

A photograph of a woman with dark hair, wearing a grey t-shirt and a watch, smiling broadly while holding a baby. The baby is wearing a white shirt and blue jeans, also smiling. The background is a soft, light blue and white gradient.

PROVIDER
PARTICIPATION
HANDBOOK
2025 - 2026

Welcome!

PCOE
GOLD IN EDUCATION

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



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

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

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

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

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

TABLE OF CONTENTS

Programs and Policies | 3

- Contact Information
- Vision
- Mission
- Program Overview
- Program Descriptions

Selection and Enrollment Process | 5

- CAPP and FCCHEN Enrollment Priorities
- CalWORKs Stage 1, 2 and 3 Entry
- Emergency Foster Bridge Entry
- Determining a Child's Schedule
- Change in Schedule

Attendance | 8

- Attendance Policy
- Abandonment of Care

Provider Participation | 10

- Independent Contractor
- Tax Requirements | Reporting
- Resource and Referral
- Contract Between Parent and Provider
- State General Fund Prohibition Against Religious Instruction
- Provider Participation Process
- Changing Providers
- Multiple Providers
- Alternate | Back-up Provider
- In-Home Childcare
- Access/Open Door Policy

Childcare Reimbursement | 14

- Childcare Reimbursement Schedule
- Direct Deposit or Check
- Overpayment/Underpayment

- Delay in Payment or Non-Payment of Childcare Services
- Stop Payment Policy
- Reimbursement Guidelines
- Determining Reimbursement Rates
- Exempt/Family, Friends, Neighbors
- Adjustments to Reimbursements
- Charges NOT Reimbursed
- Reimbursement for Childcare
- Registration and Material Fees
- Proration of Rates
- Cost of Care Plus Rate Payments
- Provider Days of Non-Operation
- Co-Payment
- Unannounced Visits
- Provider Rate Increases
- Attendance Record | Provider Invoice
- Additional Attendance Record Notes

Disenrollment | 25

- Family Request to Disenroll
- Provider Disenrollment Policy
- Safety and Harassment Policy

Grievance/Complaint Procedures | 26

- Complaints Regarding Program Staff, Agency Policy or Practice
- Provider Complaints to Program
- Parental Complaints in Childcare Settings
- Uniform Complaint Procedure

Our Programs/Services | 27

Definitions | 29

Notice to Providers | 31

THANK YOU for serving our families of Placer County.
We appreciate you!

PCOE Early Childhood Education:

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

Phone: (530) 745-1380

Fax: (888) 293-1613

1400 W. Stanford Ranch Road
Rocklin, CA 95765

placercoe.org

Email: childcare@placercoe.org



Vision:

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

Mission:

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

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

Program Overview:

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

Age-eligible children include:

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

These parental choice subsidized childcare programs:

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

Program Descriptions:

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

CalWORKs Stage 1 Childcare

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

CalWORKs Stage 2 Childcare

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

CalWORKs Stage 3 Childcare

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

California Alternative Payment Program

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

Emergency Foster Bridge Program

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

Family Child Care Home Education Network (FCCHEN)

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

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

SELECTION and ENROLLMENT PROCESS

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

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

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

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

When multiple families are within the same ranking:

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

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



1400 W. Stanford Ranch Road
Rocklin, CA 95765



placercoe.org



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



childcare@placercoe.org

CalWORKs Stages 1, 2, and 3 Entry:

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

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

Emergency Foster Bridge Entry:

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

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

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

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

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 the 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.

Change in Schedule:

Once eligibility and need have been established a participant may keep their current service level, no matter if there are changes in their family. **If a parent needs to change** their service level during their certification period, they must submit a Request to Change Services Form and documentation to support the request.

NOTE: After receipt of required documentation to support the requested change, our office will notify both the parent and provider in writing within 10 business days indicating the outcome of the request to change services.

The family's childcare provider will receive a copy of the Childcare Certificate for their own records which will keep providers informed of the approved level of service, the reimbursement rate ceiling, and any changes approved by the Specialist that affect the family's authorized schedule.



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

ATTENDANCE

Attendance Policy:

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

Excused Absence:

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

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

Abandonment of Care:

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

Your child(ren) will be disenrolled when there has been no communication with your provider and our office for 30 consecutive scheduled days.



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.

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 31st 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.

PROVIDER PARTICIPATION

In-Home License-Exempt Childcare

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

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

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

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

NEED A LIST OF LICENSED PROVIDERS IN YOUR AREA?

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

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

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

Online: rrplacercoe.nohosoftware.com/online_referrals



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

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

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

PROVIDER PARTICIPATION

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.

Providers who participate in the Alternative Payment, CalWORKs Stages 1,2,3, Foster Bridge, Family Child Care Home Educational Network (FCCHEN), Early Head Start, or Head Start Program, must meet all program requirements and guidelines.

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

State General Fund Prohibition Against Religious Instruction:

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

Provider Participation Process:

Steps to Provider participation are as follows:

1. Parent/Guardian selects a childcare provider and submits required documentation.
 - **Existing/Active Provider with PCOE** – Parent/Guardian informs Resource Specialist of selected provider
 - **New/Inactive Provider with PCOE** – Provider 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 Childcare Certificate that includes the approved level of service and the reimbursement rate ceiling. In addition, an Attendance Record will be issued for each child in authorized care.
3. Provider Notice (Childcare Certificate) will be issued when there is a change to a family's level of service. It is the provider's responsibility to refer to their copy of the current provider agreement and policies for terms and conditions of payments.



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

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

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

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

PROVIDER PARTICIPATION

Multiple Providers:

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

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

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

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

Alternate | Backup Provider:

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

An alternate, backup provider may only be paid for a total of ten days per child per fiscal year for sick days and an additional ten days per fiscal year for vacation/holidays taken by the primary provider.

Backup childcare with an alternative provider will be authorized if all of the following conditions are met:

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

Access/Open Door Policy:

Note that based on the regulations, parents have unlimited access to their children and the early care and education facility during the hours of care.

Reimbursement Schedule:

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

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

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

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

Submit Attendance Records to:

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

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

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 rcscc.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.

Determining Reimbursement Rates:

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 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, or if the license-exempt childcare provider does not have a rate sheet on file, the applicable rate category that results in the higher reimbursement will be applied.

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.

CHILDCARE REIMBURSEMENT

RMR Age Categories:

AGE GROUP
Infant: Birth to 24 Months
Preschool: 2 through 5 Years
School Age: 6 Years and Older

AGE GROUP NOTE for Childcare Centers:

For a five-year old child enrolled in kindergarten the:

- **2 through 5 Years** category is applied when child is in a classroom that is licensed as a preschool program **OR**
- **School Age** category is applied when child is in a classroom that is licensed as a school-age program

Determining Reimbursement Rates:

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

Exempt Family, Friends, and Neighbors:

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

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

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

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.

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.

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, 2/5ths or .4 of the rate will be paid in the month containing Monday and Tuesday and 3/5ths 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, 10/21sts 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, 2/5ths 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 2/4.3 (or 10/23).

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



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 the 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.

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.



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

Sample

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

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

PARENT AND PROVIDERS: READ AND SIGN MONTHLY DECLARATION

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

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

Child ID : _____ Family ID: _____ APID: _____

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

CHILDCARE REIMBURSEMENT

Attendance Record | Provider Invoice continued:

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

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

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

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

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

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

Sample

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

PARENT AND PROVIDERS: READ AND SIGN MONTHLY DECLARATION

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

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

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.

DISENROLLMENT

Family Disenrollment:

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.

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.

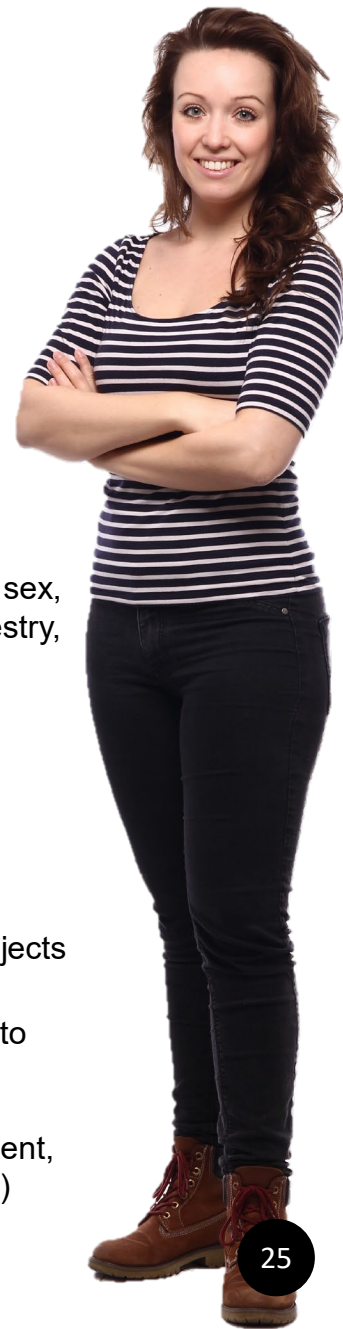
PCOE will give a written notice to any provider who is going to be disenrolled. The notice will outline the infraction and the reasons for disenrollment. Providers will not be allowed to participate in a PCOE subsidized childcare program if any of the following conditions occur:

- 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)

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, hazing (actions intended to endanger or embarrass others)
- Use of obscene and profane language



Complaints Regarding Program Staff, Agency Policy, or Practice:

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

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

Parental Complaints in Childcare Settings:

For Licensed Provider Care

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

For License-Exempt Provider Care

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

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

If You **SEE** Something,
SAY Something

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

1-844-LET-US-NO

(1-844-538-8766)

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

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



CDSS
CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

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.



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 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

Email: childcare@placercoe.org

Resource and Referral

Links parents to licensed childcare providers

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

1400 W. Stanford Ranch Road, Rocklin, CA 95765

rrplacercoe.nohosoftware.com/online_referrals

Community Care Licensing

State Childcare Licensing Office

(916) 263-5744

cld.ca.gov

Employment Services Counselors

Assistance with finding work

Auburn: (530) 889-7610

Rocklin: (916) 784-6000

United Way

2-1-1 provides referrals to
hundreds of resources

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

Placer County Health and Human Services

Provides a broad range of health and
social services

Auburn: (530) 889-7141

Carnelian Bay: (530) 546-1900

placer.ca.gov