



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 their voucher at any child care provider they choose, as long as they are licensed or legally licensed-exempt.

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

No, once a provider is chosen by a family and enrolled in our program, an agreement is put in place to allow for subsidy payments to be made directly to you. The information used for this agreement must be current, therefore it cannot be done ahead of time. Please be aware that our Resource & Referral database is separate and cannot be used for this purpose.

HOW DOES THE PROCESS WORK?

When a family is approved for services from 4Cs, they select the child care provider they would like to use. 4Cs will reach out to the provider to explain the program and start the setup process. Please see below for the steps to becoming a provider in our program and a list of required documents so that you can be prepared should a family choose to enroll in your program.

- A 4Cs Payment Coordinator will reach out to the provider via phone, email or mail to explain how the subsidy program works and to initiate the setup process.
- Required documents and information request are sent to the provider via email or US mail.(see list below)
- Completed documents are received and reviewed. The provider is either 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?

Below is a list of required documents. Additional documents may be required:

- Completed W-9
- Proof of taxpayer ID (Social Security Card or EIN letter from the IRS)
- Current government issued ID (Non licensed providers only)
- 4Cs Policy Acknowledgements
- 4Cs Accreditation Survey & Independent Contractor Acknowledgement
- Direct Deposit Request (Optional)
- 4Cs signed Rate Statement
- Proof of relationship (birth certificates or marriage licenses) if requesting exemption from Trustline clearance
- Trustline Clearance(If Required)
- 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 submitting incomplete or unsigned documents which 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 a different database which does not have all the required information needed to participate in the subsidy program

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. If you have been active recently, you will be asked to verify that the information we have is still current and required to update it if necessary.

WILL 4Cs REFER FAMILIES TO MY PROGRAM?

4Cs Resource and Referral Department provides families with a list of child care providers that meet a family's chosen criteria. It is the right of each family to utilize the provider of their choice and 4Cs cannot show preferential 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.