



# Welcome!

**FAMILY CHILD CARE PROVIDER  
PARTNERSHIP PROGRAM  
HANDBOOK**

2025-2026

**PCOE**  
GOLD IN EDUCATION

*Welcome to the Placer County Office of Education  
Family Child Care Partnership Program*



This **handbook** was designed to assist families and providers with understanding the requirements to participate in the Family Child Care Provider Partnership Program (Provider Partnership) 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](http://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, California Department of Social Services and Office of Head Start.

Our partnership programs include:

Family Child Care Home Education Network (FCCHEN)

HS



Early Head Start

Regional Head Start



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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](http://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 Provider Partnership is a school readiness alternative to center-based care. The program serves eligible families who need childcare services in an approved network of pre-selected licensed family childcare home providers. The 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.

HS

**NOTE:** This icon is used throughout the handbook to indicate when an additional Head Start program requirement or enhancement is applicable. The indicated items are only applicable to children and providers enrolled in a Early Head Start or Head Start program.

**Children concurrently enrolling with Family Childcare Home Education Network AND Early Head Start/Head Start will be asked to complete two separate applications due to the two different funding sources (Head Start and State). Note that PCOE must follow both program requirements and abide by the most stringent regulations.**

## 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

## Suspension or Expulsion:

**The FCCHEN program prohibits or severely limits** the use of suspension and expulsion because of a child's behaviors. In addition, the program cannot persuade or encourage a child's parents or legal guardians to voluntarily unenroll from the program due to a child's behavior.

The FCCHEN provider and program staff will take many steps to address a child's challenging behaviors, with the goal being to aid the child's safe participation in the program.

In the event a child is suspended or expelled due to persistent and serious behaviors that impact the safety of children, the FCCHEN program staff will issue a Notice of Action effective 24 hours after the notice is issued.

Persistent and serious challenging behaviors are either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance.

**NOTE:** If a child is suspended or expelled, the parent has the right to file an appeal directly to the State Department no later than 14 calendar days after receipt of the Notice of Action.

(For more information, see [Grievance/Complaint Procedures](#).)



# PROGRAM and POLICIES

## FCCHEN Ratios | Group Sizes:

Providers serving children in FCCHEN must follow the ratio/group size standards based on Title 22 Family Child Care Home (FCCH) Community Care Licensing Regulations.

### Small FCCH (Licensed for 8 children)

1 Adult to 4 Infants under 2 years of age



OR

1 Adult to 6 children with no more than 3 infants under 2 years of age



OR

1 Adult to 8 children with no more than 2 infants under 2 years of age AND 2 of the children must be at least 6 years old

### Large FCCH (Licensed for 14 children)

2 Adults to 12 children with no more than 4 infants under 2 years of age



OR

2 Adults to 14 children with no more than 3 infants under 2 years of age AND 2 of the children must be at least 6 years old

**NOTES:** Whenever present, the provider's own children under the age of 10 years must be included in the count. If there is no qualified assistant present in a Large FCCH, the capacity reverts back to the requirements of a Small FCCH.

## HS EHS/HS Ratios | Group Sizes:

Providers serving children in Early Head Start (EHS) or Head Start (HS) must follow the ratio/group size standards based on the Head Start Performance Standards.

### Small FCCH (Licensed for 8, but EHS/HS only allows only 6 children total)

1 Adult to 4 Infants under 2 years of age



OR

1 Adult to 6 children with no more than 2 infants under 2 years of age



### Large FCCH (Licensed for 14, but EHS/HS only allows only 12 children total)

2 Adults to 12 children with no more than 4 infants under 2 years of age



AND

8 children must be 2 years of age or older



## Philosophy:

Our program recognizes the importance of play in the learning process for young children. We also recognize that parents are the primary caregivers and educators of their children.

We work to empower children, promote individuality and develop strong partnerships with families while creating an environment that helps young children attain physical, cognitive, social, language and emotional achievements to be prepared for school.

Each family brings a history of life experience and cultural heritage that must be respected and valued within the participating FCCHEN provider homes.

Partnerships between families, providers and program staff are essential to the growth and development of each individual child.

## Parent Involvement and Education:

**Our program goal** is to provide a welcoming environment for families and invite them to participate as equal partners in the education of their children.

Opportunities to participate include, but are not limited to:



- Parent conferences are held twice per year. Conferences provide an opportunity for parents to collaborate with program staff and their provider to develop goals for their child. For the Head Start program, conferences are held three times per year.
- Parent meetings. Meetings provide an opportunity to learn about child development, share topics identified in the parent survey, and parenting strategies. A great time to network with program staff and other parents.
- Quarterly Parent Advisory Committee meetings provide an opportunity for parents to provide input on the nature and operation of the program.
- Head Start Policy Committee meetings are held on a monthly basis. We encourage you to become a member at these meetings. Your participation will assist us in making decisions for the program.
- Participating in activities or helping at the family childcare home

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HS

Our goals and objectives are reflected within each of the quality program components.

## Health and Social Services:

**Our goal** is for families to know where to access community health and social services to meet their unique family needs.

- We identify health, social services and other child/family needs at enrollment.
- We refer the child/family to appropriate agencies in the community based on child/family strengths and needs.
- We follow up to make sure that the needs of the child/family have been met.
- We can link a provider with a behavioral specialist to assist children and families with challenging issues that cause challenging behavior in the provider's home that interferes with learning.

## Immunizations

All children must comply with State of California entrance requirements. Parents must submit immunization records to verify immunization data.

## Health Records

HS

A Health Record for Head Start children will be initiated and maintained for each child.

## Dental

HS

Head Start Children who are 9 months old OR after the eruption of the 1<sup>st</sup> tooth (whichever occurs first) are required to see a dentist for a dental exam within 90 calendar days of enrollment. Please ask us if you need help finding a dentist.

To promote good Oral Health, Head Start children brush teeth daily with provider supervision.

## Mental Health

Support is available for mental health referrals and direct services, when needed.

## Agencies and Stages Questionnaires (ASQ)

ASQ-3 and ASQ Social Emotional-2 are completed within 45 days of enrollment or program change. After completion of the questionnaires, providers review results with caregiver(s) at a conference. Follow-up, if needed, is tracked.

## Physical Assessments

Each child is required to have a physical examination within 30 calendar days of enrollment. The exam may be provided by the child's family physician or by a CHDP (Child Health Disability and Prevention Program) provider.

The assessment covers vision, hearing, height and weight, head circumference, hemoglobin test, lead level, review of body systems, health and developmental history, and tuberculin assessment/screening following the CHDP Periodicity Schedule.

Staff are available to help parents to access community resources throughout the year. Please ask any staff member for assistance. We can assist with services such as emergency food, applying for health insurance, or locating a doctor or dentist.

## Education Program:

**Our goal** is to ensure all children are making progress in the domains of physical, cognitive, language, and social - emotional development.

**Our goal** is to provide a program approach that is developmentally, linguistically and culturally appropriate. A program that is inclusive of children with special needs.

In partnership with your provider, we use a tool called the Desired Results Developmental Profile (DRDP) to assess the development of children.

HS

- FCCHEN children are assessed within 60 days of enrollment and every 6 months. Head Start children are assessed 3 times per year.
- Parent's input is a necessary component of this assessment.
- Assessment outcomes are used to plan and conduct age and developmentally appropriate activities for children.

**NOTE:** Children with exceptional needs are welcomed. Staff integrate children's Individualized Educational Plan (IEP) or Individualized Family Support Program (IFSP) goals in activity planning. Staff will attend IEP/IFSP meetings and coordinate services with special education.

**Physical** development is supported by:

- Promoting physical activity
- Providing sufficient time to move within the indoor and outdoor spaces
- Providing equipment, materials and guidelines for active play and movement

**Social/Emotional** development is supported by:

- Building trust
- Planning routines and transitions so they can occur in a predictable and unhurried manner
- Help children develop emotional security and facility in social relationships

**Cognitive and Language skills** are supported by:

- Various strategies, including experimentation, inquiry, observation, play and exploration
- Providing opportunities for creative self-expression through activities such as art, music, movement and dialogue
- Promoting interaction and language use among children and between children and adults
- Supporting emerging literacy and numeracy development



# PROGRAM PHILOSOPHY, GOALS and OBJECTIVES

## Environment:

**Our goal** is for each of the partnership providers to provide a safe, healthy and welcoming environment that supports the broad development needs of children.

The Family Child Care Environment Rating Scale is completed on each home annually. The Early Childhood Specialist and provider collaboratively develop and take action steps for continuous quality improvement.

In addition, home environments are set-up using the providers adopted curriculum. A comprehensive, research-based curriculum is used that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.

## Nutrition Services:

**Our goal** is to ensure children have nutritious meals and snacks during their time in the program. Meals and snacks served in the providers home must be culturally and developmentally appropriate and meet the federal Child Care Food Program nutritional requirements.

Mealtime is a learning experience for our children. It's a time for talking about color, taste, texture and the name of foods. It is an opportunity for practicing manners by watching adults and socializing with other children.

**Meals are provided at no cost to families.** Balanced nutritious meals include breakfast, lunch and an afternoon snack. Monthly menus are posted at the providers home.

## Professional Development:

**Our goal** is to implement a professional development program that adequately equips each individual with the information necessary to carry out his or her assigned duties.

Our program makes professional development of individuals working with children and families a priority by offering ongoing trainings related to child development, hands-on coaching and provider network meetings.

## Continuous Improvement:

**Our goal** is to implement an effective annual program self-evaluation process to support continuous improvement.

The process includes:

- Assessment of the program by parents using the Desired Results Parent Survey
- Assessment of the program by program staff, board members and providers using the Program Monitoring Instrument, Desired Results Developmental Profile, Environmental Rating Scale tools, Head Start Performance Standards and California's Quality and Improvement System. Based on the results goals, action steps are developed and implemented.

NOTE: If your child has any food allergies, or can not eat certain foods for religious or personal reasons, please notify the provider immediately.

# SELECTION and ENROLLMENT PROCESS

## Centralized Eligibility List :

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](http://placercoe.org)



[childcare@placercoe.org](mailto:childcare@placercoe.org)

## Family Child Care Home Education Network Enrollment:

When a family is selected from the centralized eligibility list for enrollment in a FCCHEN State funded program, they will be asked to complete forms and gather documents needed to verify program eligibility and need for services. Families are enrolled 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:

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

**NOTE:** There is an additional enrollment process for children enrolled in the Head Start or Early Head Start programs.

## 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:

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.

- 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
- 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



## 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



HS

**HEAD START:** Gross family income during the past 12 months or calendar year is at or below federal poverty income guidelines

**STATE:** Gross family monthly income is at or below California State Median Income

**NOTE:** 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><b>Countable Income</b> 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><b>Non-Countable Income</b> 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"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling, or lottery winnings</li> <li>2. Wages for migrant, agricultural, or seasonal work</li> <li>3. CalWORKs cash aid</li> <li>4. Gross income from self-employment less business expenses with the exception of wage draws</li> <li>5. Disability or unemployment compensation</li> <li>6. Worker's compensation</li> <li>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</li> <li>8. Survivor (i.e., SSA) and retirement benefits</li> <li>9. Dividends, interest on bonds, income from estates or trusts, net rental income, or royalties</li> <li>10. Rent for room within the family's residence</li> <li>11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent</li> <li>12. Veteran's pension</li> <li>13. Pension or annuities</li> <li>14. Inheritance</li> <li>15. Allowances for housing or automobiles provided as part of compensation</li> <li>16. Insurance or court settlements for lost wages or punitive damages</li> <li>17. Net proceeds from the sale of real property, stocks, or inherited property</li> <li>18. Other enterprise for gain</li> </ol>	<ol style="list-style-type: none"> <li>1. Earnings of child under 18 years</li> <li>2. Loans</li> <li>3. Grants or scholarships to students for educational purposes</li> <li>4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants, and Children (WIC) benefits or other food assistance</li> <li>5. Earned Income Tax Credit or tax refund</li> <li>6. Foster care grants, payment, or clothing allowances for children placed through child welfare services</li> <li>7. Relative Caregiver Funding Program</li> <li>8. California Guaranteed Income Pilot Program</li> <li>9. GI Bill entitlements, hardship, or hazardous duty, hostile fire, or immediate danger pay</li> <li>10. Adoption assistance payments</li> <li>11. Non-cash assistance or gifts</li> <li>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</li> <li>13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages</li> <li>14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging</li> <li>15. Business expenses for self-employed family members</li> <li>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</li> <li>17. Disaster relief grants or payments, except any portion for rental assistance or unemployment</li> <li>18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> </ol>

**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:

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**In addition** to meeting the eligibility criteria, each parent and any other adult counted in the family size must have a need for services (does not apply to EHS/HS). 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.

**Services will be approved based** on verified need documentation and/or the program limitations, whichever is less.

**Consistent Schedule:** When total hours each week are consistent, certified schedule will be based on the verified number of days and hours of need.

**Variable Schedule:** When total hours each week are not consistent and do not follow a pattern, a variable schedule will apply. The 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.

**NOTE:** 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 regular certified schedule, but may be included in the vacation schedule.

## 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.

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
- 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.
- Children enrolled in a Head Start program will NOT have a family fee

HS

## 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 1<sup>st</sup> of the month** in advance of care. Family fees must be paid by check, money order, or cashiers 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

Receipt will be mailed to the participant.

### Delinquent Fees:

**Fees are delinquent if not received in our office by the 8<sup>th</sup> 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 3<sup>rd</sup> 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 2<sup>nd</sup> 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 8<sup>th</sup> 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 childcare, 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.

# PROVIDER PARTICIPATION

## Program Quality Provider Participation Guidelines:

Providers choosing to participate in the FCCHEN must follow specific program quality guidelines. Here is a snapshot of the program quality FCCHEN provider participation guidelines:

### ENVIRONMENT

Provider must provide a nurturing environment that fosters healthy developmental growth for each child: physically, cognitively, socially and emotionally.

Provider must achieve and maintain an overall rating of “5” on each subscale of the Family Child Care Home Environment Rating Scale (FCCERS-R)

Per state regulations, provider can NOT incorporate religious instruction or worship in their childcare program

Have an Open Door Policy that allows parental access to observe their child during operational hours and encourages parent participation.

HS

Additional Head Start Provider Requirements: Bi-Annual Health and Safety Monitoring Tool (completed by EC Specialist 2x/yr.), Monthly completion of Health and Safety Screener, Daily Health and Safety Checklist

### EDUCATION PROGRAM

HS

Provider must work closely with a Early Childhood Specialist to conduct a Desired Results Developmental Profile (DRDP) for each FCCHEN child. The DRDP is conducted at the Provider’s home at the time of enrollment and then at intervals of 6 months. Head Start children are assessed 3 times per year.

Provider must be willing to participate in parent conferences in collaboration with Early Childhood Specialist and Parent for the purpose of developing individual child goals.

Provider must be willing to work with Early Childhood Specialist to complete and implement education and activity planning.

HS

Head Start providers must provide a copy of Associate Teacher permit or be willing to take Early Childhood Education college courses to qualify within 18 months.

### NUTRITIONAL NEEDS

Partnership Providers are required to participate in a food program of their choice. Provider must serve meals and snacks that are culturally and developmentally appropriate for the children being served and must meet the nutritional requirements specified by the federal Child and Adult Care Food Program.

## Provider Participation Process:

Process of applying for the Family Child Care Home Education Network is as follows:

**STEP 1: Apply.** Submit a Provider Interest Form to our program office

**STEP 2: Selection.** As openings occur, providers are contacted based on Location and Interest Form Date. A Early Childhood Specialist will send or deliver a Provider Participation Packet for the provider to review, complete and submit

**STEP 3: Review.** Early Childhood Specialist will conduct a provider home visit and review provider packet

**STEP 4: Notification.** Notification is issued within 30 days to either approve or deny provider’s request to participate in the Family Child Care Home Education Network

## PROVIDER PARTICIPATION

### Parental Choice:

It is the parent's right and responsibility to choose the childcare provider most appropriate for their needs from the pre-selected licensed family childcare home providers. This program will provide reimbursement for childcare that is provided by only a FCCHEN provider.



### The process for a parent to select a provider is as follows:

**STEP 1: Family is Certified.** At certification, parent is provided with a list of FCCHEN providers.

**STEP 2: Select FCCHEN Provider.** Parent informs Resource Specialist of selected provider.

**STEP 3: Certificate and Attendance Record Issued.** Provider will receive a Childcare Certificate that includes the approved level of service. In addition, an Attendance Record will be issued for each child in authorized care.

**NOTE:** Provider Notice (Childcare Certificate) is issued when there is a change to the family's level of service

### 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.

### Independent Contractor:

The provider is NOT an employee of PCOE. The provider is chosen by the certified parent/guardian and is an Independent Contractor or business owner who provides childcare for the certified parent/guardian. Providers who participate in the PCOE Early Childhood Education's program are not and will not become employees, partners, agents or principals of PCOE. Providers are not entitled to the rights or benefits afforded to PCOE employees, including disability or unemployment insurance, worker's compensation, medical insurance, sick leave, or any other employee benefit.

## PROVIDER PARTICIPATION

PCOE cannot function in any way as the provider's employer. For example, we cannot:

- Verify the provider's employment for anyone
- Pay unemployment benefits
- Be a reference for loans, housing, etc.

Reimbursements are made using state and federal funds. These funds do not belong to PCOE. **PCOE is a contractor for the state who must follow the regulations and guidelines issued by the state in the distribution of these funds.**

It is the Providers responsibility to refer to their copy of the current Provider Agreement for Terms and Conditions of Payment.

### Tax Requirements | Reporting:

PCOE Early Childhood Education reports payments to providers who have been paid \$600 or more during the calendar year to both the Federal and State governments. By January 31<sup>st</sup> of each year, the providers will be sent a Form 1099 (statement of non-employee earnings) stating the total money received from PCOE Early Childhood Education during the calendar year. Copies of the Form 1099 are sent to the IRS (Federal government) and to the Franchise Tax Board (State government). The Form 1099 will be completed and mailed based on the information provided on the Form W-9 submitted by providers. Providers must make sure an updated W-9 is on file if any change is made in address, name, ownership or tax identification number. The provider is responsible for reporting all earnings received from PCOE and must file any and all reports.

Additionally, PCOE Early Childhood Education is required to report all independent contractors to the State Employment Development Department (EDD) for the purpose of child support enforcement.

### 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](http://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](http://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.

## 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.

## Multiple Providers:

**Childcare may only be authorized with** a second FCCHEN Provider when 1 of the following occurs:

- When hours of operation of first provider does not meet the parent's need for childcare services.
- When the child is ill and the parent has to obtain an alternate, back-up provider.
- When the child's regular provider is closed.

## Alternate | Back-Up Provider:

Parents must notify PCOE of their need for back-up 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 10 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, back-up provider may only be paid for a total of 10 days per child per fiscal year for sick days and an additional 10 days per fiscal year for vacation/holidays taken by the primary provider. Back-up 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 FCCHEN provider
- 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 (on the fourth day for EHS/HS) and has not notified the provider of the reason for not using services.

HS

### 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.



## 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.**

HS

**Head Start Attendance Records** are due by the 5<sup>th</sup> calendar day of the month.

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.

## Direct Deposit or Check:

Providers have the option of receiving their reimbursement for childcare services by check or electronically, via direct deposit. Providers interested in setting up direct deposit must submit the Direct Deposit Agreement form, along with a voided check. The process is not immediate and may take up to 2 weeks to establish.

Checks may be picked up at the PCOE Main office in Rocklin, 1400 W. Stanford Ranch Road, if arranged in advance with the Business Department. Photo ID is required.

## Overpayment/Underpayment:

In the event that an overpayment or underpayment is identified, the provider will receive written notification of the discrepancy that includes the identified amount. A payment adjustment will be made to the following month's reimbursement.

Note that after reimbursement has been issued to the provider, any discrepancy will not be considered after 60 days from payment date.

## Delay in Payment or Non-Payment of Childcare Services:

In the event that the Placer County Office of Education does not receive money from the State in a timely manner, payments may have to be delayed to providers. Should such a delay occur, providers will be notified as early as possible.

## Stop Payment Policy:

If a reimbursement check is lost, a signed Affidavit for Lost or Destroyed Warrant must be completed. Upon receipt of the completed form and after receiving confirmation from the bank that the check has not been processed, a check will be re-issued within 10 working days.

## 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 [rcsc.adm.dss.ca.gov](http://rcsc.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.

## 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 10 reimbursable days of non-operation allowed for licensed providers.)
- Incurred charges due to late pick-up of children.
- Parents make a change, but do not provide our office 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.

## Reimbursement for Childcare:

PCOE subsidized childcare programs provide financial assistance for the cost of childcare. These programs may not cover ALL of your childcare costs.

# CHILDCARE REIMBURSEMENT

## Determining Reimbursement Rates (Regional Market Rate):

The State requires that a single rate category be chosen based on the child’s certified need as documented on the Notice of Action. The Regional Market Rate (RMR) rate category that most closely corresponds to the rate category listed on the licensed provider’s rate sheet will be applied, or if PCOE cannot determine a single applicable rate category from the licensed provider’s rate sheet.

Reimbursement is based on 1) Child’s Age 2) Child’s Certified Need 3) Type of Provider. The RMR ceiling is compared to the provider’s total monthly bill. The reimbursement amount is the lesser of the two.

### RMR Age Categories:

Infant: Birth to 24 Months	Preschool: 2 through 5 Years	School Age: 6 Years and Older
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### RMR Time Categories:

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 care 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 care in the month by 4.33, and that need occurs in every week of the month.

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

## Additional Rate Information

It is a state requirement for the monthly rate category that care must take place in every week of the month. Therefore, the monthly rate category cannot be used if approved care is for alternating weeks only. A pro-ration of the monthly rate can be made where authorized care fits the monthly category, but the care begins or ends at a point during the month, causing care not to take place in every week of the month. To determine if the monthly rate should be part-time or full-time, determine the authorized hours of care for the month and divide by 4.33. If the result is less than 25 hours a week, then the part-time monthly ceiling is applicable. If the result is 25 hours or greater, then the full-time monthly ceiling is applicable.

The State requires that a single rate category be chosen based on the certified need of the child as documented on the Notice of Action (NOA). The category that is chosen will be the category that best fits the approved care, not the rate category that the provider uses. (i.e. If the Provider requests a daily reimbursement rate and the category that best fits the approved care is weekly, the reimbursement will be calculated using the weekly rate and the result will be compared to the provider's total reimbursement expected.) Rate categories cannot be mixed within the month. Hourly and daily rates are one category (Daily is the full-time rate, hourly is the part-time rate).

The PCOE Early Childhood Education's definition of a week is Sunday through Saturday.

The PCOE Early Childhood Education's definition of a day is 24 hours. Reimbursement cannot be made for more than daily full-time payment within each 24-hour period (i.e. even if a client works a double shift that results in the child remaining in care for 18 hours of a 24-hour period, this is still considered one day).

It is a PCOE Early Childhood Education's requirement that weekly rates are applied to no less than 3 (up to 7) days. Care for 2 days or less per week will not be paid using the weekly rate category.

It is a PCOE Early Childhood Education's requirement that daily or hourly rates are applied to a documented need for care of less than 14 days in a month. Care for less than 14 days in a month will be paid using the daily or hourly category.

## Adjustment to Reimbursements | Premium Adjustments:

**Premium adjustments do not apply** to hourly rates or the License-Exempt rates.

**Premium adjustments are applied** to the state reimbursement rates. The premium adjustments are not applied to the provider rates.

**Only one of the following adjustments** may be applied to the RMR ceiling:

**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:** The state defines premium hours as after 6:00PM and before 6:00AM, Monday through Friday, and ALL hours on Saturday and Sunday.

Per state regulations, the 10% Premium adjustment is used when at least 10% but less than 30% of the total approved hours of care are premium hours. The adjustment factor is 1.125.

Per state regulations, the 50% Premium adjustment is used when at least 50% of total approved hours of care are premium hours. The adjustment factor is 1.25.

**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.

## Cost of Care Plus Rate Payments:

In addition to the regular reimbursement rate, providers will receive a monthly Cost of Care Plus Rate for each subsidized child. Payments will continue through service month May 2025 with final payments made in June 2025. Cost of Care Plus Rates are as follows:

- Licensed Family Child Care Home \$141
- License-Exempt \$99
- Centers \$141

## FCCHEN Child Materials Stipend:

In addition to the regular reimbursement rate, providers will receive a \$30 per month per child materials stipend.



**HS Early Head Start | Head Start Rates:**

For children enrolled in either Head Start program, payment is per month for a full day (min. 6 hours per day), 5 days per week program. A proration of the monthly fee may be made for care that starts or stops during the month, or if the provider has exceeded 10 Provider Time Off (PTO) days.

Reimbursement may be reduced for unreported child absences longer than 3 days. Providers must report a child absence to PCOE on the 4th day.

Reimbursement for Provider Time Off: Provider will be reimbursed up to 10 Days off if documentation is on file indicating the provider charges for those days of closure. No additional time off may be charged to parent.

Premium reimbursement available if qualifying hours are authorized.

PCOE reserves the right to request verification for funds intended for diapers, wipes, gloves, formula and materials.

Provider may be reimbursed for necessary expenses beyond the designated compensation for any necessary expenses required by the EHS performance standards, with pre approval and documentation.

Modified approved schedules will be reimbursed as full time schedules, for authorized care.

Authorized full time "Days and Hours to Vary" schedules will be reimbursed as full time, for authorized care.

Reimbursement for non-need care may be reimbursed for up to four months total in a fiscal year.

## EARLY HEAD START RATES

Child Age	Monthly Rate
Under 25 months	\$1571
25 to 48 months	\$1280

**IN ADDITION** to the monthly rate, an additional monthly stipend may apply

- \$30.00 per month, per child under 3, for diapers and wipes and gloves
- \$100.00 per month, per child under 1 for infant formula

## HEAD START RATES

Child Age	Monthly Rate
Under 49 months	\$1280
49 to 60 months	Up to the lesser of RMR or provider charge + \$350

## Registration and Material Fees:

In accordance with state guidelines, registration and activity fees may be paid ONLY if the provider's rate plus a pro-rated amount of the fee is within the RMR ceiling. If a provider's rate is already at or above the RMR ceiling, the state will not allow any of the registration or activity fees to be paid by PCOE Early Childhood Education.

Registration fees may be paid for families receiving services through the CalWORKs Stage 1 program.

With the exception of Stage 1, registration and activity fees must be stated on the provider rate sheet or in the provider contract and must be on file with PCOE Early Childhood Education in order to be considered for payment. **These fees are not automatically paid.** The provider must bill PCOE Early Childhood Education either by submitting a bill or writing it on the Attendance Record. Licensed-exempt providers do not need to bill but Attendance Records must be submitted.

## Proration of Rates:

Rate pro-rations will be made in the following circumstances:

- At the beginning or end of a month when a weekly rate is used and the full week does not fall within the month. For example, if Monday and Tuesday are in one month and Wednesday through Friday are in another month and the applicable reimbursement rate is weekly,  $\frac{2}{5}$ ths or .4 of the rate will be paid in the month containing Monday and Tuesday and  $\frac{3}{5}$ ths or .6 of the rate will be paid in the month containing Wednesday through Friday.
- When care begins or ends within the month. For example, if the applicable rate is a monthly rate and care ended on the 10th work day for a 21-workday month,  $\frac{10}{21}$ ths of the monthly rate will be paid.
- When "no charge" days occur during a set schedule. For example, if the applicable rate is weekly for a five day a week schedule and three days are considered "no charge" days,  $\frac{2}{5}$ ths of the weekly rate will be paid.
- When administering a limitation on the parent's benefit that is required by regulations. For example, a facility is closed for 10 holidays during the year and two weeks over the summer. A monthly rate (ceiling) is being used for computing reimbursement. For the two weeks over the summer, a reduction is made to the reimbursement by  $\frac{2}{4.3}$  (or  $\frac{10}{23}$ ).



## Provider Days of Non-Operation (Licensed Only):

Many licensed 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 or Paid Time Off (PTO). Our program can reimburse providers up to 10 days per fiscal year if the provider submits a copy of their Parent/Provider Contract stating the expectations. In addition, reimbursement for a day will be made only if the non-operation day falls on one of the child's certified days.

If this information is not on file with PCOE Early Childhood Education, these days will not be paid. Conversely, if the provider contract on file with PCOE Early Childhood Education states the provider's site will be closed on a day care is provided, either a corrected provider contract or a signed and dated letter explaining the change in closure days must be received by PCOE Early Childhood Education in order for payment to be made for those days.

If you have exceeded the 10 PTO days allowed by the state, any closure days that you charge for will be considered "no charge" by PCOE Early Childhood Education. Parents are responsible for payment of these days and it is the provider's responsibility to collect the amount from the parents.

License exempt providers are not eligible for PTO days. Additionally, License exempt 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, the parent is responsible for the difference. This difference is called a co-payment and is paid by parent 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.

HS

Families enrolled in a Head Start program will NOT have a co-payment.

## Provider Rate Increases:

Provider may submit a request for a rate adjustment for subsidized reimbursement. Provider must provide PCOE Early Childhood Education with the updated information. PCOE requires a 30 day written notice for rate changes. All rate changes become effective on the first day of the following month following the 30 day notice if program funding is available. Before a rate change can be honored, it must be compared to the RMR, approved by PCOE and a new Childcare Certificate must be issued.



**NOTE:** Each fiscal year, childcare providers must submit their current rates and Parent Policies, along with the signed Provider Agreement.

# 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:									
<b>Provider Charge:</b> 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		SUN		MON		TUES		WED		THU		FRI		SAT	
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 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	TOTAL HOURS
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									
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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.

## 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:				
<b>Provider Charge:</b>		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 BY THIS COLUMN ONLY		OFFICE USE ONLY TOTAL HOURS
		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									
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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 ID:	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).

***Please submit your Attendance Records as soon as ALL care has been completed for the month.***

- Correct Attendance Record is being used for the month of care provided.
- You (the provider) have input your computations and **total** “provider charge” based on your rates/expected reimbursement.
- All drop off and pick up times are completed by the parent or responsible adult at the **time of service**.
- Parent or responsible adult dropping off or picking up the child has signed **using their full, legal signature** in the “drop off” and “pick up” next to the exact in and out times.
- If a child is signed in and out for an appointment or split shift, the parent’s full, legal signature or parent’s designee’s full, legal signature is required each time the child is removed from care or returned to care.
- If a child’s attendance varies from the approved hours of care, explanations are provided.
- Provider has initialed “leave for school” and “arrive from school” and has completed the times at point of service (and not included times when school is not in session).
- No contracted days are left blank – attendance recorded or reason for absence or closure is noted.
- All absences are noted on the corresponding date child is absent, (i.e. cough, child vacation, provider closed, etc.). Excused absences require parent and/or provider’s signature next to the reason.
- Clearly mark if your facility is closed and if you are charging (PTO) or no-charging (NC).
- Any special explanations are included.
- Pen, preferably blue or black ink, should be used for completing the Attendance Record. No white out or pencil should be used.
- Any errors have been lined through and initialed.
- Arrows have not been used to indicate movement of information. *(If you made a mistake, cross out the mistake, initial the change and input the information in the appropriate area.)*
- If child began care prior to receiving the Attendance Record, a correctly completed Generic Attendance Record is attached and submitted with the official Attendance Record.
- Parent/Guardian’s full, legal signature is on the bottom of the Attendance Record in the declaration section.
- Provider’s signature is on the bottom of the Attendance Record in the declaration section.
- Review Attendance Record for completion prior to submission to the PCOE office.
- If any information on Attendance Record is incorrect, (i.e. school, name spelling, etc.) please contact the specialist on the Attendance Record.
- Prior to submission of the Attendance Record, ALL care has been provided for the month.
- Did you keep a copy for your records?

## Additional Attendance Record Notes:

Attendance Records may **not be submitted for reimbursement prior to** the completion of care.

**An original Attendance Record or Generic Attendance Record** must be submitted each month for each child to be considered for payment. A copy of the provider's own sign in/sign out sheets will be accepted if the original is required to be retained by licensing (i.e. Centers). Additionally, if an original Attendance Record is lost in the mail and a copy was kept by the provider, the copy with original monthly declaration signatures by the parent and provider may be submitted for payment consideration.

**Provider must report** to PCOE when a child has been absent for 7 consecutive scheduled days or more and parent has not notified the provider of the reason for not using services.

If the provider submits attendance records for multiple children, and not all individual attendance records within the submission are complete and correct, payments will not be withheld for those attendance records submitted that are complete and correct.

**Attendance records with a missing parent signature** may be processed and reimbursed if the following conditions are met:

- Parent has not communicated with the provider for a minimum of 7 consecutive days and has not notified the provider of the reason the family is not using services **AND**
- Provider has notified PCOE of the parent's lack of communication by written communication to PCOE **AND**
- Provider has documented on the attendance record the provider's unsuccessful attempts to collect a signature.

## 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.

## 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 termination of services will be issued as a result of parent and/or provider request and/or due to the inability of a family to meet eligibility and/or need criteria required to maintain enrollment in the program.

## 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



## Provider Disenrollment Policy:

When a provider chooses to disenroll a family, they are required to notify PCOE and the participant at least 2 weeks in advance.

PCOE will give a written notice to any provider who is going to be disenrolled. The notice will outline the infraction and the reasons for disenrollment. Providers will not be allowed to participate in a PCOE subsidized childcare program if any of the following conditions occur:

- Licensed provider refuses or is unable to provide PCOE with a copy of his/her current childcare license, or if at anytime the license is suspended or revoked
- License Expiration/Revocation/Suspension/Probation
- Denial/Revocation of TrustLine
- Evidence or suspicion of a child being placed at risk of abuse, neglect, or exploitation
- Provider submits fraudulent information
- Provider fails to provide current and correct information regarding childcare attendance
- Childcare situation is deemed detrimental to the health or welfare of a child
- Falsification of attendance records
- Provider fails to submit required documentation to participate
- Violation of the Safety and Harassment policy
- Discriminate (A Provider must 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)

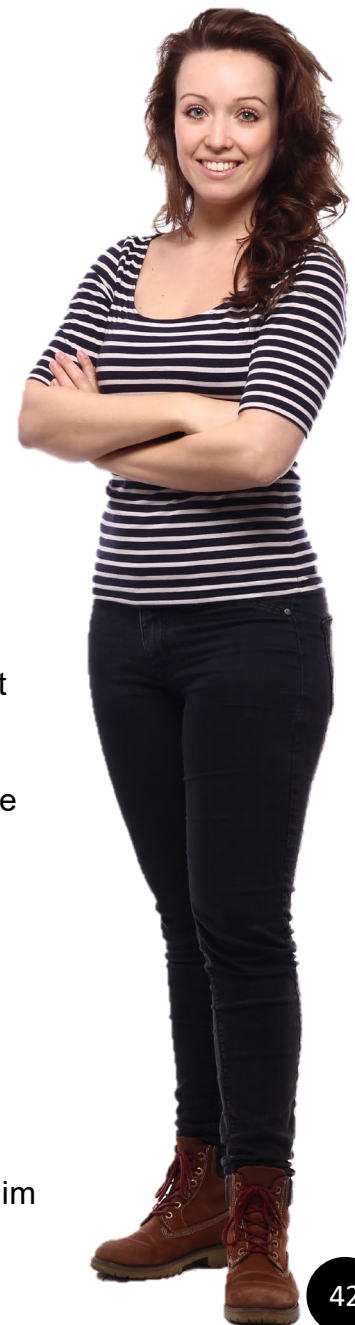
## Fraud | Collection Policy:

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.

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

## 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](mailto: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](mailto: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.

NOTE: In the event that the action taken is due to **child suspension or expulsion**, a request for an appeal hearing is sent directly to the State Department (Skip to Step 5).

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: Request for Appeal Hearing with STATE DEPARTMENT**

If parent disagrees with the agency's written hearing decision OR if the action taken is due to child suspension or expulsion, the parent has 14 days from date of the written decision/action to file an appeal with the appropriate department. The appeal(s) must include a written statement specifying the reason(s) parent believes the agency decision/action was incorrect, a copy of the decision letter and a copy of both sides of the NOA.

Request for State Department hearing must be submitted 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](mailto: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.



# NOTICE TO PROVIDERS

PCOE-ECE/California Department of Social Services Vendor Number 1031

To all family childcare home providers and license-exempt individual providers:

Pursuant to Senate Bill (SB) 75, Chapter 51, Statutes of 2019, effective July 1, 2019, there are changes to California law regarding the sharing of your personal information. Pursuant to these changes, your business and/or personal contact information will be shared with specified provider organizations as defined in the law. Relevant changes can be found in sections 8431 and 8432 of the Education Code, section 6253.21 of the Government Code, and section 1596.86 of the Health and Safety Code.

Beginning July 1, 2019, the California Department of Social Services (CDSS) is required to collect the following information from licensed family childcare providers and license-exempt individual providers who participate in any state-funded early care and education program, as defined in law:

- Provider's name
- Provider's home address
- Provider's mailing address\*
- County
- Provider's telephone number
- Work and cellular telephone numbers
- Email address (if known)
- Agency, contractor, subcontractor, or political subdivision administering the program
- State facility license number (if applicable)
- The date the provider began subsidy care
- The date the provider ended subsidy care (if applicable), and
- The unique provider identification number (if applicable)

PCOE - ECE will be submitting your information to CDSS initially by August 30, 2019, and then on a recurring monthly basis through the Child Development Management Information System (CDMIS). The CDSS will subsequently submit the list to specified provider organizations as defined by law and pursuant to SB 75. The CDSS can also use this information to meet federal Childcare and Development Block Grant requirements, including emergency response preparedness.

If you have any questions please contact:

CDMIS Support

Phone: (916) 455-1907

Email: [CDMIS@cde.ca.gov](mailto:CDMIS@cde.ca.gov) Fax: (916) 323-6853

Mail: 1430 N Street, Suite 430, Sacramento CA 95814

Board Approved: January 2020



## **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](http://placercoe.org)

Email: [childcare@placercoe.org](mailto:childcare@placercoe.org)

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### **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](http://rrplacercoe.nohosoftware.com/online_referrals)

### **Community Care Licensing**

State Childcare Licensing Office

(916) 263-5744

[cld.ca.gov](http://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](http://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](http://placer.ca.gov)