Program Handbook

2020-21

Subsidized Child Care
Placer County Office of Education
Early Childhood Education

Providers & Families
Stage 2
Stage 3
Alternative Payment
Family Child Care Homes Education Network

PCOE
GOLD IN EDUCATION
Placer County Board of Education

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Placer County Superintendent of Schools
Vision Statement:

“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 Statement:

“The Placer County Superintendent of Schools works in collaboration with the Placer County Board of Education to provide leadership, accountability, resources, educational programs, and student services to the students and families of Placer County.”
The Placer County Office of Education (PCOE), Early Childhood Education (ECE) Alternative Payment program provides subsidized child care to eligible families through a variety of state, federal and local funding sources; each of the funding sources has its own rules and regulations regarding eligibility and child care that can be approved. Therefore, it is possible that two (2) families receiving services from PCOE, and using the same child care provider, may have different rules applied to their cases.

Community service referrals for education, health, nutrition and social services are also provided as needed. In conjunction with the Resource and Referral program, parents are also provided with information on choosing quality child care to help them make the most suitable child care choices for their children. Our program goal is to enable families to continue their employment and/or education by providing funding for child care.

**Child Care Services**

PCOE ECE provides child care referrals, child care subsidies, parent and provider resources, workshops and classes, and a community resource for early learning education for Placer County families.

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<td><strong>Resource &amp; Referral</strong></td>
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SECTION 1: OUR PROGRAMS and SERVICES

PCOE ECE is home to multiple programs providing quality early care and education services to young children, their families, child care providers and 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 child care providers.

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

**Child Care Food Program**: Nutritious meals and snacks for children.

**Child Care Initiative Project**: Recruiting and training child care providers.

**Child Care Alternative Payment Program**: CalWORKs/Alternative Payment (AP) provides financial assistance in paying for child care to income qualified families who reside in Placer County.

**Child Development Associate (CDA)**: Provide classes and support to assist private child care providers with CDA Certificate.

**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**: Child care and early learning resources for the community.

**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 child care providers.

**Family Child Care At Its Best (FCCB)**: High-quality child development education for licensed family child care providers.

**Family Engagement/Parent Cafes**: A collaborative, strength-based process engaging professionals and families in relationship-building.
**Family, Friends 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 child care vouchers and assistance accessing child care 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 & Safety Scholarships:** Reimburses early educators for CPR/First Aid mandated health & 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 child care providers prepare to be licensed by the State.

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

**Online Child Care Referrals:** Referrals to Placer County Child Care providers 24/7.

**Placer County Child Care Council:** Plans for child care services and addresses child care needs of families in Placer County.

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

**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**

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

**Resource and Referral:** Child care referrals for families; support, training and resources for child care providers.

**State Preschool:** Part-day school readiness program for income eligible children and children with disabilities.
CalWORKs Child Care
CalWORKs Child Care is operated under contracts with the Placer County Department of Health & Human Services and the California Department of Education. This program provides early care and education for families who live or work in California and are participating in CalWORKs; who are working, looking for work, or in training or qualify as incapacitated, or other approved activities. Parents are provided an orientation on program procedures and information on choosing quality care.

- **Stage 1**: For families who are receiving Temporary Aid to Needy Families (TANF) and entering the workforce or job training or other approved activity.

- **Stage 2**: Eligibility for Stage 2 begins when the local county welfare department determines that the family’s work or approved work activity is stable or the family is transitioning off aid and the need and income eligibility is verified. The family remains eligible for up to twenty-four (24) months after the family is no longer receiving TANF assistance and the family is income eligible. If a family cannot be transferred to a Stage 3 slot or a non-CalWORKs program when the twenty-four (24) months of eligibility is exhausted, the family loses its eligibility and must compete with other non-CalWORKs families in the broader child care and development system.

- **Stage 3**: For families who have exhausted their twenty-four (24) months of eligibility after the parent ended cash aid. Family need and income eligibility must be verified.

**Alternative Payment Program**
The Alternative Payment Program is a state subsidized early care and education program for children under child protective services (CPS) at risk, homeless or with special needs and children in income eligible families whose parents reside in Placer County and are working, looking for work, in school or vocational training, seeking permanent housing and/or incapacitated. Children are eligible until the end of the certification period of a child’s 13th birthday (exceptions may be made for a child with exceptional needs or severely disabled). Parents may choose from licensed or license exempt child care homes and centers or in the child’s own home if there are six or more children receiving care at the same time. The program is supportive of family relationships and gives parents information on how to choose quality care and access other support services.
State Preschool
Placer County Office of Education, in collaboration with Placer Community Action Council (PCAC), offers prekindergarten classes for four-year-old and three-year-old children. The California State Preschool Program is for families who meet income eligibility requirements.

Classes are operated for 3 to 4 hours per day, with full-day options available at select sites, in conjunction with the regular school year at the school where the class is located. Children who are recipients of child protective services or who are at risk of being neglected or abused have first priority for enrollment. PCOE, in collaboration with each child’s parent, and within forty-five (45) calendar days of the child’s entry into the program must perform a developmental, sensory and behavioral screener (ASQ).

The sites are located at: Rock Creek Elementary in Auburn; Colfax Elementary in Colfax; Rocklin State Preschool at Sierra College; Kaseberg Elementary School in Roseville; Carlin C. Coppin, First Street Elementary and Little Blue Schoolhouse in Lincoln; Kings Beach Elementary School in Kings Beach.

These programs are learning laboratory training sites for Sierra College students pursuing education and training to work with young children and families.

Family Child Care Homes Education Network
Placer County Office of Education Family Child Care Homes Education Network is a state subsidized early childhood education program for children under child protective services (CPS) or with special needs and children of low income families whose parents reside in Placer County and are working-seeking work, in training, seeking permanent housing or qualify due to incapacity. Early care and education is provided in pre-selected licensed family child care homes for children birth through kindergarten. The homes are visited regularly by a Resource Teacher/Early Childhood Specialist trained in early childhood development. The children are assessed regularly and providers are offered training and educational materials for use with the children. PCOE, in collaboration with each child’s parent, and within forty-five (45) calendar days of the child’s entry into the program must perform a developmental, sensory and behavioral screener (ASQ).
Early Headstart

Placer County Office of Education (PCOE) Family Child Care Homes (FCCH) and Placer Community Action Council (PCAC) Early Head Start Program formed a partnership for making services of both programs available for infants, toddlers and their families. Families choosing this co-enrollment option will be eligible for the full range of PCOE and PCAC services. Through collaboration among families, staff and health professionals, all child health, nutrition, physical development and developmental concerns are identified and children and their families are linked to an ongoing source of continuous, accessible care to meet their basic health needs. PCOE, in collaboration with each child’s parent, and within forty-five (45) calendar days of the child’s entry into the program must perform a developmental, sensory and behavioral screener (ASQ).

Headstart

Placer County Office of Education (PCOE) California State Preschool Program and Placer Community Action Council (PCAC) Head Start Program formed a partnership for making services of both programs available for four (4) and three (3) year old children. Families choosing this co-enrollment option will be eligible for the full range of PCOE and PCAC services. The California State Preschool Program (CSPP) is for families who meet income eligibility requirements. The collaborative classes are operated for 6.5 hours per day; most in conjunction with the regular school year at the school where the class is located. Children who are recipients of Child Protective Services (CPS) or who are at-risk of being neglected or abused, have first priority for enrollment.

Through collaboration among families, staff and health professionals, all child health, nutrition, physical development and developmental concerns are identified and children and their families are linked to an ongoing source of continuous, accessible care to meet their basic health needs.
SECTION 3: HOW to QUALIFY for SUBSIDIZED CHILD CARE SERVICES

To receive PCOE child care and development services, subsidized by California Department of Early Learning and Care division - CDE, families shall reside in Placer County (child/ren must live in the State of California) and meet eligibility and need criteria. Evidence of parent’s or guardian’s street address, post office address, income verification or declaration to live in California satisfies this requirement. 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.

Because funding is limited, not every eligible family is able to be served. Funding availability varies with current program enrollment. A centralized waiting list is maintained for individuals who may be eligible. When openings occur, the CEL is used to fill vacancies in the order of priority.

Child care is offered for children until the child reaches his/her 13th birthday. Children with exceptional needs and severely disabled children may be served through age twenty-one (21), or eighteen (18) for federally funded programs.

Eligibility
Eligibility requirements for Placer County Office of Education Early Childhood Education subsidized programs are set by the California Department of Education (CDE). Subsidized Child Care programs are awarded based on the eligibility of the parents, not children. If a child moves from a mother’s home to a father’s home, the father would have to apply and qualify for the program in order for the child to remain on the program. If custody is shared, the program can pay for child care only when the child is with the parent that is on the program. A family’s eligibility is established by one of the following:

- Family is a public assistance recipient – cash aid (TANF)
- Family is income eligible
- Family is homeless
- Family has a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through the county welfare department

Cash Aid (TANF)
Families currently receiving cash aid (TANF) need to contact an Employment Services Counselor at the Placer County Health and Human Services office to establish a Child Care Plan.

Auburn: 530.889.7610
Rocklin: 916.784.6000
Income Eligible
When the number of family members and the amount of family income have been determined, eligibility may be established by referencing the Child Care and Development Income Rankings schedule published by the California Department of Education.

Homeless - Seeking Permanent Housing
If the basis of the eligibility as stated on the application for services (Form CD 9600) is seeking permanent housing, the parent’s period of eligibility for child care and development services is limited to not less than 12 months. Services shall occur on no more than five (5) days per week and for less than thirty (30) hours per week. The period of eligibility shall start on the day authorized by the Specialist.

- Documentation of seeking permanent housing shall include either a written referral from an emergency shelter, or other legal, medical, or social service agency or a written parental declaration signed under penalty of perjury that the family is seeking permanent housing. The declaration shall include the parent’s current living situation and a search plan to secure a fixed, regular, and adequate residence and shall identify a general description of when services will be necessary. If the family is residing in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements.

Child Protective Services
If the basis of the eligibility as stated on the application for services (Form CD 9600) is Protective Services, a written referral, dated within the six (6) months immediately preceding the date of the application of services, from a county welfare department, child welfare services worker is required.

Need
At the time of enrollment, the parent and any other adult counted in the family size must meet one of the following:

- CPS
- Employed
- Seeking employment
- Participating in vocational training
- Homeless and seeking permanent housing
- Incapacitated
Employed

- Families whose need for subsidy services is based on employment will remain eligible for services until their adjusted monthly income exceeds 85% of the State Median Income (SMI) or their children exceed the allowable age limit. If the age limit is reached, eligibility continues until the end of the certification period in which the limit was reached.

- Verification of employment from the employer using an Employment Verification form or verification of self-employment is required at enrollment, and re-certification. Also if increase in benefits is requested due to employment.

- 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 child care providers are not eligible for subsidized services because their work does not prevent the supervision of their own children.

Seeking Employment

Seeking Employment is limited by the California Department of Education not less than 12 months. Days and hours will be determined by the Specialist. Seeking employment days are limited to no more than five (5) days per week and less than thirty (30) hours a week. If one parent is available to care for the child, seeking employment will not be approved. For families with school-age children, parents will be asked to seek employment during the child’s school hours. The limitation for families participating in CalWORKS Stage 1 shall be in accordance with the approved Child Care Plan.

Parents are required to sign a written parental declaration, under penalty of perjury, stating that the parent is seeking employment. The declaration shall include the parent’s plan to secure, change or increase employment, and shall identify a general description of when service will be necessary.
**Vocational Training (Student Parents)**

Student parents must attend school regularly and pass their classes with satisfactory grades. A reasonable period of time to reach the vocational goal leading directly to a recognized trade or profession is required. Services shall be limited to whichever expires first: Six (6) years from the initiation of services pursuant to this section or twenty four (24) semester units, or its equivalent, after the attainment of a Bachelor’s Degree. If the parent has reached the limitation, the family shall receive services until the end of the certification period in which the limit was reached (Title 5 18087).

**Incapacitated**

Incapacitated is the medical or psychiatric special need to the extent that the parent’s ability to provide normal care for the child is significantly limited, verified by a legally qualified health professional. Child care and development services shall not exceed fifty (50) hours per week. PCOE ECE may contact the legally qualified health professional for verification, clarification, or completion of the provided statement. The days and hours of services approved will be based on the recommendation of the health professional (Title 5 18088).
Centralized Eligibility List (CEL)
Placer County Office of Education Early Childhood Education maintains a waiting list that includes applications/information pertaining to the family’s need and eligibility for children waiting to enroll in state funded child development programs throughout the county.

As funds become available, families who have a current updated application on file will be contacted to verify information before the enrollment process can begin. The families are ranked by eligibility factors for AP childcare such as: income, family size, Child Protective Services (CPS). The centralized eligibility list enables families to have access to all programs they qualify for and expand their opportunity to access AP childcare. Information on the CEL applications must be updated to reflect current information. Documentation of submitted information will be required. Applications may be requested from the PCOE ECE Office in Roseville, or acquired online.

Priorities
First priority are those families whose children are receiving child protective services or families whose children are at risk of being neglected, abused, or exploited.

Second priority are all children and families who are not within the first priority for admission. Children and families are admitted in accordance with family income and family size, with the lowest income ranked families admitted first.
Families enroll and maintain enrollment in the following ways, and the status of enrollment is documented in the following ways:

**Documents to Bring for Enrollment Appointment**
- Income Verification for the month prior to the appointment (check stubs, child support, TANF grant, Social Security (SSI) for any family member, unemployment/disability income)
- Verification of Self-Employment to Establish Current Income Eligibility
- Documentation of Need
- Supporting Documentation regarding the number of all children in the family (birth records, court orders regarding child custody, adoption documents, foster care records, school or medical records, county welfare department records)
- Emergency information for each child (form provided prior to appointment)
- Child Support Documentation, if applicable
- Current Immunization Records
- Complete signed copy of lease/rental agreement, utility bill, or verification of residency

**Initial Enrollment**
After a family has supplied PCOE ECE with the necessary initial eligibility and need documentation and after meeting with a Specialist to complete necessary application documents, PCOE ECE will begin to process the family's documents to determine family enrollment. A Notice of Action of approval or denial of services will be mailed or given to the family within thirty (30) calendar days of signing the application for services (Form CD 9600).

**Please note:** The application for services will be denied if the family does not submit all proof of eligibility and/or need within a period of thirty (30) calendar days. Reimbursement for child care 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.

**Notice of Action**
A Notice of Action (NOA) is a legally binding document issued by a PCOE employee stating decisions and/or changes that have been made to a family’s case. All NOA’s will provide a start and/or stop date for services, contracted days and hours approved for child care, and family fee information (if applicable).
For childcare to be authorized, you will need to choose a childcare provider. Choosing a quality childcare provider is important. It can take time to find the best match for you and your child’s needs. Please research your childcare options now.

**Types of Childcare Providers**
- Licensed Family Childcare
- Licensed Childcare Centers
- Exempt Centers
- Family, Friend or Neighbor (FFN). This is also called “Exempt” from license childcare. If the FFN is not an aunt, uncle or grandparent to the child/ren, they are required to have a live scan completed before childcare can begin, and their background check must clear within thirty (30) days.

**To Obtain Childcare Referrals**
Childcare referrals are available from PCOE Resource & Referral
- Referral information by phone: Please call between 9 am and 4 pm
- General information: Main line 530.745.1380 or 800.464.3322
- Online requests: Available 24 hours at:
  https://rrplacercoe.nohosoftware.com/online_referrals/

**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.

**Please be Aware of the Following**
- The State establishes limits on the amount of reimbursement PCOE can pay a childcare provider for childcare
- If a provider charges MORE than what PCOE can pay, **you are responsible for the difference**. This difference is called a **co-pay** and is paid by you to the provider
- You are responsible for all agreements and/or contracts with the childcare provider you choose. This means, if the provider requires a two-week notice to leave care, you are responsible to give notice, or be responsible for the cost of care if you change providers and the required notice not given
SECTION 7: HOW TO CONTINUE IN THE PROGRAM

As a courtesy, the family’s child care provider will receive a copy of the Childcare Certificate for their own records which will keep providers informed of any and all decisions and changes made by the Specialist that affect the family served by the provider.

**Recertification**
Families must have their eligibility and need for child care services recertified at not less than twelve (12) months, but once each fiscal year (July 1 – June 30). The Specialist will contact families approximately thirty (30) calendar days prior to certification end date to arrange for recertification prior to the expiration of services. Failure to recertify prior to certification expiration will result in termination of services.

Once certified a family shall receive services for no less than twelve (12) months, without having to report changes in eligibility or need, with the following exceptions:

- Families certified as income eligible, when their adjusted monthly income adjusted for family size exceeds 85% of the State Median Income (SMI) as published by the State Superintendent of Public Instruction.

**Voluntary Reporting of Changes**
Families may voluntarily request changes, in writing, as follows:
1. To reduce their family’s fee (i.e., loss of job, increased family size, etc.)
2. To increase their service hours (i.e., change in job hours, child’s school is out, etc.)
3. To decrease their service hours (i.e., child starts school, loss of job, etc.)

**Approved Schedules**
The financial stability of PCOE Early Childhood Education is maintained by careful and constant monitoring of a child’s attendance. When families are enrolled for alternative payment services, parents and PCOE Early Childhood Education staff work together to outline schedules that meet the needs of the family. Projections of cost are determined for each newly enrolled family. Services may or may not be rendered depending on current program funding.

Parents who work at night between 10 pm and 6 am may request child care so that they can sleep during the day. When children enter school, parents are no longer eligible to receive child care for sleep hours. It is expected that parents can sleep while the child attends school.
An approved child care schedule includes the days and hours of the parent’s documented need for child care, as well as travel time. Additionally, if the parent meets certain criteria, child care may be approved for study time. For school aged children, scheduled instructional minutes of a public educational program or a private school in which the child is enrolled and attending are not reimbursable hours. Please note that only siblings, and additional children in the family who are listed on the application for services at the time of enrollment, are eligible to be added during the contract period; as funding allows. Any other siblings, new babies and/or new children to the family must go on the ranked waiting list.

Child care is authorized according to the parent’s certified need for services, as determined by PCOE ECE. Reimbursement to the child care provider is based on the parent’s certified need for care, unless care is authorized on a variable schedule or part-time with a license exempt provider. Services authorized on a variable schedule or part-time with a license exempt provider will be reimbursed based upon the actual use of child care.

Child Care Certificates are used to authorize the child care schedule. The Child Care Certificate contains the approved child care schedule and the reimbursement rate ceiling. Child Care Certificates are issued upon initial enrollment and when changes occur, such as schedule or rate changes. Child Care Certificates should be reviewed upon receipt and the Specialist should be contacted if any changes are needed.

A copy of the Child Care Certificate is used to inform the chosen provider of the child care schedule. Provider termination notices are sent to inform providers of terminations. Child Care Certificate and terminations should be reviewed upon receipt and the Specialist should be contacted for questions.

Although care is certified for no less than twelve (12) months, should the situation arise where a child has not attended childcare for twenty (20) consecutive days with no contact from the family, it will be assumed the family has abandoned the program and a Termination NOA will be sent to the address on file.
**Parent’s Share of Costs**
The programs that the Placer County Office of Education, Early Childhood Education administer are alternate payment programs. With the exception of part day preschool, the alternative programs are not intended to fully pay the cost of child care. There are three ways a parent may be required to pay fees:

**Co-payments to the Provider**
The difference between what the provider charges and what PCOE can reimburse is called a co-payment and is the responsibility of the parent. (Example: If a provider charges $900 per month for child care and the most the state allows PCOE to reimburse is $700 per month, the co-payment of $200 per month would need to be paid directly to the child care provider by the parent.)

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

PCOE Early Childhood Education is not responsible for any co-payments. Parents who choose providers whose usual and customary fee exceeds the Regional Market Rate ceiling may be required by the provider to pay the difference between the Regional Market Rate ceiling and the provider’s fees. The co-payment will be paid directly to the provider by the parent and shall not be the responsibility of PCOE ECE.

Final reimbursement rate and payment to the provider is based upon child care use and documentation. Parents are responsible for registration fee and/or any additional fees that exceed the Regional Market Rate ceiling permitted for reimbursement.

PCOE Early Childhood Education considers reimbursement for each enrolled child on an individual basis and will pay fees in accordance with the chosen provider’s usual and customary fee so long as the fee does not exceed the Regional Market Rate ceilings provided by the State.

**Family Fees to PCOE-Early Childhood Education**
Some families may be required to pay a family fee. Family fees are determined by the State Department of Education Family Fee Schedule and are based on family size, monthly gross income and total hours of child care approved. Family fees are billed by PCOE Early Childhood Education the 15th of each month and are due prior to the first day of care. It is the parent’s responsibility to call their Specialist if a bill was expected but not received. Family Fees are made payable to PCOE and should be delivered to 1229 Pleasant Grove Blvd., Roseville, CA 95678. If fees have not been received by the due date, a Notice of Action for Termination of Services will be mailed to the parent and provider. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid (Title 5 18116).
If PCOE ECE cannot meet all of a family's needs for child care for which eligibility and need have been established, the family will be given a fee credit equal to the amount paid to the other provider of child care services.

**Payment for Use of Unauthorized Care**

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

**Attendance Record**

Upon determination of parent eligibility and completion of paperwork required from the provider, an Attendance Record will be issued to the provider selected by the parent. Attendance Records will be mailed monthly thereafter. In the case of in-home care providers, parents, as the employer, will receive the Attendance Record instead of the provider.

The Attendance Record will contain the child's name, the parent's name, the provider's name and the authorized days and hours of care. If an Attendance Record contains inaccurate information, the parent and/or provider must immediately (within five (5) business days) contact the Administrative Office of PCOE Early Childhood Education program.

An Attendance Record is used to document child's attendance and is the bill for services from which reimbursement is made. The Attendance Record must be kept on site and accessible to parents to sign at drop off and at pick up times on a daily basis at the actual time of use (service). Parents may choose to designate another eligible adult to sign the child in or out of the early care and development setting. The provider may sign a school age child in and out for school. The provider and parent must sign their full, legal signature under penalty of perjury on the Attendance Record at the end of each month. If a parent has left the program, or is otherwise unavailable to sign the Attendance Record, the provider should note that on the form and send it in so reimbursement is not delayed.

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 print out 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 print out and the bottom of the PCOE provided sign in sheet. The print out should then be submitted with the PCOE provided sign in sheet that has been signed by the provider.

If the child was absent on any days, the reason for the absence needs to be provided to allow PCOE Fiscal to determine if it was an excused absence, unexcused absence or best interest day. If the provider was closed on any day, an indication needs to be made as to whether the closure was for a provider time off (PTO) day as indicated in the provider policies on file.
**Child Absences**

Children are never to be released to any person who has not been designated by the parent.  **Excused absences include:**

1. Illness or quarantine of the child or parent;
2. Medical appointments for child/parent:
   a. Verification of illness from a medical practitioner may be required.
3. Family emergency:
   a. Immediate need for treatment of anyone in the family unit by a physician/dentist or other health professional;
   b. Death of a family member;
   c. 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;
4. Court ordered visitation;
5. An absence that is clearly in the best interest of the child. For example, vacation time with family, visiting grandparents, etc. not to exceed ten (10) days per fiscal year.

Unexcused absences include any absence that is not listed above and are limited to ten (10) consecutive days.

The Provider must call the family’s Specialist if the child is absent for an unexcused reason from care for fifteen (15) consecutive contracted/scheduled days or with no notice from the parent, or if the parent is not using her/his approved scheduled care.

**Exempt providers providing part time care will not be reimbursed by PCOE ECE for any absences**

**Changing Providers**

Enrolled families have the right to change providers. The California Department of Education does not allow for reimbursement of two providers for the same child during the same time period. PCOE ECE policy limits the number of providers to be TrustLined to a maximum of three (3) in a twelve (12) month period. Therefore, it is critical that the following procedures be followed to prevent a parent or provider from absorbing costs for child care that cannot be reimbursed by PCOE ECE.

A parent who chooses to change providers must give adequate notice to the current provider in accordance with the provider’s termination policy. The parent must also notify PCOE ECE staff of their need to make the change and select a new provider. The Resource and Referral department of PCOE ECE can assist the parent by providing a list of licensed providers in Placer County.
PCOE ECE 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.

Reimbursement for services provided by the new provider cannot begin until the termination time period has been satisfied (typically nineteen (19) calendar days). The new provider will be required to agree to PCOE ECE policies for provider participation.

**Multiple Child Care Providers**
Reimbursement is limited to one child care provider per child. The following are exceptions:

- Child care may be authorized when the child’s first child care provider is not a licensed center and the parent chooses a licensed center for large group school readiness experiences.
- Child care may be authorized with an eligible alternate provider when one of the following occurs:
  - When the hours of operation of the first provider do not meet the parent’s need for child care services.
  - When the child is ill and the parent has to obtain an alternate provider.
  - When the child’s regular provider is closed.

**Back-Up Child Care at an Alternative Provider**
Parents must notify PCOE ECE of their need for back-up or child care when primary provider is unavailable. Authorization for care must be pre-approved by the Specialist. Each licensed provider can be reimbursed for ten (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 provider’s contract. An alternate (backup) provider may only be paid for a total of ten (10) days per child per fiscal year for sick days and an additional ten (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 is used.
- The requested provider is listed as an eligible provider with the PCOE subsidized program before the request for care. This means: The provider is active in the PCOE subsidized child care system.

**Home Schooled Children**
Any child enrolled in a public educational program, including home schooling, cannot be provided child care services during the hours of school schedule (Title 5 18076.2(d)(1)).
SECTION 8: GENERAL POLICIES

Varied Schedule
For an employment or training schedule which is varied (hours and days), PCOE Early Childhood Education will only pay for the hours the parent worked or was engaged in an approved activity, plus reasonable, approved transportation timeline.

Confidentiality of Client Information
Authorized representatives such as PCOE ECE staff, auditors, the California Department of Education, and legal representatives are allowed access to our family and child care provider files. The disclosure or release of any information that pertains to child care services is restricted to purposes that are directly related to the administration and delivery of our services. Specialists or other PCOE ECE representatives do not provide information about families or providers to one another or to outside sources. Providers working with PCOE ECE must also observe confidentiality of client information, and should not release case documentation to anyone other than the parent or PCOE ECE representative.

Parents on the program can request, in writing, that information in their file be released. This information will only be released to the parent currently on the alternate payment program. Without this permission, the information cannot be provided unless it is court ordered or requested by the District Attorney to investigate fraud. Attendance Records are the property of PCOE Early Childhood Education, and are not part of the parent file. Copies of Attendance Records will not be released unless required by court order.

Safety of Families, Providers and PCOE Representatives
Respectful interactions are required throughout the PCOE ECE program. Any person who makes threats against, harasses, or endangers the safety or life of any child/ren, parent, child care provider, or PCOE ECE staff member or representative, is subject to immediate termination from the program. Actions that constitute grounds for termination include, but are not limited to: yelling, swearing, the use of indecent or obscene language, personal attacks, aggressive actions, harassment, threats or infliction of physical and/or mental harm or abuse, sexual advances or abuse, and carrying of weapons of any kind onto the premises of PCOE ECE. PCOE ECE reserves the right to terminate families and/or discontinue services with providers who do not follow the program guidelines as mandated by the California Department of Education and the PCOE ECE staff. Additionally, PCOE ECE reserves the right to refuse services to parents or providers who have participated in fraudulent activities and/or those who violate the signed fraud policy.
**Independent Contractors**
The provider is an independent contractor and not an employee, agent, joint venture, or partner of PCOE. The provider is not an employee for state or federal tax purposes and shall receive a 1099 tax form from PCOE if paid over the maximum amount stated by the IRS regulations. The provider is responsible for reporting all earnings received from PCOE, and must file any and all reports.

**Unannounced Visits**
PCOE Early Childhood Education may perform unannounced provider visits. During these visits, the Attendance Record is reviewed for completeness. Please remember the Attendance Record must remain in the possession of the provider.

**Delay in Payment or Non-Payment of Child Care Services**
In the event that 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.

**Liability**
PCOE Early Childhood Education has not inspected or warranted the condition of the provider’s facility or the quality of supervision the children receive. PCOE Early Childhood Education 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 Early Childhood Education, its officers and its employees from costs, suit or liability allegedly arising from the provision of child care services.

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

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

**Access/Open Door Policy**
Parents have unlimited access to their children and the early care and education facility during the hours of care.

**Non-Discrimination Clause**
All educational programs and activities are made available to all eligible children and her/his family without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. All programs are accessible to persons with disabilities and children with disabilities are welcomed into the program.
**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.

**Family's Rights and Hearing Request**

Families have the right to appeal decisions made by PCOE ECE that affect their reimbursement. This includes appealing a Notice of Action for termination of services. The procedures for beginning an appeal process and requesting a hearing appear on the back of every Notice of Action.

PCOE ECE requires that the procedures outlined on the back of the Notice of Action be followed in order to appeal an action. The parent/guardian must file the appeal within fourteen (14) calendar days of receiving the Notice of Action. The appeal deadline date can be found on the first page of the Notice of Action. When these procedures have been followed, a hearing can be scheduled. PCOE ECE will continue to reimburse child care services during the appeal process.

**Collection for Ineligible Services-Fraud**

**Parent:**

PCOE Early Childhood Education program is required to make a reasonable effort to recover reimbursements which 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 ECE program determines that a parent has provided fraudulent information or has not provided 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 ECE program for any costs incurred during the period of ineligibility.

The parent may work with PCOE ECE to determine a reasonable repayment plan within a three (3) month time. If the parent fails to reimburse, PCOE ECE may file a claim through the Small Claims Court and/or contact the District Attorney’s Office.
**Provider:**

Providers who submit fraudulent information will no longer be eligible to receive reimbursements through any program administered by PCOE Early Childhood Education.

**Program Evaluation**

Parent surveys will be distributed and collected. Parents will be asked to provide their observations and feedback on the program and their comments will be included in the program self-evaluation completed annually and submitted to the California Department of Education. The review team should be composed of staff, parents, and board/community members. Staff Development surveys will also be conducted annually. The Assistant Superintendent will develop a program improvement plan as indicated by the program self-evaluation and will review the implementation plan with staff and board members.
Termination of Services
A Notice of Action for termination of services may 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. Several examples of circumstances have been provided below that demonstrate when a Notice of Action for termination of services may occur. The examples provided are not all inclusive and other reasons for termination may arise.

Parent Related
- Failure to adhere to policies and/or procedures set forth by PCOE ECE and/or regulations established by the State and/or Federal government.
- Use of child care services that have not been approved or cannot be substantiated.
- Failure to accurately maintain attendance reports on a daily basis.
- Failure to recertify eligibility and/or need for child care services prior to the expiration of the child care contract.
- Failure to pay family fees.
- Falsification of information and/or documentation.
- Failure to meet eligibility and/or need requirements.
- Abandonment of childcare.

Provider Related
- License Expiration/Revocation/Suspension/Probation.
- Denial/Revocation of TrustLine.
- Evidence or suspicion of a child being placed at risk of abuse, neglect or exploitation.

A family may be terminated for use of abusive or threatening language to a staff member of the PCOE ECE program.

If a family’s services have been terminated by PCOE ECE for any reason, the parent will be notified by mail (Notice of Action). The provider will be notified of the last day of approved care by a Provider Termination NOA. Any termination may be appealed by the parent. The appeal form and instructions are on the back of the termination form. PCOE ECE will continue to reimburse child care services during the appeal process.
Licensed Child Care
Licensed child care takes place in a family child care home or in a child care center. A child care home is licensed for up to eight (8) children for small group or up to fourteen (14) for large group with an assistant. A child care center is licensed for specific age groups and the number of children is related to the size of the center. All licensed providers are fingerprinted, have a criminal background check and California Child Abuse Index clearance. In family child care, anyone who lives in the home and is over eighteen (18) years of age is required to go through the same clearance process. There are specific educational requirements for center child care providers. Licensed providers must have health and safety training including CPR and First Aid as required by Community Care Licensing.

The site is inspected for safety issues by a staff person from Community Care Licensing (CCL), a division of State Department of Social Services in Sacramento. Licensed providers must maintain a file with licensing reports in it for parents to review, and parents are encouraged to do so. Parents may also view licensing information for a provider at the Community Care Licensing website at www.ccld.ca.gov.

License Exempt Child Care
Exempt from licensing or license-exempt means the child care provider is not required to obtain a child care license, as specified in the California Code of Regulations, Title 22.

In California a license to provide child care is not required for:

- An individual to provide child care for children from one family, in addition to their own relatives.
- Recreation districts providing care for twelve (12) weeks or less and sixteen (16) hours per week.
- School districts with child care programs staffed by school district employees for school age children on school sites.

The State requires that all unlicensed individual child care providers, with the exception of the child’s grandparent, aunt, or uncle, complete a background clearance and apply to be registered on the TrustLine Registry. This means they must have a live scan background check through the Department of Justice, FBI and Child Abuse Index. Providers are not reimbursed until they have become registered on the TrustLine Registry.
When there is an immediate need for child care services, state regulations allow parents to use a provisional provider for up to thirty (30) calendar days, pending TrustLine Registry, when the provider has completed a TrustLine application and submitted fingerprints to the California Department of Justice. The provider must have completed a live scan before the first day of child care services. PCOE ECE cannot pay for child care services if the provider is not registered on the TrustLine Registry within thirty (30) calendar days from the start of child care.

**In-Home Child Care**

Care that takes place in the child’s home is referred to as In-home child care. The parent is the employer of an In-home provider and is responsible to pay employer taxes and withhold employee taxes. Information on In-home child care is available from PCOE Early Childhood Education. A family must have a minimum of six (6) children all receiving care at the same time to be eligible for reimbursement for In-home child care.

It is the responsibility of the parent as the employer to calculate and submit required quarterly documents to the State and Federal agencies as required by law for employers of In-home child care givers. In addition, after filing original documents with the IRS and State agencies, copies are to be mailed to PCOE Early Childhood Education on a quarterly basis. Failure to do so will result in termination of services.

Parents are responsible for paying the provider and the PCOE Early Childhood Education program reimburses the parent in accordance with PCOE’s current payment policies and the current market rate. In-home care will be reimbursed twice a month upon submission of Attendance Records showing hours of care and signed under penalty of perjury by the parent and the provider.
SECTION 11: RESOURCE & REFERRAL

The Placer County Office of Education, Early Childhood Education Resource & Referral was started in 1979 by the Placer County Office of Education and is funded by the California Department of Education and the First 5 Placer Children and Families Commission. Services include assisting parents in finding child care, providing guidelines for choosing quality early care and educational settings, producing a 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.

SECTION 12: TRUSTLINE REGISTRY

TrustLine Registry is California’s registry of exempt child care providers, tutors and in-home counselors who have passed a background screening. It was created by the California Legislature in 1987 and is a powerful resource for parents hiring a child care provider. All caregivers listed with TrustLine Registry have been cleared through a fingerprint check of records at the California Department of Justice. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California. The TrustLine Registry is administered by the California Department of Social Services and the non-profit Child Care Resource and Referral Network.
Process for Child Care Provider Reimbursement

1. Provider must complete all required paperwork for the provider file before any reimbursement can be issued. This includes registry on Trustline if required.
2. Provider will receive a Child Care Certificate for the approved level of service.
3. An Attendance Record will be issued to the provider for each child in authorized care.
4. Each child on the Subsidized Child Care Program must be signed in and out by parent or responsible party each time the child arrives or leaves care.
5. A fully completed Attendance Record, including provider charge and signatures, is to be submitted to the Placer County Office of Education - ECE Main Office, 1229 Pleasant Grove Blvd., Roseville, CA 95678; after care for the month is complete.
6. Reimbursement will be issued within fifteen (15) working days of the day complete and accurate Attendance Records are received.
7. It is the provider’s responsibility to refer to their copy of the current Provider Agreement for Terms and Conditions of Payment.
8. Please Note: The provider is an independent contractor and not an employee, agent, joint venture or partner of PCOE. The provider is not an employee for state or federal tax purposes and shall receive a 1099 form from PCOE if paid over the maximum amount stated by the IRS regulations. The provider is responsible for reporting all earnings received from PCOE, and must file any and all reports.

For detailed Provider Payment Process, please see “Provider Payment Policies” at: www.placercoe.org or by mailing a request to: PCOE-ECE, 1229 Pleasant Grove Blvd., Roseville, CA 95678.

For questions or information on provider payment policies, please call 530.745.1380.
SECTION 14: COMPLAINT PROCEDURES

Complaints About Licensed Providers
Complaints about licensed providers shall be referred to the licensing agency and the Resource and Referral Program. Complaints must be documented in writing and must include the nature, date, location of the incident, and signature and date of the person issuing the complaint.

Placer County Office of Education
Early Childhood Education Resource and Referral
1229 Pleasant Grove Blvd.
Roseville, CA 95678

Licensing Agency to Contact for Complaints
Department of Social Services
Community Care Licensing
2525 Natomas Park Drive, Suite 250
Sacramento, CA 95834
Mail Station 19-29
Phone: 916.263.5744

General Complaints
Parent or provider complaints about PCOE Early Childhood Education program operations or decisions, shall first be directed to the Assistant Superintendent of Early Childhood Education. If satisfactory resolution is not achieved, the issue shall follow the Placer County Office of Education’s Uniform Complaint Procedures.

Grievance Policy
If you have a complaint regarding an agency policy or practice, you have the following options:

1. First, work with your Specialist to resolve the concern.
2. If the issue is not resolved, contact the PCOE-ECE main line at 530.745.1380 and ask to speak with a Program Administrator or contact Cindy Schmidt directly at 530.745.1368.
3. If the issue remains unresolved, contact the PCOE-ECE main line at 530.745.1380 and ask to speak to Teresa Dawson-Roberts, Director of Early Learning.

Grievances may be submitted by phone, email or walk-in at the PCOE ECE Main Office, 1229 Pleasant Grove Blvd., Roseville, CA 95678.

Decisions made by the Director of Early Learning are final.
APPENDIX I: DEFINITIONS

At Risk of Abuse - Child Protective Services: In cases where the child is in an out-of-home custodial placement, the child is usually deemed to be removed from the “at risk” or protective services situation and would, therefore, not meet the eligibility requirement for child protective services. The child can be served by being deemed an income-eligible “family of one” and, in such cases, the custodial parent must have a qualifying need. Families may be referred initially for up to twelve (12) months of child care, after which the case will be reviewed for continued eligibility.

Broadly Consistent: Child Care attendance, as recorded on the Attendance Record, should reflect a pattern that is consistent with the parent’s certified need for services. Parents will be contacted immediately (within five (5) calendar days) if it is determined that there is a notable pattern of difference in the utilization of child care (more than two weeks of variance).

Child Care Fraud: Is the crime of obtaining money or child care services by deliberate deception.

Child Protective Services: Children receiving family maintenance services or family preservation services through the county welfare department. The family must require child care 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 (3) 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 child care setting (EC 8208 Cl).

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, to 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. If family size fluctuates due to shared custody, the child will only be included in the family size when the child is in the custody of the enrolled parent. Children under the age of eighteen (18) who are part of the household and are not receiving services will still be included in the family size. High School students who have turned eighteen (18), but have been continuously enrolled in school, may be included in the family size until they have completed High School.

**Fiscal Year:** PCOE ECE 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).

**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 child care and development services. NOA’s 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 child care services, as determined by a statewide survey of providers. The results of this survey determine the maximum PCOE ECE is allowed to pay providers for child care services based on the county the care is provided in.

**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 nine months of age by September 1 of the same year.

**TrustLine:** The TrustLine Registry is a database of child care 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.
Family Fee Policy:
Family fees are an assessment of the portion of cost to families using child care and full time state preschool services. It is a requirement of the California Department of Education. Per state regulation, no adjustments are made for child absences or provider closure days.

Families who are exempt from Family Fees:
- Families with an income level that, in relation to family size, is less than the first entry in the fee schedule
- Families receiving California Work Opportunity and Responsibility to Kids (CalWORKS) cash aid
- Families of children enrolled in a part-day California State Preschool Program

Families who may be exempt for 12 months from Family Fees:
- Families with children who have been identified as at risk of abuse or neglect ("at risk" children). Exemption is allowed only if the referral prepared by a legally qualified professional from a legal, medical, or social services agency, or emergency shelter specifies that it is necessary to exempt the family from paying a fee.
- Families whose child(ren) are receiving Child Protective Services. Exemption is allowed only if the referral prepared by the county welfare department, child welfare services worker specifies that it is necessary to exempt the family from paying a fee.

Fee Assessment
A flat monthly fee per family is assessed using the California Department of Education Early Education and Support Division Family Fee Schedule. The determining factors are the family income, the family size and the family certified need.
- Full-time fee = a certified need of 130 hours or more per month
- Part-time fee = a certified need of less than 130 hours per month

When a family has more than one child in care, the child who is scheduled to use the most hours in the month is used to determine full time or part time fee assessment. Family fees are assessed at the time of certification and are not changed for twelve (12) months unless a family voluntarily requests and provides support for a reduction to the fees.

Predictable Schedules
When the initial enrollment is not on the first day of the month, the family fee will be assessed based on certified hours for the partial month and another family fee for each subsequent month based on certified hours as documented in the application for services.
Unpredictable Schedules
The fee will be determined based upon average hours of the parent’s verified work schedule for the four (4) months immediately preceding the certification. If, at the time of initial certification the parent does not have a work history, the fee will be based on (1) the verified hours the employer expects the parent to work or (2) the self-employment documentation provided by the parent.

School-age Children:
For school-age children, the fee may vary each month between full-time and part-time, depending on the school schedule and vacations. The monthly fee will be detailed on the approved Notice of Action (NOA).

Voluntarily Requesting a Reduction of Fees
- Reduction in family income (parent lost job, parent changed jobs, etc.)
- Change in family size (new child in family, new parent in family, etc.)
- Change in days and/or hours of care needed

The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. This documentation may not be used to make any other changes to the family’s service agreement.

Credit for Fees
If PCOE cannot meet all of a family’s needs for child care for which eligibility and need have been established, the family will be given a fee credit equal to the amount paid to the other provider(s) of these child care services.

- PCOE will apply the fee credit to the family’s subsequent fee billing period
- The family is not allowed to carry over the fee credit beyond the family’s subsequent fee billing period. For example, payment to another child care provider for September care can only be applied to PCOE family fees billed for October
- A receipt or cancelled check detailing the provider’s name, period services are being paid for, child’s name, amount paid and date paid for that child’s care must be provided to PCOE Early Childhood Education

Collection of Fees
- Fees are due by the 1st of each month
- Fees are delinquent if not received in our Fiscal office by the 8th at 5:00 p.m., unless late payment arrangements have been made
- Fees must be paid by check, money order or cashier’s check (no cash accepted) Mail or deliver fees to:

  PCOE Early Childhood Education
  1229 Pleasant Grove Blvd.
  Roseville, CA 95678
  or 365 Nevada Street, Auburn, CA 95603

  Drop box is available at both locations
Payment Plans
- Must be established before the 8th of the month
- Are limited to one (1) month of fees
- Monthly installments and current fees must be maintained to avoid a termination notice
- The maximum length of the payment plan is four (4) months.

Delinquent Fees and Non-payment of Fees
- Fees not paid by the 8th of the month by 5:00 p.m. are delinquent
- A Notice of Action (NOA) - Termination of Services - will be issued the next business day
- The Notice of Action (NOA) can only be rescinded (canceled) by paying the full amount of family fees due on or before the Effective Date of Action
- The third (3rd) time an NOA - Termination of Services - is issued for failure to pay family fees in a fiscal year (July 1-June 30), the termination Notice of Action will be considered final and will not be rescinded
- Returned checks are considered non-payment of fees and will result in an NOA - Termination when PCOE is notified of the return
- A money order or cashier’s check (no cash is accepted) is needed to replace the returned check within ten (10) calendar days from the notification by PCOE of the returned check
- The second (2nd) time a check is returned, future fees must be paid by money order or cashier’s check
- 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
APPENDIX III: NOTICE to PROVIDERS

PCOE-ECE / California Department of Education 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 at 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 Education (CDE) 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
- 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 CDE initially by August 30, 2019, and then on a recurring monthly basis through the Child Development Management Information System (CDMIS). The CDE will subsequently submit the list to specified provider organizations as defined by law and pursuant to SB 75. The CDE can also use this information to meet federal Child Care 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
Fax: 916.3236853
Mail: 1430 N Street, Suite 430, Sacramento CA 95814

Board Approved: January 2020
We promote and provide high quality early learning services that respectfully address the diverse needs of children and families in our community.