



FAQs for Provider Participation in San Mateo 4Cs' Subsidy Program

HOW DO I BECOME A PROVIDER IN THE 4Cs SUBSIDY PROGRAM?

A child care provider must be requested by a parent in our subsidy program. A family who receives child care subsidies through 4Cs can use the voucher at any child care provider of their choice, as long as they are licensed or legally licensed-exempt.

CAN I BE SET UP AS A PROVIDER IF NO FAMILY REQUESTS ME OR IN ADVANCE OF A FAMILY CHOOSING TO ENROLL IN MY PROGRAM?

No, once a family is chosen by a family and enrolled in our program, a financial agreement is put in place so that we can make subsidy payments directly to you. This cannot be done ahead of time. We need to verify all information and cannot rely on to information from our database or other sources. Please see below for the list of required documents so that you can be ready should a family choose to enroll in your program.

HOW DOES THE PROCESS WORK?

A family is approved, or is receiving, subsidy services from 4Cs know and lets is the child care provider that they like to use care with.

- If the provider is not already receiving subsidy payments from 4Cs, a staff member will reach out to the provider via phone, email or mail to explain how the subsidy program works and to help them get set up.
- Required documents are sent to the provider via email or US mail. (see list below)
- Completed documents are received and reviewed. The provider is approved, or additional information is requested.
- Once approved, a certificate noting approved care and attendance forms are sent to the provider.

WHAT IS REQUIRED TO BECOME A PROVIDER IN THE SUBSIDY PROGRAM?

A provider will be required to submit the following documents:

- Completed W-9
- Proof of taxpayer ID (Social Security Card or EIN letter from the IRS)
- Current government issued ID
- 4Cs Policy Acknowledgements
- 4Cs Accreditation Survey
- Direct Deposit Request (Optional)
- 4Cs Rate Statement
- Proof of relationship (birth certificates or marriage licenses) if requesting exemption from Trustline clearance
- Provider's Child Care License (Licensed providers only)
- Provider's current rates (Licensed providers only)
- Provider's current closure days (Licensed providers only)
- Provider's handbook (as given to parents) (Licensed providers only)
- Other Documents as required.



4Cs of San Mateo County

Child Care Coordinating Council

HOW LONG DOES THE PROCESS TAKE? WHAT CAN SLOW DOWN THE PROCESS?

Not submitting documents or incomplete or unsigned documents will need to be resubmitted. Trustline clearance may take weeks or months and 4Cs is unable to activate a provider without this if required.

I AM ALREADY IN 4Cs' DATABASE, WHY CAN'T I TAKE CHILDREN?

You may be in 4Cs R & R database for child care referrals to families but this is different than being set up in our subsidy database in order to receive subsidy payments.

I WAS A PROVIDER IN THE SUBSIDY PROGRAM YEARS AGO. CAN YOU JUST REACTIVATE ME?

Inactive provider files are kept for 3 years. If you have not been an active provider for more than 3 years, you will need to resubmit the documents listed above.

WILL 4Cs REFER FAMILIES TO MY PROGRAM?

4Cs Resource and Referral Department provides families with a list of child care providers that meet family's chosen criteria. It is the right of each family to utilize the provider of their choice and 4Cs cannot show preferable treatment towards any provider(s) over any other provider(s).

HOW CAN I GET ON 4Cs REFERRAL LIST SO FAMILIES CAN RECEIVE INFORMATION ABOUT MY PROGRAM?

Our Resource and Referral (R&R) staff are available to assist you, and can help you to get on our referral list of providers for families. 4Cs R&R staff are available Monday to Friday from 9:00 a.m. – 4:00 p.m. at (650) 517-1460 and (650) 517-1461 (Español). Or via email at "4Cs Resource & Referral" 4csresourceandreferral@sanmateo4cs.org.