the complete document. (Parents may request a copy of the CHS Payment Schedule from their Program Specialist).

If it is determined that the parent is not complying with the following requirements to complete an attendance record, additional action will be taken. This includes:
1. Missing in and/or out times or signatures on daily attendance;
2. Child care is being used during days and times that are not approved;
3. The reason for absence is not indicated for more than three (3) days in a month;
4. Other information inconsistent with program requirements, policies, and procedures established by the CDE.

Upon receiving an attendance record and identifying any of the above four (4) items, CHS will reimburse the provider and will then follow up with the parent through the following actions:
• First occurrence: CHS will contact the parent within thirty (30) days to discuss the use and need for child care services, or the inconsistent documentation of child care services. If upon speaking with the parent it is determined that the certified need for care has changed, then a change in the certified child care schedule will be issued on a NOA and a CCC.
• Second occurrence: CHS will send a warning letter to the parent.
• Third occurrence: CHS will issue a termination NOA to the parent.

If at any time it is determined that inconsistencies indicate intent to provide false or misleading information, child care services will be terminated immediately and referred to the appropriate authorities.

Your child care provider must submit an original attendance record or invoice by 5:00 p.m. on the 3rd working day after the end of each month, to ensure timely reimbursement for child care. (Faxes or copies will not be accepted.) **The attendance record or invoice must have original time-in and time-out times, your original signature, and the provider's original signature.** A photocopy will not be accepted unless approved by a CHS Administrator. The attendance record or invoice must be specific to each parent, child, and provider. Licensed child care providers also have requirements regarding their own sign in and out procedures. Please note that you are required to complete the attendance document **daily, as care takes place**, **in addition to** any other sign in and out sheet/procedures that may be required by your licensed child care provider.
Approved Schedule
Child care days and hours are approved based on your need for child care. Therefore, if your need for child care changes, your approved schedule must also be updated.

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.
Reporting Absences and Variations in Schedule

If your child is absent from child care or if there is a variation in your child’s schedule, the reason must be written on the attendance record. If there is a variation in the child’s schedule and the child uses less than the approved hours on a particular day (for example, the child was not absent, but left child care at 1:00 p.m. instead of 4:00 p.m.), then the reason for the variation (such as “child went to doctor appointment”) must be written for that day.

Absence information must be documented on the attendance record by the parent, 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. It is only necessary to write the reason for the absence, so that CHS can determine which type of absence is applicable. The types of absences are listed below. Note: If the provider was closed for a day of non-operation, this must also be noted on the attendance record. Refer to the “Provider Days of Non-Operation” section for more information.

Excused Absences
There are five types of excused absences, which include:

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

Unexcused Absences
An unexcused absence is a variation from the schedule that does not fall within the definition of excused absences. Any days where the child does not attend and the reason for absence is left blank will be considered an unexcused absence. Unexcused absences in excess of ten (10) days per month may be cause for a reduction of the approved hours or day of child care, or termination of the family’s child care services.
Abandoned Child Care
The parent and provider are encouraged to contact CHS by telephone within 48 hours when a child is absent for three (3) consecutive days or more. Child care is considered “abandoned” if the child has not utilized a certified day of child care for three (3) consecutive days or more, without returning to care. When the three (3) day period has passed and it is therefore determined that care has been abandoned, CHS will not reimburse for child care services beyond the three (3) day absence period, and a termination NOA will be issued to the parent.
Limited Term Service Leave

If you temporarily do not have a need for subsidized child care, a Limited Term Service Leave (LTSL) may be granted. An LTSL allows for an extended absence from child care services. (Extended absence without being placed on an LTSL can lead to termination of services. Refer to the policies regarding absences on pages 12-13.) By requesting an LTSL, the family has the ability to return to child care without having to completely re-apply for child care subsidy.

During an LTSL, child care is not approved. Parents must request a leave in advance and will be asked to submit a Request for Limited Term Service Leave form. The child care provider will be notified by mail if a parent is placed on an LTSL. During an LTSL, the provider will not receive payment for child care. Reasons for an LTSL may include, but are not limited to, medical leave, family leave, break in employment, school break, the child’s visit with the non-custodial parent that is not ordered by the court, or family vacation in excess of best interest days. Family leave means a leave that is: for the birth and care of the newborn child of the parent; for placement with the parent of a child for adoption or foster care; or to care for the parent’s child, spouse, or parent who has a health condition.

**LTSL Timeline**

The following three (3) timeline options are available for an LTSL:

1) LTSL may be approved for a maximum of twelve (12) consecutive weeks per occurrence.
2) LTSL may be granted for up to sixteen (16) weeks per occurrence for a medical or family leave, or for a summer break for vocational training.
3) LTSL may be granted for any portion of the contract period in which a child is attending an After School Education and Safety Program.

**Vocational Education/Training LTSL**

Parents enrolled in an education or training program will automatically be placed on an LTSL at the end of their semester if there is no other documented need for child care at that time. Child care will not be approved between semesters unless the parent has another approved need for care at that time (such as employment, seeking employment, etc.).

**Returning from LTSL**

Parents will need to contact CHS four (4) weeks before the end of an LTSL. You must update your eligibility and need documentation as requested by the Program Specialist before CHS will resume payments for child care.
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 receive 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 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. 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 by 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.

**Non-Sufficient Funds**
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. CHS will then only accept future family fee payments by money order.

**Delinquent Payment Agreement**
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(s) for payment of fees in the form of a Delinquent Payment Agreement (DPA). Parents must contact their Program Specialist to establish a DPA. Once a DPA is established, the parent must pay current fees when due and comply with the provisions of the DPA. The parent is not eligible for another DPA until the current DPA is paid in full.
Termination of Services
Family fees not received by the seventh (7th) day of the month will be considered delinquent and a termination NOA will be sent to the parent. Payment of fees in full or an approved Delinquent Payment Agreement before the termination effective date will dismiss the termination NOA, and child care services may continue. If family fee payments are delinquent more than three 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 termination date will not dismiss the termination. An appeal may be submitted if the parent believes that the determination made on the NOA was incorrect. A family terminated from the FCCHEN Program 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 three (3) months if eligibility is based on an At Risk referral, or for up to twelve (12) months if eligibility is based on a Child Protective Services (CPS) referral. The total exemption period may not exceed twelve (12) months throughout the family’s enrollment and must be stated in writing by the referring agency.

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.
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 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. 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 FCCHEN Program is 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 and CHS does not choose providers for parents. 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.

These are just a few key areas to consider when selecting care for your child. 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 FCCHEN

All providers participating in the FCCHEN Program must meet the requirements of the program. Child care providers are not CHS employees, but may choose to participate in FCCHEN by providing child care services to families who are enrolled in FCCHEN. Providers must submit a copy of their license. 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 FCCHEN. Providers must follow attendance documentation policies and are prohibited from engaging in any form of discrimination. Providers participating in the FCCHEN Program may not provide religious instruction or worship during the provision of FCCHEN child care services. Parents may request a copy of the FCCHEN Written Information for Child Care Providers for more detailed requirements regarding child care providers. Within the FCCHEN Program, parents can select a child care provider from the Family Child Care Home Education Network of providers that includes licensed family child care homes.

Licensed Family Child Care Homes
Licensed family child care home providers are individuals who are licensed to provide child care in their home. Licensed child care providers have a child care license issued by CDSS Community Care Licensing. 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.

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.
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, 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.

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. CHS will establish the maximum number of days of non-operation that may be reimbursed to each provider, based upon the number of days specified in the provider’s usual and customary policy, not to exceed ten (10) days. The days of non-operation are counted based on the child care provider’s scheduled closure dates and whether care was available, not based on each particular child’s schedule. The provider’s planned, specific days of non-operation must be submitted to CHS in writing with their policies and published rates. If the provider's days of non-operation policy includes unspecified days (such as dates that are “to be decided/TBD”), the actual days of non-operation must be submitted to CHS at least 30 days in advance of the dates of non-operation. The child care provider must also indicate days of non-operation on the attendance record or invoice that is submitted to CHS. Days of non-operation are counted per provider, not per child; therefore if the provider remains open and cares for one child for any part of the day, then the day is not counted as a day of non-operation. 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 following circumstances:

- **Meeting the Family’s Certified Need for Care:** You may select a second provider if 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.

- **Alternate Provider:** This is also referred to as “Back-up” child care. An alternate or back-up 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 a physician verification is provided).
You must contact your Program Specialist in advance to request pre-approval of an alternate or back-up provider. Care with a back-up 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 or back-up provider is reimbursed as specified above.

**Child's School Instructional/Academic Time**
CHS will not reimburse providers for the scheduled academic portion of a public educational program or private school in which a school-age child is enrolled. 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).
Other Program Policies

Appealing a Notice of Action (NOA)
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 “hearing officer.” 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 his or her 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 they believe the decision on the NOA was incorrect. The hearing officer 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 CDE EESD. If the parent does not submit an appeal request to the EESD 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 he/she believes the NOA action was 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 EESD will be mailed to the parent and CHS within thirty (30) calendar days after receipt of the appeal request.

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 Providers

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

1) Refer to the FCCHEN Written Information to 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, 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.

Please refer to page 2 of this handbook for a complete list of office telephone numbers and addresses.

Conduct

Parents participating in CHS programs are required to conduct themselves in a courteous manner when communicating with CHS staff. If CHS determines that a parent’s conduct is unacceptable (i.e. yelling, using profanity, etc.), CHS reserves the right to terminate child care services if a situation endangers the health, safety, or life of other children or adults. In a situation involving acts of violence, threatened violence, or unlawful harassment against CHS staff, CHS will contact the appropriate law enforcement agency and will immediately suspend child care by issuing a NOA terminating services.

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 other relatives, friends, and your 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 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. CHS will share information regarding child care providers with parents in regards to their license, payment rates, and their status as a participant in the FCCHEN program.

Gifts

CHS employees are not allowed to accept gifts of any kind from families or child care providers. Families who wish to express their gratitude for services or to recognize an outstanding employee, are welcome to send a note or letter of appreciation or contact a Program Administrator.
Ineligible Use of Child Care
Any parent or provider participating in the FCCHEN Program who engages in fraud or deceit as defined in Section 1709 and 1710 of the Civil Code, respectively, may be subject to liability. If, upon investigation, it is determined that payment for child care services was made based on false information, child care services will be terminated. This includes, but is not limited to, ineligible use of services, submission of altered or false documentation, or misrepresentation of child care services on an attendance record or invoice. CHS may take action that may result in legal prosecution with penalties of fines, imprisonment, or both. CHS will cooperate fully with any local, state, or federal agency regarding fraud investigations.

If it is determined that a provider was reimbursed for child care services for which the family was ineligible, the parent will be responsible for the repayment of child care costs to CHS. CHS will actively pursue recovering funds from the provider if, upon investigation, it is determined that the child care provider misrepresented or presented fraudulent information.

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 FCCHEN Program, or any similar program with another agency, or (2) termination from those programs 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
CHS operates all programs and services on a non-discriminatory basis, giving equal access to services without regard to race, color, actual or perceived sex, age, handicap, religion, national origin, ancestry, citizenship, marital status, pregnancy, physical or mental disability, medical condition, genetic characteristics, sexual orientation, gender, gender identity, ethnic group identification, any other characteristics protected by state and/or federal law, or on the basis of a person’s association with a person or group with one or more of these actual or perceived characteristics. Any child care provider participating in the program is also prohibited from engaging in any form of discrimination based upon these factors.

Parent’s Rights to Unlimited Access
You have the right to enter and inspect, without advance notice, the licensed child care facility where your child is receiving care. Entry and inspection are limited to the normal operating hours of the child care program. The provider may not discriminate or retaliate against the child or parent for exercising this right. Licensed child care providers are required to notify parents of these rights. 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 believes he or she has been harassed should promptly report the facts of the incident or incidents and the names of the individuals involved to 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.

Termination of Child Care Services

Child care services may terminate at any time and 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 termination when:

- The parent does not meet eligibility and/or need criteria;
- 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 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 CDE changes their regulations or requirements.

Uniform Complaint Procedures

It is the intent of the CHS FCCHEN Program 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 FCCHEN Program’s alleged violation of a statute or regulation that the CDE 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 CDE:
If the complainant is not satisfied with the final written decision of the CDE, 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.
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.

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in need for care or income information, or as requested by Children’s Home Society of California (CHS) to determine or re-verify need or eligibility for child care services.

1. 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, the type of license held by the professional, his/her license number, and the date the referral was written;
      ii. Parent’s name, address, and telephone number and the names and birth dates of the children needing child care services;
      iii. 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;
      iv. The probable duration of the at risk situation;
      v. The days and hours child care is needed.

2. Documentation of total countable income for the month preceding the initial certification, recertification, or change/update, as applicable to determine 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 twelve (12) months.)

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**
The parent is responsible for reporting any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

**Child Care**
- Child care hours will be approved during hours specified on the referral letter.
- Child care may be certified until the referral expiration date or until the family’s recertification is due, not to exceed three (3) months.
- Upon expiration of the referral, child care services may continue if the family recertifies and provides documentation that verifies that the family meets other need and eligibility criteria. In absence of this documentation, child care services will be terminated.
- 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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**CHS Office Use Only:**

Check One:  □ Primary  □ Secondary  □ Other: ____________________________

At Risk Referal Start Date: ____________________________ Expiration Date: ____________________________

□ Fee Exemption  Expected Expiration Date (12 month maximum): ____________________________

Actual Stop Date: ____________________________ Time Remaining: ____________________________

Notes: ____________________________
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.

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in need for care or income information, or as requested by Children’s Home Society of California (CHS) to determine or re-verify need or eligibility for child care services.

3. 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 written on the county child welfare agency’s letterhead including the agency name, address, and telephone number;
   c. The letter must include all of the following information:
      i. Name and signature of the child welfare services worker and the date the referral was written;
      ii. Parent’s name, address, and telephone number and the names and birth dates of the children needing child care services;
      iii. A written statement, from the county child welfare agency, child welfare services worker, 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;
      iv. The probable duration of the case plan;
      v. The days and hours child care is needed.

4. Documentation of total countable income, for the month preceding the initial certification, recertification, or change/update, as applicable to determine 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 twelve (12) months.)

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**
The parent is responsible for reporting any change in family income, family size, or need for services (such as a change in your employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

**Child Care**
- Child care hours will be approved based upon hours recommended by the child welfare services worker, if provided.
- The parent(s) must recertify before the referral expiration date, not to exceed twelve (12) months between referrals.
- 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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**CHS Office Use Only:**

Check One: ☐ Primary ☐ Secondary ☐ Other: ________________________________

CPS Referral Start Date: ____________________________ Expiration Date: ____________________________

☐ Fee Exemption Expected Expiration Date (12 month maximum):
Actual Stop Date: ____________________________ Time Remaining: ____________________________

Notes: ________________________________
Parents must adhere to the following requirements when the basis of the need for child care includes employment.

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in employment or income information, or as requested by Children’s Home Society of California (CHS) to determine or re-verify need or eligibility for child care services. In addition, if the parent has unpredictable hours of employment, need and eligibility for services must be updated with new documentation at least every four (4) months.

If the parent has an **employer**, the following documentation must be submitted:
2. Documentation of *total countable income* for the month 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.

If the parent is **self-employed**, the following documentation must be submitted:
1. *Employment/Income Verification* form (complete Section 1: Parent Authorization/Release and return to CHS), or the *Domestic Services Employment Verification* form (completed by clients), or the *Verification of Self-Employment* form (completed by the parent).
2. 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.
3. As applicable, a copy of a business license, a workspace lease, or a workspace rental agreement.
4. Documentation of *total countable income* for the month preceding the initial certification, recertification, or 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.

*(NOTE - Parents/Guardians, please review additional requirements continued on page 2 on the back of this document, before signing below.)*

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): ________________________________ Date: ________________

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**CHS Office Use Only:**
Check One: □ Primary □ Secondary □ Other: ________________________________
Employment Need Start Date: ___________________________ End Date: ___________________________
Notes: ____________________________________________
Participation Requirements - EMPLOYMENT
Page 2

Required Documentation (Continued)
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:
2. A copy of the family child care home license indicating it is licensed as a large family child care home.
3. A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement.
4. Proof that the parent’s fingerprints are associated with that licensed family child care home as its assistant.
5. Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.
6. Documentation of total countable income for the month 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. Income from new employment will be calculated as a projection, based on the information confirmed through this verification process. 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 any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

Child Care

- 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, then CHS will divide the parent’s self-employment income by the applicable minimum wage to establish the maximum approved hours of care.
- 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.

~END~
Parents, please complete your name, signature, and date on page 1 of this document and return it to your Program Specialist. Thank you.
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.

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in need for care or income information, or as requested by CHS to determine or re-verify need or eligibility for child care services.

5. A *Statement of Parental Incapacity* form completed and signed by a legally qualified health professional.
6. Documentation of total countable income for the month preceding the initial certification, recertification, or 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 any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

**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.
- The *Statement of Parental Incapacity* form expires based on the probable duration indicated by the legally qualified health professional. Upon expiration of the form, the parent must document a need for child care. If the need for child care is still based on parental incapacitation, the parent must submit new *Statement of Parental Incapacity* form.
- 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: ____________

**CHS Office Use Only:**

Check One: ☐ Primary ☐ Secondary ☐ Other: ________________________________

Incapacitation Need Start Date: _______________ Expiration Date: _______________

Notes: ____________________________________________________________________
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 sixty (60) working days (consecutive Mondays through Fridays, excluding federal holidays) and for less than 30 hours per week for seeking employment, per fiscal year (July 1–June 30).

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in information, or as requested by Children’s Home Society of California (CHS) to determine or re-verify need or eligibility for child care services.
1. Statement of Seeking Employment form, completed and signed by the parent.
2. Documentation of total countable income for the month preceding the initial certification, recertification, or change/update, as applicable to determine eligibility and family fees.
3. Seeking Employment Activity Log, due by the tenth (10th) calendar day of every month, documenting the activities for the previous month.

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 any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

**Child Care**
- Child care hours may be approved for no more than five (5) days per week and for less than thirty (30) hours per week.
- If the child is attending school, the number of hours the child attends school will be subtracted from the approved child care hours. Unless otherwise approved by a CHS supervisor, the parent will seek employment during the time the child is in school, plus the approved child care hours, for less than thirty (30) hours per week.
- A parent that is seeking employment and enrolled in CalWORKs job search activities is not limited to sixty (60) working days of seeking employment. Child care will be approved based on the requirements of the documented CalWORKs activity. If upon expiration of the CalWORKs activity the parent is still seeking employment, the requirements specified above will begin.
- The parent may request that the period of eligibility for seeking employment be extended for an additional twenty (20) working days if he/she has received child care based on employment or vocational training for at least twenty (20) working days while also approved for seeking employment. If the parent is granted an extension, services may not exceed eighty (80) working days to seek employment, per fiscal year (July 1–June 30).
- Child care services will be terminated if the seeking employment period ends before the parent has submitted proof of another need for child care.
- 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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**CHS Office Use Only:**

Check One: ☐ Primary  ☐ Secondary  ☐ Other: __________________________

Fiscal Year: ______________  Seeking Employment Start Date: __________  Estimated End Date: ______________

Days/Hours of Care: __________________________

Extension: ☐ Denied  ☐ Approved (Extension End Date: __________)

Supervisor Signature: __________________________ Date: ______________

Seeking Employment Activity Log Received:  ☐ July  ☐ Aug  ☐ Sept  ☐ Oct  ☐ Nov  ☐ Dec

☐ Jan  ☐ Feb  ☐ Mar  ☐ Apr  ☐ May  ☐ Jun

Actual End Date: ______________  Total Days Remaining This Fiscal Year: ______________
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 for sixty (60) working days (consecutive Mondays through Fridays, excluding federal holidays) and for less than 30 hours per week for seeking permanent housing, per fiscal year (July 1-June 30).

**Required Documentation**
The following documentation must be submitted for initial certification, at recertification, when there is a change in information, or as requested by Children's Home Society of California (CHS) to determine or re-verify need or eligibility for child care services.

4. **Statement of Seeking Permanent Housing** form, completed and signed by the parent.
5. **Documentation of eligibility including:**
   a. Documentation of total countable income for the month preceding the initial certification, recertification, or 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.
6. The **Seeking Permanent Housing Activity Log**, due by the tenth (10th) calendar day of every month, documenting the activities for the previous month.

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 any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

**Child Care**
- Child care hours will be approved during hours that the parent seeks permanent housing, for no more than five (5) days per week and for less than thirty (30) hours per week. If the child is attending school, the number of hours the child attends school will be subtracted from the approved child care hours. Unless otherwise approved by a CHS supervisor, the parent will seek permanent housing during the time the child is in school, plus the approved child care hours, for less than thirty (30) hours per week.
- 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.
- The parent may request that the seeking permanent housing period be extended for an additional twenty (20) working days if he/she is unable to find housing within the sixty (60) day time limit. The parent will be required to submit additional documentation regarding the request for an extension.
- 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): ____________________________ Date: ____________________________

Parent/Guardian Signature: ____________________________ Date: ____________________________

---

**CHS Office Use Only:**

Check One: □ Primary □ Secondary □ Other: ____________________________

Seeking Housing Need Start Date: ____________________________ Estimated End Date: ____________________________

Days/Hours of Care: ____________________________

Extension: □ Approved (Extension End Date: ______________) Supervisor Signature: ____________________________ Date: ____________________________

Seeking Permanent Housing Log Received: □ July □ Aug □ Sept □ Oct □ Nov □ Dec
□ Jan □ Feb □ Mar □ Apr □ May □ Jun

Actual End Date: ____________________________ Total Days Remaining This Fiscal Year: ____________________________

White Copy: CHS Family File
Yellow Copy: Parent/Guardian
Family Participation Handbook
Attachment F
Parents must adhere to the following requirements when the basis of the need for child care includes vocational training. The vocational training program must lead directly to a recognized trade, paraprofession, or profession. 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. For minor parents attending high school, the six (6) year time limit will be applied upon graduation from high school or after 18 years of age, whichever is later. A parent may change his/her 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.

Required Documentation
The following documentation must be submitted for initial certification, at recertification, at the beginning of each semester, anytime there is a change in vocational training information, or as requested by Children's Home Society of California (CHS) to determine or re-verify need or eligibility for child care services.

1. Completed and signed Training Verification form. Refer to item 2(b), below.
2. 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 detailed class schedule information and the signature or stamp of the school registrar.
3. For on-line classes or televised instructional classes that are unit bearing classes from an accredited training institution, a copy of the class syllabus and the Web address are required. The accrediting body of the training institution must be among those recognized by the United States Department of Education.
4. Upon completion of a session, a copy of the Official report cards/transcripts and/or a progress report, due no later than ten (10) calendar days after the training institution releases such documentation, in order to demonstrate adequate progress.
5. Documentation of total countable income for the month preceding the initial certification, recertification, or 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 any change in family income, family size, or need for services (such as a change in his/her employer, work hours, or training hours) to CHS within five (5) calendar days of the change. Failure to report these changes within five (5) calendar days may result in termination of child care services. CHS also requires that parents report changes in the family’s address or telephone number or changes regarding child care arrangements.

( NOTE: Parents/Guardians, please review additional requirements continued on page 2 on the back of this document, before signing below.)

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): ___________________________  Date: ________________

Parent/Guardian Signature: ___________________________  Date: ________________

| CHS Office Use Only: |
|---------|---------|---------|
| Check One: □ Primary  □ Secondary  □ Other: ___________________________ |
| Vocational Training Need Start Date: ________________  End Date: ________________ |
| □ Bachelor's Degree Received  Notes: ___________________________ |
Participation Requirements - VOCATIONAL TRAINING
Page 2

Adequate Progress
Continuation of services based on vocational training is contingent upon making adequate progress. To make progress in each quarter, semester, or training period, as applicable, 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 will be placed on probationary status for one session. If adequate progress is not demonstrated during the academic probation, the parent will not be eligible for child care services for the purpose of vocational training for six (6) months. The parent will be required to provide documentation of another need for child care or services or the family will be terminated.

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, not to exceed half of the weekly child care hours authorized for training, 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 confirmation of need from the class instructor. 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.
- Child care services may be provided for classes related to the General Education Development (GED) test or English language development if such courses support the attainment of the parent's vocational goal.
- On-line 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 there is no documented need for child care between quarters, semesters, or training periods, the family will automatically be placed on a Limited Term Service Leave (LTSL) at the end of that period. Child care will not resume until documentation of an approved need for child care and proof of eligibility is received.
- 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.

~END~

Parents, please complete your name, signature, and date on page 1 of this document and return it to your Program Specialist. Thank you.
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.

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