



**SUBSIDIZED CHILDCARE
HANDBOOK**
2025 - 2026

Welcome!



*Welcome to the Placer County Office of Education Early
Childhood Education Subsidized childcare programs.*



This **handbook** was designed to assist families with understanding the requirements to participate in alternative payment subsidized childcare programs operated by Placer County Office of Education (PCOE), Early Childhood Education (ECE). The most current version of the handbook can be found online at placercoe.org. We look forward to serving you!

PCOE ECE provides early education opportunities and childcare to families throughout the county. Programs are funded through grants from the California Department of Education and California Department of Social Services.

Alternative payment subsidized childcare programs operated by the PCOE ECE include:

- CalWORKs Stage 1
- CalWORKs Stage 2
- CalWORKs Stage 3

- Alternative Payment
- Family Child Care Home Education Network (FCCHEN)
- Emergency Foster Bridge



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Placer County Superintendent of Schools:



Gayle Garbolino-Mojica was elected to Placer County Superintendent of Schools on June 6, 2006, and is currently serving her fourth term.

Ms. Garbolino-Mojica is a graduate of the University of California, Davis. She received her teaching credential from Cal Poly San Luis Obispo and an Administrative Credential and Master’s degree in Educational Administration and Leadership from California State University, Sacramento.

Placer County Board of Education:

The Placer County Board of Education consists of seven members; each member is elected to four-year terms representing single-member areas in seven geographic regions throughout Placer County. They are an elected governing board that operates under the authority of the California Constitution, the Legislature, the California Education Code, and the State Board of Education.

The Board of Education approves the Local Control Accountability Plan (LCAP) for the county office and its charters, approves the county office budget, and serves as the appellate body for interdistrict transfer, expulsion, and charter school appeals.

Area 1: Sergey Terebkov

Area 2: Andrew Tagg

Area 3: Dr. David Patterson

Area 4: R. Jan Pinney

Area 5: Kelli Gnile

Area 6: Dr. Renee Regacho-Anaclerio

Area 7: Amber Johnson

To learn more about our board members visit placercoe.org



Program Evaluation:

Parent surveys will be distributed and collected annually. Parents will be asked to provide their observations and feedback on the program. Their comments will be included in the annual program self-evaluation that is submitted to the California Department of Social Services. The review team is composed of staff, parents, and board/community members. Staff Development surveys will also be conducted annually. The Director of Early Learning will develop a program improvement plan as indicated by the program self-evaluation and will review the implementation plan with staff and board members.

PCOE Early Childhood Education:

Open Monday-Friday, 7:30AM - 4:30PM

Phone: (530) 745-1380

Fax: (888) 293-1613

1400 W. Stanford Ranch Road
Rocklin, CA 95765

placercoe.org

Email: childcare@placercoe.org



Vision:

The vision of the Placer County Superintendent of Schools and Placer County Board of Education is to provide exemplary leadership and service to schools, parents, and the community as we work together to provide a globally competitive, comprehensive, rigorous, and relevant education to all students.

Mission:

The Placer County Office of Education (PCOE) believes quality education is a vital priority for the students and citizens of Placer County.

We work in partnership with the 16 local school districts and one community college district in Placer County to equip every child with a first-class education to succeed in a global economy, to appreciate the cultural, social and historical resources of their community, and to be active participants in civic responsibilities.

Program Overview:

The alternative payment programs provide subsidized childcare to eligible families that reside in Placer County or the State of California, dependent on the program, through a variety of state, federal, and local funding sources. Each funding source has its own eligibility requirements; therefore, it is possible that two families receiving services, and using the same childcare provider, may need to meet different eligibility requirements.

Age-eligible children include:

- Birth through 12 years of age, upon certification
- Children unable to care for themselves due to a documented disability may be served to age 21

These parental choice subsidized childcare programs:

- Help families arrange childcare services
- Providers are reimbursed for part or all of their fees

Program Descriptions:

Our office administers the contracts for multiple programs (see page 31). This handbook specifically focuses on the requirements for the following alternative payment programs:

CalWORKs Stage 1 Childcare

For families who are receiving Temporary Aid to Needy Families (TANF) and entering the workforce or job training or other approved activity. Families may request childcare services with a CalWORKs Employment Services Counselor to obtain a CCP-8 based on an approved activity. A PCOE Specialist will contact the family once the approved CCP-8 is received. The Specialist will authorize childcare based on the requested childcare schedule (CCP-8) and will review the subsidized rules and regulations.

CalWORKs Stage 2 Childcare

Families have access to Stage 2 if they have previously received public cash assistance or a diversion payment through the Placer County Department of Health and Human Services. Families may be eligible for this program for up to 24 months after discontinuing cash assistance as long as they continue to meet the need and eligibility criteria of the program, are age-eligible, follow the program rules and regulations, and the funding is available.

CalWORKs Stage 3 Childcare

This program is available to families who continue to need childcare services after their 24 months of eligibility expires in Stage 2. Families may remain on the Stage 3 program as long as they continue to meet the need and eligibility criteria of the program, age-eligible, follow the program rules and regulations, and the funding is available.

California Alternative Payment Program

As Alternative Payment funding becomes available, the most eligible families from the Centralized Eligibility List receive services first. Families may remain in Alternative Payment for at least 24 months as long as they continue to meet the need and eligibility criteria of the program, are age-eligible, follow the program rules and regulations, and the funding is available.

Emergency Foster Bridge Program

The Foster Bridge program provides emergency vouchers to eligible resource families of Placer County dependents. Eligible families may receive a time-limited childcare voucher or payment to help pay for childcare costs for foster children.

Family Child Care Home Education Network (FCCHEN)

The FCCHEN program is a school readiness alternative to center-based care. The program serves eligible families who need childcare services in an approved network of preselected licensed family childcare home providers. The FCCHEN program focuses on serving children from birth through kindergarten; however children may be served through age 12, upon certification.

Provider homes are visited regularly by an Early Childhood Specialist trained in early childhood development. Providers are offered training and educational materials for use with the children. Developmental assessments are completed on each child enrolled in FCCHEN.

Confidentiality:

The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of the program.

No other use of the information will be made without prior written consent or through a subpoena. Participants shall have access to information in their basic data file within five business days after the program receives a written request.

Equal Access/Nondiscrimination Statement:

No person will be subjected to discrimination, or any other form of illegal bias, including harassment. We give equal access to services without regard to sex, sexual orientation, gender identification, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

Suspected Child Abuse:

Providers and program staff are mandated reporters.

The safety and well-being of your child always comes first. State law requires that staff report known or suspected instances of a child abuse to Child Protective Services or to local police officials. Program staff are trained annually as mandated reporters.

This abuse includes physical abuse, sexual abuse, emotional abuse, or neglect.

If you or someone in your family wants to learn different ways to guide and discipline your child or to handle anger without hurting your child, please talk to a Resource Specialist.

There are resources available to help you, at no charge.



Access/Open Door Policy:

Parents have unlimited access to their children and the early care and education facility during the hours of care.

Safety and Harassment Policy:

The following behaviors will not be tolerated and are **prohibited**:

- Behavior which threatens the safety, welfare, or morals of others
- Under the influence of and/or possession of alcohol, marijuana, or drugs
- The possession of any weapon, look-alike weapon (toy), or any object which ejects whether functional or not
- Behavior which would cause, attempt, threaten, or conspire to cause damage to personal or real property or person through arson, burglary, extortion, larceny (stealing), criminal mischief, battery (hitting people), assault (making a person fearful of hitting), harassment (threat to commit an illegal act), sexual harassment, sexual intimidation, and/or hazing (actions intended to endanger or embarrass others)
- Use of obscene and profane language

SELECTION and ENROLLMENT PROCESS

California Alternative Payment Program and Family Child Care Home Education Network Priorities:

Programs have limited openings for eligible families. The first step to access services is to be placed on the Centralized Eligibility List. When funding is available, we access the eligibility waiting list and contact families based on program specific enrollment priorities.

First: Child protective services, or at-risk of abuse, neglect, or exploitation.

Second: Enrollment priority based on total countable monthly income and family size.

When multiple families are within the same ranking:

- Child with exceptional needs within the same ranking is admitted first
- Dual language learner is admitted second
- Entry with oldest application date is admitted third

To Apply for the Centralized Eligibility List - Contact the PCOE Early Childhood Education office. Applications can be obtained and returned via mail, fax, or in person:



1400 W. Stanford Ranch Road
Rocklin, CA 95765



Phone: (530) 745-1380
Fax: (888) 293-1613



placercoe.org



childcare@placercoe.org

CalWORKs Stages 1, 2, and 3 Entry:

Open to anyone currently receiving CalWORKs cash aid. Families may also be eligible for CalWORKs program entry for up to 24 months after discontinuing CalWORKs cash aid.

NOTE: When a family is selected for enrollment, they will be asked to complete forms and gather documents needed to verify program eligibility and need for services.

Emergency Foster Bridge Entry:

Foster Parents that need immediate childcare are eligible for the Emergency Foster Bridge program.

PCOE subcontracts with the Placer County Health and Human Services to provide emergency vouchers to eligible resource families of Placer County dependents. Eligible families may receive a time-limited childcare voucher or payment to help pay for childcare costs.

Foster family may be transferred Emergency Childcare Bridge Program to California Alternative Payment Program if the funding is available.

NOTE: Only siblings, and additional children in the family who are listed on the application for services at the time of enrollment, are eligible to be added during the authorized period as funding allows. Any other siblings, newborn siblings, and/or new children added to the family must go on the ranked waiting list.

Certification/Recertification of Eligibility:

Enrollment into a program is determined by specific family eligibility and need criteria. Reimbursement for childcare cannot be authorized until a family's eligibility and need are established and documented, and the Specialist approves care. Families will be responsible for paying their provider if they start care before services are approved.

Families complete a certification process at initial enrollment and must recertify their eligibility every 12 or 24 months thereafter, **with the exception of:**

- Families who are certified as income eligible, and their income exceeds the maximum income threshold, which is 85% of the state median income
- Families who do not follow agency policy

A Notice of Action (NOA) of approval or denial of services will be mailed or given to the family within thirty (30) calendar days of the family signing the application for services. A NOA is a legally binding document issued by a PCOE employee stating decisions and/or changes that have been made to a family's certification. All NOA's will provide a start and/or stop date for services, authorized days and hours approved for childcare, and family fee information (if applicable).

NOTES:

Children who are 12 years old, when certified, will receive services for no less than 12 months.

Families enrolled in CalWORKs Stages 2, or 3, when certified, will receive services for no less than 12 months.

If custody is shared between separate homes, both parents must apply for services. The program can pay for childcare only when the child is with the eligible parent. Eligibility will be determined separately for each household.

Any child enrolled in a public educational program, including homeschooling, cannot be provided childcare services during the hours of the child's school schedule at their assigned school district.

Families will be notified 30 days in advance of what is required to recertify and will be required to bring in documentation after the 12 or 24 month eligibility period has expired.

Program staff will make every effort to make the certification/recertification process convenient for families. A family will be disenrolled if the recertification process is not completed within the designated 50-day recertification period.

Family Data File:

A family data file is maintained for each family receiving services. When a child's residence alternates between the homes of separated or divorced parents eligibility must be determined separately for each household in which the child is residing during the time services are needed.



Proof of Residency:

The determination of eligibility 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) is under a final order of deportation from the United States Department of Justice.

- AP, Stage 2, 3 and FCCHEN families must live in Placer County
- Families experiencing homelessness may submit a declaration of their intent to reside in Placer County or California, dependent on the program
- State Preschool families must live in California
- Any evidence of a street address or post office address in Placer County or in California, dependent on the program

Health and Emergency Information:

Participants must provide child health and current emergency information, along with current immunization records for children receiving care from a license-exempt provider.

Court Order:

If there is a court order that impacts childcare services, a copy must be provided for the family data file.

Proof of Family Size:

Biological/Adoptive Parent: "Family" specifies the parents and the children for whom the parents are responsible within the household that the child receiving services is living.

Guardian/Foster Parent: "Family" specifies the child and related siblings within the same household that the child receiving services is living.

Participants must provide the names of the adults and the names, gender, and birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file and indicate the relationship of the child to the parent:

- Birth Certificate or other live birth records
- Child Custody Court Order
- Adoption documents
- Foster care placement records
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

Exceptional Needs Child:

If there is a financial impact on a provider caring for a child with exceptional needs, the file must contain the following documentation in order to claim the reimbursement adjustment factor (See Reimbursement section for additional information):

- Individual Family Service Plan (IFSP) or Individualized Education Program (IEP) **AND**
- Statement explaining the financial impact on the provider

Exceptional Needs Teen:

A child who has exceptional needs from 13 up to 21 years of age may be served; however, in addition to the IEP a letter by a legally qualified professional is required. The letter must include:

- The child requires the special attention of adults in a childcare setting **AND**
- Includes the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion

PARTICIPANT QUALIFICATIONS and CONDITIONS

Eligibility Criteria:

Participants must provide documentation of eligibility in **one** or more of these eligibility categories:

Child is Recipient of Child Protective Services or Child Identified as At-Risk

- Referral Letter **AND**
- Documentation of monthly income, if applicable

Family Experiencing Homelessness

- Documentation of monthly income **AND**
- Referral Letter **OR**
- Parental Declaration of Homelessness

Current Aid Recipient

- Documentation of CalWORKs Cash Aid (Example: Notice of Action, Receipt of Cash Aid, or Verification of Benefits)

Receiving Benefits from Governmental Program (Categorical Eligibility)

CalWorks, Medi-Cal, CalFresh, California Food Assistance, California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Food Distribution Program on Indian Reservation, Head Start or Early Head Start.

- Current active enrollment documentation, such as Notice of Action, Receipt of Aid, or Verification of Benefits **AND**
- Copy of Governmental Program Application **OR**
- If not available, Self-Declaration of Income as declared on the program application

Income Eligibility

Guardian or Foster Parent(s):

- Documentation of Monthly Income (For child and their related siblings)

Biological or Adopted Parent(s):

- Authorization to Release Employment Information (if applicable) **AND**
- Documentation of Monthly Income (ALL sources for ALL parents in family)
 - **Regular and Steady Income:** Total countable income from either month of the two-month window immediately preceding certification
 - **Fluctuating or Inconsistent Income:** Total countable income for the preceding 2 to 12 months from certification



Participants whose eligibility is based on income must notify our office **within 30 days** if income, at any time exceeds the maximum income threshold

PARTICIPANT QUALIFICATIONS and CONDITIONS

Countable | Non-Countable Income Reference Table:

<p>Countable Income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>	<p>Non-Countable Income is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>
<ol style="list-style-type: none"> 1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling, or lottery winnings 2. Wages for migrant, agricultural, or seasonal work 3. CalWORKs cash aid 4. Gross income from self-employment less business expenses with the exception of wage draws 5. Disability or unemployment compensation 6. Worker's compensation 7. Spousal support, child support from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support 8. Survivor (i.e., SSA) and retirement benefits 9. Dividends, interest on bonds, income from estates or trusts, net rental income, or royalties 10. Rent for room within the family's residence 11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent 12. Veteran's pension 13. Pension or annuities 14. Inheritance 15. Allowances for housing or automobiles provided as part of compensation 16. Insurance or court settlements for lost wages or punitive damages 17. Net proceeds from the sale of real property, stocks, or inherited property 18. Other enterprise for gain 	<ol style="list-style-type: none"> 1. Earnings of child under 18 years 2. Loans 3. Grants or scholarships to students for educational purposes 4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants, and Children (WIC) benefits or other food assistance 5. Earned Income Tax Credit or tax refund 6. Foster care grants, payment, or clothing allowances for children placed through child welfare services 7. Relative Caregiver Funding Program 8. California Guaranteed Income Pilot Program 9. GI Bill entitlements, hardship, or hazardous duty, hostile fire, or immediate danger pay 10. Adoption assistance payments 11. Non-cash assistance or gifts 12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits 13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages 14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging 15. Business expenses for self-employed family members 16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay 17. Disaster relief grants or payments, except any portion for rental assistance or unemployment 18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants

Note: Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family's countable income.

Need for Services:

In addition to meeting the eligibility criteria, each parent and any other adult counted in the family size must have a need for services. Documentation based on need criteria may include:

Need Criteria:

Based on the following need criteria, **see the applicable Need Form for further guidance** on what documentation is required:

- Child Protective Services Referral Letter
- At-Risk Referral Letter
- Verification of Employment
- Self-Employment Income and Expense Statement
- Seeking Employment Declaration (Max five days per week, for less than 30 hours per week)
- Educational or Vocational Training Verification (Must make adequate progress. In addition, services are limited for up to six years from the date participant starts classes **or** until participant reaches 24 units after the attainment of a bachelors degree)
- Educational or Vocational Training Verification (English Language Learner, High School Diploma or High School Equivalency Certificate)
- Seeking Permanent Housing Declaration (Max five days per week, for less than 30 hours per week)
- Homelessness Referral Letter (Max five days per week, for less than 30 hours per week)
- Statement of Parental Incapacity (Max of 50 hours per week)
- CalWORKs Stage 1 Childcare Authorization Form (CCP-8)

Determining a Child's Schedule:

Services are available when:

- Parent meets a need criteria that precludes the provision of care and supervision of their child for any part of the day
- No parent in family is available and capable of providing care during the time care is requested
- Two-parent family – care is approved when neither parent is available to care for the child
- Supervision of the child is not otherwise being provided during scheduled time at:
 - School-age public educational program
 - Private school
 - Early learning and care services

NOTE: If the parent (or other adult counted in the family size) works in the home, the nature of the work must prevent the supervision of the family's children. Family childcare providers are not eligible for subsidized services because their work does not prevent the supervision of their own children.

PARTICIPANT QUALIFICATIONS and CONDITIONS

Services will be approved based on verified need documentation and/or the program limitations, whichever is less. For school-aged children, scheduled instructional minutes of a public education program or a private school in which the child is enrolled and attending is not included in the certified schedule.

Consistent Schedule: Certified schedule will be based on the verified number of days and hours, or total number of hours parent consistently or expects to work each week

Variable Schedule: Certified schedule will be based on the highest number of hours worked in any given week within the two-month window preceding certification, or if there is no work history, the highest number of total hours per week the employer expects the parent to work

If the parent meets certain criteria, additional childcare may be approved for:

Travel time only applies to parents who are working or in school. Our office requires a written request for any travel time beyond 30 minutes before and after.

To determine the maximum authorized drive time, divide the work or school hours day by 2. Travel time cannot be more than 4 hours per day (2 hours each way), and not more than the time from the provider's home/center to work or school and back.

Sleep time is available for parents who work between the hours of 10:00PM and 6:00AM. The allowed sleep time can be equal to the authorized work and travel time between 10:00PM and 6:00AM.

- *Note that sleep time is not automatic and must be requested.*

Study time may be approved for parents whose need for childcare is educational or vocational.

Payment for Use of Unauthorized Care:

Parents must contact their Specialist to authorize any additional hours or change in service in a childcare schedule. Parents are responsible for payment of unauthorized care, such as unapproved work, school, or job search activity, etc.

Right to Voluntarily Report Changes:

Once eligibility and need have been established a participant may keep their current service level, no matter if there are changes in their family. The only exception is if a participant's eligibility is based on income eligibility and the family's income exceeds the maximum income threshold for ongoing eligibility.

If a participant needs to change their service level during their certification period the following must be submitted:

- Request to Change Services Form **and**
- Documentation to support the request, if applicable

NOTE: Change will be effective, upon receipt of the form and ALL documentation to support the requested change. Our office will issue a Notice of Action within ten business days indicating the outcome of your request.



FAMILY FEES

Some families enrolled in the program may have a family fee based on their total countable income, family size, and certified hours of care. Fees are determined using the family fee schedule approved by the California Department of Social Services and the California Department of Education.

Family fees are assessed according to the child who is certified with the most monthly hours of care, regardless of the number of children enrolled on the program.

Exemptions:

The following are exempt from family fees:

- A family, whose income level is less than the first entry on the family fee schedule corresponding to the program enrolled
- Families receiving CalWORKs cash aid
- Families with children that have been identified as being At-Risk or who are receiving Child Protective Services may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary
- Families with current part-day California State Preschool Program certification.

Assessment:

Family fees are only assessed at:

- Initial Certification
- Recertification
- Parent submits documentation that supports their voluntary request to have fees re-assessed, such as if there is a reduction in family income, change in family size or change in childcare days/hours
 - **Decrease:** Effective on the first day of the month that follows the NOA issue date
 - **Increase:** No increase during certification

A flat monthly FAMILY fee is assessed as follows:

- **Full-time monthly fee** when services are approved for 130 hours or more per month
- **Part-time monthly fee** when services are approved for less than 130 hours per month



NOTE:

When a family's child is assigned both a School and Vacation schedule or if initial enrollment is not on the first day of the month, families may be assessed both a monthly part and full time fee. The monthly fee will be detailed on the approved Notice of Action (NOA).

Fees CANNOT, under any circumstances, be recalculated based on a child's actual attendance.

If a family has an unpredictable schedule, the fee is determined based on the highest number of actual work hours within any given week from either month of the two-month window immediately preceding initial certification or recertification.

FAMILY FEES

Collection of Fees | Payment:

Family fees are **due by the 1st of the month** in advance of care. Family fees must be paid by check, money order, or cashier's check. Cash is NOT accepted.

PLACE FEE IN DROP-BOX AT:

PCOE Early Childhood Education
1400 W. Stanford Ranch Road
Rocklin, CA 95765

PCOE Early Childhood Education
360 Nevada Street
Auburn, CA 95603

MAIL FEE TO:

PCOE Early Childhood Education
1400 W. Stanford Ranch Road
Rocklin, CA 95765

A receipt will be mailed to the participant.

Delinquent Fees:

Fees are delinquent if not received in our office by the 8th of each month by 4:30 p.m. unless a Payment Plan has been put in place.

A Notice of Action (NOA) to terminate services will be issued if fees are not paid. The NOA can only be rescinded (canceled) by paying the full amount of family fees due on or before the Effective Date of Action.

The 3rd time an NOA to terminate services is issued for failure to pay family fees in a fiscal year (July 1 – June 30), the action will be considered final and will NOT be rescinded.

Returned checks are considered non-payment of fees and will result in termination of services. A money order or cashier's check (no cash is accepted) is needed to replace the returned check within ten calendar days from the notification by PCOE of the returned check.

In the event that a check is returned a 2nd time, future fees must be paid by money order or cashier's check only.

NOTE: If services are terminated, any outstanding balances must be paid and PCOE reserves the right to use a Collection Agency to collect unpaid family fees.

Payment Plan:

We can accept a **REASONABLE PAYMENT PLAN** from the participant for payment of fees. Payment plans must be established before the 8th of the month, and are limited to one month of fees. The maximum length of the payment plan is four months.

Families with a fee plan from previous past due fees must continue to make payment according to their Payment Plan in addition to their current fees.

Credit for Fees Paid to Other Provider:

When PCOE cannot meet all of a family's needs for CDSS subsidy childcare programs, a family may receive a credit for payment made for childcare services to another service provider.

The family is not allowed to carry over the fee credit beyond the family's subsequent fee billing period. For example, payment to another childcare provider for September care can only be applied to PCOE family fees billed for October.

A receipt or canceled check detailing the provider's name, period services are being paid for, child's name, the amount paid, and the date paid for that child's care must be provided to PCOE.

CHOOSING A PROVIDER

Parental Choice:

It is the parent's right and responsibility to choose a provider that meets their family's need for childcare and development services. Choosing quality childcare is important, it promotes brain development, school readiness, and reduces family stress. **NOTE:** *In the FCCHEN program, families select a provider from a network of pre-selected licensed family childcare home providers.*

Snapshot of Childcare Options:

When considering your options, make sure you take into consideration how well the provider or program fit your child's needs, your family's schedule, location, and language.

Licensed Family Childcare Home (FCCH)

- Providers are in a home setting for children of mixed ages
- Large FCCH– cares for up to 14 children and requires an assistant
- Capacity of 14 children with no more than 3 infants when at least 2 children are 6 years of age or older
- Small FCCH– cares for up to 8 children
- An assistant is required when more than 6 to 8 children are present
- Group sizes are smaller allowing for individualized care
- Staff are CPR/First Aid and Health and Safety certified
- Often are able to provide a flexible schedule including, evening, weekend or overnight care
- FCCH's are licensed and are regulated by the state
- Licensee and any other adults in the home are required to have a criminal background check

Licensed Childcare Center

- Facilities that provide care for infants, toddlers, preschoolers, and/or school-age children
- Care is provided in non-home facilities such as churches, schools, and/or licensed buildings
- Group sizes are large allowing for children to have rich social and academic experiences
- Primary caregivers are required to have (or be in the process of completing) 12 units of Early Childhood Education
- Centers are licensed and regulated by the state
- All staff are required to have a criminal background check

Exempt Childcare Center

- Written declaration that the program is located on school grounds and is staffed by "qualified teachers" that are school personnel.
- Meets minimum attendance and invoice requirements
- Provides adult supervision for all children during all hours of operation
- Submits a signed statement to the program director certifying that all employees who have contact with children have completed criminal history background examinations

License-Exempt Childcare

- Providers include relatives (grandparents, aunts, uncles *must be related by blood, marriage, or court decree)
- Other family (such as cousins or distant relatives), friends, or neighbors and must clear a background check through **TrustLine**
- Not required to meet childcare licensing requirements
- The caregiver must be at least 18 years old and the childcare takes place in the provider's home.
- In California, licensing regulations allow for an individual to provide childcare for children from one family, in addition to their own relatives, without a license

NOTE: Exempt providers providing part-time care will not be reimbursed by PCOE for any absences.

CHOOSING A PROVIDER

In-Home License-Exempt Childcare

Care that takes place in the child's home is referred to as in-home childcare. The parent is the employer of an in-home provider and is responsible to pay employer taxes and withhold employee taxes.

It is the responsibility of the parent as the employer to calculate and submit required quarterly documents to the State and Federal agencies as required by law for employers of in-home childcare providers.

Parents are required to sign a Self-Attestation form affirming under penalty of perjury compliance with all State and Federal regulations governing household employment. Parents are responsible for paying the provider and PCOE reimburses the parent monthly in accordance with PCOE's current payment policies under the current regional market rate.

For more information about your responsibilities as the employer of an in-home care provider, contact the California Employer Development Department at (800) 480-3287.

NEED A LIST OF LICENSED PROVIDERS IN YOUR AREA?

Resource and Referral can help. Specialists are trained in child development and early childhood education, knowledgeable about childcare licensing requirements, and can offer expert support and guidance to parents as they search for and select childcare. Resource and Referral provides classes, workshops, and other resources to all Placer County families and childcare providers.

Call: (530) 745-1380 or (800) 464-3322

Visit: 1400 W. Stanford Ranch Road | Rocklin | 9:00AM – 4:00PM

Online: rrplacercoe.nohosoftware.com/online_referrals



The Placer County Office of Education, Early Childhood Education Resource and Referral was started in 1979 by the Placer County Office of Education and is funded by the California Department of Social Services (CDSS) and the First 5 Placer Children and Families Commission.

Services include assisting parents in finding childcare, providing guidelines for choosing quality early care and educational settings, producing high quality, educational newsletter in both English and Spanish available online, professional development, providing resource materials on early childhood education for parents and caregivers, and assisting care providers in meeting licensing requirements. **There is no fee for these services.**

NOTE: For additional information visit www.placercoe.org for the [Choosing Child Care](#) handout. In this handout Resource and Referral provide guidance, answer questions and support you when choosing the best child care option for your child.

CHOOSING A PROVIDER

Contract Between Parent and Provider:

Childcare is a contract between the parent and provider. PCOE has not inspected or warranted the condition of the provider's facility or the quality of supervision the children receive. PCOE assumes no responsibility for injury or damages arising from the performance of our agreement for services. The provider and the parent agree to indemnify and hold harmless PCOE, its officers, and its employees from costs, suit, or liability allegedly arising from the provision of childcare services.

Resources regarding selecting a quality early care and education settings are given, but recommendations for specific programs are not. Basic consumer information is provided, along with referral to caregivers contained in PCOE provider referral files, upon request.

PCOE is not responsible for arrangements made between parent and provider.

State General Fund Prohibition Against Religious Instruction:

Any provider receiving payment from a State General Fund contract certifies that early care and education services do not include religious instruction or worship.

Provider Participation Process:

Steps to Provider participation are as follows:

1. Parent/Guardian selects a childcare provider and submits required documentation.
 - **Existing/Active Provider** with PCOE- Parent/Guardian informs Resource Specialist of selected provider
 - **New/Inactive Provider** with PCOE- Provider will need to complete and submit required participation documentation for the Provider file based on type of childcare, which if required may include registration and clearance through the TrustLine Registry
2. Provider will receive a Childcare Certificate that includes the approved level of service and the reimbursement rate ceiling. In addition, an Attendance Record will be issued for each child in authorized care.
3. Provider Notice (Childcare Certificate) will be issued when there is a change to a family's level of service. It is the provider's responsibility to refer to their copy of the current provider agreement and policies for terms and conditions of payments.



Changing Providers: A parent who needs to change their provider must give adequate notice to both their current provider (based on provider policy) AND PCOE staff prior to making the change.

Any charges received by the parent as a result of violating the provider's termination policy, are between the parent and the provider. Charges will be the responsibility of the parent.

PCOE will notify the current provider of the last effective date of reimbursement for services and the new provider of the first effective date of payment for services.

NOTE: Our office will not reimburse the provider for childcare expenses incurred by a family before they have been certified to be in the program.

CHOOSING A PROVIDER

Multiple Providers:

Reimbursement is limited to one childcare provider per child. The following are exceptions:

Childcare may be authorized when the child's first childcare provider is not a licensed center and the parent chooses a licensed center for large group school readiness experiences.

Childcare may be authorized with an eligible Alternate Provider when one of the following occurs:

- Hours of operation of first provider does not meet the parent's need for childcare services
- The child is ill and the parent has to obtain an alternate, backup provider
- The child's regular provider is closed

Alternate | Backup Provider:

Parents must notify PCOE of their need for backup or childcare when the primary provider is unavailable. Authorization for care **must be pre-approved** by the Resource Specialist. Each licensed provider can be reimbursed for ten days of vacation/holidays (PTO days) provided the provider can establish this is the same agreement they have on file with PCOE and the policy is included in the provider's contract.

An alternate, backup provider may only be paid for a total of ten days per child per fiscal year for sick days and an additional ten days per fiscal year for vacation/holidays taken by the primary provider. Backup childcare with an alternative provider will be authorized if all of the following conditions are met:

- Notification of the need, and the intended alternate provider, is made by the parent or guardian before care issued
- The requested provider is listed as an eligible provider with the PCOE subsidized program before the request for care (The provider is active in the PCOE subsidized childcare system.)
- Home Schooled Children: Any child enrolled in a public educational program, including homeschooling, cannot be provided childcare services during the hours of school schedule at their assigned school district



Attend today, achieve tomorrow

Your child's regular attendance in an early learning childcare program matters...



Infant/Toddler

Time to develop stable, nurturing relationships. A healthy attachment base is the cornerstone for life long learning.



Preschooler

Time for building the social, emotional, cognitive & language skills necessary for school readiness.



Elementary

Time to develop reading skills needed to transition from "learning to read" to "reading to learn"



Middle or High Schooler

Time to develop strategies to become independent, build future dreams & habits for college and/or the workforce.



Adult

Time to land a great job. Good attendance, dependability & work ethic are valued above all other soft skills.

Absent for 2 days per month = Absent 24 days per year
= Your child's learning is 1 month behind their peers!

Don't let your child miss-out on the skills needed to be successful in school & life

Attendance Policy and Expectations:

Children are **expected to attend childcare based on their certified schedule** determined at certification/recertification and when a participant voluntarily requests to change their service level.

A family may be disenrolled from the program for abandonment of care.

Participants may voluntarily request to change their child's service level (See Right to Voluntarily Report Changes).

Participants are expected to:

- **Know** their currently approved/certified days and hours of care
- **Notify Resource Specialist** in advance if family needs to request a change in their service level or will have a gap in services during their certification period.

Use care that is broadly consistent with certified days and hours of care. Childcare attendance, as recorded on the Attendance Record, should reflect a pattern that is consistent with the parent's certified need for services.

Regular and consistence attendance is important. It allows the family to maximize the benefits of the child's early learning experience. Unnecessary disruptions in services can stunt or delay social-emotional and cognitive development while safe, stable environments allow young children the opportunity to develop the relationships and trust necessary to comfortably explore and learn from their surroundings.

ATTENDANCE

Attendance Policy:

For the purpose of verifying that a child's attendance is broadly consistent with certified care, when a child is absent from regularly scheduled care at any time during the month the participant or provider must record the absence type on the attendance record. Absence types are as follows:

Excused Absence:

- Illness or quarantine of child or parent
- Medical appointment due to illness of child or parent
- Court ordered visitation (Court order must be on file)
- Family emergency for unplanned situations of a temporary nature including:
 - Immediate need for treatment of anyone in the family unit by a physician/dentist or another health professional
 - Death of a family member
 - Any incident such as theft, fire, flood, weather, car trouble, impassable roads, or any situation that results in the family having their normal schedule disrupted to the extent that the family or the children are temporarily dislocated, and/or the parent cannot accompany their child safely to care for a reasonable period of time
- An absence that is clearly in the Best Interest of the child (maximum of ten days per program year between July 1 – June 30; except for children enrolled due to protective services or at risk). For example:
 - Visiting relative or close friend
 - Religious observance, holiday or ceremony
 - Vacation time with family
 - Personal or family business
 - Family moving

Provider must call the family's Resource Specialist when the family has not been in communication with the provider for seven consecutive scheduled days and has not notified the provider of the reason for not using services.

Abandonment of Care:

The program does not allow families to be enrolled in a program if they are not using childcare unless a gap in services has previously been approved.

Your child(ren) will be disenrolled when there has been no communication with your provider and our office for 30 consecutive scheduled days, with an exemption to Stage 1 families.



Reimbursement Schedule:

Providers submit Attendance Records as soon as ALL care has been completed for the month. Attendance Records are due no later than 30 days following the month childcare took place.

NOTE: Attendance Records are due 30 days following the month childcare took place (e.g., July's attendance records are due no later than August 30th) – except June's attendance records that are due in the PCOE Early Childhood Education office by July 15th. **No payment will be made for childcare provided if Attendance Records are received late.**

Attendance Records are processed within 21 calendar days from receipt of a complete AND correct attendance record. It should be noted that the attendance records will be determined as received on the day of arrival to our office on Stanford Ranch Road in Rocklin.

In the event that PCOE is unable to make payment within 21 calendar days due to extenuating circumstances, the impacted provider will be notified within five business days of PCOE becoming aware of the circumstance causing the delay of payment. Extenuating circumstances include, but are not limited to, an emergency or payment system malfunction

Submit Attendance Records to:

PCOE Early Childhood Education
1400 W. Stanford Ranch Road
Rocklin, CA 95765.

NOTE: There is a drop box available during non-business hours around the back of the building at 1400 W. Stanford Ranch Road in Rocklin AND at the entrance of the front door of 360 Nevada Street in Auburn.

Reimbursement Guidelines:

Childcare reimbursement is calculated using the Regional Market Rate (RMR), which is a State Survey used to determine the childcare rates in each county. The RMR may be found at rccc.adm.dss.ca.gov.

Reimbursement categories are chosen based on the age of the child, the certified need for care and the type of provider. This reimbursement ceiling is compared to the provider's total monthly bill. The reimbursement amount is the lesser of the two.

Provider's approved reimbursement rate(s) are located on the Childcare Certificate. Registration and other special charges must be approved prior to the beginning of services and cannot exceed the RMR. If the provider is currently being paid at the maximum RMR for the child, the registration fee is the parent's responsibility, unless the family is on Stage 1.

Provider agrees that the rates charged for any child on the subsidized childcare program must be equal to or less than the rates charged for a non-subsidized child, including any discount or scholarship rates that may apply, if any. Providers may not charge parents a categorically higher rate for children with disabilities.

NOTE: Without Hold Harmless, variable schedules are reimbursed for the actual days and hours of care used.

CHILDCARE REIMBURSEMENT

Determining Reimbursement Rates:

HOURLY RATE		DAILY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
Less than 25 hours per week and less than 5 hours on any given day No more than 14 days per month (14 days or less) Must be 1-2 scheduled days per week. Varied schedule not in every week of the month and less than 3 days per week.	Not applicable	Not applicable	6 hours or more per day, for no more than 14 days per month and cannot exceed the full-time monthly ceiling Must be 1-2 scheduled days/week. Varied schedule not in every week of the month and less than 3 days per week.
WEEKLY RATE		MONTHLY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
Less than 25 hours of care per week.	25 hours or more per week	A certified need for childcare averages fewer than 25 hours per week when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.	A certified need for childcare averages 25 hours or more per week when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.

Exempt Family, Friends, and Neighbors:

Part-Time	Full-Time
Less than 25 hours of care per week.	25 hours or more per week, paid as authorized

NOTE: IN/INR is not paid as authorized, INR/IR is paid as days and hours of care used.

NOTE: Without Hold Harmless, variable schedules are reimbursed for the actual days and hours of care used.

Adjustment to Reimbursements (Only one adjustment may be applied):

52.5 Hours or More (Licensed providers only): When care exceeds 52.5 hours per week. Note: Only applicable when not included in the licensed provider's full-time weekly/monthly rate policy.

Evenings and/or Weekends (Licensed providers only): Adjustments for after-hour care only apply when after-hour services include at least 10% of the total care used and when services occur between the hours of 6:00PM - 6:00AM or on weekends.

Children With Exceptional Needs: Provider caring for a child with exceptional needs is eligible to receive a rate adjustment. The file must contain the child's current IEP or IFSP along with documentation to support that additional services and/or accommodations for that particular child are being provided which result in an on-going financial impact on the provider.

Unscheduled Care: Rate adjustments for childcare exceeding the certified need only apply when proper documentation has been received and prior approval by PCOE has been given.

Provider Days of Non-Operation (Licensed Only):

Many providers have identified days when their business is closed for holidays, vacations, or other various reasons. These days are called Provider Days of Non-Operation. Our program can reimburse providers up to ten days per fiscal year if the provider submits a copy of their Parent/Provider Agreement/Policies/Rates stating what the expectations are. In addition, reimbursement for a day will be made only if the non-operation day falls on one of the child's certified days.



Charges NOT Reimbursed:

The following is the financial responsibility of the parent(s):

- Provider unavailable to provide services such as when the provider is on vacation, ill, closed for holidays, or if the provider elects not to provide services. (This does not include the ten reimbursable days not in operation allowed for licensed providers.)
- Incurred charges due to late pick-up of children
- Parents make a change but do not provide our office two-week notice prior to the change
- Any child enrolled in a public educational program, including homeschooling, cannot be provided childcare services during the hours of school schedule at their assigned school district
- There are additional fees not covered in the Childcare Certificate, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum reimbursable amount, with an exemption to Stage 1 families
- Exempt and In-Home providers providing part-time care will not be reimbursed by PCOE for any absences

Co-Payment:

The state establishes limits on the amount of reimbursement PCOE can pay a childcare provider for childcare. If a provider charges MORE than what PCOE can pay, you are responsible for the difference. This difference is called a co-payment and is paid by you to the provider. For example, if provider charges \$30 and we can only reimburse the provider \$29, then the \$1 difference is between the parent and the provider. The co-payment will be paid directly to the provider by the parent and shall not be the responsibility of PCOE.

Other co-payments to the provider that the parent may be responsible for include fees that PCOE is not allowed to pay such as diaper fees, transportation fees, late fees, etc.

Unannounced Visits:

PCOE may perform unannounced provider visits. During these visits, the Attendance Record is reviewed for compliance. Please remember the Attendance Record must remain in the possession of the provider.

Providers are reimbursed based on the certified hours of need.

CHILDCARE REIMBURSEMENT

Attendance Record | Provider Invoice:

Attendance reporting is very important, as this is the method of verifying services rendered and invoicing PCOE for reimbursement. An attendance record will be issued for each child for each month. If a mistake is made on the attendance sheet like writing on the wrong date, cross out the error and initial it, and fill in the correct information. **White out and pencil are not accepted.** All information on the attendance claims must be **submitted in ink.**

Program: **Placer County Office of Education**
April 2019
 Must Be Received by: **5/30/2019**

Mail To:
 1400 W. Stanford Ranch Road
 Rocklin CA 95765
 (530) 745-1380

Parent or their authorized representative that is 18 years or older is required to **sign with full, legal signature** and record **exact time in and out** for each day.

If a child is absent, or does not use scheduled care, the reason of absence must be noted with the full, legal signature of the parent (or provider's if verification is made by telephone).

Must be signed and dated at the end of the month by the certified parent/guardian, using their full, legal signature. Provider must also sign and date, verifying that everything on the attendance record is true and accurate.

Parent:		Child:		Age:		Prov. Type:		
Provider:		Address:				Phone:		
Start Date:		Stop Date:		Program Specialist:		School:		
Provider Charge:		Enter your total "bill" - based on the rates you charge. Example: \$35 per day and 20 days of child care. Show as: \$35 X 20 = \$700						
Regular Schedule		Child's authorized schedule will be here.						
Vacation Schedule		Child's authorized vacation will be here.						
		SUN	MON	TUES	WED	THU	FRI	SAT

Day	Date	PARENT/REPRESENTATIVE SIGN IN THIS COLUMN ONLY		PROVIDER MUST INITIAL IF CHILD HAS A SPLIT SCHEDULE				PARENT/REPRESENTATIVE SIGN OUT BY THIS COLUMN ONLY		OFFICE USE ONLY
		TIME IN	PARENT/REPRESENTATIVE SIGNATURE	TIME OUT	PROVIDER INITIALS	TIME IN	PROVIDER INITIALS	TIME OUT	PARENT/REPRESENTATIVE SIGNATURE	
Mon	1									
Tue	2									
Wed	3									
Thu	4									
Fri	5									
Sat	6									
Sun	7									
Mon	8									
Tue	9									
Wed	10									
Thu	11									
Fri	12									
Sat	13									
Sun	14									
Mon	15									
Tue	16									
Wed	17									
Thu	18									
Fri	19									
Sat	20									
Sun	21									
Mon	22									
Tue	23									
Wed	24									
Thu	25									
Fri	26									
Sat	27									
Sun	28									
Mon	29									
Tue	30									

This section only used for school age children who are picked up or dropped off from school.

Sample

Parents sign in and out using the actual time of drop off and pickup

PARENT AND PROVIDERS: READ AND SIGN MONTHLY DECLARATION

I certify under penalty of perjury that the information provided on this attendance sheet is accurate.	I certify under penalty of perjury that the information provided on this attendance sheet is accurate.
Parent Signature _____ Date _____	Provider Signature _____ Date _____

FOR OFFICE USE ONLY				Provider ID:
Payment Rate (M)(W)(D)(H)	\$ _____	x Total (M)(W)(D)(H)	= \$ _____	Provider Reimbursement: _____
Payment Rate (M)(W)(D)(H)	\$ _____	x Total (M)(W)(D)(H)	= \$ _____	

Child ID : _____ Family ID: _____ APID: _____

NOTE: If an Attendance Record contains inaccurate information, the certified parent/guardian and/or provider must immediately contact their PCOE Resource Specialist.

CHILDCARE REIMBURSEMENT

Attendance Record | Provider Invoice continued:

Provider must complete the **Provider Charge** section based on rates charged, (the amount expected for each child as they would do for their private-pay clients), on the official Attendance Record. The rate will be determined by comparing the approved rate indicated on the Certificate and Provider Charges as indicated on the attendance record. The least amount is reimbursed. *If you do not intend to bill PCOE, please note "no care provided and "\$0.00."*

If provider is transporting the child to/from school then record the time when the child left and returned to/from school with provider initials.

Program: **Placer County Office of Education**
April 2019
 Must Be Received by: 5/30/2019

Mail To:
 1400 W. Stanford Ranch Road
 Rocklin, CA 95765
 (530) 745-1380

Parent:		Child:		Age:		Prov. Type:			
Provider:		Address:				Phone:			
Start Date:		Stop Date:		Program Specialist:		School:			
Provider Charge:		Enter your total "bill" based on the rates you charge. Example: \$35 per day and 20 days of child care. Show as: \$35 X 20 = \$700							
	SUN	MON	TUES	WED	THU	FRI	SAT		
Regular Schedule	Child's authorized schedule will be here.								
Vacation Schedule	Child's authorized vacation will be here.								
Day	Date	PARENT/REPRESENTATIVE SIGN IN THIS COLUMN ONLY		PROVIDER MUST INITIAL IF CHILD HAS A SPLIT SCHEDULE			PARENT/REPRESENTATIVE SIGN OUT IN THIS COLUMN ONLY		OFFICE USE ONLY TOTAL HOURS
		TIME IN	PARENT/REPRESENTATIVE SIGNATURE	TIME OUT	PROVIDER INITIALS	TIME IN	PROVIDER INITIALS	TIME OUT	
Mon	1								
Tue	2								
Wed	3								
Thu	4								
Fri	5								
Sat	6								
Sun	7								
Mon	8								
Tue	9								
Wed	10								
Thu	11								
Fri	12								
Sat	13								
Sun	14								
Mon	15								
Tue	16								
Wed	17								
Thu	18								
Fri	19								
Sat	20								
Sun	21								
Mon	22								
Tue	23								
Wed	24								
Thu	25								
Fri	26								
Sat	27								
Sun	28								
Mon	29								
Tue	30								

This section only used for school age children who are picked up or dropped off from school.

Sample

Parents sign in and out using the actual time of drop off and pickup

PARENT AND PROVIDERS: READ AND SIGN MONTHLY DECLARATION

I certify under penalty of perjury that the information provided on this attendance sheet is accurate.	I certify under penalty of perjury that the information provided on this attendance sheet is accurate.
Parent Signature _____ Date _____	Provider Signature _____ Date _____

FOR OFFICE USE ONLY				Provider ID:	
Payment Rate (M)(W)(D)(H)	\$ _____	x Total (M)(W)(D)(H)	= \$ _____	Provider Reimbursement:	_____
Payment Rate (M)(W)(D)(H)	\$ _____	x Total (M)(W)(D)(H)	= \$ _____		

Child ID : _____ Family ID: _____ APID: _____

Providers may use electronic sign-in to replace the sign-in sheets PCOE provides as long as the alternate method of sign-in/out (i.e. thumbprints, PIN use, etc.) is acceptable by Community Care Licensing. A printout from the provider's system will need to be produced that provides the sign-in and out times and the parent will need to sign both the printout and the bottom of the PCOE provided sign-in sheet with their full, legal signature. The printout should then be submitted with the PCOE-provided sign-in sheet that has been signed by the provider.

NOTE: The Attendance Record must be kept on-site with the provider and available for parent/guardian to sign on a daily basis, at the actual time of use (service).

DISENROLLMENT

Family Request to Disenroll:

When a family chooses to disenroll from the program, they are required to notify the program. A Notice of Action for disenrollment of services will be issued as a result of the parent's request.

Agency Family Disenrollment Policy:

Families will be issued a notice at least 19-days if mailed or 14-days if hand delivered prior to disenrollment from the program. **The program may deny services or disenroll** a family for any of the following reasons, which include, but are not limited to:

- Failure to adhere to policies and/or procedures set forth by PCOE and/or regulations established by the State/or Federal government
- Falsification or providing misleading information or inaccurate documentation
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- Failure to provide current and correct information at the time of certification or recertification
- Failure to meet eligibility or need requirement
- Failure to complete the recertification process within the designated 50 day recertification period
- Parent changes residency outside of California and/or Placer County, dependent on the program, as reported by the parent
- Family income exceeds the maximum income threshold (if enrolled as income eligible)
- Failure to pay family fees
- Abandoned childcare for 30 consecutive calendar days without notice
- Failure to complete or falsification of Attendance Record accurately and on a daily basis
- Threatening, yelling, cussing, or acting unethically towards any staff member
- Violation of the Safety and Harassment Policy. Our offices are alcohol, drug and weapon free zones
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of Admission priority

Fraud | Collection Policy:

PCOE is required to make a reasonable effort to recover reimbursements that were made on the behalf of families determined ineligible for services for any reason. This includes, but is not limited to a family's failure to properly report income, family size, employment, or need for services. Enrolled parents will be required to sign a Fraud Policy. Falsification of attendance documentation is grounds for termination of services for parents and providers.

If PCOE determines that a parent has provided fraudulent information or has not provided the required information, a Notice of Action for termination of services will be issued.

A letter of explanation shall inform the parent that she/he is responsible for reimbursing PCOE for any costs incurred during the period of ineligibility.

The parent may work with PCOE to determine a reasonable repayment plan within three months time. If the parent fails to reimburse, PCOE may file a claim through the Small Claims Court and/or contact the District Attorney's Office.

Complaints Regarding Program Staff, Agency Policy, or Practice:

Program staff work to ensure that you and your family have a positive experience in the program. If you have concerns that are not complaints of unlawful discrimination or alleged violations of laws/regulations and would like to make a complaint, please follow the escalation process, so that concerns can be addressed and resolved in the correct manner.

Level 1:	Complaint is brought to the attention of the Resource Specialist
Level 2:	If complaint is not resolved, it is brought to the attention of the Program Administrator
Level 3:	If complaint remains unresolved, it is brought to the attention of the Assistant Superintendent of Educational Services
Office Main (530) 745-1380	

Parental Complaints in Childcare Settings:

For Licensed Provider Care

Our office encourages parents to report concerns to state licensing and PCOE Resource and Referral Program as these concerns arise. Our office is also required by law to inform every parent when they call in for childcare referrals of their right to call the State Department of Social Services Community Care Licensing to check a childcare provider's license and history. Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and made a determination of the complaint, our office will follow licensing recommendations.

For License-Exempt Provider Care

Parents may make a verbal or written complaint that includes the nature of the complaint, the date and time of occurrence, and the name and address of the provider.

Parental choice allows the parent to choose a childcare provider that best suits their childcare needs; however, our office reserves the right to terminate childcare services if the agency and parent feel that the child is in an unsafe environment.

If You **SEE** Something,
SAY Something

To report a complaint or concern regarding any licensed care facility, contact the Hotline at:

1-844-LET-US-NO

(1-844-538-8766)

IN THE EVENT OF AN EMERGENCY
CALL 9-1-1

You may also contact us at LetUsNo@dss.ca.gov or by mail:

California Department of Social Services
Community Care Licensing Division
Centralized Complaint and Information Bureau
744 P Street
Sacramento, CA 95814

Uniform Complaint Procedure:

Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint using the Placer County Office of Education Uniform Complaint Procedures.

Program Decision Complaints (Appeal Process):

Parents enrolled in state subsidized programs have the right to a fair and unbiased hearing if they disagree with a proposed action indicated on the Notice of Action for termination of services. Upon receipt of an on-time request for an appeal hearing, the intended action will be suspended and childcare services will continue until the appeal process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process. The Appeal Hearing process is as follows:

STEP 1: REQUEST FOR APPEAL HEARING

Request for an appeal hearing must be filed within 14 calendar days after the participant receives the Notice of Action (NOA). PCOE requires that the procedures outlined on the back of the Notice of Action be followed in order to appeal an action. A request must include the effective date of the NOA, parent name, phone number, full address, explanation why parent disagrees with the agency's action and date the request is signed. The request for hearing may be submitted by mail, in person, phone, or e-mail to the PCOE Appeal Hearing Officer. (Information located on each Notice of Action)

PCOE Early Childhood Education, Attention: Appeal Hearing Officer

1400 W. Stanford Ranch Road
Rocklin, CA 95765
Phone: (530) 745-1380
Email: childcare@placercoe.org

STEP 2: SCHEDULE HEARING

Within ten days of receiving a parent's hearing request, the parent will be notified of the time and place of the hearing. To the extent possible, the hearing date and time will be convenient for the parent(s). The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the parent to schedule the hearing. In the event that a parent or parent's Authorized Representative cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date onetime.

STEP 3: CONDUCT HEARING

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." In the event that a parent is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the parent and hearing officer. For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of documentation. The hearing will be recorded.



During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that they disagree with the proposed action indicated by the referenced NOA should not be carried out.

This will be a formal hearing and the parent must comply with the directions of the hearing officer during the course of the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. A parent designating an Authorized Representative to be present must inform the agency in writing prior to the hearing. Please do not bring people to the hearing unless they are a designated Authorized Representative. No children are allowed to be present during the hearing.

For failure to appear, it will be deemed that parent has abandoned the appeal and care ends immediately.

STEP 4: AGENCY HEARING DECISION

The hearing officer will send notification in writing of decision within ten calendar days after the hearing.

STEP 5: IF PARENT DISAGREES WITH HEARING DECISION

If parent disagrees with the written decision, they have 14 days from date of the written decision to file an appeal with the appropriate agency. The appeal(s) must include a written statement specifying the reason(s) parent believes the agency decision was incorrect, a copy of the decision letter and a copy of both sides of the NOA. Submit documentation to:

Mail:

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-7-354
Sacramento, CA 95814

Email: CCDDAppeals@dss.ca.gov

Telephone: 1(833) 559-2417

Fax: 916-654-1048

STEP 6: CDSS HEARING DECISION

Within 30 calendar days after the receipt of the appeal, CDSS will issue a written decision to the parent and the agency. Once CDSS has rendered a decision, the decision is final.





PCOE Early Childhood Education (ECE) is home to multiple programs providing quality early care and education services to young children, their families, childcare providers, and the Placer County community. Programs and services within ECE include:

Behavior Support: Coaching and consultation services to children, teachers, providers, and parents who are struggling with challenging behavior.

Business Start-up Workshops: Assistance for newly licensed childcare providers.

Centralized Eligibility List (CEL): Centralized database for income-eligible parents of children birth to age 12 who are seeking subsidized preschool or childcare in Placer County.

Childcare Food Program: Nutritious meals and snacks for children.

Childcare Initiative Project: Recruiting and training childcare providers.

Childcare Alternative Payment Program: CalWORKs/Alternative Payment (AP) provides financial assistance in paying for childcare to income-qualified families who reside in Placer County.

Child Development Associate (CDA): Provide classes and support to assist private childcare providers with CDA Certificates.

Child Development Permit Orientation: Commission on Teacher Credentialing requirements information for early educators.

Early Learning Lab Schools: In collaboration with Sierra College, provides experience and mentoring for student teachers.

Early Learning Resource: Childcare and early learning resources for the community.

Early Childhood Wellness Team: Provides behavior and mental health support through direct services to childcare providers, caregivers, and families.

Early Math Initiative: Children's mathematics and science learning in the context of high-quality professional learning.

Family Child Care Home Education Network (FCCHEN): Early care and education for children and coaching and support for private in-home childcare providers.

Family Engagement/Parent Cafes: A collaborative, strength-based process engaging professionals and families in relationship-building.



Family, Friend, and Neighbors: Materials, mentoring, home visits, and support for informal caregivers.

First 5 Placer Children and Families

Commission: Administrative support and staffing.

Foster Bridge Program: Provides emergency childcare vouchers and assistance accessing childcare providers for foster children.

Head Start/Early Head Start: In collaboration with the Placer Community Action Council (PCAC), comprehensive school readiness and family support services to low-income children and families.

Health and Safety Scholarships: Reimburses early educators for CPR/First Aid mandated health and safety training.

Kids Day Community Events: Provide child activities and parent information at children's Health and Safety Fairs for the community.

Licensing Orientations: Help childcare providers prepare to be licensed by the State.

Newsletter: Quarterly publication with child development information and resources for parents and childcare providers.

Online Childcare Referrals: Referrals to Placer County Childcare Providers 24/7.

Placer County Childcare Council: Plans for childcare services and addresses the childcare needs of families in Placer County.

Preschool Support for Districts: School district technical assistance for operating preschool programs.

Professional Development for Early Educators: Workshops, coaching, mentoring, access to higher education and certifications for early educators.

Quality Counts California/Quality Rating and Improvement System: Assessing and communicating the level of quality in early care and education programs in Placer County.

Quality Counts California/Workforce Pathways: Supports current teachers/educators to move forward on the teacher permit matrix and career path.

Read by Grade 3: Training and early literacy activities in English and Spanish for parents and early educators.

Resource and Referral: Childcare referrals for families; support, training, and resources for childcare providers.

State Preschool: Part-day school readiness program for income-eligible children and children with disabilities.



DEFINITIONS

At Risk: “At risk of abuse, neglect, or exploitation” refers to children who are identified in a written referral from a legal, medical, social services agency, or emergency shelter. EC 8208 (k)

Broadly Consistent: Childcare attendance, as recorded on the Attendance Record, should reflect a pattern that is consistent with the parent's certified need for services. **Childcare Fraud:** Is the crime of obtaining money or childcare services by deliberate deception.

Certified Need for Childcare: The number of days and hours of childcare and development services approved and documented by the contractor as sufficient to meet the family's need for childcare as specified in Education Code section 8263(a)(2).

Child Protective Services: Children receiving family maintenance services or family preservation services through the county welfare department. The family must require childcare and development services as part of their family maintenance or family preservation case plan.

Children with Exceptional Needs: Infants and toddlers, from birth to 36 months of age, inclusive, who have been determined eligible for early intervention services pursuant to the California Early Intervention Services Act and children three years of age and older who have been determined to be eligible for special education and related services by an individualized education program team according to the special education requirements and meet eligibility criteria. These children have an active individualized education program or individualized family service plan and are receiving early intervention services or appropriate special education and services. These children, ages birth to twenty-one (21) years, inclusive, may be autistic, developmentally disabled, hard-of-hearing, deaf, speech impaired, visually handicapped, seriously emotionally disturbed, orthopedically impaired, other health impaired, deaf-blind, multi-handicapped, or children with specific learning disabilities, who require special attention of adults in a childcare setting (EC 8208 CI).

Co-payments: Any usual and customary provider charges that exceed the maximum reimbursement amount. The family shall be responsible to pay the provider the difference between the provider's rate and the maximum reimbursement amount. PCOE shall not be responsible for collecting the family's co-payment. A family may have to pay a co-payment and, at the same time, pay family fees. One does not offset the other.

Family Size: Families must provide documentation to support the number of children and parents in the household. Children under the age of 18 who are part of the household and are not receiving services will still be included in the family size.

Fiscal Year: PCOE runs on the State's Fiscal Year calendar which starts on July 1st and ends on June 30th of each year.

Full Signature: The legal signature of the individual (e.g., signature normally used on checks and other documents).

DEFINITIONS

Legally Qualified Professional: 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.

Notice of Action (NOA): A written notification issued by PCOE Early Childhood Education that informs parents of PCOE's decision to approve or deny childcare and development services. NOAs are also issued to inform parents that they no longer meet the program's "need" and "eligibility" requirements, that their services will change, or termination for nonpayment of family fees.

Parent: A person living with a child who is responsible for the care and welfare of that child. This could be a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, legal guardian, domestic partner, or any other adult living with the child.

RMR (Regional Market Rates): Rates charged for various types of childcare services, as determined by a statewide survey of providers. The results of this survey determine the maximum PCOE is allowed to pay providers for childcare services based on the county the care is provided in, the age of the child, and type of provider.

School Age: Children enrolled in kindergarten through 9th grade. A child is considered to be enrolled in kindergarten on June 1 of each year if he or she will be four years and nine months of age by September 1 of the same year.

TrustLine: The TrustLine Registry is a database of childcare providers who have cleared criminal background checks in California. Individuals listed on TrustLine do not have any disqualifying criminal convictions or substantiated reports of child abuse.





Placer County Office of Education Early Childhood Education

Open Monday-Friday 7:30AM - 4:30PM

Phone: (530) 745-1380

Fax: (888) 293-1613

1400 W. Stanford Ranch Road
Rocklin, CA 95765

placercoe.org

Email: childcare@placercoe.org

Resource and Referral

Links parents to licensed childcare providers

(530) 745-1655 or (800) 464-3322

1400 W. Stanford Ranch Road, Rocklin, CA 95765

rrplacercoe.nohosoftware.com/online_referrals

Community Care Licensing

State Childcare Licensing Office

(916) 263-5744

cld.ca.gov

Employment Services Counselors

Assistance with finding work

Auburn: (530) 889-7610

Rocklin: (916) 784-6000

United Way

2-1-1 provides referrals to
hundreds of resources

Call 2-1-1 or go online at 211.org

Placer County Health and Human Services

Provides a broad range of health and
social services

Auburn: (530) 889-7141

Carnelian Bay: (530) 546-1900

placer.ca.gov