

**Family Resource & Referral Center
Serving San Joaquin County**



Parent & Provider Handbook

**FRRC is funded by the State Department of Education,
Child Development Division and San Joaquin County**

2010

Family Resource & Referral Center

Locations

Main Office & Mailing Address
509 W. Weber Ave., Suite 104
Stockton, CA 95203

East Stockton (CalWORKS Building)
900 E. Oak St.
Stockton, CA 95202

Tracy Office
324 E. 11th St.
Tracy, CA 95376

To contact any site or staff: (209) 948-1553 or (800) 526-1555



Or visit us online @ www.frrcsj.org

Parent & Provider Handbook

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WELCOME TO FAMILY RESOURCE & REFERRAL CENTER *(We care about children and families)*

MISSION STATEMENT

Family Resource & Referral Center promotes and enhances child development and family well-being in San Joaquin County and other service areas.

Values & Beliefs

The Family Resource & Referral Center is founded on the belief that children and families are vital to the richness and quality of life within San Joaquin County. FRRC's staff is committed to the compassionate support of children and families in need of training and social services. The staff believes that direct, personal action will make a difference in family life and is dedicated to enhancing the quality of life within our community.

FRRC promotes community awareness about the needs of children and families and participates in building community coalitions to develop solutions for those needs. FRRC's staff works with parents, care providers, business, and community leaders to promote quality services for children and their families. Through its professional staff, FRRC is a clearinghouse for information on child care services, parenting, nutrition, and child safety. FRRC's staff provides child care referrals to all parents in San Joaquin County. FRRC administers child care and nutritional resources; conducting workshops in effective practices of child rearing, child care, and child safety.

The Family Resource & Referral Center provides advocacy, information, training, and direct services to enhance child care, child development, and family well-being in San Joaquin County.

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 support services. Other services available at the resource center are: a library of books, activities, and activity kits for children; child development and parenting information; die cuts; and literacy totes.*

Community Child Development - *this program offers technical assistance, training, and support to parents and providers including: inclusion/special needs training; 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 child care 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, Health Plan of San Joaquin, and the Human Services Agency.



Subsidized Child Care Information

Conditions for Parent 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 should be in San Joaquin County. A child who has reached his/her 13th birthday (or 21st birthday for special needs individuals) 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 and 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 a support service for its clients. FRRC 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 FRRC.
- Parents select the child care that best meets their needs.

CalWORKs Cal-Learn Child Care

What is the program?

The Human Services Agency (HSA) has child care funds available for the Cal-Learn Adolescent Program. This program helps provide child care services for adolescent parents up to their 19th birthday and who are enrolled in school. FRRC 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 referred to FRRC by the Human Services Agency's Cal-Learn Adolescent Program. Eligibility for this program is determined by the Human Services Agency.
- Parents who are enrolled in high school or a GED Program.
- San Joaquin County residents.

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).

FRRC 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 and who are participating in a county-approved activity. Clients must be referred to FRRC 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.
- 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).
- San Joaquin County residents.

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 of 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 within 24 months of their last month of received cash aid (TANF).
- Clients must be working, in school, or in training.
- Families with children 0-12 (11-12 year old eligibility subject to change).
- San Joaquin County residents.

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.

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 24 months after going off cash aid (TANF). 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.
- Clients must be working, in school, or in training.
- Families with children 0-12 (11-12 year old eligibility subject to change).
- San Joaquin County residents.

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.

Alternative Payment Program

What is the program?

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

Who qualifies for this program?

- Must complete an application and be placed on the waiting list.
- Clients must be income eligible.
- Clients must be working, in school, or in training.
- Families with children 0-12 (11-12 year old eligibility subject to change).
- San Joaquin County residents.

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.

CCTR Child Care Program

What is the program?

CCTR provides funds for child care while parents are working, in school, or in a training program. **Parents are required to choose a child care provider within our CCTR Provider Network.** Parents select the child care that best meets their needs. Parents unwilling to choose a child care provider from the CCTR Provider Network will be unable to receive child care services from the CCTR Program.

Who qualifies for this program?

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

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.



Conditions for Parent Participation/Eligibility Requirements

Conditions for Parent Participation/Eligibility Requirements Policy

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 special needs individuals) on the State-Funded programs and 13th birthday (or 18th birthday for special needs individuals) on the Federal-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 and access other support services.

Parent's will:

- Choose a child care provider who best suits the needs of the entire family and child's developmental needs.
- Choose a provider within 10 working days of enrollment. If a provider is not found within these 10 days, the parent will go back on the waiting list.
- Return required signed certificate(s) with the provider's signature to FRRC. Certificate states the days and hours of attendance and fees for each child enrolled in a Subsidized Child Care Program.

- Agree to bring the child regularly to child care only when attending an approved activity.
- Present the provider and agency with all requested documentation for each child.
- Notify the agency of any other subsidized programs that their child(ren) is enrolled in.
- Cooperate with FRRC in the recertification process (recertification is required at intervals of 12 months or less, as deemed necessary by the caseworker).
- Monitor recertification and certificate dates.
- **Sign attendance sheet (with blue or black ink) when delivering and picking up the child(ren) each day. Client's full signatures are required; client's initials are not acceptable.**
- Sign the bottom of the attendance sheet at the end of every month and/or service period.
- Explain absences in detail on attendance sheet.
- Notify the provider if the child will be absent for any reason.
- Pay family fees by due date.
- Notify the agency of **ANY** changes in address, phone, family income, family size, marital status, employment, or training (including dropped classes) within 5 calendar days.
- Provide verification of work hours and wages at the time of recertification. If parent has a variable work schedule, actual hours to support use of child care is required monthly.
- In a two-parent household, **both parents** must be training and/or working during the same hours in order for child care to be paid.
- Use travel time as needed at a rate not to exceed 30 minutes each way per day. (More than 30 minutes of travel time will require agency approval.)
- All information and documentation requested must be in our office and approved **before** FRRC can begin paying for child care.
- Abide by any and all applicable policies set forth in this handbook.

Please Note: Family Resource & Referral Center Program Service Staff are mandated to report suspected child abuse to our local child protective authorities.

Income Eligibility and Need

FRRC Admissions Policy

It is the policy of FRRC that staff will enroll families to the various programs according to the need and eligibility guidelines outlined in the state regulations of the applicable program. The staff will determine the need and eligibility during the enrollment interview process, as well as completing the application and all necessary documentation that the specific program requires, as outlined in the state regulations. Eligible families are served without regard to sex, race, ethnicity or physical handicap.

To receive subsidized child care and development services, families shall meet eligibility and need criteria. In addition to meeting eligibility and need requirements, the child's parent(s) must live and/or work in the State of California to be eligible for services. Proof/evidence of a street address, post office address, income verification, or declaration to live or work in California satisfies this requirement. The determination of eligibility shall be without regard to the immigration status of the child or the child's parent(s) unless the child or the child's parent(s) is under a final order of deportation from the United States Department of Justice.

Eligibility shall be established if the family is:

Income Eligible: When the number of family members and the amount of family income have been determined, eligibility may be established by reference to the family fee schedule.

Need shall be established by the following:

1. The parent (including custodial adults and guardians) and any other adult counted in the family size must meet one of the following criteria:
 - a. Employed
 - b. Seeking employment
 - c. Participating in a job training and education program leading directly to a recognized trade or profession
 - d. Homeless and seeking permanent housing for family stability.
2. Incapacity, including a medical or psychiatric special need, to the extent that the parent's ability to provide normal care for the child is significantly limited, verified by a legally-qualified professional. Incapacity by the other adult(s) counted in the family size. Primary parent has to be employed, seeking employment, job training/education. Primary parent can not be incapacitated.
3. Child has a medical or psychiatric special need, including children with exceptional needs, which cannot be met without provision of services, verified by a legally-qualified professional.

Verification of Family Composition

Numerous household compositions could meet the definition of a family. In order for FRRC to determine family household size, documentation may be required regarding the number of children and parents in the family. These may include, but are not limited to, birth certificates, school/medical records, county welfare records, child support, custody information, and any other reliable documentation indicating the relationship of the child to the parents.

Divorced Parents Verification of Family

When two parents are divorced and only one qualifies, FRRC will only contract with the qualified parent and only service that parent's need. If they both qualify and are divorced, FRRC will create two separate files and eligibility and need will be determined for each parent separately. **FRRC will only pay for child care during the time the eligible parent has custody.**

Adoption, Foster, or Guardianship Documentation

Documentation will be required for any adoption, foster, or guardianship of a child. FRRC may require the client to verify any family relationships. FRRC may also verify by checking references and school documents, including birth certificates.

Volunteer Work

Volunteer work is not a need and, therefore, does not qualify for child care unless it is court-ordered or approved on the Stage 1 Program.

Centralized Eligibility List (CEL)

Families are retrieved from the Centralized Eligibility List (CEL) when ranking criteria is met and funding space is available. The parent(s) will be contacted for initial certification. Documentation required for initial certification includes, but is not limited to: proof of employment, training and/or incapacity of all adults counted in the family size, documentation of a child's needs, documentation of all sources of income, immunization and birth records for all children to be enrolled, and all other documentation/information as required by the California Department of Education, Child Development Division (CDE, CDD).

Notice of Change(s)

Parents **must** immediately notify Family Resource and Referral Subsidized Department of any changes in address, telephone, schedule, income, number in family, or need for child care. Failure to do so within **five (5) calendar days of** the change may result in termination from the program. The parent may be required to have a meeting with their caseworker if the change affects their child care.

A new certificate must be signed with the new provider before child care may begin. All new Child Care Certificates issued supersede all previous Child Care Certificates.

In the case of child abuse or endangerment, the agency representative may immediately terminate any certificate. Otherwise, parents must give notice to the current **licensed** provider. The subsidized department must be notified in advance of desire to change day care providers.

Working Parents

The parent(s) shall provide:

- Copies of one month's most recent check stubs. (Four check stubs for weekly payments, two check stubs for bi-weekly/semi-monthly payments, or one check stub for monthly payment.)
- Completed employment verification form.

Every time a parent changes employment or has a change in work schedule, FRRC will require a new employment verification form. One month's worth of check stubs will be required when there is a change in employers. For varying schedules, parent must submit verification of work hour forms each month along with the timesheet to verify need for child care. An employment verification form and check stubs may be required on a quarterly basis or sooner based on program requirements. Faxed verification forms are acceptable. A verbal verification between FRRC and the employer (via telephone) can also be used as documentation of employment.

Self-Employed Parents

A self-employed client may be asked for any of the following documentation as proof of income:

- A letter from the source of the income.
- Statements of estimated income for tax purposes.
- Quarterly or monthly income & loss statements (by tax preparer or client).
- Year-end tax information.
- Accounts receivable ledger or copies of checks received.
- Self-employed income declaration.
- Any supporting documentation (appt. book, copies of checks made, rental agreements, receipts, or business cards, etc.).
- **FRRC has the discretion to set the number of allowable hours of child care to be paid.**

Job Search

FRRC Job Search Policy

*Job search is allowed under the Alternative Payment Program. The amount of time allowed for job search by FRRC will be limited to no more than 5 days and less than 30 hours per week depending on the need **and** with documentation. Job search can not exceed 60 working days total per fiscal year. Job search logs must be turned into FRRC by the 5th of the month. Failure to turn them in by the 5th of the month will result in late payment to provider. Clients must be employed or participating in an approved activity by the last day of job search. Clients that do not begin an approved activity by the last day of job search will have their child care services terminated. A parent who has been on job search and has **not** found a job will **not** be placed on Limited Term Service Leave (LTSL).*

Parents Attending School/Training

FRRC Parents Attending School/Training Policy

*FRRC will **not** reimburse providers during regularly-scheduled academic breaks. The parent should not utilize child care during this time unless authorized by the Subsidized Child Care Caseworker. Parents are responsible for communicating their school schedule and breaks to the child care provider and to FRRC.*

1. Child care will be provided only when a student is officially enrolled in a recognized training program or college and this is verified by the registrar's office of that institution. The student will be required to fill out and sign a training verification form, which includes their educational/vocational goal, a six (6)-year limit letter, a student profile form, and class schedule. FRRC will only pay child care for client(s) to attend school for six (6) years from the initiation of services for school.
2. Report cards, transcripts, or other records to document that the student is making progress toward the attainment of his/her vocational or educational goal are required each semester or quarter. Failure to submit documentation as required will result in termination from the Subsidized Child Care Program.
3. Adequate progress is defined as a grade "C" or higher for college or "D" or higher for high school in every class. Students dropping below these minimum standards will be placed on academic probation status and will be required to turn in monthly progress reports during this probationary period (one semester or quarter). Clients may only be placed on academic probation once. Failure to abide by these requirements will result in termination from the Subsidized Child Care Program.
4. Child care can not be used when the parent is not attending school. For periods of more than two weeks, parents will be placed on a Limited Term Service Leave (LTSL).

5. The recognized training program must relate to the student's final vocational goal for employment, and all coursework taken must directly relate to the achievement of the declared educational goal. FRRC reserves the right to refuse payment for classes that do not relate to the educational goal based on requirements established by the educational institution being attended. FRRC will only pay child care up to 24 semester units, or its equivalent, after the attainment of a Bachelor's Degree.
6. All students will be recertified every semester or quarter, requiring verification from the school. A mid-semester verification may also be required.
7. During any semester or quarter, students may be required to provide proof of continuing school enrollment and attendance.
8. For GED and ESL (English Second Language) students, all the above will be required, including a vocational goal.
9. Internet classes are allowed; however, FRRC will need documentation. For example: a training verification from the institution, grades, enrollment/registration forms, progress report, etc. Child care hours will be assessed by the amount of units per class.
10. Study time may be requested for academic classes related to the declared goal. Study time can be authorized for up to two (2) hours per week per academic unit in which the parent is enrolled. No study time will be given for any Guidance or P.E. classes.
11. Parents on Stage 2 and 3 may be given study time if **not receiving Temporary Aid for Needy Families (TANF)**. For student/parents in Stage 2 & 3, if they are **still receiving aid**, the classes/study time must be approved by Human Services Agency in order for FRRC to pay for them.
12. Students who drop 1/3 or more of their enrolled classes in one semester/quarter will be placed on FRRC academic probation.
13. Internships or externships, whether paid or unpaid, must directly relate to the declared educational goal. Verification of internships and externships is also required.
14. FRRC will not pay for child care for a client to retake a class previously taken.

School Breaks

Parents will be placed on Limited Term Service Leave during the times of school closure, unless the parent is employed and has completed the recertification process.

Sleep Time

Sleep time must be requested by the parent. Sleep time is authorized on a need basis and must meet the individual program criteria set forth by the California Department of Education (CDE). For the Stage 1 Program, approval is given on a need basis and must meet the criteria set forth by the Human Services Agency. FRRC may evaluate need on a case-by-case basis and program.



Family Fees

FRRC Family Fee Policy

Families whose income falls within a certain income range, as specified by the Department of Education, Child Development Division, Family Fee Schedule, will be required to pay a fee for services (Family Fee).

The Family Fee is based on the following: family size, gross monthly income, and the length of child care services provided during the day. If the family has more than one child using care, the fee is based on the child who receives services for the longest period.

Paying Fees

- Family fees are charged according to the California Department of Education (CDE) Family Fee Schedule.
- New enrollments must pay the first month's family fee at time of enrollment.
- Family fees are assessed and charged according to days of enrollment, **not attendance**, of the child. No family fee adjustments will be made for unexcused or excused absences.
- Family fees are **due by the 1st of the month prior to child care services.**
- FRRC does not accept any cash payments through the mail **or** when paying in the office. FRRC is not responsible for postal delivery. Please pay by check, money order, cashiers check, or ATM/Credit Card.

Delinquent Fees:

1. When it has been determined that Family Fees are delinquent (the 5th of the month), a Notice of Action (NOA) to terminate services will be mailed to the parent. The Notice of Action will state the total amount of unpaid fees, the daily rate, and the period of delinquency. Services will be terminated on the effective date shown on the Notice of Action unless all delinquent fees are paid before such date. Documentation of the certificate mailing date will be retained by FRRRC.
2. FRRRC may accept a reasonable payment plan from the parent to pay the delinquent fees, not to exceed six months in duration. Services may continue provided current fees are paid and provisions of the delinquent fee payment plan are met.
3. **If family fees are late five times within a calendar year, subsidized child care services may be terminated.**
4. If a check for the family fee is returned for non-sufficient funds, a check will not be accepted for a six (6) -month period. Payments must be made by money order or cashiers check during this six-month period. A bank fee will be charged for NSF checks.
5. FRRRC reserves the right to recover any unpaid fees incurred prior to the date of termination of subsidized child care services. FRRRC may refer to a collection agency, file a claim through small claims court, or refer the case to the San Joaquin District Attorney's office to collect past due fees.
6. It is the policy of FRRRC to recoup any funds that a parent/provider may owe to FRRRC. If at any time a parent chooses to become a licensed or license-exempt provider and owes FRRRC any amount of funds, FRRRC reserves the right to deduct the full amount out of the provider's check.

A family fee is applied when a parent reaches 40 percent of the State Median Income (SMI). Once a parent reaches 78 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.

Documentation of Child Care Attendance/Absences

FRRRC Absence Policy

Attendance for the purpose of reimbursement shall include, but not be limited to, the following uses for "Family Emergency" and "Best Interest of the Child" days, except for children who are recipients of protective services or at risk of abuse or neglect. Excused absences in the "Best Interest of the Child" shall be limited to 10 days during the contract period.

Enrolled parent and providers are responsible for indicating ACTUAL attendance on the timesheet ON A DAILY BASIS. Providers confirm attendance by signing their full signatures on the bottom of the timesheet. A parent must also sign his/her full signature ON A DAILY BASIS to verify the attendance information.

Every day of the approved child care schedule must be accounted for. Payment will only be made to licensed providers for contracted hours of care and excused absences. Payment will only be made to exempt providers for actual hours of care. License-exempt providers will not receive payment for absences.

Best Interest Days

FRRC will pay for up to 10 days for best interest of the child. The following is a list of excusable absences:

<u>Best Interest of the Child</u>	- and -	<u>Illness</u>
Death in the family		Sick child or parent
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)		

To ensure the services provided to families enrolled are continuous, parents must **notify FRRC if a child is absent for three (3) consecutive days**. Failure to notify FRRC will result in non-payment and the last day attended will be the last day of payment.

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.

Limited Term Service Leave Requirements (LTSL)

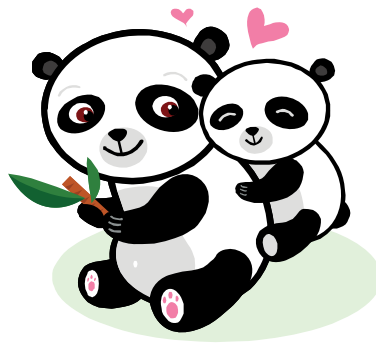
Parents who temporarily have no eligible need for child care but do not wish to be dropped from the program may request a Limited Term Service Leave, with the exception of parents on the CalWORKS Child Care Program. Limited Term Service Leave must be requested at least 2 weeks in advance, except in cases of emergency, in order to maintain their space on the program. Limited Term Service Leave may include:

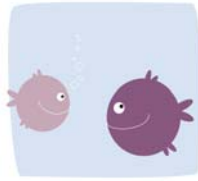
- Medical or maternity leave
- Long term vacations—two or more weeks
- Semester breaks

FRRC Subsidized Child Care Services can not guarantee that space will be available with the same provider. Parents must contact FRRC Subsidized Child Care Services at least 2 weeks prior to the date the Limited Term Service Leave expires.

Limited Term Service Leave shall be no more than 12 consecutive weeks per fiscal year (July 1-June 30), except in the case of maternity leave or a verifiable medical condition, which can not exceed 16 consecutive weeks per fiscal year (July1-June 30).

**FRRC will not make any child care payments
when a parent is placed on a Limited Term Service Leave (LTSL).**





Child Care Options

In the best interest of children and families, FRRC recommends 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.

The FRRC's Resource and Referral Department offers assistance with choosing quality child care, but recommendations to specific child care programs are not provided. Basic child care consumer information is provided, along with referrals to child care providers contained in the FRRC child care services referral files. Child care referral assistance is provided upon request and available to anyone in the community.

Types of Child Care Providers

Licensed Child Care

Licensed child care takes place in a family child care home or in a child care center. A child care home is licensed for up to 8 children for a small family child care home or up to 13 children for a large family child care home group with an assistant. A child care center is licensed for specific ages of children and the number of children is related to the size of the center. All licensed providers are fingerprinted, have a criminal background check, and California Child Abuse Index Clearance. In 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.

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 FRRC.

License-Exempt Child Care

FRRC 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 provide child care services to one 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.

Parents may select care that is exempt from licensure. An exempt child care provider who works in the home where the child resides becomes an employee of the client (see in-home care policy). An exempt child care provider who works in their own home is considered self-employed.

Because exempt providers are not employed by FRRC, FRRC can not verify any employment information.

Siblings Providing Care

Siblings who reside in the same home are not eligible to provide care for their younger siblings.

In-Home Care Policy

The California Department of Education Child Development Division has mandated all alternative payment programs to comply with federal labor law regulations as they pertain to in-home care. This policy is also applicable to funds administered through the CalWORKS Program.

An In-home child care provider is defined as someone who provides child care where the child resides regardless of who owns the home or the relationship between the provider and the child.

In-Home Child Care Policy

If you are determined as an in-home child care provider, federal labor law considers the parent the employer and the provider the parent's employee. The parent is required to fulfill the responsibilities of the employer by ensuring the provider's payment meets the legally-required state minimum wage. In addition, the parent is responsible to withhold any and all applicable taxes and carry Worker's Compensation Insurance, as required.

In order to allow this type of care, it is the policy of FRRC that the parent is required to submit on-going monthly verification. The monthly verification is to ensure the parent is attesting to satisfy all the legal requirements of an employer.

The parent must adhere to the following conditions to utilize an in-home child care provider with FRRC's Subsidized Child Care Program:

- In order to meet the state minimum wage requirement, the parent must have at least three children within a family utilizing the in-home child care services.
- The parent and provider must both sign and submit an Attestation of In-Home Provider Payment on a monthly basis. This form attests that the parent has fulfilled the minimum wage requirement and that the provider has received minimum wage for services provided for the month. This form is due within 10 days after monthly payment has been received by the provider.
- All parents are responsible for any applicable tax liabilities and Worker's Compensation Insurance.

NOTE:

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

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: 209-468-1333)**
- In addition to notifying a child protective agency of any suspicion of child abuse, a provider contracting with FRRC 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.

License Exempt Participation Conditions

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

- Must be TrustLine registered, if applicable
- Must be 18 years of age or older
- Must complete a W-9 form
- Must submit a current social security card
- Must submit a current photo ID/CA Driver's License or INS work permit, as applicable
- Must only provide child care services to one family in addition to their own children
- The license-exempt provider and the parent must attend exempt provider orientation (EPO).

TrustLine

TrustLine provides background screening on persons who are exempt from licensing. Through a finger-printing process and using databases at the California Department of Justice and the Federal Bureau of Investigation, TrustLine performs criminal background checks to ensure child safety and well being.

All cousins, siblings, and non-immediate relatives (as defined in program regulation) of the child must fulfill a TrustLine application and complete qualifying procedures with the California TrustLine. This is accomplished through Sylvan Identix Fingerprinting Center (contracted with the State of California), located on 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 pack accompany the applicant. The application pack can be obtained at FRRC offices.

*In general, grandparents, aunts, and uncles are exempt from TrustLine; however, FRRC may require a TrustLine screening be completed with the knowledge of any previous criminal history and/or convictions.

Proof of relationship to the child will be required to be exempt from the TrustLine screening.

It is the policy of FRRC and San Joaquin County to require the following from license-exempt providers:

Exempt child care providers who are required to fulfill TrustLine must:

1. Complete a TrustLine Application Form and Health & Safety Certification Form by parent and provider within seven (7) calendar days from the date the parent/caretaker started child care services.
2. Schedule an appointment to be fingerprinted at the local Sylvan Identix Fingerprinting Center (see application pack for further instructions).
3. Attend a FRRC Exempt Provider Orientation (EPO) with the parent.
4. Present FRRC with a valid picture identification (Calif. ID/Driver's License) and Social Security Card, verifying that the child care provider is over 18 years of age.

IMPORTANT PAYMENT FACTS FOR LICENSE-EXEMPT CHILD CARE PROVIDERS:

- Exempt child care providers required to complete the TrustLine process **CAN NOT BE PAID** until FRRC receives notification the provider has passed the TrustLine background screening (Cleared). Payment limitation may apply, so do speak with an FRRC Caseworker.
- Child care providers who fail to clear TrustLine (receive a Denial or "Closed") **WILL NOT BE PAID** by FRRC for any child care services provided.

- If an exempt provider has been denied or closed by TrustLine, FRRC will not pay the provider until the provider receives a current clearance from TrustLine.

Exempt Provider Orientation (EPO)

The license-exempt provider and parent will be required to attend an Exempt Provider Orientation (EPO) together. The parent and provider will not need to attend *another* EPO together unless:

1. The provider has not been actively receiving payment from FRRC in over 12 months
2. The provider works for another parent; therefore, they must attend with the new person
3. The parent changes providers; therefore, they must attend with the new provider.

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

- A current and original Calif. ID/Driver's License verifying the individual is over the age of 18 years. The Calif. ID/Driver's License must reflect a San Joaquin County residency. No copies accepted.
- A current and original Social Security Card. No copies accepted.
- A current and original INS work permit, as applicable. No copies accepted.
- Proof of residency, as requested.

**Children are not allowed at EPO as child care is not available.
If they attend, you and your provider will have to reschedule.**

After the parent and provider schedule an appointment for the orientation, the Exempt Provider Orientation Staff will inform the provider he/she will need to get Live-Scanned (fingerprinted) for TrustLine **prior** to their orientation appointment. 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 steps an exempt provider needs to do **prior** to their EPO appointment:

- Pick up a TrustLine application pack at any FRRC office location
- Take the application to Sylvan Identix Fingerprinting (Community Care Licensing), 510 E. Magnolia Ave, Stockton, CA. This is where you will be fingerprinted.

Important Note:

In some programs administered by FRRC, retroactive payment (back payment) will not be allowed. Payments will begin the day the provider was cleared TrustLine.

See an FRRC Caseworker for more payment information.

Procedure for Changing Providers

Families enrolled in FRRC Subsidized Child Care may change providers at any time with prior notice. FRRC Subsidized Child Care Service policies do not allow for payment of two providers for the same child during the same time period.

FRRC Subsidized Child Care Services policy also limits the number of providers to be screened for TrustLine to a maximum of three (3) in a 12-month period (July 1-June 30). More than three (3) providers in a 12-month period will require Subsidized Child Care Management approval.

- A parent who chooses to change providers must give a timely notice to the provider and FRRC. The Resource and Referral Department of FRRC can assist the parent in locating a new licensed provider.
- FRRC will notify the current provider with a written notice of the last effective date of payment. The new provider will be issued a certificate with the first effective date of payment for new services.
- Payment for the new provider can not 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.
- FRRC payment will end the last day child care was used. Parent will be responsible for any other charges incurred.



Reimbursement System

FRRC is required to reimburse providers based on the following guidelines, which can not be altered:

Provider rates on file with FRRC are required to be equal to the rates charged to other parents for the same services. When contracting with FRRC, all Licensed and License-exempt providers must submit their "usual and customary" charges. FRRC 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 FRRC.

FRRC 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 and can not exceed the State's current Regional Market Rate Ceiling (RMR):

- 1) Approved provider rate
- OR**
- 2) Current State's reimbursement rate

FRRC will apply the following when paying providers:

- 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, FRRC will pay the full-time rate.
- 15 hours or less in a week will be paid at the hourly rate.
- A full-time daily rate can not be applied for more than 14 days of child care in a month.
- An Adjustment Factor *may* apply for payment when applicable child care services are used.
See a FRRC Caseworker for determination and approval.

Timesheet Policy

Timesheet Policy

The California Department of Education requires FRRC to define full-time care as 30 hours or more per week or 6 hours or more per day. Anything less than 30 hours per week or less than 6 hours per day is considered part-time care. Reimbursement of providers is limited to the Regional Market Rate Ceiling for the type of child care provided.

Parents and providers should understand that by signing the timesheet they are certifying that the information is true and correct. They are also declaring under penalty of perjury that child care was provided for the sole purpose for which it was certified.

All timesheets must be delivered to the office by mail or drop box before 5:00 p.m. by the 5th of the month following service. FRRC is not responsible for the post office's failure to deliver. Postmarks are not accepted as proof of timely submission.

Timesheet Procedures

1. 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.
2. **FRRC will accept timesheets through the mail or drop box only.** We will not accept personal hand delivery of timesheets.
 - **Drop Box:** FRRC will make the drop box available from the 1st to the 5th. The drop box is located on Weber Avenue, in front of 501 W. Weber. Timesheets will also be accepted at our other three office locations.
 - **By Mail:** Submit timesheets to: Family Resource & Referral Center, 509 W. Weber Ave., Suite 104, Stockton, CA 95203.
3. Timesheets received in our office via mail or drop box by 5:00 p.m. on the 5th of the month and completed accurately will be processed and mailed on a weekly basis. All checks will be mailed. Checks are not available for pick up.
4. All timesheets received after the 5th of the month are considered late. FRRC does not guarantee the date of payment for late timesheets.
5. Parents must sign a full signature in and out on a daily basis and not at the end of the month.
6. NO faxes or copies of timesheets will be accepted.

7. **"White-Out"** on any part of the timesheet is not acceptable for submission. Please draw a line through any errors and initial corrections made.
8. 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.
9. Children who are not in school should be signed in and then signed out on a daily basis with two full signatures from the parent.
10. For school-age children, the provider must initial the care for the times leaving for and arriving from school. 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.
11. All timesheets will be mailed monthly to the provider. They will be pre-printed and specific to the approved child care. Providers are not allowed to make any changes to the pre-printed information on the timesheet or use another child's timesheet for payment. If the information on the timesheet received is incorrect or the provider did not receive a pre-printed timesheet by the 1st day of service, the provider must call our office at 948-1553.
12. If a parent/guardian states that he/she is being subsidized by FRRC, but the provider does not have documented approval by FRRC, contact the FRRC office for approval of services.
13. Parent is responsible for any child care expenses incurred prior to FRRC approval or usage of unauthorized care hours.
14. Both parent/guardian and provider 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. Incomplete timesheets may result in late payment.
15. Timesheets older than 30 days may not be paid.
16. Falsification of timesheets is grounds for termination.

Parents and Providers must verify their timesheet(s) before submitting to FRRC.

The following are some guidelines:

- Parents/Guardian's or other authorized adult's full signature is signed in ink on each line, accurately & recorded daily.
- Provider has initialed for children leaving to and/or returning from school.
- No deviations from agreement hours have been used (requires prior approval).
- Reasons for absences for parent/guardian and child are noted on each line and followed by parent signature.
- Check to ensure no signatures are missing.



Check Processing and Payment Policy

FRRC Payment Policy

The following month after child care services, payment to providers will either be mailed or directly deposited. Example: Child care provided in the month of September will be paid in the month of October.

If a timesheet is turned in late or incomplete, FRRC will not guarantee date of payment. If a timesheet is incorrect, it will be returned for corrections and payment will be delayed. Timesheets older than 30 days may not be paid.

Any overpayment or underpayment resulting from incorrect timesheets will be adjusted the following month. Parents and providers should understand that overpayments resulting from falsified timesheets may be prosecuted for fraud.

1. The fiscal year for FRRC ends on June 30th. Thus FRRC will be working on closing our financial records. FRRC must have June's timesheets no later than July 5th as FRRC has to account for all of our funding. **Any timesheets from the previous fiscal year, submitted after July 5th, will never be paid.** FRRC is unable to pay for child care provided in a previous fiscal year with funding for a new fiscal year.
2. Due to the large number of checks processed by the Subsidized Child Care Department, checks are either mailed or paid by direct deposit. We do not allow the pick-up of checks. **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 FRRC.
5. Payment for license-exempt care is reimbursed for actual hours of care up to the maximum hours as authorized on the certificate.
6. Timesheets may only be paid according to the certificate and will be capped at the State's Regional Market Rate (RMR) for each category.

Procedure for Payment Corrections

If the provider believes that FRRC has made an error in the calculations of the timesheets, the provider should contact us. We will then review and correct the error, if applicable. Staff will call the provider when the correction has been made and when the check is available. These checks may be picked up or mailed at the provider's preference.

Delays in Processing a Payment

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. Missing varying hours forms for parents on variable work schedules.
3. Child care hours used that do not match the contracted hours authorized.
4. Child's arrival and departure times are incomplete.
5. Altering, making changes, or using white-out on timesheets.

It is the goal of FRRC to reimburse providers quickly, correctly, and fairly. FRRC understands the importance of paying providers in a timely manner. Therefore, in order to be fair to all providers and maintain efficiency for everyone's benefit, FRRC must strictly adhere to our agency's procedures.

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 FRRC to comply with garnishments and/or liens.
- FRRC reserves the right to deduct from the provider's payment any money owed to the agency.

Lost or Missing Checks

If a provider's check is not received within 10 days of *our mailing date*, the provider must come in to FRRC and complete and sign a Check Replacement Affidavit Form. Please check with your caseworker for confirmation of actual date of mail. 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 cashed check). 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 as the child care provider on the child care certificate.

Child Care Certificates

A Child Care Certificate will be issued for each child enrolled in Subsidized Child Care. The Certificate will include hours of care needed and payment amount. Any additional rates charges or late pick up fees imposed by the child care provider are the responsibility of the parent/guardian. Parents and providers should review the Certificate carefully before signing to ensure the accuracy of hours and total rate reimbursement from FRRC. Reimbursement for child care services is based upon this information.

Violence Free Agency-Zero Tolerance Policy

Violence Free Agency-Zero Tolerance Policy

The FRRC 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, FRRC has established a policy that provides zero tolerance for actual or threatened violence by clients, providers, employees, or any other person affiliated with FRRC.

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, FRRC must require the cooperation of all parties involved. **Any persons who violate this policy will be immediately terminated from employment and/or agency services. They will no longer be eligible to receive payments through any program administered by FRRC.**

Parental Complaints Regarding Child Care Providers

1. **For Licensed Provider Care:** FRRC encourages parents to report concerns to state licensing or other appropriate authorities as these concerns arise. FRRC 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 Community Care Licensing to check a child care provider's license and history.

*Community Care Licensing can be reached @ (916) 229-4530.

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.

2. **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 child care provider that best suits their child care needs; however, FRRRC reserves the right to terminate child care services if the agency and the parent feel that the child is in an unsafe environment.

Program Termination for Parents

The following are grounds for termination of a parent from FRRRC Subsidized Child Care Programs for reasons that include, but are not limited to:

- Falsifying any documentation
- Falsifying timesheets 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 FRRRC appointments. FRRRC 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 FRRRC within five (5) calendar days of changes in activity, contact information, income, etc.
- Failure to pay family fees by scheduled due date or late five (5) times in one fiscal year
- Misuse of child care hours
- Over income, as determined by the state's income limits
- Failure to recertify
- Expiration of student/parent time limit
- Child over age
- Failure to choose a child care provider
- Not in an approved activity or employed
- Submission of false information and/or involved in any fraudulent activities surrounding the child care subsidies, either separately or in collusion with the participant/provider
- Violation of the Zero-Tolerance Policy.

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

Program Termination for Providers

The following are grounds for termination of a provider from FRRC Subsidized Child Care Programs for reasons that include, but are not limited to:

- Falsifying any documentation
- Falsifying timesheets or refusal to sign timesheets
- Failure to submit necessary documentation or missing deadlines for submitting documentation
- Submission of false information and/or involved in any fraudulent activities surrounding the child care subsidies, either separately or in collusion with the participant/provider
- Violation of the Zero-Tolerance Policy.

FRRC Program Participation Policy

A provider who is terminated from one program administered by FRRC will be terminated from all programs administered by FRRC.

For example, a provider who has been terminated by the Subsidized Department will not be allowed to participate in the Child Care Food Program.

Uniform Complaint Procedure

The California Department of Education, Child Development Division requires programs receiving state and federal funding to inform participants of their rights to due process.

A Uniform Complaint is a written statement alleging discrimination, or a violation of a federal or state law within the Child Development program, or a variety of other state- and federally-funded programs. For information regarding the Uniform Complaint Policy and procedures, contact:

Categorical Programs Complaints Management Unit

California Department of Education, School and District Accountability Division

1430 N Street

Sacramento, CA 95814-5901

(916) 319-0929

www.cde.ca.gov/re/cp/uc/

Parent Appeals of Termination

Parents will be sent a Notice of Action notifying them that program services will be terminated in 19 days or 10 days for Stage 1 Program clients. 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 within the period of time specified on the notice of action. The provider will be notified if care is authorized during the appeal process.

A. Parent Request for an Appeal Hearing with FRRC:

If the parent disagrees with an action, the parent may file a written request for a hearing with FRRC by the appeal due date on the notice of action. Appeal requests should be submitted to the address indicated in the appeal procedure on the back of the Notice of Action.

Within 10 calendar days following the receipt of the request for a hearing, FRRC shall notify the parent of the time and place of the hearing.

The review process is complete when the appeal decision is rendered or if the parent abandons the appeal process.

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

When a parent appeals while paying a Family Fee, the parent will be required to pay the Family Fee during the appeal period. If a client is appealing their family fees, the client will be required to repay any outstanding family fees owed to FRRC before child care services are re-instated.

B. Appeal Procedure for the California Department of Education, Child Development Division Review:

If the parent disagrees with the written decision from FRRC, the parent has 14 calendar days in which to appeal to California Department of Education (CDE), Child Development Division (CDD). If the parent does not submit an appeal request to the CDE, CDD within 14 calendar days, the parent's appeal process shall be deemed abandoned and FRRC may implement the intended action.

The parent shall specify in the appeal request the reason(s) he/she believes FRRC's decision was incorrect. The parent with the appeal request shall submit a copy of FRRC's notice of intended action and written decision.

Upon receipt of an appeal request, the California Department of Education, Child Development Division may request copies of the basic data file and other relevant materials from FRRRC. The CDE, CDD may also conduct any investigations, interviews, or mediation necessary to resolve the appeal. The decision of the CDE, CDD shall be mailed or delivered to the parent and to FRRRC within 30 calendar days after receipt of the appeal request.

C. Participant Hearings and Procedures for Stage 1 Program Clients Only:

If the parent disagrees with an action, the parent may file a written request for a hearing with San Joaquin County Human Services Agency within 90 days of notification of the action. The best way to ask for a hearing is to fill out the back page of the Notice of Action and mail or deliver to:

San Joaquin County Human Services Agency
333 E. Washington Street
PO Box 201056
Stockton, CA 95201-3006

A parent may also file a request for a hearing by calling 1-800-952-5253.

Confidentiality

- Parents and/or guardians who request a child care referral will receive only the name of the child care provider and the provider's telephone number. 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 accessible to FRRRC staff and authorized representatives, including, but not limited to, Community Care Licensing, San Joaquin County Department of Health and Human Services, Child Protective Services, and any other contracted agencies.
- During the course of administering our programs, information may regularly be exchanged within departments.
- With the exception of authorized representatives, information shall not be released without prior written acknowledgment of the enrolled parent or provider unless a subpoena is issued to FRRRC.
- Parents may review their case file upon submitting a 24-hour advance written request.

Parent Complaint Procedure

If a parent in the FRRC Subsidized Child Care Program has any concerns with our agency, they have the right to file a written complaint. Any complaint must be made in writing and may be addressed to:

Family Resource and Referral Center
Attn: Executive Director
509 W. Weber Avenue, Suite 104, Stockton, CA 95203

Provider Grievance Procedure

GROUND FOR TERMINATION

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

Intentionally providing false, inaccurate, or misleading 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 actions may result.

The California Department of Education and our contracting agencies require FRRC to operate its programs based on accurate information and with 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 agency is required to investigate suspicious and misleading information or anonymous tips. Furthermore, FRRC will take corrective action when false or fraudulent information is verified.

FRRC Subsidized Child Care Department shall actively pursue legal channels to recover funds paid out for ineligible child care services. Reimbursement of child care costs paid will be required. The parent may work with FRRC Subsidized Child Care Department to establish a reasonable repayment plan. If the parent fails to reimburse FRRC, we may file a claim through Small Claims Court, submission of debt to collections, and/or legal action by the District Attorney's Office.

Falsification of attendance documentation is also grounds for immediate termination of services for parents and providers. Parents on our program will be required to sign a fraud statement form.

RECEIPT AND ACKNOWLEDGMENT FORM

I acknowledge that I have received a copy of the FRRC Parent and Provider Handbook. 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 FRRC.

I agree to follow all laws and regulations that relate to the administration of the subsidized child care programs, 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. I acknowledge that failure to do so will result in termination of my child care services with FRRC.

By signing below, I authorize FRRC, Family Resource & Referral Center, to share any information regarding my child care services with any authorized representatives of FRRC or contracted agencies. The use or disclosure of information maintained in the client's or provider's file will be accessible to FRRC staff and authorized representatives, including, but not limited to: Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services, and any other contracted agencies.

My signature below gives FRRC and its agent's permission to verify employment status, training status, and any information needed in determining my eligibility for payment of child development services.

If the information given by, or on my behalf during the certification/orientation process is found to be inaccurate or incomplete, I will be responsible for repayment to FRRC.

I understand and agree that the child care services with FRRC will be governed by the policies contained in this handbook. FRRC reserves the right to change, amend, add, modify, supplement or discontinue any policy or procedure at any time, without prior notice. In such case, FRRC will provide me a copy of the changed policy or procedure and I understand I must comply with it. I understand that this handbook supersedes any previous handbook.

Please print and sign your name below, returning this page to Family Resource & Referral Center (FRRC).

Parent or Provider's Name (print)

Social Security Number

Parent or Provider's Signature

Date

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.