



**DREW CDC**

Every Child's Success  
Strengthens Community

# Parent and Provider Handbook

**ALTERNATIVE PAYMENTS DEPARTMENT (AP)**

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
EARLY EDUCATION AND SUPPORT DIVISION  
SUBSIDIZED CHILD CARE PROGRAMS  
STAGE 2, STAGE 3, AND CAPP

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## WELCOME!

Welcome to Drew Child Development Corporation (Drew CDC). We believe that high quality child care is the foundation for a great educational future. We believe that a family's income should not be a barrier to good child care. Through Drew CDC's Subsidized Child Care Program, we help families to access quality care that is affordable.

Servicing children under age 13, and exceptional needs and severely disabled children up to age 21, the Subsidized Child Care Program provides information to help families find child care that best meets their needs. With our help, families utilize center based, licensed family homes or license-exempt child care so they can attend school, work, or participate in a training program.

Each day, our case managers work with families to help them find safe, nurturing child care. Through our Subsidized Child Care Program, thousands of families are on the road to a better life through our quality delivery of child care services.

Drew CDC embraces continual improvement. We engage in a program self-reflective process annually, and elicit parents/caregiver feedback through survey, at enrollment and quarterly.



## MISSION STATEMENT

Our mission is to prepare the children of Watts-Willowbrook, Compton, and South Los Angeles to succeed and thereby strengthen our community's future.

**We achieve our mission** by providing children with a safe and stable environment to obtain school readiness for success through our early childhood educational centers and supportive services to enhance their opportunity to make a positive contribution to society.

## OUR VALUES

- **Accountability...** We are answerable to our stakeholders for our processes and outcomes.
- **Integrity...** We use complete honesty and sincerity in all our interactions.
- **Respect...** We honor, value, and recognize those we work for and with.
- **Quality...** We promote and sustain excellence in our commitment to the community.
- **Promote Mental and Physical Health...** We assist, develop, and support excellent mental and physical health.
- **Family Focus...** We maintain that families, parents, children, teens, and relatives are our main focus.
- **Strength Based...** We identify and celebrate the energy, vitality, and persistence in individuals and groups that promote and enable positive results.
- **Coalition and Community Building...** We work collectively and responsibly in meeting the challenges in building and maintaining our community.
- **Creativity...** We will always do as much as we can to leave our community more beautiful and beneficial than when we inherited it.

## HOURS OF OPERATION AND OFFICE LOCATIONS

Subsidized Child Care – Stage 1, 2, 3 and CAPP  
1411 West 190th Street #325  
Gardena, CA 90248  
(310) 609-3885  
[www.drewcdc.org](http://www.drewcdc.org)

Child Care Center Enrollments and Finance  
1770 E 118<sup>th</sup> Street  
Los Angeles, California 90059  
[www.drewcdc.org](http://www.drewcdc.org)

Offices are open Monday through Friday, except on holidays, from 8:00 a.m. to 5:00 p.m. You may reach any of our Child Care Subsidy staff by calling (310) 609-3885 during business hours.

## CONFIDENTIALITY

In accordance with federal laws, regulations, and order relating to confidentiality, Drew CDC will keep all records and information confidential. Drew CDC does not use, share, or discuss information in the data file related to child care providers, eligibility lists or an enrolled family with anyone, even a relative, except under limited circumstances.

Access to confidential information is restricted to authorized personnel, auditors, other subsidy programs, and government officials for program administrative purposes.

You must sign a release to allow Drew CDC to share your information with family members or others you authorize. The release must indicate the names of family members or others to whom Drew CDC may release information and must include the time period/dates that the release covers.

## EQUAL OPPORTUNITY



Drew CDC is a nondiscrimination equal opportunity service provider. Applicants, clients, program participants and guests will receive equal consideration and treatment for services. No person will be denied services because of race, sex, gender, ethnic group identification, color, ancestry, religious creed, national origin, mental/physical disability, age, marital status, or sexual orientation.

The Americans with Disabilities Act (ADA) gives civil rights protection to individuals with disabilities. Drew CDC complies with the requirements of ADA and prohibits discrimination in services to persons with a disability as defined under the ADA.

## PROGRAM DESCRIPTION

The Alternative Payment (AP) programs serve eligible families who need child care services. Eligible children may participate in the program from:

1. Birth through 13 years of age
2. Children unable to care for themselves due to a documented disability may be served to age 21.

### CALWORKS STAGE ONE CHILD CARE

This program provides child care to CalWORKs families when they first become engaged in welfare-to-work activities. The California Department of Social Services administers the Stage 1 Child Care program through county welfare departments. Families can stay in Stage 1 Child Care until they have been off cash aid for 24 months.

### CALWORKS STAGE TWO CHILD CARE (C2AP)

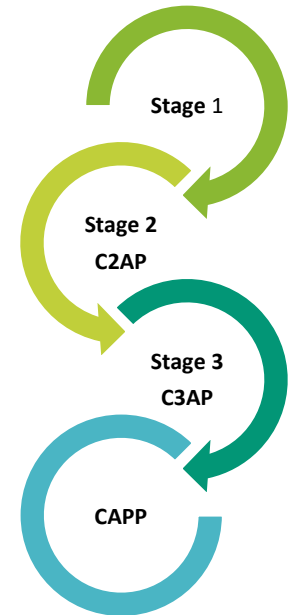
CalWORKs families move to this program when the county welfare department determines they are stable. Families can remain in Stage 2 or Stage 1 until they have been off cash aid for 24 months.

### CALWORKS STAGE THREE CHILD CARE (C3AP)

Families that have exhausted 24 months of CalWORKs Stage 1 or CalWORKs Stage 2 Child Care after they have been off cash aid transition to Stage 3 Child Care. This program provides care if funding is available, and if the family's income remains at or below 85% of the state median income.

### ALTERNATIVE PAYMENT PROGRAM (CAPP)

Alternative Payment Programs use federal and state funding to provide subsidized child care payments for eligible low-income families. Alternative Payment Program agencies help families enrolled in CalWORKs Child Care or CAPP arrange child care services and makes payment for those services directly to the child care provider selected by the family.



## SELECTION AND ENROLLEMENT PROCESS

### ADMISSION PRIORITIES

Families who qualify for Stage 2 Services will be enrolled as long as the eligibility and Need criteria are met, and there is available funding.

### WAITLIST

Families who do not qualify for Stage 2 services will be placed on a waiting list. When an opening is available, we access the waiting list and contact families based on the following program admission priorities:

**First priority** will be given to neglected or abused children who are recipients of child protective services, or children who are at risk of being neglected or abused, upon written referral from a legal, medical, or social services agency.

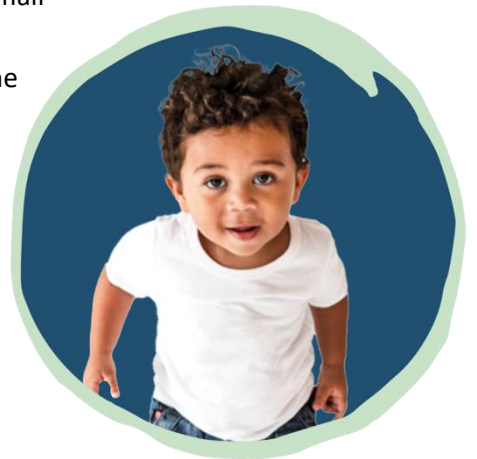
**Second priority** will be given to families in which the primary home language is a language other than English.

**Third Priority** will be given to the families that have been on the waiting list the longest, to be identified as eligible based on monthly income and family size.

### APPLICATION FOR SERVICES

To be considered eligible for child care and development services, all families must submit an Application for Services which includes:

1. The parent's full name(s), address(es), and telephone number(s); and e-mail address(es), if applicable.
2. The names, and birth dates of all children under the age of 18 years in the family.
3. The maximum number of hours of care needed each day or week for each child.
4. The basis of eligibility and the reason for needing child care and development services.
5. The reason for needing childcare and development services
6. Employment, vocational training, or educational program information
7. Family size and family's adjusted monthly income, if applicable.
8. The parent's signature is signed under penalty of perjury and date of the signature.
9. The signature of the authorized representative on the application for services certifying that the family and/or child meets the criteria for receipt of services.



### AUTHORIZATION FOR RELEASE OF INFORMATION

Parents are required to complete an Authorization for Release of Information giving Drew CDC the permission to verify some or all the information prior to any approval. Drew CDC also utilizes theworknumber.com and any other websites necessary to verify any information submitted.



## CERTIFICATION

If you are eligible and the program has an opening, you will be scheduled for an enrollment appointment. During your appointment, the enrollment team will learn about you and check your qualifications. The team will collect documents completed by you and guide you through the enrollment steps. Please provide your qualifying documents on time.

- You will receive “an approval” Notice of Action (NOA).
- Your provider will receive written approval from the program staff after becoming contracted and meeting other requirements.
- Your provider’s approval notice is called a Certificate of Enrollment and will be sent to your provider.
- When the Certificate of Enrollment is complete, you may start child care services with the provider(s) listed.
- If you decide not to use this provider(s), contact your Family Services Specialist within 5 calendar days. Your Family Services Specialist will issue a new Certificate of Enrollment when another child care provider(s) has been approved.

**Drew CDC cannot pay for any child care services you use before a Certificate of Enrollment is issued to your provider.**

## RECERTIFICATION

After initial certification and enrollment, all parents are required to complete the process to recertify services for continued child care. Drew CDC will verify your eligibility and need according to timelines specific to the program in which you are enrolled.

Program	Recertification Due Date
Stage 2	After 12 months of approved services
Stage 3	After 12 months of approved services
CAPP	After 24 months of approved services

## APPROVAL OR DENIAL OF CHID CARE AND DEVELOPMENT SERVICES

After the parent completes the Application for Services, Drew CDC will mail or deliver a completed Notice of Action to the parent after the certification or recertification process is complete.

The Certificate of Enrollment will not be considered a grant or a contract to a child care provider but will be considered assistance to the parent. Once a parent has been determined eligible to receive subsidized child care services, a Certificate of Enrollment will be issued directly to the parent and the provider. The certificate will include the provider’s full information along with the parents’ and children’s names, start and end dates and a full break down of approved hours per child for that specific period listed.

Once a family establishes eligibility and need, they will remain eligible and receive services for not less than 12 months for CalWORKs and 24 months for CAPP. Children who are 12 years old at certification or recertification will be certified or recertified for not less than 12 months.



Exceptions:

- Families who are certified as income eligible and during their certification period their income exceeds the income threshold.
- Families who change residence outside of California as reported by the parent.
- When there is substantiated evidence of fraud that invalidates the initial certification

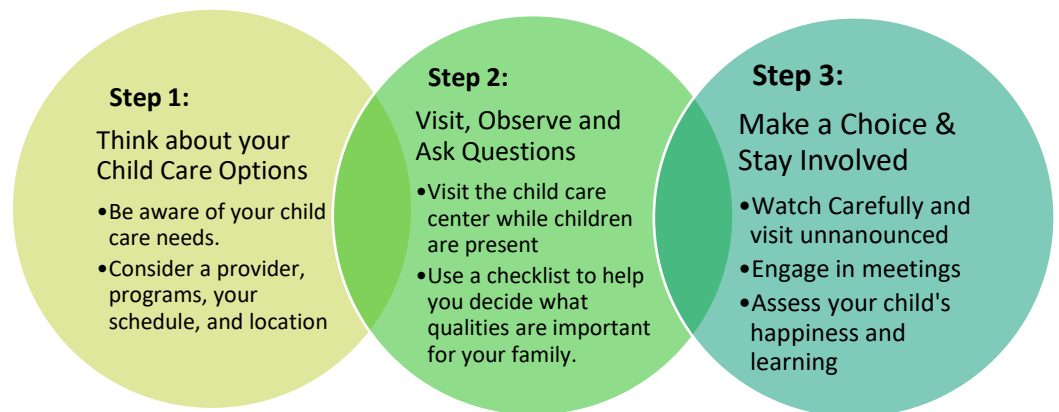
After 12-24 months, to continue services a family must complete the recertification process. (12 months for CalWORKs and 24 months for CAPP).

## PARENTAL CHOICE & REFERRALS FOR LICENSED CARE

It is the parent’s right and responsibility to choose an eligible provider that meets their family’s need for child care services. Participants are encouraged to choose a clean, healthy, and safe environment for their child(ren). Parental Choice is a key element in the program.

Drew CDC partners with the Resource and Referral Program at Crystal Stairs to assist you with locating licensed child care. You may contact Crystal Stairs’ Resource and Referral Department at (323) 421-1029 located at: 5110 Goldleaf Circle, Suite 150, Los Angeles, CA 90056 to obtain free referrals of licensed providers.

Drew CDC does not recommend or endorse providers and is not responsible for inspecting child care facilities or for keeping providers full to capacity. Community Care Licensing Division of the State Department of Social Services is responsible for the inspection of licensed child care facilities. Drew CDC assumes no responsibility for injuries or damages arising from the performance of services under your agreement with a child care provider. The provider and the parent agree to hold harmless Drew CDC, its officers, and its employees. Drew CDC is not the employer of any child care provider and will not verify employment.



**Please Note: Drew CDC is NOT responsible for collecting co-payments.**

## ADDING ADDITIONAL CHILDREN

Drew CDC will accommodate new children if funding is available in the parents' current contract. If no funding is available, the parents will be placed on the Eligibility List and may be called once space and/or funding becomes available.

When a family requests to add an additional child, Drew CDC will extend the current eligibility period to ensure no less than 12 months is provided to that newly added child and the family. A new COE and NOA will be issued to the Parent and Provider.

## NOTICE OF ACTION (NOA)

Drew CDC will issue a Notice of Action (NOA) to the family when a decision has been made to approve, deny, or make changes to a family's child care services or family fee as requested by the parent.

The Notice of Action will include the details about the action being taken, and the effective date of the action. It will also contain Appeal instructions for the parent if the parent disagrees with the action being taken.

## APPEALS PROCESS

If the parent receives and Notice of Action, and disagrees with the action, the parent may submit a request for an Appeal within 14 calendar days of receiving the notice. A diagram of the Appeals Process is below:



If the parent disagrees with the Hearing Officer's decision, the parent has the right to submit an appeal to the Department of Social Services using the information below:

**California Department of Social Services**  
Child Care and Development Division  
Attn: Appeals Coordinator  
744 P Street, MS 9-7-354  
Sacramento, CA 95814  
Phone: 1(833) 559-2417 Fax: (916) 654-1048  
Email: [CCDDAppeals@dss.ca.gov](mailto:CCDDAppeals@dss.ca.gov)

The California Department of Social Services will issue a written decision to the parent within 30 days after receiving the parent's appeal. This decision will be final.

## DOCUMENTATION AND DETERMINATION OF CHILDREN INCLUDED IN FAMILY SIZE

Parents/guardians receiving services through a Drew CDC program are required to document the family size. To document the family size, the parent must provide the names of the parents, gender and birthdates of the children identified in the family. The parent must provide supporting documentation regarding the number of children and parents in the family. To document the number of children in the family, parents/guardians must provide at least one of the following:

- Birth records
- Court orders regarding child custody
- Adoption documents
- Records of Foster Care placements
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent.



When a child and that child's siblings are living in a family that does not include their biological or adoptive parent, such as, formal, or informal custodial family arrangements or foster care, only the child and related siblings will be counted to determine family size.

## FAMILY ELIGIBILITY REQUIREMENTS

A family may be approved to receive child care services with one of the following Eligibility Types:



## CASH-AID ELIGIBILITY REQUIREMENTS

Families currently receiving CalWORKs Cash-Aid benefits or have received them in the past 24 months are eligible for child care services. Drew CDC will verify the family's eligibility on behalf of the family.

## INCOME ELIGIBILITY REQUIREMENTS

To establish Income Eligibility, the parent must provide documentation of the family's Total Countable Income for all individuals counted in the family size, one of the following must also be met: meet the requirements for one of the following criteria:

1. **A Parent/Caregiver** must submit the following:
  - a. CalWORKs cash aid received for the child.
  - b. Child disability benefits that are not SSI/SSP benefits.
  - c. Child support if received by the guardian Survivor benefits Foster care grants (non-countable income)
  - d. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent.

2. **An Employed Parent must submit:**
  - a. Authorization to release Employment information and
  - b. Documentation of employment income from the previous 2 months (ex. Check stubs, employer letter, or other record of wages issued by employer).
    - i. If the parent’s employment income is unpredictable and fluctuates, 12-months’ worth of income may be requested
    - ii. The parent may self-certify employment income information if no documentation is available.
3. **A Self-Employed Parent must submit:**
  - a. A self-certification and documentation of income from the previous 2 months. This may include one or more of the following:
    - i. An Independently drafted letter from source of income **or**
    - ii. A Copy of the most recently signed and completed tax return with a statement of current estimated income for tax purpose **or**
    - iii. Other business records, such as ledgers, receipts, or business logs
4. **A Non-Wage Income receiving parent** must submit Documentation of A non-wage income Self-Certification of any income if no documentation is possible.

Families whose eligibility is based on income, are required to report if their income exceeds 85% of the State Median Income SMI

**Drew CDC reserves the right to ask for additional documentation to verify all income sources.**

## HOMELESSNESS ELIGIBILITY REQUIREMENTS

The McKinney-Vento Homeless Assistance Act identifies homelessness as lacking a fixed, regular, and adequate residence. A family experiencing Homelessness may establish eligibility with the following:

1. A written referral dated within 3 months prior to the application for services, from one of the following entities, which identifies the child as experiencing homelessness:
  - a. A legal, medical, or social services agency.
  - b. A local educational agency liaison for children and youth experiencing homelessness.
  - c. A Head Start program; or
  - d. An emergency or transitional shelter
  - e. The referral must contain the name of the identifying entity, physical address, telephone number, **and**
  - f. Title and signature of the person identifying the family as experiencing homelessness.
2. A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

## MEANS-TESTED GOVERNMENT PROGRAM ELIGIBILITY REQUIREMENTS

Families who have a member of the household, counted in the family size, is certified to receive benefits from any one of the following means-tested government programs:

1. Medi-Cal or CalFresh,
2. The California Food Assistance Program,
3. The California Special Supplemental Nutrition Program for Women, Infants and Children (WIC),
4. The Federal Food Distribution Program on Indian Reservations,
5. Head Start, Early Head Start,
6. CalWORKs, child only cash aid, or
7. Any other designated means-tested government program, as determined by the department.



To establish eligibility the parent must submit:

1. Enrollment or approval documentation from any of the governmental programs (Notice of Action | Receipt of Aid | Verification of Benefits by Drew CDC **and**
2. To document income, a copy of the Governmental Program Application **or** a self-declaration of Income

**The documentation required above meets both the program's Eligibility and Need requirements.**

## CHILD PROTECTIVE SERVICES | AT-RISK ELIGIBILITY REQUIREMENTS

Children receiving **Child Protective Services (CPS)** through the county welfare department, or are **At-Risk** of abuse, neglect, or exploitation, and referred from a legally qualified professional in a legal, medical, or social services agency, a local educational agency liaison for homeless children and youths, a Head Start program, or an emergency shelter may receive child care and development services. The referral letter must be dated within six months preceding the date of application for services, and must include the following:

1. A statement from the local county welfare department, child protective services unit certifying that the child is receiving child protective services, and that childcare and development services are a necessary component of the child protective services plan; or
2. A statement by a legally qualified professional that the child is at risk of abuse or neglect and the childcare and development services are needed to reduce or eliminate that risk; and
3. The probable duration of the child protective service plan or the at-risk situation; and
4. The name, address, telephone number and signature of the legally qualified professional who is making the referral.

**The Child Protective Services Referral Letter meets both eligibility and need requirements.**

## CHILDREN WITH EXCEPTIONAL NEEDS

If a child with exceptional needs is included in the family size, the parent must submit a statement signed by a legally qualified professional that the child requires the special attention of adults in a childcare setting; and includes the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion.

## FAMILY NEED REQUIREMENTS

In addition to meeting an eligibility requirement, parents must also meet the requirements to establish one of the Child Care Need options below:



## CPS | AT-RISK NEED REQUIREMENTS

Children receiving **Child Protective Services (CPS)** through the county welfare department, or are At-Risk of abuse, neglect, or exploitation, and referred from a legally qualified professional in a legal, medical, or social services agency, a local educational agency liaison for homeless children and youths, a Head Start program, or an emergency shelter may receive child care and development services. The referral letter must be dated within six months preceding the date of application for services, and must include the following:

1. A statement from the local county welfare department, child protective services unit certifying that the child is receiving child protective services, and that childcare and development services are a necessary component of the child protective services plan; or
2. A statement by a legally qualified professional that the child is at risk of abuse or neglect and the childcare and development services are needed to reduce or eliminate that risk; and
3. The probable duration of the child protective service plan or the at-risk situation; and
4. The name, address, telephone number and signature of the legally qualified professional who is making the referral.

**The Child Protective Services Referral Letter meets both eligibility and need requirements.**

## EMPLOYMENT NEED REQUIREMENTS

Child care services may be used while a parent works. Drew CDC must verify parent's employment, including days/hours parent plans to work. The following is required:

1. A written authorization to release employment information which includes the employer's name, address, telephone, and business hours.
2. Pay stubs.

If the employment documentation submitted by the parent is inadequate, Drew CDC may:

1. Secure a written statement from the employer which indicates the days and hours of employment or

2. Contact the employer to verify the days and hours of employment to maintain a record of the verified information.

If the parent does not have employment need documentation, the employer is unresponsive, or contact to the employer may adversely affect the parent's employment, the parent may sign a declaration under penalty of perjury that states the employment days and hours.

If the parent is **self-employed**, the parent must submit a declaration of self-employment which includes a description of employment, and an estimate of days and hours worked per week. To support the approval for self-employment, the declaration may include, appointment logs, client receipts, job logs, mileage logs, list of clients with contact information, business license, workspace lease or rental agreement, and any other applicable documents.



### **Employment in the Home**

If the parent's employment is in the **family's home** or on property that includes the family's home, Drew CDC will determine and document whether the parent's employment and the identified childcare needs preclude the supervision of the family's child. The parent must provide:

1. Justification for requesting subsidized childcare and development services based on the type of work being done and its requirements **and**
2. The age of the family's child for whom services are sought, and if the child is more than five years old, the specific childcare needs.

### **Employment in a Licensed Family Day Care Home**

If the parent is a licensed family day care home provider, or an individual license-exempt, the parent is **not** eligible for subsidized services during the parent's business hours because the parent's employment does not preclude the supervision of the family's child.

### **Employment as an Assistant in a Licensed Large Family Day Care Home**

If the parent is employed as an assistant in a licensed large family day care home, and is requesting services for the family's child in the same family day care home, the parent must provide documentation that substantiates all the following:

1. A copy of the family day care home license indicating it is licensed as a large family day care home.
2. A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement.
3. Proof that the parent's fingerprints are associated with that licensed family day care home as its assistant, which Drew CDC may verify with the local community care licensing office; and
4. Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.



## SEEKING EMPLOYMENT NEED REQUIREMENTS



To receive child care services for a seeking employment need, the parent must submit a parental declaration signed under the penalty of perjury stating that the parent is seeking employment. The declaration must include the parent's general plan to secure, change, or increase employment. It must also include the days and hours in which child care hours are needed to seek employment. Parents approved for a Seeking employment need may be approved for no more than five days per week and for less than 30 hours per week.

## HOMELESSNESS NEED REQUIREMENTS

The McKinney-Cento Homeless Assistance Act identifies homelessness as lacking a fixed, regular, and adequate residence. A family experiencing

Homelessness may establish eligibility with the following:

1. A written referral dated within three months prior to the application for services, from one of the following entities, which identifies the child as experiencing homelessness:
  - a. A legal, medical, or social services agency.
  - b. A local educational agency liaison for children and youth experiencing homelessness.
  - c. A Head Start program; or
  - d. An emergency or transitional shelter
  - e. The referral must contain the name of the identifying entity, physical address, telephone number, **and**
  - f. Title and signature of the person identifying the family as experiencing homelessness.
2. A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

Child care services may be approved for no more than five days per week and for less than 30 hours per week.

## VOCATIONAL TRAINING NEED REQUIREMENTS

Child care services may be approved while the parent is engaged in a Vocational Training Program. To qualify for the Vocational Training Need, the parent must submit the following:

1. The training institution's information
2. The Classes in which the parents currently enrolled which may include:
  - a. Electronic print-out of the class schedule **or**
  - b. Document that includes parent's current classes **and** signature or stamp from training registrar
  - c. For on-line or televised instructional classes parent must also provide copy of syllabus or other class documentation and web address for online program

**Vocational Training Limitations:** Vocational Training services are limited to:

1. Six years from the initiation of services OR
2. Until parent reaches 24 units after attainment of a bachelor's degree
3. Service limitations are not applicable to parents who are:
  - a. Receiving services from a program operating on a higher educational institution (See Educational Program)

- b. Participating in rehabilitation services through the California Department of Rehabilitation
- c. Attending retraining services through the California Employment Department due to business closure or mass layoff

**Approved Service Hours for Vocational Training Need:**

1. **In-person** class hours are based on the parent’s actual schedule
2. **On-line** or televised instructional classes are approved based on class time as one hour a week for each unit that is unit bearing from an accredited institution.
3. **Study time** is not automatic and must be requested in writing by the parents.
  - a. Study time may be approved for a maximum of two hours per week per academic unit.
  - b. Study time for non-unit bearing courses may not exceed the number of class hours per week.
  - c. On a case-by-case basis an additional one hour per academic unit if the parent provides a declaration signed under penalty of perjury showing that there is an additional study time need for a specific class or if the parent is in tutoring
4. **Travel time** may be approved for the hours needed by the parent to travel to and from the location where services are provided and the training location. Travel Time cannot exceed half of the weekly authorized training hours to a maximum of four hours per day.



**Adequate Progress for Vocational Training Need:**

At Recertification, the parent must provide documentation that shows they have made adequate progress or met the requirements of their documented Vocational Training Program. To document adequate progress for the last enrolled quarter, semester, or training period, as applicable, the parent must provide documentation from the college classes, technical school, or apprenticeship for which subsidized care is provided demonstrating the following:

1. In a graded program, achievement of a minimum 2.0 grade point average for the last enrolled quarter, semester, or academic enrollment period; **or**
2. In a non-graded program, passing the program's requirements in at least 50 percent of the classes or meeting the training institution's standard for making adequate progress.

If at recertification the parent has made adequate progress based on the provided documentation, the parent may be approved for continued child care services.

If at recertification the parent has **not** made adequate progress the parent may be recertified for services for another 12 months on a probationary basis, in which the parent must have made adequate progress. If the parent has not made adequate progress during the probationary certified period, and cannot establish another basis of need for services, the family may be disenrolled from services and will be ineligible to be certified for services based on enrollment in vocational training for six months from the date of disenrollment.

## SEEKING PERMANENT HOUSING NEED REQUIREMENTS



To qualify for the child care services Seeking Permanent Housing Need, the parent must submit a written declaration signed under penalty of perjury that the parent is seeking permanent housing. The written declaration must include the parents' plan to search for and secure a fixed, regular, and adequate residence.

If the family is residing in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements.

Services may be approved for no more than five days per week and for less than 30 hours per week.

## EDUCATIONAL PROGRAM NEED REQUIREMENTS

Child care services may be approved while the parent is engaged in an Educational Program. To qualify for the Educational Program Need, the parent must submit the following:

1. Documentation of enrollment in an English Language Learner/ English as a Second Language (ELL/ESL) program or a program to attain a high school diploma or General Education Degree/High School Equivalency (GED/HSE) certificate.
2. The name of the training institution providing the instruction.
3. The Classes in which the parents currently enrolled which may include:
  - a. The classes in which the parent is currently enrolled.
  - b. The days of the week and times of day of the classes; and
  - c. A registration confirmation from the educational program
  - d. For on-line or televised instructional classes parents must also provide a copy of syllabus or other class documentation.
  - e. The institution must be recognized by the United States Department of Education.

Child care approvals for the Educational Program Need is limited to six years from the initiation of services based on enrollment in educational programs.

### Approved Service Hours for Educational Programs Need:

1. **In-person** class hours are based on the parent's actual schedule
2. **On-line** or televised instructional classes are approved based on class time as one hour a week for each unit that is unit bearing from an accredited institution.
3. **Study time** may be approved and is based on the following:
  - a. Study time may be approved for a maximum of two hours per week per academic unit.
  - b. Study time for non-unit bearing courses may not exceed the number of class hours per week.
  - c. On a case-by-case basis an additional one hour per academic unit if the parent provides a declaration signed under penalty of perjury showing that there is an additional study time need for a specific class or if the parent is in tutoring
4. **Travel time** may be approved for the hours needed by the parent to travel to and from the location where services are provided and the training location. Travel Time cannot exceed half of the weekly authorized training hours to a maximum of four hours per day.

### **Adequate Progress for Educational Program Need:**

At Recertification, the parent must provide documentation that shows they have made adequate progress or met the requirements of their documented Educational Program. To document adequate progress for the last enrolled quarter, semester, or training period, as applicable, the parent must provide documentation from the college classes, technical school, or apprenticeship for which subsidized care is provided demonstrating the following:

1. In a graded program, achievement of a minimum 2.0 grade point average for the last enrolled quarter, semester, or academic enrollment period; **or**
2. In a non-graded program, passing the program's requirements in at least 50 percent of the classes or meeting the training institution's standard for making adequate progress.

If at recertification the parent has made adequate progress based on the provided documentation, the parent may be approved for continued child care services.

If at recertification the parent has **not** made adequate progress the parent may be recertified for services for another 12 months on a probationary basis, in which the parent must have made adequate progress. If the parent has not made adequate progress during the probationary certified period, and cannot establish another basis of need for services, the family may be disenrolled from services and will be ineligible to be certified for services based on enrollment in Educational Program for six months from the date of disenrollment.

### **PARENTAL INCAPACITATION NEED REQUIREMENTS**

To qualify for the child care services Parental Incapacitation Need, the parent must submit documentation of parental incapacity which includes a release signed by the incapacitated parent authorizing a legally qualified health professional to disclose information necessary to establish that the parent meets the definition of incapacity.

The documentation of Parental Incapacitation provided by the legally qualified health professional must include:

1. A statement that the parent is incapacitated, and that the parent is incapable of providing care or supervision for the child for part of the day.
2. The days and hours per week that services are recommended to accommodate the incapacitation, considering the age of the child and the child's care needs. This may also include time for the parent's regularly scheduled medical or mental health appointments.
3. The name, business address, telephone number, professional license number, and signature of the legally qualified health professional who is rendering the opinion of incapacitation and,
4. If applicable, the name of the health organization with which the professional is associated.
5. Drew CDC may contact the legally qualified health professional for verification, or clarification of the provided statement.

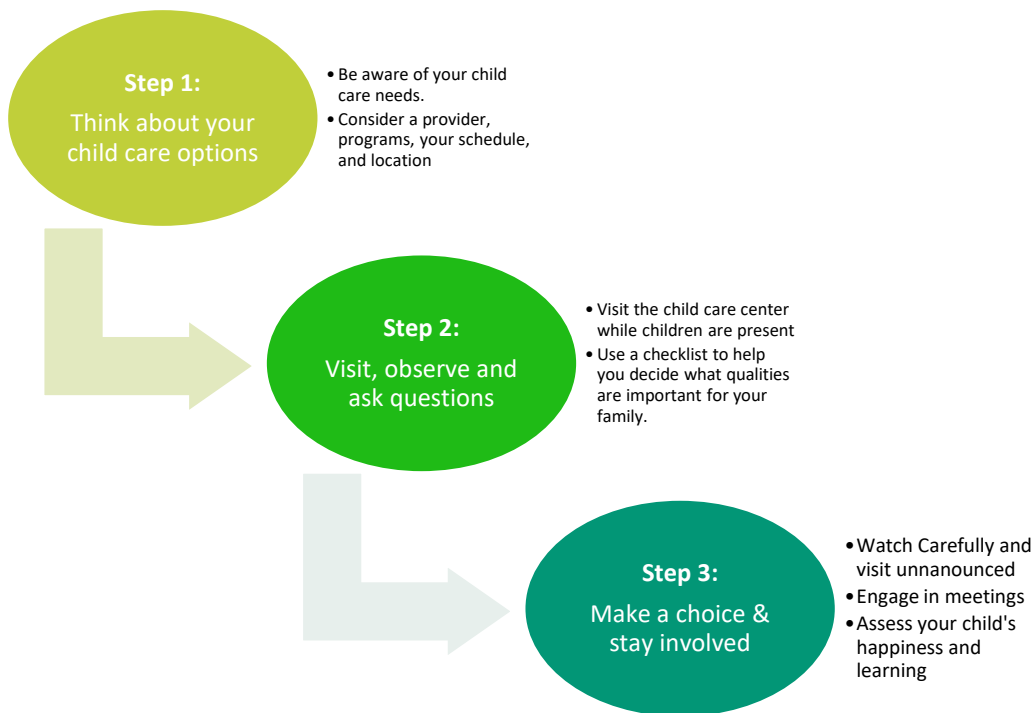
Drew CDC will determine the days and hours of the certified schedule based on the parent's requested days and hours and the recommendation of the health professional. Child care services may be approved for no more than 50 hours per week.

## PARENTAL CHOICE & REFERRALS FOR LICENSED CARE

It is the parent's right and responsibility to choose an eligible provider that meets their family's need for child care services. Participants are encouraged to choose a clean, healthy, and safe environment for their child(ren). Parental Choice is a key element in the program.

Drew CDC partners with the Resource and Referral Program at Crystal Stairs to assist you with locating licensed child care. You may contact Crystal Stairs' Resource & Referral Department at (323) 421-1029 located at: 5110 Goldleaf Circle, Suite 150, Los Angeles, CA 90056 to obtain free referrals of licensed providers.

Drew CDC does not recommend or endorse providers and is not responsible for inspecting child care facilities or for keeping providers full to capacity. Community Care Licensing Division of the State Department of Social Services is responsible for the inspection of licensed child care facilities. Drew CDC assumes no responsibility for injuries or damages arising from the performance of services under your agreement with a child care provider. The provider and the parent agree to hold harmless Drew CDC, its officers, and its employees. Drew CDC is not the employer of any child care provider and will not verify employment.



**Please Note: Drew CDC is NOT responsible for collecting co-payments.**

## CHILD CARE SCHEDULE DETERMINATION

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

1. **Consistent Schedule:** Certified schedule will be based on the verified number of days and hours, or total number of hours parent consistently or expects to work each week.
2. **Variable Schedule:** Certified schedule will be based on the highest number of hours worked in any given week within the two-month window preceding certification, OR if there is no work history, the highest number of total hours per week the employer expects the parent to work.

## Services are available when:

1. Parent meets a need criterion that precludes the provision of care & supervision of their child for any part of the day
2. No parent in family available and capable of providing care during time care is requested
3. 2 parent family – Care is approved when neither parent is available to care for the child
4. Supervision of the child is not otherwise being provided during scheduled time at:
  - a. School-age public educational program
  - b. Private school
  - c. Early learning and care services

## TRAVEL TIME

Travel time only applies to parents who are working or in school. Our agency requires a written request for any travel time beyond 30 minutes before and after. To determine the maximum authorized drive time, divide the work or school hours day by two. Travel time cannot be more than 4 hours/day (2 hours each way). And, not more than the time from the child's care site to work or school and back.

## SLEEP TIME

Sleep time is available for parents who work between the hours of 10 PM and 6 AM. The allowed sleep time can be equal to the authorized work and travel time between 10 PM and 6 AM. Please note that sleep time is not automatic and must be requested in writing.

## NOTIFICATION TO PROVIDERS

Drew CDC will issue notices to Providers electronically or via USPS on the same day as a family NOA is issued to the parent when the following changes occur:

1. Reimbursement
2. Certified need (hours of care)
3. Certified schedules
4. Rate changes
5. Family Fee Increase or decrease.
6. Disenrollment from services
7. Changing providers



## FAMILY FEE POLICY

Some families enrolled in the program may have a family fee. A family fee is the family’s share of the cost for child care services. Family fees are assessed at initial enrollment, recertification, or when a parent requests a change to their family fee. Drew CDC will use the most recently approved fee schedule prepared and issued by the CDSS when determining whether a family fee is applicable and the amount of a family’s fee.

The Attendance Record reflects the amount of the family fee owed for that month. The parent and provider are required to sign the Attendance Record certifying that the family fee has been paid for the service month under penalty of perjury. The Attendance Record will serve as verification that the parent has paid the required fee for that month or is paying according to the terms of an established payment plan.

The following factors are used to determine a full-time or part-time fee for each family:

1. Adjusted monthly family income and family size.
2. Certified schedule, the fee will be assessed and collected based on the family's child who is enrolled for the longest period (most hours).
3. The Family Fee Schedule provided by the California Department of Social Services.

Families will be assessed a flat monthly full-time or part-time fee, based on hours of care certified for the month, income, and family size. Families with a certified need of less than 130 hours per month will be assessed a part-time fee, while families with a certified need of 130 hours or more per month will be assessed a full-time fee. Drew CDC cannot under any circumstance recalculate fees based on a child’s actual attendance.

### Effective Date of Family Fee

If a fee is assessed for the first time at recertification, or increases from an existing fee, the fee will become effective on the first day of the month after the 14/19-day appeal request period is exhausted. If a family fee is lowered and/or no longer assessed, due to a benefit to the family, the fee will be removed immediately the first day of the following month.

**Exceptions to Family Fee Assessments:** Families fees will not be collected from families who meet the following criteria:

1. Families with children who are at risk of abuse, neglect, or exploitation or receiving child protective services, and the written referral specifies that it is necessary to exempt the family from paying a family fee,
2. Families with children who are in the Severely Handicapped program.
3. Families currently receiving CalWORKs cash aid, or

Family Monthly Fee Schedule							
California Department of Social Services – Effective: July 1, 2024							
State enrollment cutoff = 85% of 2024 State Median Income (SMI) from CA DDF (2022 ACS)							
Monthly Part-time							
Monthly Part-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$29.05	5,819	6,593	7,687	8,917	10,147	10,378	10,608
\$29.45	5,897	6,681	7,790	9,036	10,282	10,516	10,750
\$29.85	5,975	6,768	7,892	9,155	10,417	10,654	10,891
\$30.25	6,052	6,856	7,995	9,274	10,553	10,793	11,032
\$30.60	6,130	6,944	8,097	9,393	10,688	10,931	11,174
\$31.00	6,207	7,032	8,200	9,511	10,823	11,069	11,315
\$31.40	6,285	7,120	8,302	9,630	10,959	11,208	11,457
\$31.80	6,362	7,208	8,405	9,749	11,094	11,346	11,598
\$32.20	6,440	7,296	8,507	9,868	11,229	11,484	11,740
\$32.55	6,518	7,384	8,609	9,987	11,365	11,623	11,881
\$32.95	6,595	7,472	8,712	10,106	11,500	11,761	12,023
Monthly Full-time							
Monthly Full-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$58.10	5,819	6,593	7,687	8,917	10,147	10,378	10,608
\$58.90	5,897	6,681	7,790	9,036	10,282	10,516	10,750
\$59.70	5,975	6,768	7,892	9,155	10,417	10,654	10,891
\$60.50	6,052	6,856	7,995	9,274	10,553	10,793	11,032
\$61.20	6,130	6,944	8,097	9,393	10,688	10,931	11,174
\$62.00	6,207	7,032	8,200	9,511	10,823	11,069	11,315
\$62.80	6,285	7,120	8,302	9,630	10,959	11,208	11,457
\$63.60	6,362	7,208	8,405	9,749	11,094	11,346	11,598
\$64.40	6,440	7,296	8,507	9,868	11,229	11,484	11,740
\$65.10	6,518	7,384	8,609	9,987	11,365	11,623	11,881
\$65.90	6,595	7,472	8,712	10,106	11,500	11,761	12,023

4. Families with an income level that, in relation to family size, is less than the first entry in the Family Fee Schedule

### **Family Fee Payments:**

Family Fee must be paid directly to the provider at the beginning of each approved service month. Drew CDC will deduct the family fee amount from the provider's reimbursement. If the parent does not pay the monthly family fee to the provider after seven days of the due date, the fees will be considered past due, and the parent may be disenrolled from the program for failure to pay the family fees until the delinquent fees are paid.

### **Delinquent Family Fee Payments**

Drew CDC will accept a reasonable repayment plan from the parent(s) for payment of delinquent fees and will continue to provide services to the child if the parent(s) pays current fees when due and complies with the repayment plan.

## **A FAMILY'S RIGHT TO VOLUNTARILY REPORT CHANGES TO CHILD CARE SERVICE**

After Certification or Recertification of services parents are not required to report any changes related to their Eligibility or Need for services until the next recertification period. However, a family may, at any time, voluntarily request to make changes to **reduce a family fee** or **increase their certified schedule**.

Before Drew CDC may make any changes, the parent must submit a written request that includes:

1. The days and hours per day
2. Effective date of the proposed change
3. Acknowledgement in writing that the parent understands that they may retain their current service level at any time during the certification period.
4. Documentation to support the change.
5. After the documentation is submitted by the parent, Drew CDC will review for approval, and Notice of Action within 10 business days approving or denying the request to change service.

### **Family Fee Changes**

When a family voluntarily requests to reduce their **Family Fee**, the Drew CDC will only use any information received to reduce the family fee. No other changes to the certified schedule will be made unless requested by the family. Notwithstanding any other law or regulation, the effective date of any family fee reduction will be the first day of the subsequent month.

### **Changes to Certified Child Care Schedules**

When a family voluntarily requests an increase to their certified schedule, Drew CDC will use the documentation provided by the parent to increase the certified schedule within 10 business days after receipt of the documentation and issue a Notice of Action to approve or deny the request. The effective date may be immediate. Drew CDC will only use any information received to increase the certified schedule. No other changes to the certified schedule will be made.

The parent's written request must include:

1. The days and hours per day requested; and
2. The date of the proposed reduction of their certified schedule



- Acknowledgment in writing that they understand that they may retain their current certified schedule and that a decrease to their certified schedule would replace their current schedule, and if they choose to increase their certified schedule later, they will be required to provide additional documentation.

### Changes to Family Size

When a family requests to add an additional child, that child shall receive no less than 12 months of services and if applicable, Drew CDC will extend the current eligibility period to ensure no less than 12 months is provided to that newly added child. If applicable, a notice of action (NOA) will be issued to you to reflect that change.

**Please notify your Enrollment Specialist if your address or telephone number changes at any time to ensure we are able to contact you.**

## DIENROLLMENT

When a family no longer meets the eligibility criteria for services, does not have a documented need for child care services, or fails to adhere to Drew CDC’s program policies and requirements, child care services will be disenrolled.

Participants will receive a Notice of Action terminating child care services and the child care provider will receive a Provider Notice stating the last day of care. Any services rendered by the provider beyond the effective date on the Notice of Action disenrolling, child care services will be the participant’s financial responsibility.

Drew CDC has the authority to disenroll families from receiving childcare services for the following reasons:

Parent’s/Caregiver’s request.	Abandonment of services.
Family’s income exceeds maximum income threshold	Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive.
Failure to complete the recertification process with all the necessary documentation within the 50 days after the 12-month certification.	State/Federal funding ends.
Parent/guardian does not have or has not submitted the documentation for the need for child care services within the required time frame.	Violation of agency policies and procedures
Parent/guardian has not made adequate progress in two consecutive grading periods as required.	Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of Enrollment priority
Parent does not comply with the family fee payment policy and/or the provisions of the repayment plan, if applicable.	Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of Enrollment priority

**Drew CDC reserves the right to disenroll participation in the program when any degree of abuse is made by the participant towards a Drew CDC employee (e.g., potential, or actual physical and specific or implied verbal or written abuse). This includes threatening or using disrespectful language towards a Drew CDC employee by any of the participant’s family or friends.**

## WHEN A FAMILY VOLUNTARILY REQUESTS TO DIS-ENROLL SERVICES

If a Parent voluntarily requests to disenroll services, the parent may re-instate their services without re-applying and without submitting documentation if they're requesting to re-enroll during their 12/24 month certification period and it has not ended yet. Drew CDC will reinstate the family without collecting any new documentation or another application for services from the family if the request to re-enroll is still within the previously certified period. The family and Provider will receive a new NOA and COE reflecting the approval.

Example:



## HOLDING SPACED FOR SELF-TERMINATED CASES

Drew CDC is not required to hold a space for a child when a family has voluntarily disenrolled. When the family requests to be reinstated for services at a later time, if Drew CDC has space, they may begin services immediately. However, if Drew CDC does not have space, we will do one of the following:

1. Place the family on the waitlist and when services are able to be reinstated, the NOA will reflect the remaining time on their eligibility period; or
2. Connect the family with a Resource and Referral Agency or another Child Care and Development Contractor that may have space to provide services.
3. If the family chooses to receive services from another contractor and space is available, Drew CDC may transfer the family file and services may be reinstated.

## FRAUD POLICY



**Fraud is defined as:** The misrepresentation of facts that are material to an issue, made with the intent to obtain something to which one is not entitled. Fraud exists when an individual, knowingly and with intent:

- Makes a false statement or representation to obtain benefits, obtain a continuance or increase of benefits, or avoid a reduction of benefits.
- Fails to disclose a fact, which if disclosed could result in denial, reduction, or discontinuance of benefits.
- Accepts benefits knowing he/she is not entitled to or accepts any number of benefits knowing it is greater than he/she is entitled to.

If Drew CDC suspects or is notified in some way that the parent has given false, inaccurate, or misleading information about his/her eligibility or the use of child care services, Drew CDC may investigate. Fraud investigation reports may be used as supporting documentation of any inquiring control regulatory agencies.

It is the policy of Drew CDC that any fraudulent, false or misleading information/documentation provided to Drew CDC regarding eligibility such as employment, income, marital status, status as a student, or being enrolled in a training program or your eligibility relating to medical incapacitation, or use of care, etc. may be grounds for disenrollment from the subsidized child care program and Drew CDC will attempt to recover all funds paid for child care services.

If the parent is disenrolled for fraud, the parent may request a local hearing (i.e., an appeal). If the parent chooses to appeal and the appeal is successful, the proposed action will be cancelled. If the parent loses the appeal, the parent may be required to reimburse the agency for the entire cost of child care services provided during the period of ineligibility plus administrative cost.

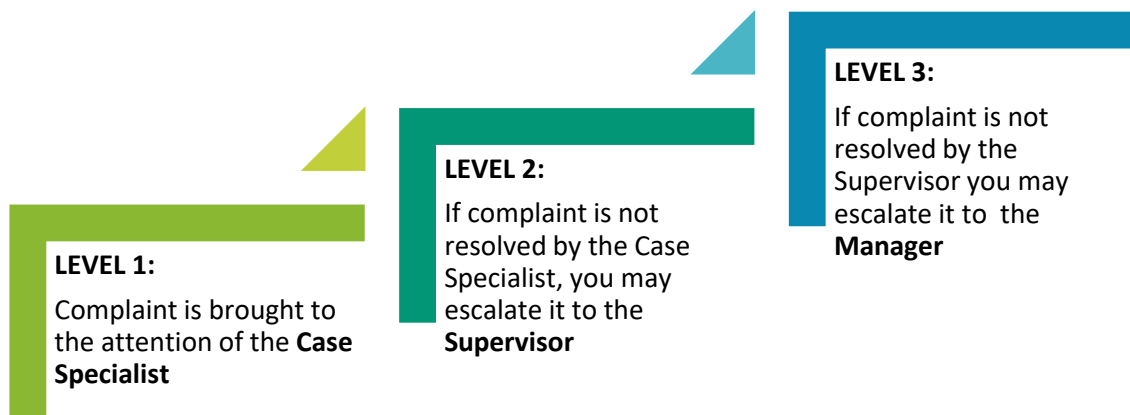
If it is determined that the parent has provided false or misleading information/documentation that resulted in a lower parent fee, but otherwise eligible, for subsidized child care funds, the parent will be notified of the correct parent fees and will be billed accordingly.

If the parent is disenrolled for fraud, the parent may not be eligible to re-apply for child care services from Drew CDC.

Drew CDC may attempt to recover funds by developing a repayment plan with the parent. If the parent does not respond to the repayment plan or is delinquent with payments as outlined in the repayment plan, a claim may be filed with the appropriate collection agency or Court. If the parent still refuses to pay the claim, the claim may be referred to the District Attorney's Office.

## UNIFORM COMPLAINTS AND GRIEVANCE PROCEDURE

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



At any time, you may also submit a complaint directly to the Director of Quality Assurance, or by visiting our consumer relations website page to submit a complaint by using the following link: <https://drewcdc.org/consumer-relations-how-can-we-help/>.

It is the intent of Drew CDC to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Drew CDC's alleged violation of federal and/or state laws. This includes allegations of unlawful in any program or activity funded directly by the State or receiving federal or state financial assistance. Complaints must be signed and filed in writing with the California Department of Social Services:

**California Department of Social Services**  
Child Care and Development Division  
744 P Street, MS 9-7-354  
Sacramento, CA 95814  
Phone: 1(833) 559-2417 Fax: (916) 654-1048

If the complainant is not satisfied with the final written decision of the CDSS, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies including, but not limited to, injunctions, restraining orders, or other remedies or orders.

Please Note: Filing a grievance is a formal complaint process. Filing a grievance will not stop an intended action as stated on the Notice of Action. If you disagree with an intended action, please see the reverse side of the Notice of Action.

## PARENT COMPLAINTS REGARDING CHILD CARE SETTINGS

### Licensed Providers:

Drew CDC encourages parents to report concerns to state licensing or other appropriate authorities as any concerns arise. Every parent has the right to call or visit the state department of social services community care licensing website (<https://www.cclcd.dss.ca.gov/carefacilitysearch/>) to check a child care provider's license and history.

Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and made a determination of the complaint, AP will follow licensing recommendations.

### License-Exempt Provider Complaints:

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, Drew CDC reserves the right to terminate child care services if the agency and parent feel that the child is in an unsafe environment.

**If You SEE Something,  
SAY Something**

To report a complaint or concern regarding any licensed care facility, contact the Hotline at:  
**1-844-LET-US-NO**  
(1-844-538-8766)

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

You may also contact us at [LetUsNo@dss.ca.gov](mailto:LetUsNo@dss.ca.gov)  
or by mail:

**CDSS** California Department of Social Services  
Community Care Licensing Division  
Centralized Complaint and Information Bureau  
744 P Street  
Sacramento, CA 95814

## CHILD CARE PROVIDERS

A Provider is an individual, family child care home, or center-based entity that provides subsidized early learning and care services directly to children. **Child care providers are independent contractors and not employees of Drew CDC. Drew CDC will not verify employment or income on the behalf of any provider or offer tax advice and/or assistance.**

The provider must offer child care services on a non-discriminatory basis, providing services without regard to sex, sexual orientation, gender, race, color, national origin, religion, ethnicity, ancestry, or mental or physical disability. Furthermore, the provider must give equal services to all children in attendance, regardless of whether said child is receiving subsidized services, or is a private client. Violation of this policy will result in the disenrollment of the provider. Providers must ensure that parents have unlimited access to their child(ren), during normal hours of operation and whenever the children are in the care of the provider. This includes access to the written records kept by the provider concerning their child(ren). Drew CDC will only reimburse the providers for authorized services rendered.

A parent may choose a provider regardless of the provider's rate. When the provider's rate plus other allowable charges exceeds the maximum reimbursement amount, the difference is known as the "co-payment."

All Providers must complete Drew CDC's Provider enrollment process when they are selected to provide child care services through any of our Subsidized CalWORKs-AP Programs by an eligible certified parent (parental choice). Providers are required to complete the enrollment process prior to providing child care services and to sign an acknowledgement form to follow all laws, regulations, and policies as stated. The provider file will be reviewed by the agency prior to the approval of child care services.

The family's choice for a child care provider(s) must meet the following requirements:

1. The child care provider's hours of operation meet the family's needs for child care.
2. The child care provider ensures that each child's attendance is recorded for payment purposes; and
3. Adult supervision is maintained at all times when children are in attendance.



## PROVIDER CONTACT INFORMATION AND REPORTING CHANGES

Providers must inform Drew CDC's provider specialist within five days of changes concerning their name, address and/or phone number. In addition, providers are required to complete new documentation when an address and/or name change occurs. Proof of address will be necessary. *If the provider fails to report changes in a timely manner and/or fails to submit required documents to update an address change, the provider payment may be delayed or denied.*

Licensed Family Child Care Providers must notify Drew CDC before moving. The facility license is not transferable to a new address. The provider must contact Community Care Licensing to request a license at their new address. The provider is not eligible to receive child care payments at a licensed rate until they are issued a license at their new address.

## CHANGE OF CHILD CARE PROVIDER

Parents have the right to change child care providers. A parent who wishes to change child care providers must give written notice to the provider and Drew CDC. A voluntary request form must be completed. Drew CDC will inform the provider and the parent of the last day of child care services.

**If the parent ends child care with the provider without proper notification or before the end of the notification period, Drew CDC will pay the provider up to the last day child was in care or what is applicable based on Drew CDC's policies and State regulations. If the Drew CDC Eligibility Specialist informs the provider that the child is no longer eligible for child care and the child still attends the child care facility, the provider must collect payment from the parent.**

Providers are responsible for collecting any additional fees listed in their parent/provider contract directly from the parent.

## PROVIDER TYPES

### Licensed Child Care Center

- Operates outside the licensee's home
- Provides non-medical care and supervision to infants, toddlers, preschoolers and/or school-age children.
- Usually commercial buildings

### Licensed Family Child Care Home

- Operates in licensee's home and is licensed by the California Department of Social Services
- Provides non-medical care and supervision to 14 or fewer children in a home-like environment Required to have an assistant if licensed for 14 children and has more than eight (8) children in their facility
- Must maintain and post current license issued by the California Department of Social Services in a publicly accessible area, and remain in compliance with applicable licensing laws and regulations and renew licenses prior to expiration.
- Must provide subsidized parents written child care rates, policies for absences, tardiness, withdrawal fee, co-payments, other fees charged to the general public and provide Drew CDC with a signed statement confirming the rates charged are equal or less for subsidized families.
- Must inform the parent of procedures and policies that apply to their particular facility/program, and may cancel services if an enrolled family or child does not comply with their policies and procedures.

### License Exempt

- **Exempt Related:** grandparents, aunts, and uncles of the child(ren) (aunts and uncles are limited to the sister(s) or brother(s) of the child's parent).
- **Exempt Not Related:** other relatives and friends who must complete the TrustLine Registry and Live Scan/fingerprinting process in order to have a background check completed through the California Criminal History System, California Child Abuse Central Index, California Department of Justice, and FBI Criminal History System.
- May be a friend or relative who is 18 years or older (excluding mother, father or other adult(s) living in the same home)
- Must meet or be exempt from Health and Safety Self-Certification requirements
- After being selected as a provider, all required documentation as well as a TrustLine and/or Health and Safety application must be completed within thirty (30) calendar days.
- Drew CDC reserves the right to deny services with a provider who has a disqualifying criminal history or resides with someone who has a disqualifying criminal history based on TrustLine guidelines.

**PROVIDER FILE REQUIREMENTS**

Licensed Center	Licensed-Exempt Center
<ul style="list-style-type: none"> <li>W-9 Form (The name provided on the Form W-9 must match the name as it appears on the Social Security card or EIN verification letter)</li> <li>Copy of Child Care Facility License as well as any addendum or changes made after the contract is signed</li> <li>Provider's Posted Rate Sheet (Customary Rate)</li> <li>Valid CA ID or Driver License</li> <li>Signed Social Security Card or EIN verification letter</li> <li>Contact information Brochures, Pamphlets, Flyers (information regarding the facility's hours of operation, holidays, services provided, etc.)</li> <li>Parent Access Declaration</li> <li>Instructions for Completing the Attendance Records</li> <li>Provider Fraud Policy</li> <li>QRIS Participation and Accreditation</li> </ul>	<ul style="list-style-type: none"> <li>W-9 Form (The name provided on the Form W-9 must match the name as it appears on the Social Security card or EIN verification letter)</li> <li>Proof the provider is exempt from licensing requirements</li> <li>Provider's Posted Rate Sheet (Customary Rate)</li> <li>Valid CA ID or Driver License</li> <li>Signed Social Security Card or EIN verification letter</li> <li>Contact information Brochures, Pamphlets, Flyers (information regarding the facility's hours of operation, holidays, services provided, etc.)</li> <li>Parent Access Declaration</li> <li>Instructions for Completing the Attendance Records</li> <li>Provider Fraud Policy</li> <li>QRIS Participation and Accreditation</li> </ul>
Licensed Family Child Care Home	Licensed-Exempt Provider (Related): Aunt, Uncle or Grandparent of child
<ul style="list-style-type: none"> <li>W-9 Form (The name provided on the Form W-9 must match the name as it appears on the Social Security card or EIN verification letter)</li> <li>Copy of Child Care Facility License as well as any addendum or changes made after the contract is signed</li> <li>Provider's Posted Rate Sheet (Customary Rate)</li> <li>Valid CA ID or Driver License</li> <li>Signed Social Security Card or EIN verification letter</li> <li>Contact information Brochures, Pamphlets, Flyers (information regarding the facility's hours of operation, holidays, services provided, etc.)</li> <li>Parent Access Declaration</li> <li>Instructions for Completing the Attendance Records</li> <li>Provider Fraud Policy</li> <li>QRIS Participation and Accreditation</li> <li>Proof of Liability Coverage</li> </ul>	<ul style="list-style-type: none"> <li>W-9 Form (The name provided on the Form W-9 must match the name as it appears on the Social Security card)</li> <li>Signed Social Security Card</li> <li>Valid CA ID or Driver License</li> <li>Provider's Utility Bill (Gas, Water, Electricity) or proof of address</li> <li>Declaration of Exemption from Trust Line Registration and Health and Safety Self-Certification form</li> <li>TB Test Results (if positive TB results, Chest X-Rays results are required)</li> <li>Birth Record(s) to prove relationship to child</li> <li>Instructions for Completing the Attendance Records</li> <li>Provider Fraud Policy</li> </ul>
Licensed-Exempt Provider (non-related): Family, Friend, or Neighbor	In-Home Care Providers (Related and non-related)
<ul style="list-style-type: none"> <li>Provider Contact Information</li> <li>Social Security Card W-9 Form</li> <li>Copy of Tax Identification</li> <li>Valid CA ID or Driver's license</li> <li>Health and Safety Facility Checklist</li> <li>Health and Safety Self-Certification (CCP4)</li> <li>Trust line registered &amp; cleared</li> <li>Trust line Registry Criminal Record Statement</li> <li>Proof of Tuberculosis (TB) Clearance</li> <li>Instructions for Completing the Attendance Records</li> <li>Provider Fraud Policy</li> </ul>	<ul style="list-style-type: none"> <li>Additional Form required: ST1-22 In-Home Affidavit</li> </ul>



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## FAMILY CHILD CARE HOME LIABILITY COVERAGE REQUIREMENTS

All licensed family child care homes must choose one of the following ways to meet the requirement with respect to liability coverage:

1. **Liability Insurance:** Purchase a liability insurance policy covering injury to clients and guests in the amount of at least one hundred thousand dollars (\$100,000) per occurrence and three hundred thousand dollars (\$300,000) in total annual aggregate coverage. OR
2. **Bond:** Purchase a bond in the aggregate amount of three hundred thousand dollars (\$300,000). OR
3. **Affidavits:** Maintain a file of affidavits signed by each parent or authorized representative of every child enrolled in the home, with the affidavits stating that the parent or authorized representative has been informed that the family child care home does not have liability insurance or a bond.

If the provider does not own the facility being used as a family child care home, the affidavit must also state that the parent or authorized representative has been informed that any liability insurance of the owner of the property or the homeowners' association may not provide coverage for losses arising out of, or in connection with, the operation of the family child care home, except to the extent the losses are caused by, or result from, an act or omission by the owner of the property or the homeowners' association for which they would otherwise be liable under the law.

## MULTIPLE PROVIDERS

Drew CDC will honor multiple providers when the primary provider is unable to accommodate the certified need for child care. If a child's certified hours of care can be accommodated by one provider, then multiple providers cannot be used. Multiple exempt providers must provide documentation as to why the exempt provider cannot meet the family's total need.

Written documentation must be submitted and approved by a Drew CDC representative prior to beginning services. Participants may use multiple providers when they elect to enroll their child in a licensed early learning & care program for a half day and use a different provider for the remaining hours. **Drew CDC will not pay multiple providers for the same portion of a child's certified need.**

## ALTERNATE PROVIDERS

Alternate Providers may be reimbursed for:

1. Time that services are provided when the regular provider has a paid day of non-operation, and the parent has to obtain an alternate provider to meet the certified need for child care. Payment to an alternate provider when the regular provider has a paid day of non-operation will be limited to ten days per child per fiscal year.
2. Time that child care services are provided by an eligible alternate provider when the child is ill, and the parent has to obtain care from an eligible alternate provider. When the child is ill, payment to an alternate provider will be limited to a maximum of ten days per child per fiscal year. Drew CDC will reimburse an alternate provider in excess of ten days per year based on the illness of the child if the parent provides a physician verification.



## IN-HOME CARE

Drew CDC will ensure that, for license-exempt individuals providing child care and development program services in the home of the child, the sum of the subsidy reimbursement, the family fee, and any additional parent co-payment is equal to or greater than the applicable state or local minimum wage. At the time that a child(ren) is enrolled or at re-certification, Drew CDC will ensure the minimum wage requirement is met through one of the following:

Parents authorize in-home license-exempt care for families if the parent signs a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home license exempt provider and acknowledge they are responsible for complying with any applicable federal and state employment laws.

## PROVIDER RATE CHANGES

Changes in rates must be requested in writing. The request must include the following:

1. The facility's policies/contracts with the rates integrated/incorporated in them (blank contracts will not be accepted).
2. Any change request must include a statement signed by the provider confirming that the rates charged for any subsidized child are equal to the rates charged for a non-subsidized child.

The effective date of the rate change is based on the day the request is received.

1. The first of the following month if a change request is received by the 5<sup>th</sup> of the month.
2. The first of the second month if the request is received after the 5<sup>th</sup> of the month.

## CO-PAYMENT

The program will pay the provider for the cost of child care services based on the most current Regional Market Rate Survey of the California Department of Social Services. If the provider's rate is higher than the RMR, the difference results in a co-payment. The co-payment is the sole responsibility of the parent/guardian to the provider.



## ATTENDANCE RECORDS

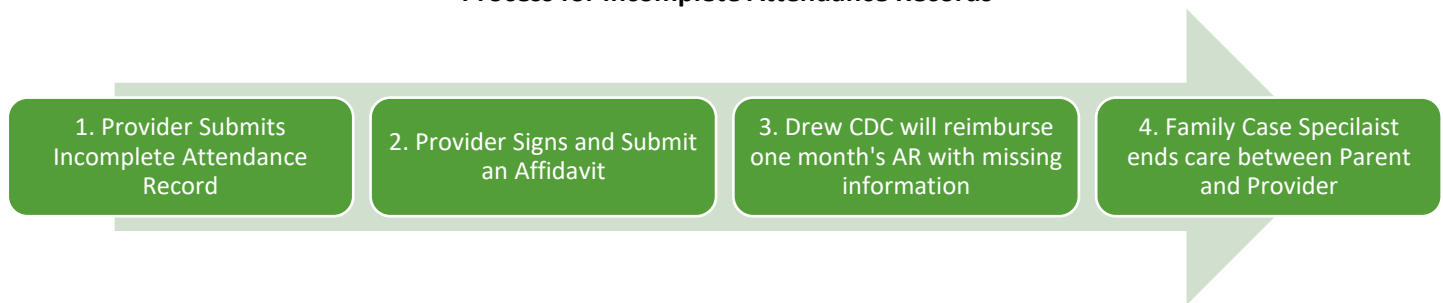
Providers receive a monthly Attendance Record for the parent to sign each day when the child is taken to and picked up from child care.

Each attendance log/invoice must contain the following four (4) elements:

1. The Name of the child receiving services
2. The actual time of arrival and departure of the child for each day of care recorded on a daily basis (time must be recorded immediately upon arrival and immediately upon departure).
3. The specific date(s) services were provided.
4. Signatures of the provider and the parent at the end of each month, attesting under penalty of perjury that the information provided on the attendance log/invoice is true and accurate.

Attendance records received that are missing any of the required elements listed above will be considered incomplete, placed on hold, and will **NOT** be processed until the parent and/or provider complete an affidavit, under penalty of perjury, clarifying the incomplete and/or missing information. Drew CDC will only reimburse the provider for the first month's Attendance Record that has missing information. It is the Provider's responsibility to notify Drew CDC immediately if a parent refuses or is unable to sign the Attendance Records. Upon reimbursement of the timesheet, the care authorization between the parent and provider may be terminated if an incomplete Attendance Record is reimbursed.

### Process for Incomplete Attendance Records



Attendance records are due on the 5th of the month following the month of service. If the 5<sup>th</sup> falls on a weekend or holiday, the attendance records will be due the next business day **after** the 5<sup>th</sup> of the month, during Drew Child Development Corporation (DREW's) hours of operation. Drew CDC's payment fiscal year begins on July 1st of every year and ends on June 30<sup>th</sup> the following year. **All Attendance records for the current fiscal year must be submitted by August 29<sup>th</sup> of each year.**

Attendance records are mailed directly to the provider, prior to the start of each service month. In the event that an attendance record is not received before the 1st of the month, the provider **MUST** call Drew no later than the first business day of the month to request the attendance record that was not received.

All changes to the certified days and hours of care and/or reimbursement rate will be communicated through a Notice of Action and a Child Care Certificate.

### Attendance Records can be mailed or dropped off at:

Drew Child Development Corporation  
1770 E 118<sup>th</sup> Street  
Los Angeles, California 90059

**(Reminder: Attendance Records are to be completed daily.)**

## PAYMENT SCHEDULE

An attendance record for approved child care services is due to Drew CDC by 5:00 pm (the close of business) on the 5<sup>th</sup> of each month, following the month being claimed. \*When the 5<sup>th</sup> or 15<sup>th</sup> of the month falls on the weekend or holiday, the due date is extended to the following business day. Drew CDC will reimburse child care providers either via a check, pay card or by direct deposit.

**Drew CDC will reimburse child care providers within 21 calendar days after the Provider submits a complete monthly attendance record or invoice.**

If a provider submits attendance records or invoices for multiple children and not all individual records or invoices within the submission are adequate, payments will not be withheld for those records or invoices that include adequate information to process payment.

If Drew CDC is unable to make payment within 21 calendar days due to extenuating circumstances, the impacted providers will be notified within a reasonable timeframe from when Drew CDC becomes aware of the circumstance causing the delay of reimbursement payment. Extenuating circumstances include, but are not limited to, an emergency or payment system malfunction.

**In order to ensure prompt reimbursement for services provided, attendance records must be submitted monthly in a timely manner.**

## PROCESS FOR CHILDCARE UNDERPAYMENTS OR OVERPAYMENTS

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

If a Provider identifies an overpayment or underpayment, please contact Drew CDC's Payment office immediately.

## HOW TO COMPLETE AN ATTENDANCE RECORD

1. The Attendance Forms are considered a legal document. Therefore, it is in your best interest to review entries on a daily basis.
2. Timesheets must be completed in the following manner:
  - a. Complete clearly and in a visible ink only. (The use of PENCIL/ WHITE-OUT are subject to disenrollment.)
  - b. Month and year of claim, child's name, child's age, and parent's name must appear in the upper right section of the form.
  - c. The actual clock time IN and OUT must be recorded on a daily basis by the parent or other authorized person eighteen (18) years of age or older. These entries must be done when dropping off the child(ren) and when picking up the child(ren) from childcare.
    - i. Do not sign for days or hours of care not used. Do not round times of arrival to nearest hour.



- d. Parent's and Provider's full signature must be entered at the bottom section of the Attendance Form on the last day of care for the month being claimed, followed by the date. Payment may be delayed due to the incomplete Attendance Record.
  - i. If the Provider is unable to obtain the parent's signature, or establish contact with the parent for a minimum of 7 consecutive days, the Provider must notify Drew CDC immediately.
3. If a check is lost in the mail, a Stop Payment cannot be requested until seven business days after payment was mailed out.



## CHILD CARE SUBSIDY PROGRAM

### ATTENDANCE RECORD

Child Name	DOB	Attendance Month	Attendance Year
Jane Doe	10/08/23	September	2023

<b>CARE INFORMATION</b>	
Provider: DREW KIDZ CARE INC (1234)	Parent: JANE DOE (12345)
<b>Non-School: Approval Schedule</b> Max Hours: 30.00 Sunday Monday Tuesday Wednesday Thursday Friday Saturday	<b>School: Approval Schedule</b> Max Hours: 30.00 Sunday Monday Tuesday Wednesday Thursday Friday Saturday
<b>FAMILY FEE CERTIFICATION &amp; RECEIPT</b> (Please complete this section ONLY if Family Fees Apply)	
Part Time Fee: \$ 0.00 (Please check one box)	Full Time Fee: \$ 0.00
A. <input type="checkbox"/> All Family Fees have been paid AND/OR a payment plan is in place between parent and provider. Amount Collected: \$ _____	Parent Signature & Date
B. <input type="checkbox"/> Family Fees HAVE NOT been paid AND I DO NOT have a payment plan with this parent. Outstanding Balance Due: \$ _____	Provider Signature & Date
<b>ATTENDANCE SIGN IN/OUT</b> (See reverse for attendance record instructions)	

Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Time In (AM/PM)	Time Out (AM/PM)	Comments	Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Time In (AM/PM)	Time Out (AM/PM)	Comments
Sep 1	Fri						Sep 16	Sat					
Sep 2	Sat						Sep 17	Sun					
Sep 3	Sun						Sep 18	Mon					
Sep 4	Mon						Sep 19	Tue					
Sep 5	Tue						Sep 20	Wed					
Sep 6	Wed						Sep 21	Thu					
Sep 7	Thu						Sep 22	Fri					
Sep 8	Fri						Sep 23	Sat					
Sep 9	Sat						Sep 24	Sun					
Sep 10	Sun						Sep 25	Mon					
Sep 11	Mon						Sep 26	Tue					
Sep 12	Tue						Sep 27	Wed					
Sep 13	Wed						Sep 28	Thu					
Sep 14	Thu						Sep 29	Fri					
Sep 15	Fri						Sep 30	Sat					

<b>PROVIDER BILLING/INVOICING</b>	
Total amount billed by provider for this period (do not deduct family fees):	\$ _____
Total Registration fee amount expected:	\$ _____
<b>ATTENDANCE CERTIFICATION</b>	
I certify under penalty of perjury that child care services as recorded on this attendance record have been provided.	
Parent Full Signature: _____	Date: _____
Provider Full Signature: _____	Date: _____

[CLAIM\_0343]Drew Child Development Corporation • 1770 E 118<sup>th</sup> St • Los Angeles, CA 90059 • 310-609-3885 • www.drewcdc.org Revised 4/23

### ABSENCES

DATE	REASON (‘illness’ or ‘sick’ are not acceptable)	PARENT’S SIGNATURE

#### INSTRUCTIONS TO COMPLETE ATTENDANCE RECORD

- 1 The Attendance Forms are considered a legal document. Therefore, it is in your best interest to review entries on a daily basis. Timesheets must be completed in the following manner:
  - A Complete clearly and in a visible ink only. (The use of PENCIL/ WHITE-OUT are subject to disenrollment.)
  - B Month and year of claim, child’s age and parent’s name must appear in the upper right section of the form.
  - C The actual clock time IN and OUT must be recorded on a daily basis by the parent or other authorized person eighteen (18) years of age or older. These entries must be done when dropping off the child(ren) and when picking up the child(ren) from childcare.  
**Do not sign for days or hours of care not used. Do not round times of arrival to nearest hour.**
  - D Parent’s and Provider’s full signature must be entered at the bottom section of the Attendance Form on the last day of care for the month being claimed, followed by the date. Payment may be delayed due to incomplete form.
- 2 **On-time Attendance Forms** are due in our office prior to closing by the **5th** of each month, following the month being claimed. When the 5th of the month lands on a weekend or holiday, due date is extended to the following business day.
- 3 Attendance Forms are considered **late** if they are received **after the 5th of the month but before the 15th of the month**.
- 4 Any timesheets received after the 15th will roll over to the following month’s pay period.
- 5 If a check is lost in the mail, a Stop Payment cannot be made until seven (7) business days after payment was mailed out.

TOTAL HOURS OF CARE	_____ X	HOURLY PAY	\$ _____	=	\$ _____
TOTAL DAYS OF CARE	_____ X	DAILY PAY	\$ _____	=	\$ _____
TOTAL WEEKS OF CARE	_____ X	WEEKLY PAY	\$ _____	=	\$ _____
TOTAL MONTHS OF CARE	_____ X	MONTHLY PAY	\$ _____	=	\$ _____

TIMESHEET PROCESSED BY (Initials) / DATE

## ATTENDANCE POLICY

Children are expected to attend child care based on their certified schedule determined at certification, recertification & when a participant voluntarily requests to change their service level. A family may be disenrolled from the program for abandonment of care. Parents may voluntarily request to change their child's service level (See Right to Voluntarily Report Changes).

Parents are required to know their currently approved/certified days and hours of care and **Notify Enrollment Specialist** in advance if family needs to request a change in their service level or will have a gap in services during their certification period.

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

**Excused absences** are acceptable, and the parent must write the specific reason for the absence on the back of the attendance records or in the comment section in the front (Drew will not track the absences for reimbursement purpose). Below are examples for excused absences:

Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine

Appointment of child or parent/guardian, which includes doctor, dentist, mental health, counseling or therapy

Family emergency for unplanned situations of a temporary nature including court appearance, death, accident, hospitalization of a family member, no transportation, illness of sibling or due to sheltering in-place

Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)

## GAP IN SERVICES

Participants may request a temporary gap in service if their child(ren) will not be in care for a time period during their certification.

1. Reserves family's spot on the program
2. Limited to 12 consecutive weeks and cannot extend beyond the end of the certification period
3. Except for emergency situations, request for gap in services must be submitted through a Request to Change Service Level form at least two weeks prior
4. Child care reimbursements will not be made during a gap in services

## TEMPORARY ABSENCE POLICY AND CONTINUITY OF SERVICES

Upon transfer, initial certification, or recertification, the child(ren) will be considered eligible and will receive services at least at the same level approved, regardless of a temporary change in the ongoing status of the child's parent. A parent's requested temporary change may include:

1. Any time-limited absence from work for an employed parent due to reasons such as the need to care for a family member or an illness.
2. Any interruption in work for a seasonal worker who is not working between regular industry work seasons.
3. Any student holiday or break for a parent participating in training or education.
4. Any reduction in work, training, or education hours, if the parent is still working or attending training or education.
5. Any other cessation of work or attendance at a training or education program that does not exceed three months, or a longer period established by the Lead Agency.
6. Any change in age, including turning 13 years old during the eligibility period; and
7. Any change in residency within the state.

To promote the continuity of childcare and development services, a family that no longer meets a particular program's income, eligibility or need criteria may have their services continued if Drew CDC is able to transfer that family's enrollment to another program for which the family continues to be eligible prior to the date of disenrollment of services. The transfer of enrollment may be to another program within the same contracting agency or to another agency that administers state or federally funded childcare and development programs.

## ABANDONMENT OF CARE

When the family has not been in communication with the provider for seven consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider will notify Drew CDC.

After receiving notification from the Provider, Drew CDC will attempt to contact the parent. If the parent is not responsive for 30 consecutive calendar days, Drew CDC will send the family a Notice of Action to disenroll services.



## PROVIDER OPERATIONS

### Licensed Providers:

Many providers have identified days when their business is closed for holidays, vacations, or other various reasons. These days are called Provider Days of Non-Operation, known as DNOs. AP can reimburse providers up to 10 DNOs per fiscal year if the provider submits a copy of their Parent/Provider Agreement/Policies/Rates stating what the expectations are. In addition, reimbursement for DNOs will be made only if the DNO falls on one of the child's certified days.

1. Licensed Providers Are allowed ten Days of Non-Operation per child, per fiscal year (July 1<sup>st</sup> to June 30<sup>th</sup>)
2. After the 10<sup>th</sup> day of Non-Operation is used, the provider will not be reimbursed for any additional days



3. If the ten (10) Non-Operations day policy is not in the provider’s contract, the provider will not be reimbursed for payment
4. The provider must also provide days of operations along with all applicable rates.

**Licensed Exempt Providers:** Drew CDC will not pay licensed-exempt providers for federal holidays.

## REIMBURSEMENTS

Reimbursement is currently based on the family’s certified need for services rather than attendance. Reimbursement to the provider will be based on the current Notice of Action/Child Care Certificate.

Drew CDC Subsidy Programs will reimburse providers for child care services provided to eligible families enrolled in the program and according to the contracted child care hours and rates.

Upon receipt of an attendance record or invoice, Drew CDC will send payment to the provider within 21 days of receiving the attendance record.

Drew CDC will reimburse providers for services that are consistent with the Certificate of Enrollment issued based on certified need for care of the parent. Reimbursement is determined to be the amount that is the lesser between the Provider’s requested rate and the RMR ceiling.

For School-age children, Drew CDC will only reimburse for care that is during non-school hours when a child is enrolled & participating in in-person instruction and when a child is participating in distance learning and in person instruction is not available.

### Effective January 1, 2022

#### Child Care Centers for Los Angeles County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	100.01	406.72	1,688.28	19.46	277.58	1,114.98
2 through 5 Years	73.99	309.93	1,253.26	14.11	227.58	793.85
School Age	59.82	277.15	1,001.50	11.45	139.94	501.85

#### Family Child Care Homes for Los Angeles County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	61.31	275.79	1,122.20	13.14	188.51	752.59
2 through 5 Years	55.69	245.28	1,006.20	12.28	178.27	690.52
School Age	43.95	182.67	752.63	10.30	142.51	555.69

#### TrustLined/Relative for Los Angeles County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	42.91	193.06	785.54	9.20	131.96	526.81
2 through 5 Years	38.98	171.69	704.34	8.59	124.79	483.36
School Age	30.76	127.87	526.84	7.21	99.76	388.98

## REIMBURSEMENT RATES

	Less than 25 Hours Weekly	25 + Hours Weekly	52.5 + Hours Weekly
<b>Hourly Rate</b>	Hourly rate may apply for: <ul style="list-style-type: none"> <li>Less than 25 hours per week, and</li> <li>Less than 6 hours on any given day</li> </ul>	Does not qualify	Hourly rate may apply when fees are not covered by full-time weekly or monthly rates Cannot exceed full-time weekly/monthly rate Only applies when 1 provider is used
<b>Daily Rate</b>	<u>Daily</u> rate may apply for 6 hours or more per day. Note that a daily rate cannot exceed 14 days per month AND cannot exceed the full-time monthly ceiling.		
	Less than 25 Hours Weekly	25 + Hours Weekly	52.5 + Hours Weekly
<b>Weekly Rate</b>	Part-time weekly applies for less than 25 hours per week	Full-time weekly applies for 25 hours or more per week	Use hourly rate for fees not covered by full-time weekly rates, not to exceed another full-time weekly rate
	Less than 25 Hours Weekly	25 + Hours Weekly	52.5 + Hours Weekly
<b>Monthly Rate</b>	Part-time monthly applies for: <ul style="list-style-type: none"> <li>Less than 25 hours per week &amp; need occurs every week in the month; or</li> <li>Averages less than 25 hours per week &amp; need occurs every week in month (Divide total hours by 4.33)</li> </ul>	Full-time monthly applies for: <ul style="list-style-type: none"> <li>25 hours or more per week &amp; need occurs every week in the month; or</li> <li>Averages 25 hours or more per week &amp; need occurs every week in month (Divide total hours by 4.33)</li> </ul>	Use hourly rate for fees not covered by full-time monthly rates, not to exceed another full-time monthly rate

## ADJUSTMENTS FOR EVENINGS AND/OR WEEKENDS FOR LICENSED PROVIDERS

When a licensed provider meets the certified need for child care that includes hours during the period from 6:00 p.m. to 6:00 a.m. on any day of the week or from 6:00 a.m. Saturday to 6:00 a.m. Monday, Drew CDC will multiply the regional market rate ceiling for the applicable rate category by the appropriate adjustment factor as follows:

- By 1.25 when 50 percent or more of the certified need for child care occurs during this period.
- By 1.125 when at least ten percent, but less than 50 percent of the certified need for child care occurs during this period.
  - Reimbursement to the provider will be the lesser of the amount the provider charges unsubsidized families for the same hours of child care, or the maximum subsidy amount.

## ADJUSTMENTS FOR CHILDREN WITH EXCEPTIONAL NEEDS

When child care and development services are provided to a child with exceptional needs, the Drew CDC will multiply the lesser of the regional market rate ceiling or the rate determined by the agency, whichever is lower, by only one of the following:

- By 1.2, when the child has exceptional needs
- By 1.5, when the child is severely disabled

Drew CDC will apply this adjustment only when there is documentation that additional services and/or accommodations for that particular child are being provided, and such services and/or accommodations that result in an on-going financial impact on the provider.

## ADJUSTMENTS FOR EVENINGS AND/OR WEEKENDS FOR LICENSED PROVIDERS

Licensed providers may receive an adjustment when care exceeds 52.5 hours per week for the portion of the certified need that is not included in the provider's full-time weekly or full-time monthly rate. This is only applicable when it is not included in the license.

## REIMBURSEMENT OPTIONS

Drew CDC offers two electronic payment options to receive payments for providing child care services: **(Note: A paper check will be issued and mailed if either electronic payment options are not preferred, which may take longer to receive)**

### Direct Deposit

1. Payments will be electronically deposited into your bank account
2. Instant access to your account
3. No more waiting for checks to arrive in the mail
4. No more standing in line to cash your check
5. No more lost or stolen checks

### PayCard Benefits (Rapid PayCard)

1. Payments will be electronically deposited into your debit card account
2. A bank account is not required to obtain a debit card
3. No more standing in line to cash checks
4. Use it at ATM's to get cash whenever you need it (restaurants, grocery stores, retail stores, purchase online wherever Debit MasterCard is accepted)
5. You can access funds at banks over the counter

## Internal Revenue Service Filing and Taxes

1. No federal or State taxes will be withheld from the compensation paid to the provider.
2. Drew CDC is required to report all payments in a calendar year to the Internal Revenue Service (IRS) on Form 1099.
3. Drew CDC will mail a copy of the 1099 Form to the provider by January 31<sup>st</sup>.
4. Independent contractors are required by law to file a W-9 form with Drew CDC.
5. Drew CDC does not verify any employment, housing services, financial services, etc. for providers.
6. Providers should contact their tax advisors to find out an approximate dollar amount they may need to set aside for tax purposes.

## NON-REIMBURSEABLE HOURS

Providers may not be reimbursed for:

1. The scheduled instructional minutes of a public educational program available to a school-age child, or a private school in which the child is enrolled and attending.
2. Time when the child is receiving any other child care and development services.
3. Days on which the provider is not open to provide services
4. Provider unavailable to provide services such as when the provider is on vacation, ill, closed for holidays or if the provider elects not to provide services. (This does not include the 10 reimbursable days of non-operation allowed for licensed providers.)
5. Incurred charges due to late pick-up of children.
6. Parents make a change but do not provide AP two weeks' notice prior to the change.
7. There are additional fees not covered in the Certificate for Child Care Services, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum reimbursable amount.



## DEDUCTIONS FOR UNION DUES

Deductions from a Provider's child care subsidy reimbursements may be requested by the Child Care Provider's Union (CCPU) to cover union dues Deductions. The deduction from the subsidy payment may decrease the amount for the following reasons:

1. Membership dues
2. Initiation fees
3. General assessments
4. Payment of any other membership benefit program sponsored by the CCPU

After receiving notification from the CCPU, Drew CDC will implement the deductions on the next pay period after the notification is received from the CCPU.

Drew CDC will rely on the certification from the CCPU requesting the provider deductions to maintain the communicated deduction or reductions.

Providers who wish to cancel deductions or make a change to them, may do so by contacting the CCPU. The CCPU will instruct Drew CDC on the payment deductions. Drew CDC is not authorized to make adjustments unless instructed by the CCPU.

## COMPLAINTS ABOUT CHILD CARE PROVIDERS

Drew CDC accepts complaints from parents, providers, and stakeholders. All complaints will be documented and kept confidential. Complaints alleging serious licensing violations will be referred to Community Care Licensing and the callers will be encouraged to make the complaint directly to the licensing agency. Drew CDC will refer any suspected child abuse report to the Child Abuse Hotline or local law enforcement.

Please be advised that it is the provider's responsibility to notify Drew CDC if he/she is found out of compliance with Community Care Licensing and in violation of any laws regulating or governing child care facilities. Failure to notify Drew CDC immediately or within five days of being found out-of-compliance may result in the disenrollment of the provider contract. The provider will be responsible for submitting all appropriate correspondence from Community Care Licensing. Parents have the right to review, at the provider's home/facility, reports of licensing visits and substantiated complaints against the provider made during the last three years.

### **Anonymous Complaints**

All anonymous complaints regarding parents and/or providers received by Drew CDC will be investigated and reported to Community Care Licensing if the complaint is a health and safety concern.

## DISENROLLMENT OF PROVIDER PARTICIPATION

Drew CDC reserves the right to refuse a provider's participation at the total discretion of the agency, or disenroll a provider's participation in the program. **If a provider is found to have violated Drew CDC's Fraud Policy, Drew CDC will send a 19-day Termination Notice to inform the provider and parent(s) that their agreement will be terminated. The provider will not be permitted to establish an agreement with Drew CDC in the future.**

**Fraud and Misleading Records:** Providers may be disenrolled if attendance records clearly reflect misleading or deceitful information, has been fraudulently completed. Drew CDC will not make payment to a provider if they have information that might include, but is not limited to, the following:

1. The provider was incarcerated during the time claimed to have provided care
2. The provider was out-of-state during the time claimed to have provided care

3. A licensed provider lost their license and was directed to cease providing care but did not.
4. A provider claimed a relationship to the child that would have precluded TrustLine but, in fact, the relationship did not exist, or the provider had been previously TrustLine denied
5. A provider used a false identity
6. A licensed provider refuses or is unable to provide AP with a copy of his/her current child care license, or if at any time the license is suspended or revoked.
7. Provider fails to provide current and correct information regarding child care attendance.
8. Child care situation is deemed detrimental to the health or welfare of a child.
9. Exempt provider is not cleared through TrustLine
10. Falsification or incomplete attendance sheets or invoice.
11. Provider fails to submit required documentation to participate.
12. Threatening, yelling, cussing, or acting unethically towards any staff member.

#### NOTIFICATION OF TEMPORARY SUSPENSION OR LICENSE REVOCATION FROM RESOURCE AND REFERRAL PROGRAM.

When Drew CDC is notified by the Resource and Referral program that a licensed child care facility's license has been temporarily suspended or revoked, Drew CDC will do the following within two business days of receiving the notification:

1. Terminate payment to the licensed childcare facility for services provided as of the effective date of the temporary suspension or license revocation. The facility will be reimbursed for services provided prior to that date.
2. Notify the licensed childcare facility and the parents funded enrolled in the facility in writing that the payment has been terminated and the reason for the termination; and
3. To the extent feasible, provide the notice to the parent in the primary language of the parent.
4. Drew CDC will document action taken and will retain the documentation and make it available to the CDSS upon request.

#### PROVIDER PROBATIONARY STATUS

When the Drew CDC is notified by the Resource and Referral program that a facility has been placed on probation, the Drew CDC will provide, within two business days, written notice to the parents enrolled in the facility that the facility has been placed on probation and that the parents have an option to make different childcare arrangements or may remain with the facility without risk of subsidy payments being terminated.

Drew CDC will document the notification provided and retain the documentation and make it available to the CDSS upon request.

#### NOTIFICATION OF INELIGIBLE STATUS OF A LICENSED-EXEMPT PROVIDER

A license-exempt providers may not continue to receive reimbursement or childcare services when Drew CDC:

1. Is notified by the California Childcare Resource and Referral Network that the provider's TrustLine registration has been revoked; or
2. Receives reliable and documented information that the license-exempt provider has:
  - a. Active or contagious tuberculosis; or
  - b. Been convicted of any crime involving violence against, or abuse or neglect of children.

Upon receipt of any of the documented information above:

1. Drew CDC will terminate reimbursement to the provider for services provided as of the effective date on the Trust Line revocation notice or the date on which Drew CDC received reliable and documented information of active or contagious tuberculosis or of a conviction of any crime involving violence against, or abuse or neglect of, children.
2. The provider will be reimbursed for services provided through the effective day of the Trust Line revocation or the day of receipt of documentation of active or contagious tuberculosis, or a conviction of any crime involving violence against, or abuse or neglect of, children.

Upon receipt of the documented information, Drew CDC will do all the following:

1. Notify in writing both the provider and the parent of the child receiving services that the payment has been denied or terminated, as applicable, and the reasons for the denial or termination; and
2. Refer the parent to the local Resource and Referral Program for assistance with finding a new provider; and
3. Document the action and retain the documentation and make it available to the CDSS upon request. When this action affects the provider of a current CalWORKs cash aided parent, the program will inform the local county welfare department if services cannot be transferred to another provider without a gap in services.

**Disclaimer: This Handbook was developed with the use of State funds provided by the California Department of Social Services, and do not reflect the position or policy of the California Department of Social Services.**



**DREW CDC**  
Every Child's Success  
Strengthens Community

**DREW CDC  
SUBSIDIZED CHILD CARE PROGRAMS  
PARENT AND PROVIDER HANDBOOK RECEIPT**

DREW CDC RESERVES THE RIGHT TO DISENROLL THIS CONTRACT IF EITHER PARTY FAILS TO LIVE UP TO THE RESPONSIBILITIES LISTED HEREIN.

Please initial below

\_\_\_\_ I acknowledge that I have received a copy of the Drew CDC Subsidized Child Care Programs Parent and Provider Handbook.

\_\_\_\_ I agree that it is my responsibility to read this handbook and become familiar with the information in the handbook and to adhere to the policies and procedures described in the handbook.

\_\_\_\_ I understand that if I fail to follow the policies and procedures outlined in the Parent and Provider Handbook, my child care services, and supplemental documents are “at-risk” of being disenrolled.

\_\_\_\_ I understand that Drew CDC may change, remove, or add to any policies or procedures based on changes set forth by the CDSS, ELCD.

\_\_\_\_ I understand that providing any inaccurate or misleading information will result in the disenrollment of child care services.

\_\_\_\_ I further understand that Drew CDC is required to recover costs from me for any child care services provided using fraudulent information or documentation.

SPECIAL NOTE: Contact the agency staff with any questions or concerns that you may have regarding the information provided in this handbook. The program is designed to assist low-income parents with their child care needs. Drew CDC makes every attempt to have clear and consistent policies for all enrolled parents and providers. The program hopes that the relationship with parents and child care providers will be both positive and professional. The staff can be reached Monday through Friday from 8:00 a.m. - 5:00 p.m. by calling (310) 609-3885.

PARTICIPANT'S/PROVIDER'S COPY



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*My signature below certifies that I have received a copy of the Drew CDC Subsidized Child Care Programs Parent and Provider Handbook. As a parent/provider in the program, it is my responsibility to read this handbook and to become familiar with the policies and procedures listed herein.*

\_\_\_\_\_  
**Name** (Please Print)

\_\_\_\_\_  
**Signature** **Date**

**AGENCY'S COPY**