

*Family Resource & Referral Center
Proudly Serving San Joaquin County
25 Years*



**Licensed Provider and Exempt Provider
Handbook**

*509 W. Weber Avenue, Suite 101
Stockton, California 95203*

www.frrcsj.org

(209) 948-1546 or 1-800-436-9997

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Provider Handbook

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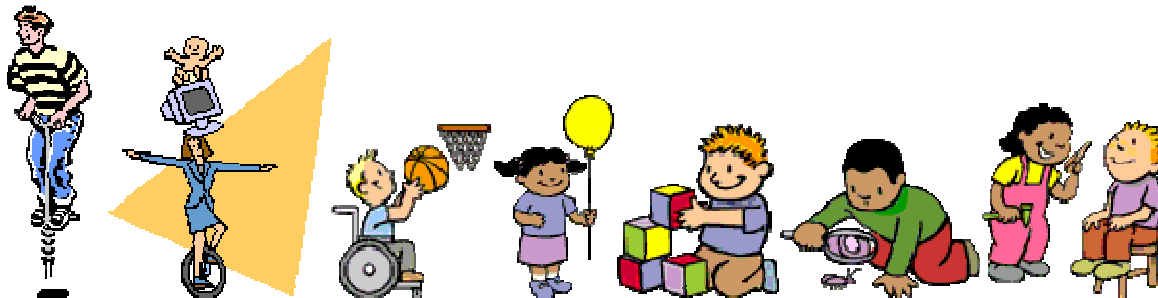
WELCOME TO FAMILY RESOURCE AND REFERRAL CENTER

This handbook was created to assist Providers in working effectively with the California Department of Education, Child Development Division, Alternative Payment programs and San Joaquin County Department of Human Services Cal Works Child Care Program. As a provider in our program, you have access to many services.

MISSION STATEMENT

Family Resource & Referral Center enhances quality child care, child development and family well-being in Northern California.

"We care about children and families"



FRRC Summary of Services

The Family Resource & Referral Center (FRRC) provides direct services, information, training and advocacy to enhance child care and family well being in San Joaquin County. We seek to augment and enhance the delivery of children's services rather than to duplicate existing resources. Our primary focus is quality child care for children and technical assistance to those working with children and families.

USDA Child Care Food Program

This program is designed to encourage nutritious meals for children in licensed and exempt day care homes by offering benefits to the child care providers. The benefits include cash payments to reimburse providers on a per meal per child basis, technical assistance and information on how to operate and manage the food program and keep adequate records.

Resource and Referral

These services are available for parents and anyone seeking child care information regardless of income. Individuals may call to receive referrals to licensed child care facilities and family helping services. Other services available at the resource center are:

- A library of activities & activity kits for children
- Child Development & Parenting information
- Die Cuts
- Literacy totes

Community Child Development

This program offers technical assistance, training and support to parents and providers including:

- Inclusion/Special Needs trainings
- Child Development, Parenting information and
- Professional growth workshops

Subsidized Child Care

Provides child care subsidies to low income families with partial or full payment towards child care while parents are attending school, training programs or working.

Community Collaboration

FRRC works with many community agencies and organizations promoting quality childcare and early learning for children of all ages. Some partnering agencies include: Work Net, San Joaquin Local Child Care Planning Council, Community Partnerships for Families and Health Plan of San Joaquin and the Human Services Agency, just to name a few.

Child Care Providers



Parents & Children



Subsidized Child Care Information

Conditions for Participation/Eligibility Requirements

General requirements for subsidized child care are set by the California Department of Education. The parent must also live and/or work in the state of California and the care must be in San Joaquin County. A child who has reached his/her 13th birthday (or 21st birthday for a special needs individual) on the State-Funded programs and 13th birthday (or 18th birthday for a special needs individual) on the Federally-Funded programs becomes ineligible for the program. The children are cared for in a facility of the parents' choice. The program is supportive of family relationships and gives parents information on how to choose quality early care and education, as well as access to other support services.

Work Net Child Care

What is the program?

The San Joaquin County Work Net has child care funds available as support service for its clients. Family Resource and Referral Center administers the child care services.

Who qualifies for this program?

- Parents referred by the San Joaquin County Work Net enrollment staff to the Subsidized Child Care Program at Family Resource and Referral Center.
- Parents select the child care that best meets their needs.

CalWORKs Child Care Stage 1

What is the program?

The Human Services Agency (HSA) has Stage 1 child care funds available as a support service for clients on Temporary Assistance for Needy Families (TANF). Family Resource and Referral Center administers the child care services through a sub-contract with Human Services Agency. Parents select child care that best meets their needs.

Who qualifies for this program?

- Individuals who are currently receiving TANF in San Joaquin County who are participating in a county approved activity. Clients must be referred to Family Resource and Referral Center by Human Services Agency Employment Services or Cash Aid Workers, or other contracted case management agencies. Eligibility for this program is determined by the Human Services Agency.
- San Joaquin County residents
- Clients must be income eligible and be working, in school or in training
- Families with children ** (11-12 year old eligibility subject to change)

CalWORKs Child Care Stage 2

What is the program?

The Stage 2 child care program provides funds for child care for current and former TANF recipients who are participating in a county approved activity. Stage 1 families are transitioned into Stage 2 after three months continuous, stable child care. Parents select child care that best meets their needs.

Who qualifies for this program?

- Current or former TANF recipients in San Joaquin County who are participating in a county approved activity.
- Clients on TANF must be referred by HSA or another contracted agency.
- Clients no longer receiving TANF must be income eligible and be working or in training.
- San Joaquin County residents
- Clients must be income eligible and be working, in school or in training
- Families with children ** (11-12 year old eligibility subject to change)

CalWORKs Child Care Stage 3

What is the program?

The Stage 3 child care program provides funds for child care for former TANF recipients who are participating in a county approved activity. Stage 2 families are transitioned into Stage 3 twenty-four months after going off cash aid. Parents select child care that best meets their needs.

Who qualifies for this program?

- Former TANF recipients in San Joaquin County who are participating in a county approved activity.
- Clients must be referred by HSA or another contracted agency.
- Clients no longer receiving TANF must be income eligible and be working or in training.
- San Joaquin County residents
- Clients must be income eligible and be working, in school or in training
- Families with children ** (11-12 year old eligibility subject to change)

Child Care & Development Block Grant

What is the program?

Child Care and Development Block Grant (CCDBG) provides funds for child care while parents are in training programs, in school, or working. Parents select the child care that best meets their needs.

Who qualifies for this program?

- San Joaquin County residents
- Clients must be income eligible and be working, in school or in training
- Families with children ** (11-12 year old eligibility subject to change)

How much does it cost?

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Department of Education Family Fee Schedule. The CCDBG is funded by the State Department of Education, Child Development Division.

Alternative Payment Program

What is the program?

The Alternative Payment Program (APP) provides funds for child care while parents are in a training program, in school or working. Parents select the child care that best meets their needs.

Who qualifies for this program?

- San Joaquin County Residents
- Clients must be income eligible and be working, in school or in training
- Families with children 0-12** (11-12 year old eligibility subject to change)

How much does it cost?

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Department of Education Family Fee Schedule. The program is funded by the State Department of Education, Child Development Division.

Child Care Options

Families enrolled for services through Family Resource and Referral Center Subsidized Child Care programs are assisted in choosing a child care provider that meets the needs of the family from the full range of licensed Family Child Care Homes and licensed Child Care Centers, exempt providers including TrustLine registered providers, and relative care options.

Families may not use overlapping care with a licensed provider resulting in FRRC paying twice for the same time block.

Counseling and assistance with choosing quality child care are given, (but recommendations to specific child care programs are not). Basic child care consumer information is provided, along with referrals to caregivers contained in Family Resource and Referral Center Child Care Services referral files, upon request.

~~In the best interest of children and families, Family Resource and Referral Center recommends that parents/guardians thoroughly research a provider and site before placing children to ensure that it is the type of environment that they and their children feel is the best. ~~

- For more information regarding basic health & safety codes, please call the State Department of Social Services-Community Care licensing at (916) 229-4530.



Conditions for All SCC Provider Participation

Child care providers (Licensed and license-exempt) agree to all of the following requirements of participation in SCC programs.

Providers will:

- Provide services to parents who live in our service area.
- Not discriminate on any basis including race, color, disability, religious creed, national origin, age, marital status, ancestry, sex or medical condition.
- Allow parents unlimited access to their children while in their care during normal business hours.
- Not get paid for their vacations when the child care facility is closed or when the provider or center is not available to serve children.
- Charge Family Resource and Referral Center the same rates that are charged to non-subsidized families.
- Be required to enter into an agreement with Family Resource and Referral Center by signing a child care certificate and may be terminated from the program for failure to comply with any provision contained in the agreement.
- Submit a signed rate sheet to Family Resource and Referral Center upon enrollment.
- Demonstrate evidence of cash paying clients if requested (Licensed providers only).
- All providers must submit accurate, complete and legible attendance records for children whose care is paid by Family Resource and Referral Center Subsidized Child Care Services. Parents and guardians must sign attendance sheet (with blue or black ink) when delivering and picking up the child (ren) each day. **The parent/guardian's full signatures are required: parent/guardian's initials are not acceptable.**
- Not engage in religious instruction or worship while providing child care and development services in the State funded programs. Child care that is paid for by Federal funds does not exclude religious instruction.

- Attend a provider enrollment orientation with Family Resource and Referral Center staff which includes: completion of the W-9 and unlimited access forms, a review of policy and procedures, and submittal of current license and usual and customary charges (rate sheet).

Providers should understand that they are self-employed care givers. Each provider is responsible for paying his/her own taxes (Federal, State, Social Security, etc.) FRRC will provide a 1099 statement at the end of the calendar year indicating the total payment that he/she has received from the program for use in preparing tax returns.

Procedure for Changing Child Care Providers

Families enrolled in Family Resource and Referral Center Subsidized Child Care programs have the right to change providers at any time with prior notice. Family Resource and Referral Center's Subsidized Child Care policies, however, do not allow for payment of two providers for the same child during the same time period. Exceptions are allowed for a back up provider or in unusual or special circumstances.

Family Resource and Referral Center Subsidized Child Care policy also limits the number of providers to be TrustLined to a maximum of three (3) in a twelve (12)-month period. More than three (3) providers in a twelve (12)-month period will require Subsidized Child Care Management approval. 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 paid by Family Resource and Referral Center Subsidized Child Care Services.

1. A parent who chooses to change providers must give a two-week notice to the provider. The Resource and Referral Department of FRRC can assist the parent in locating a new provider.
2. FRRC will notify the current provider with a written two week notice of the last effective date of payment for services and the new provider with a certificate of the first effective date of payment for new services.
3. Payment for only one two-week notice, per family, per year, may be paid to the same licensed provider.

PAYMENT FOR CARE PROVIDED BY THE NEW PROVIDER CANNOT BE APPROVED UNTIL THE TERMINATION TIME PERIOD HAS BEEN SATISFIED. THE NEW PROVIDER WILL BE REQUIRED TO AGREE TO FAMILY RESOURCE AND REFERRAL CENTER SUBSIDIZED CHILD CARE SERVICES POLICIES FOR PROVIDER INFORMATION.



Licensed Child Care

Licensed child care takes place in a family child care home or in a child care center and capacity is based on Community Care Licensing guidelines. All licensed providers are fingerprinted, have a criminal background check and California Child Abuse Index clearance. In licensed family child care homes, anyone living in the home over age 18 years is required to go through the same clearance process. There are specific educational requirements for child care center providers. Licensed providers must have 15 hours of health and safety training including CPR and First Aid.

FRRC will request signed documentation from unsubsidized families stating that the family is also reimbursing the provider for specific days of non-operation if the provider asks subsidized families to pay for days of non-operation whenever a licensed provider asks to be paid for non-operation days.

75/25 Percent Policy

FRRC may provide payment to childcare providers when they are serving more than 75 percent subsidized children in attendance only under the following circumstances:

1. There is a lack of licensed childcare facilities in the area.
2. The facility is able to meet the special needs of a particular child (infant care, school age care, evening or weekend care)
3. And/or any other reason provided for by the California Department of Education's regulations, (logistical needs such as location or transportation).
4. The provider must complete a waiver form.

Best Interest Days

FRRC will pay for up to ten (10) days for Family emergency and/or for Best Interest of the Child (with verification) per fiscal year. The following is a list of excusable absences:

Family Emergency/Best Interest of the Child

- Death in the family
- Car breakdown
- Loss of transportation
- Weather crisis (severe storms)
- Disaster (i.e. fire, earthquake)
- Serious illness to family member

School strike/closure
School suspensions
Vacation
Visit with other parent (non-custodial)
Visit with visiting relatives (i.e. grandparents)

Illness

Sick child
Sick parent

To ensure the services provided to families enrolled are continuous, providers must **notify Family Resource and Referral Center if a child is absent for 3 consecutive days.** Failure to notify Family Resource and Referral Center will result in non-payment and the last day attended will begin the two week notice.

Payment can only be made for excused absences if the licensed provider charges non-subsidized families for absences and is charging a weekly or monthly rate that is set, regardless of attendance.



Provider Mandated Reporting

- A licensed child care professional is required by law to report any directly observed or suspected evidence of child abuse or neglect to a child protective agency.

(San Joaquin County Child Protective Services, phone #209-468-1333)

- In addition to notifying a child protective agency of any suspicion of child abuse, a provider contracting with Family Resource and Referral Center Subsidized Child Care Services must also notify this agency as soon as reasonably possible, but not longer than 48 hours after reporting to the child protective agency.
- When children are placed in child protective custody because of abuse and/or neglect, FRRC may not be able to pay the licensed child care provider a two week notice.



License-Exempt Child Care

Parents may select care that is exempt from licensure. An exempt child care provider who works in the client's home becomes an employee of **the client**.

An exempt child care provider who works in their own home is considered self-employed. **Because exempt providers are not employed by Family Resource and Referral Center, FRRC cannot verify any employment information.**

License-Exempt Participation Conditions

Family Resource and Referral Center License-Exempt Provider Policy

It is the policy of the Family Resource & Referral Center of San Joaquin County, to pay for care given by exempt providers. License-exempt providers may only care for children from one other family in addition to their own children. Birth parents, step parents and/or adoptive parents are ineligible to receive child care payment for services to their own children.

The Family Resource & Referral Center encourages providers to attend child care and development workshops that are sponsored by FRRC and other child development training agencies. We also highly recommend providers research information on becoming a licensed child care provider. The following are the conditions for participation as a license-exempt caregiver:

- Must be TrustLined, if applicable
- Must be 18 years of age or older
- Must submit a current valid photo ID, Social Security Card, and W-9 form
- Must only care for the children of one immediate family in addition to their own children
- The licensed-exempt provider and the parent must attend exempt provider orientation (EPO) together.

Siblings Providing Care

Siblings who reside in the same home with children enrolled in any FRRC program are not eligible to provide care for their younger siblings.

In-Home Care Policy

In accordance with the Federal and State guidelines for agencies that administer CalWORKs and Alternative Payment child care contracts (AP's), In-Home Child Care is an

allowable choice for child care services. In-Home child care workers are defined and compensated differently than an independent child care contractor for their services. Therefore, it is the policy of Family Resource and Referral Center to allow this type of child care services under one of the following conditions:

1. The parent must have at least three children requiring in-home child care services.
2. The need for child care services is required during non-traditional hours (i.e., nights and weekends).
3. The parent has a severely handicapped or medically fragile child or children.
4. Any other unusual or special circumstances. (i.e., transportation problems).

When this type of care is selected, the parent is considered the employer and the parent is responsible for complying with all state and federal guidelines of having someone employed in their home.

In order for a parent to utilize an In-Home Child Care Provider, the Provider must meet the following three conditions:

1. The In-Home Child Care Provider performs the child care services at the home where the child resides.
2. The In-Home Child Care Provider does not reside at the same address as the child.
3. The In-Home Child Care Provider is not related to the child.

NOTE: Be advised that Family Resource & Referral Center should not be considered an employer of any child care provider.



TrustLine

The TrustLine Registry provides background checks on persons who are exempt from licensing. Fingerprint cards and criminal background clearances are provided through the Department of Justice and the Federal Bureau of Investigation. In addition, the California Child Abuse Index is checked before an individual is TrustLined to provide child care. TrustLine Registry includes completion of an application form by the parent and provider, presentation of valid picture identification (Calif. ID/Driver's License) verifying

that the caregiver is over 18 years of age, Social Security card, and completion of a Health and Safety Certification Form in the home where the care is given.

It is the policy of Family Resource and Referral Center and San Joaquin County to require the following from license-exempt providers:

1. All cousins, siblings, and non-relatives of the child who are providing exempt care must go through the TrustLine Program and complete qualifying procedures with the California TrustLine Program. This is accomplished through Sylvan Identix Fingerprinting Center (contracted with the State of California), 510 E. Magnolia Ave, Stockton, CA. Appointments are necessary. The phone number is 1-800-315-4507. It is required that a completed TrustLine application accompany the applicant. The application can be obtained at the Family Resource and Referral Center office.
2. All grandparents, aunts and uncles are exempt from TrustLine (in Stage 1 childcare: this includes great grandparents, great aunts, and great uncles). Proof of relationship to the child will be required to be exempt from TrustLine qualifications.
3. If an exempt provider is denied through the TrustLine Registry, Family Resource and Referral Center will immediately terminate the exempt provider from participation in the Child Care Payment Programs, including caring for eligible relative children. Once the exempt provider has been denied, we will not make payments to them for any reason.
4. **If an exempt provider has been denied by TrustLine and then the file is re-opened, FRRC will not pay the provider until the provider receives a new clearance from TrustLine.**

Exempt Provider Orientation (EPO)

The licensed-exempt provider and parent will be required to attend an orientation together. Once the parent and provider attend Exempt Provider Orientation together, that is the only time they will need to attend. If the parent changes providers or the provider works for another parent; then they must attend with the new person.

When attending an Exempt Provider Orientation, the provider will need to bring:

- An original and valid Ca. I.D. or Ca. Driver's License verifying the individual is over the age of 18 years.
- Original Social Security card (no copies)
- Proof of Live-Scan
- Completed TrustLine application
- Signed statement from the parent verifying that they have interviewed and approved of the caregiver.

After the parent and provider schedule an appointment for the EPO, the EPO staff will inform the provider he/she will need to get Live-Scanned (fingerprinted) **prior** to their orientation appointment, at a different location. There is no charge for Live-Scan for the first appointment. However, if the provider misses his/her appointment, a slight charge will be imposed. The following are 3 steps an exempt provider needs to do **prior** to their EPO appointment.

- Pick up a TrustLine application in our office.
- Take this application and get Live-Scanned at Sylvan Identix Fingerprinting (contracted with the State of California), 510 E. Magnolia Ave, Stockton, CA. (This is where you will be fingerprinted)
- Bring written proof to the Exempt Provider orientation appointment, that the provider has been TrustLined, including the completed TrustLined application.

Children are not allowed at EPO; if they attend, you and your provider will have to be rescheduled.

Please Note: In some programs administered by FRRRC, back payment will not be allowed. Payments will start only after parent and provider have attended the EPO.



TIMESHEET POLICY & PROCEDURES

Family Resource and Referral Center Reimbursement Policy

All timesheets must be delivered to our office by mail or drop box before 5:00 p.m. by the 5th of the month following service. FRRRC will no longer accept personal delivery of timesheets. FRRRC accepts timesheets through the mail or drop box only. FRRRC cannot be responsible for the post office's failure to deliver. Postmarks are not accepted as proof of timely submission. If the 5th of the month falls on a weekend or holiday, the drop box will be available to leave timesheets until 5:00 p.m. Payment to providers will be mailed on the 17th of the month immediately following the month of service. If a timesheet is turned in late, or incomplete, FRRRC will not guarantee date of payment. If a timesheet is incorrect, it will be returned for corrections and payment will be delayed. Family Resource and Referral Center will not pay for timesheets older than 30 days.

Procedures

1. FRRC will make the drop box available from the 1st to the 5th. The drop box is located in the semicircle between the Waterfront Towers and the Warehouse. Timesheets can also be dropped off at our other locations: 7273 Murray Drive (Mail slot or drop in) OR drop in during regular business hours at Cal Works, Railroad Square, FRRC 2nd floor.
2. All timesheets will be mailed monthly to the provider, pre-printed and specific to the approved child care. Providers are not allowed to make any changes or use another child's timesheet for payment. All timesheets will be mailed at the end of the month for the following month of service (example, timesheets will be mailed June 27th for service to begin July 1). If the provider does not receive a pre-printed timesheet by the 1st day of service, for an approved child, the provider must call our office at 948-1546 and speak to the parent's caseworker immediately. It is essential that the provider request the timesheet immediately, as child care cannot be provided without a daily parental signature in and out daily.
3. Timesheets for new providers will be provided as soon as all required paperwork is received.
4. **Timesheets due date:**

All timesheets are due in our office by the end of the business day (5:00 pm) on the 5th of each month to be considered on time. Family Resource and Referral Center will no longer accept personal hand delivery of timesheets. Family Resource and Referral Center will accept timesheets through the mail or drop box only.

 - Mail timesheets to: FAMILY RESOURCE AND REFERRAL CENTER AT 509 W. WEBER, SUITE 101, STOCKTON, CALIFORNIA 95203.
5. **Timesheets turned in on time:**

Timesheets received in our office via mail or drop box by 5:00 p.m. on the 5th of the month and completed correctly with appropriate information and signatures, will be processed and mailed on the 17th of the month. All checks will be mailed. They are not available for pick up.

 - **A Drop box is located at 509 W. Weber Avenue, in the semi-circle at the corner of Weber and Lincoln.**
 - **Mail slot OR drop in available at 7273 Murray Drive.**
 - **Drop in during office hours only at CalWorks - Railroad Square - FRRC on 2nd floor**
6. **Timesheets turned in late:**

All timesheets received after the 5th of the month are considered late. Late timesheets will be calculated, processed, and mailed after the 17th of the month. **FRRC does not guarantee the date of payment for late timesheets.**

7. Parents/guardians must sign a full signature, in and out on a daily basis and not at the end of the month.
8. **NO** faxes or copies of timesheets will be accepted. Parent and provider should not cross out child's name or use it for another child (even for a sibling). Parent and provider should call the caseworker to request another timesheet. Also, using "**White-Out**" on any part of the timesheet is not acceptable for submission.
9. If a child is absent for any of the regular contracted days, please write the exact reason why the child was absent in the corresponding space.
10. Non-school age children should be signed in and out once a day, with two full signatures from the parent.
11. The parent/guardian, or other authorized adult, must sign the child in at the beginning of the day and out at the end of the day. For school-age children with split schedules, the provider must initial in the middle section of the timesheet the care for the times leaving for and arriving from school.
12. Family Resource and Referral Center Subsidized Child Care Department will mail timesheets to the provider(s) for each enrolled child on a monthly basis. If there is a problem with a timesheet or if no timesheets have been received, the provider must contact FRRC immediately.
13. If a parent/guardian states that he/she is being subsidized by Family Resource and Referral Center, but the provider does not have a child care certificate, or other formal paperwork from FRRC, contact the FRRC office prior to receiving any care.
14. At the end of the month, both the provider and parent/guardian must sign the bottom of the timesheet with full signatures in blue or black ink verifying that all of the information on the timesheet is true and correct. Any missing signature or incomplete timesheets may result in late payment. Timesheets older than 30 days will not be paid.
15. Falsification of Timesheets is grounds for termination.
16. If a timesheet has been received for an enrolled child, but no care has been provided to the child, the provider must note the reason for non-attendance, sign the bottom of the timesheet and return it to the Family Resource and Referral Center office.

The following information must be verified each month before sending in timesheets:

- Parent's/Guardian's, or other authorized adult's full signature is signed in ink on each line daily plus provider's initials for school-age children leaving to go to school or arriving from school.
- Actual times in and out are accurately recorded for each day.

- No deviations from agreement hours have been used. (Requires prior approval and a 2-week notice).
- Reasons for absences, holidays, vacations and school breaks for parent/guardian and child are noted on each line and followed by parent signature.
- Parent/Guardian and provider signatures are on the bottom of timesheet.



Reimbursement System

Family Resource and Referral Center is required to reimburse providers based on the following guidelines which cannot be altered:

Provider rates on file with Family Resource and Referral Center are required to be equal to the rates charged to other parents for the same services. When contracting with Family Resource and Referral Center, all Licensed and License-exempt providers must submit their "usual and customary" charges. Family Resource and Referral Center will enter into a rate agreement with the provider. The agreement will be required by FRRC upon enrollment and before any payment will be made. The rate agreement will be placed on file with Family Resource and Referral Center.

Provider Rate Changes

Only one change to the Providers Rate Agreement will be permitted between each fiscal year (July 1st through June 30th). We will accept these changes by appointment May 1st - May 31st of each fiscal year, to be effective July 1.

Providers may be asked to provide documentation of cash paying clients. All providers are independent contractors and are not employees of Family Resource and Referral Center.

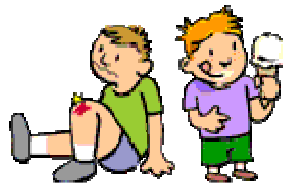
Family Resource and Referral Center may reimburse providers in the same way they receive reimbursement from non-subsidized families; by the hour, day, week, or month. The number of contracted hours of care determines whether the rate is part time or full time. Payment will be the lesser of these two:

- 1) Approved provider rate or approved state reimbursement rate; or
- 2) Approved adjustment factor.

- Hourly rates will not be paid for full-time care;
- Part-time care may only be paid up to the full-time rate and, if at any time the part-time rate exceeds the full-time rate, Family Resource and Referral Center will pay the full-time rate.
- If a parent chooses a provider with a "usual and customary" rate exceeding the amount that FRRC can pay, it is the parent's responsibility to pay the difference. The co-payment shall be paid directly by the parent to the provider and shall not be accounted for by Family Resource and Referral Center.
- 15 hours or less in a week will be paid at the hourly rate.

Check Processing and Payment Procedure

1. The fiscal year for Family Resource and Referral Center ends on June 30th. In order to close FRRC financial records, FRRC must have June's timesheets no later than July 5th to account for all of the agency's funding. Once FRRC financial records are closed for the previous fiscal year, timesheets from the previous fiscal year, submitted after July 5th, can not be paid. Family Resource and Referral Center is unable to pay for childcare provided in a previous fiscal year with funding for a new fiscal year.
2. Checks are always mailed. Due to the large number of checks printed by the Subsidized Child Care Department, we do not hold checks for anyone. **No exceptions will be made.**
3. When a Child Care Certificate starts after the 1st of the month, or ends before the last day of the month, payment will be prorated for the number of days covered by the certificate.
4. Charges for special activities that go over and above the normal care and supervision of children (i.e., swim lessons, dance lessons, field trips, etc.), will not be subsidized by Family Resource and Referral Center.
5. Parents must comply with agency and provider's requirements regarding notice of absence for sickness or vacation.
6. Payment for license-exempt care is reimbursed for actual hours of care up to the maximum hours set in the certificate. The two (2) week notice does not apply.
7. Payments will be made according to the certificate and will be capped at the maximum Regional Market Rate (RMR) for each category.



FRRC Procedures for Correcting Agency Errors

If the provider believes that FRRC has made an error in the calculations of the timesheets, the provider should contact us. The error will be reviewed and corrected. Staff will call the provider when the correction has been made and the check is ready. These checks may be picked up or mailed at the provider's preference. The only time that the provider will be allowed to pick up a check is when FRRC makes an error.

Delays in processing check:

Please be advised that the following situations **will prevent** the check from being processed on time:

1. Missing signatures of parent/provider on timesheets.
2. Child care hours used does not match contracted hours authorized.
3. Child's arrival and departure times are incomplete.
4. Missing work schedules for parents on variable work schedules.
5. Altering, making changes, or whiting-out pre-printed timesheets.

It is the goal of FRRC to reimburse providers quickly, correctly, and fairly. Paying providers in a timely manner is a priority to FRRC.

~~FRRC reserves the right to alter our payment schedule in the event of late payment from our funding source or other unforeseen circumstances. Providers will be notified when or if the funding is delayed.~~

Deductions from Checks

- It is the policy/practice of Family Resource and Referral Center to comply with all court orders, including garnishments.
- FRRC Reserves the right to deduct any monies owing out of the provider's payment.

Lost or Missing Checks

If a provider's check is not received by the 24th of the month, the provider must come in to sign a Check Replacement Affidavit at FRRC. A replacement check will be issued if the original check has not been cashed. (If the original check has been cashed, the provider is responsible to seek appropriate action for the check cashed). FRRC is not responsible for cashed checks by anyone other than the provider. Problems with timesheets or checks may only be discussed with the person whose name appears on the child care certificate.

Certificate/Co-Payments

A child care certificate will be issued for each child enrolled in Subsidized Child Care. The Certificate will include certified hours of need for care and payment amount. If provider rates exceed the Regional Market Rate limits, parent/guardian will have a co-payment. Any additional fees, such as late pick up, are also the responsibility of the parent/guardian. Providers should review the certificate carefully before signing to ensure the accuracy of rates since reimbursement for services is based upon this information.

Family Fees

A Family Fee is applied when a parent reaches 50 percent of the State Median Income (SMI). Once a parent reaches 75 percent of the State Medium Income, they are no longer income eligible for subsidized child care. A Notice of Action (NOA) will be sent informing the parent. FRRC provides collection services for these fees.

Parent fee payment arrangements are available, when requested by the parent. However, once a payment plan is implemented it must be completed before a new arrangement can be made.



Violence Free Agency-Zero Tolerance Policy

The Family Resource and Referral Center of San Joaquin County is committed to providing a violence-free workplace that is free from acts of violence, or threats of violence. In keeping with this commitment, we have established a policy that provides Zero Tolerance for actual or threatened violence by clients, providers or employees against co-workers or any other person affiliated with Family Resource and Referral Center.

This policy is also intended to promote workplace security by addressing situations in which outsiders enter the workplace and engage in violent acts or threaten employees with violence. Although some kinds of violence results from societal issues that are beyond our control, FRRC has adopted measures that will increase security and protection for our employees. In order to accomplish this objective, we must require the cooperation of all parties involved.

In keeping with this policy, any persons who violate this policy will be immediately terminated from employment and/or agency services.

Providers/Parents who violate our zero-tolerance policy will be terminated and will no longer be eligible to receive payments or services through any program administered by Family Resource and Referral Center.

Parental Complaints Regarding Licensed or License-Exempt Child Care

1. The Family Resource and Referral Center encourages parents to report concerns to State Licensing, or other appropriate authorities as these concerns arise. Family Resource and Referral Center is also required by law to inform every parent, when they call in for child care referrals, of their right to call the State Department of Social Services to check a child care provider's license and history. The telephone number is given with every referral to child care services and whenever a parent has a concern. This number is (916) 229-4530.
2. Family Resource and Referral Center maintains a record of parental complaints against exempt providers. Parents may make a written complaint that includes the nature of the complaint, the date and time of occurrence, and the name and address of the provider. The parent must sign the complaint. Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and made a determination on the complaint, FRRC will follow licensing recommendations.

FRRC reserves the right to terminate the agreement without a 2-week notice if FRRC determines with the parent, that the child is in an unsafe environment.

Termination and Appeal Procedures

Parents Termination

Parents must give a minimum of two weeks notice to Family Resource and Referral Center before they terminate the program. They must give advance notice of two weeks to licensed providers as well.

The following are grounds for termination of a parent from Family Resource and Referral Center Subsidized Child Care Programs for reasons that include, but are not limited to:

- Falsifying any documentation affecting eligibility or need for care.
- Falsifying information on the timesheet or refusal to sign timesheets.

- Failure to submit necessary documentation of ongoing eligibility or missing deadlines for submitting documentation.
- Failure to use child care regularly (indicating a lack of need for care).
- Missing Family Resource and Referral Center appointments. Family Resource and Referral Center will allow three (3) rescheduled appointments before a termination Notice of Action will be sent. If the parent is a "no show" and does not call to reschedule their appointment, they will be sent a termination Notice of Action.
- Failure to notify Family Resource and Referral Center within five (5) calendar days of changes in schedule, address, telephone, income, etc.
- Failure to pay Family Fees by the scheduled due date, or paying late five (5) times in the previous 12 months.
- Abusive use of child care hours or misuse of those hours.
- Being over income - according to the Family Fee Schedule
- Failure to Recertify
- Expiration of Student/Parent Time Limit
- Child over age
- Parent/Provider Choice
- Employment ended
- Any degree of abuse (potential or actual physical abuse, or specific or implied verbal or written abuse)
- **FRRC will not permit any shouting and/or profanity directed toward any employee of the agency.**

If a family's child care services have been terminated by Subsidized Child Care for any reason, the parent and provider will be notified by a phone call and by mail of the last effective day of child care services and payment.

Parents will be sent a Notice of Action form notifying them that program services will be terminated in nineteen (19) days and ten (10) days for Stage 1 clients. If special or emergency circumstances do not warrant such notice, the notice may be waived upon approval of the program manager. An appeal process is available to any parent who wishes to appeal a decision made by the agency. Appeal procedures accompany each Notice of Action for termination. All appeal requests must be made in writing and received by Family Resource and Referral Center within the period of time specified in the appeal procedure. All appeals must begin with FRRC, not at the state level. The provider will be notified if care is authorized during the appeal process. After termination there is a six (6) month wait before being eligible to be placed back on the Subsidized Child Care eligibility waiting list. If a family is terminated at its own request the six (6) month period may be waived.

Parent Appeals

A. Clients Request for a Hearing and Procedures:

If the parent disagrees with an action, the parent may file a written request for a hearing with the contractor (Family Resource and Referral Center) within fourteen (14) calendar

days of the date the Notice of Action was issued. Upon the filing of a request for a hearing, the intended action shall be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted, or when the parent abandons the appeal process. Appeal requests should be written to:

Family Resource and Referral Center
Subsidized Child Care Representative
509 W. Weber Avenue, Suite 101
Stockton, CA 95203

Within ten (10) calendar days following the receipt of the request for a hearing, the contractor (Family Resource and Referral Center) shall notify the parent of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent.

The appeals committee will answer the appeal in writing within ten (10) business days. If the appellant is dissatisfied with that decision, a written appeal may be filed with the California Department of Education, Child Development Division.

The client will not be eligible for Subsidized Child Care Services with Family Resource and Referral Center until fees any delinquent fees are repaid in full.

Provider Termination of Services

Providers can be terminated from the program without a **2-week notice** for the following reasons:

- **Any licensed provider that has their child care license revoked can not provide care as an exempt provider.**
- Providing Religious instruction or worship included in the curriculum (state funded programs only).
- Displaying any type of discrimination.
- Falsifying documentation to any Family Resource and Referral Center representative.
- Falsifying attendance sheets in any manner.
- Charging Family Resource and Referral Center more than non-subsidized clients or the "usual & customary" charges.
- Any degree of abuse (potential or actual physical abuse or specific or implied verbal or written abuse).
- If FRRC receives a notice from Community Care Licensing that pertains to the safety and health of the children, we will notify the parent immediately and terminate those services upon the parent's request. However, depending on the seriousness of the complaint, the provider may be terminated without the parent's consent.
- Failure to provide services that are outlined in the individual's certificate for services.
- Fraud including any false or misleading information provided to Family Resource and Referral Center regarding rates, enrollment and attendance of children, invalid license or any other qualifying indicators (see fraud policy below).

- **If a licensed provider moves they must obtain a new license for the new place of residence before FRRC can pay licensed rates.**
- Failure to notify Family Resource and Referral Center of a change of address or phone number two weeks prior to any change.
- Failure to abide by Program Regulations and/or Agency policies.
- Falsification of sign-in cards (incorrect hours, days, forged signatures, etc.)

- **Failure to maintain sign-in cards on a daily basis.**
- Failure to notify Family Resource and Referral Center Subsidized Child Care Department when children's attendance changes (i.e. excessive absence, three days or more of non-attendance, drops, etc.).
- Insulting, berating, or threatening Family Resource and Referral Center staff or parents.
- Providers wishing to terminate their participation in the program shall provide two weeks notice to both the parent(s) and to Family Resource & Referral Center.
- **Providers will be terminated by all Family Resource and Referral Center program services for:**
 - **failure to adhere to certificate provisions**
 - **non-compliance with licensing requirements**
 - **non-compliance with state or local laws or regulations, or**
 - **for using abusive or threatening language to an employee of FRRC. If a provider is terminated by one FRRC program, the provider will be terminated by all other FRRC programs.**

Confidentiality

Lists of Family Child Care Providers will not be provided to the general public except as provided to parents/guardians as a child care referral. Information given to parents/guardians will include only the name of the family child care provider and provider telephone number. Family Child Care Provider home addresses are kept confidential.

The use or disclosure of information maintained in the client's or provider's file will be limited to Family Resource and Referral Center Child Care Services staff and authorized representatives of the funding sources or, in the event of a licensing investigation, Community Care Licensing. Information may also be shared with San Joaquin Department of Health and Human Services or other contracted agencies in the case of CalWORKs families or a Child Protective Service investigation.

Providers should also be aware that Family Resource and Referral Center staff, during the course of administering the Subsidized Child Care Program, the Child Care Food Program, and the Child Care Resource & Referral, regularly exchanges information. In the case of conflicting information, the provider or the parent will be contacted as a first step toward correcting any inconsistency. Except in the aforementioned instances, information shall not be released without prior written acknowledgment of the enrolled parent or provider unless a subpoena is issued to Family Resource and Referral Center.

Parents or their authorized representative may review the basic data file at reasonable times and places upon a 24-hour advance written request.

PROVIDER GRIEVANCE PROCEDURE

GROUND FOR TERMINATION

(Same as presently included)

SANCTIONS LESS THAN TERMINATION

Any violation of rules or procedures of FRRC which is not serious enough to warrant termination of a licensed or exempt provider can nevertheless be reported and retained on file. In case of such an infraction, a written description of the violation will be written by any FRRC employee and directed to his or her immediate supervisor within 15 days of the event, with a copy sent to the provider. If a sanction is suggested, that suggestion will be included in the report. If the proposed sanction is deemed appropriate by the supervisor or manager, the report will be forwarded to the Executive Director, who will inform the provider in writing, if a sanction is being imposed.

If the supervisor does not agree with the sanction but considers the violation serious, the report may still be included in the provider's file for future reference. The provider will have access to the complaint procedure below, if he or she wishes to dispute the account of the event or the imposition of the sanction.

COMPLAINT PROCESS

If a provider disagrees with any rule, procedure or policy of FRRC or if a written report of a violation by a provider has been made and received by a provider, the provider has a right to complain.

A written complaint will be filed within 15 days of the receipt of a letter describing a violation of a FRRC rule or procedure and/or a letter imposing a sanction. The initial complaint will be directed to the immediate supervisor of the person making the original report. A complaint against a rule, procedure or policy in general, rather than against a report of a specific incident, will be made within 30 days of the announcement or promulgation of said rule, procedure or policy; this complaint will be made directly to the Executive Director of FRRC.

A complaint contesting a report or sanction will be reviewed in concert with the original report and either upheld or denied within 10 days of the receipt of the complaint. The complainant will be notified in writing of the outcome of this review.

If the complaint review is made by someone other than the Executive Director, the complainant may ask for a further review by the Executive Director. In this case, the Executive Director (ED) will review all applicable documentary evidence and uphold or deny

the complaint within 15 days. The complainant will be notified in writing of the outcome of the ED's review. If the complainant wishes, he or she may request a personal meeting with the ED; this meeting must be held within 30 days of the written notice of the documentary review.

A sanctioned provider or one whose review was conducted by the ED shall also have the right to request a personal meeting with the ED. At this meeting the complainant may have the assistance of some other person, but if he or she is to be accompanied to the meeting, the Executive Director must be notified in advance. If the accompanying person is an attorney, the ED shall also have an attorney present for this meeting. In all cases, with or without the personal meeting, the decision of the Executive Director will be final.

GRIEVANCE PROCEDURE

If a licensed or exempt provider's relationship with FRRC is terminated, he or she will be provided with a written notice of termination which will include reasons for termination, with specific reference to the incidents or events which led to this decision. Unless the health or safety of parents or children in the provider's care is involved, the provider will be given at least two (2) weeks notice.

Following termination, the provider may request a personal meeting with the ED for clarification of events and issues, or to seek reconciliation and/or reversal of the decision. This meeting with the ED (or his/her designated representative) will be held as soon as possible but not later than (30) days after the termination takes effect. With or without this meeting, the provider may file a written grievance, contesting the allegations, providing additional evidence and requesting reversal or reinstatement. The ED will review all the oral and/or written arguments and assertions presented. The outcome of this review will be reported to the complainant in writing no later than 30 days from the effective termination or 10 days after the personal meeting, if such occurs, whichever is later.

If the terminated provider has not reached a satisfactory outcome after the preceding steps, he or she may appeal the termination to the FRRC Board of Directors by submitting a written request for a hearing. This request must be completed within 30 days of receipt of the final decision by the ED.

Within 30 days of the receipt of the written request, the Grievance will be heard by a panel of FRRC Board of Director members, by the Executive Committee of the Board or by the Board as a whole, at the discretion of the Chair person. The Chair person or their designee of the Executive Committee will preside at the hearing.

The appellant shall have the burden of proof and provide to the hearing panel any documentary evidence which is available and relevant at the time of the hearing. The written grievance originally submitted to the ED may be used as part of this presentation. If the appellant wishes to produce witnesses, the panel shall be notified in advance and

FRRC will cooperate in making any agency employees available to appear as witnesses, if necessary. Witnesses will be allowed in the hearing room only while giving testimony.

The appellant may be accompanied and assisted by a person of his or her choosing at the hearing but the panel should be notified of the anticipated attendance in advance. If the person assisting is an attorney, the panel must be notified of this fact and additional time may be allowed for the panel to be supplied with an attorney and a court reporter, if such is deemed necessary by the agency's attorney.

The ED's letter of termination will be the primary portion of FRRC's defense, but supporting evidence or testimony may also be presented. If appellant finds any of this evidence or testimony to be unexpected, he or she may ask for a continuance of the proceedings. The presiding officer of the hearing panel will determine the date for the reconvening of the hearing.

The members of the hearing panel may question both parties and witnesses if any, and the parties will have an opportunity to cross-examine witnesses and each other. The panel will reach a decision to uphold or reverse the termination as expeditiously as possible. The appellant will be notified in writing of the panel's decision.

Fraud

Fraud Statement: Intentionally providing false or inaccurate information in order to access services, or submitting false claims for services which the family or provider are not entitled to, is considered fraud. Fraud is grounds for termination from the program and legal action may result.

It is the Family Resource and Referral Center's policy to operate its programs based on accurate information and within the legal boundaries of our fiduciary responsibility. Therefore, every employee, parent, provider, contractor or other program participant who benefits from any of our programs is required to provide accurate, complete and relevant information. The management staff is required to investigate incomplete, suspicious, misleading information or anonymous tips. Furthermore, Family Resource and Referral Board of Directors have authorized the management staff to take corrective action when false or fraudulent information is verified.

Any false or misleading information provided to FRRC regarding rates, enrollment of children, attendance of children, invalid license, or any other qualifying indicators will be grounds for termination and cause FRRC to recover funds. When a provider is terminated, our agency will notify the family with a Notice of Action with a minimum of nineteen (19) calendar days before the effective termination date or ten (10) days for the Stage 1 program.

Parent:

Family Resource and Referral Center is required to make a reasonable effort to recover child care funds which are 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 report changes in income, family size, and employment status within five (5) calendar days.

If Family Resource and Referral Center determines that a parent has provided fraudulent information or has not provided required information, a Notice of Action terminating services will be sent.

A Notice of Action shall inform the parent that he/she is responsible for reimbursing Family Resource and Referral Center for any costs incurred during the period of ineligibility except where a health or safety issue is involved.

The parent may work with Family Resource and Referral Center to determine a reasonable repayment plan. If the parent fails to reimburse FRRC, the Agency's recovery efforts may include filing a claim through small claims court, civil court, the District Attorney's Office, State Attorney General's Office and any other authority that will have legal jurisdiction in the matter.

The parent will be required to sign a Fraud Policy. Falsification of attendance documentation is also grounds for immediate termination of services for parents and providers. **Reimbursement of child care costs paid will be required.**

Provider:

Providers who are found to have committed fraud will no longer be eligible to receive payments **through any program administered by Family Resource and Referral Center.**



RECEIPT AND ACKNOWLEDGMENT FORM

I acknowledge that I have received a copy of the Licensed Provider & Exempt Provider Handbook and I understand that it is my responsibility to read and comply with the rules and regulations contained in this handbook.

I understand that it is my responsibility to refer to the handbook and that any questions I may have regarding its contents should be directed to the Family Resource & Referral Center.

I agree to follow all laws and regulations that relate to the administration of this program, including all applicable licensing laws.

I also agree to follow the policies set forth in this handbook to the best of my knowledge and ability, and acknowledge that failure to do so will result in termination of my relationship with FRRC.

By signing below, I also authorize Family Resource & Referral Center to share information regarding my child care services with any agency or child care center providing subsidized child care in San Joaquin County, including but not limited to: Human Services Agency, Creative Child Care, Inc., WorkNet and any contracted case management agency, etc.

My signature also gives Family Resource and Referral Center, and its agents, permission to verify employment status or training status and all information used in determining my eligibility for payment of child development services. If the information given by, or on behalf of, me during the certification/orientation process is found to be inaccurate or incomplete, I will be responsible for repayment to FRRC at a rate equal to the current California Department of Education, Child Development Division reimbursement rates.

I understand and agree that the child care services with the Family Resource & Referral Center will be governed by the policies contained in this handbook and that the Family Resource & Referral Center reserves the right to change, amend, add, modify, supplement or discontinue any policy or procedure at any time, without prior notice. In such case, Family Resource and Referral Center will provide me a copy of the changed policy or procedure, and I will comply with it. In all events, applicable laws and regulations, to the extent they contradict this handbook will control.

I understand that this handbook supersedes any previous handbook.

Please print and sign your name below and return this page to the Family Resource & Referral Center.

<hr style="border: none; border-top: 1px solid black;"/>	SSN _____
Provider's Name (print)	EIN _____
<input type="checkbox"/> Licensed <input type="checkbox"/> Exempt	

<hr style="border: none; border-top: 1px solid black;"/>	Date _____
Provider's Signature	

If you require an explanation of any area covered in this handbook in a language other than English, please Contact the Family Resource & Referral Center.

Last Revised Date: 1/05

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Provider's Signature	Date _____
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