



ALTERNATIVE PAYMENT PROGRAM PARENT HANDBOOK

SEPTEMBER 2024



Contents

- About 4Cs and the Alternative Payment Program 4**
 - About Child Care Coordinating Council (4Cs)4
 - About the Alternative Payment Program 5
 - Basic Principles of the Alternative Payment Program 5
 - Admission Options 6
 - Income Eligibility, Family Fees and Need Standards..... 7
- Program Rules and Policies for Parents 11**
 - Certification and Recertification 11
 - Notification of Changes 12
 - Timely Submission of Requested Documentation or Information 12
 - Application Updates and Changes to Services 12
 - Selection of an Eligible Provider 13
 - Use of Authorized Services 13
 - Absence and Abandonment of Care Policy 13
 - Tracking Child Care Attendance 15
 - Attendance Form Error Policy 15
 - Advance Payment of Family Fees 15
 - Reasons for Termination, Discontinuance, or Denial of Services 16
 - Fraud and False or Misleading Information Policy 16
 - Client and Visitor Conduct Policy 18
 - 4Cs Customer Service Commitment 19
- Provider Eligibility Guidelines and Policies 24**
 - Talking to a Potential Provider About the Subsidy Program 24
 - Notifying 4Cs of a Provider Selection and When Reimbursable Care May Begin 25
 - 4Cs Criteria for Determining Provider Eligibility 26
 - Resources for Finding the Right Provider 29
 - Events that Affect Provider Eligibility 31
 - Parent Complaints About Child Care Providers 32
- Reimbursement Information 34**

Understanding, Tracking and Calculating a Subsidy.....	34
How to Pay Family Fees	37
Attendance Forms: Record of Services Used	39
Methods of Reimbursement, Monthly Statements, and Annual Reporting of Reimbursements To The IRS	43
Important Reminders for Parents About Communication with Providers.....	45
Appendix.....	47
Application Process and What to Bring to a Certification Meeting.....	47
State Rules on Calculating Income Eligibility, Family Size and Family Fees	48
State Rules & Documentation Required to Certify Need for Services.....	53
State Rules and Documentation Required to Certify Services Based on Child Protective Services (CPS) and “At-Risk” Referrals	58
State Rules and Documentation Required to Certify Services for Children with Special or Exceptional Needs	60
How to Appeal Termination or Other Change in Services	61
Uniform Complaint Procedures for Alleged Violations of Law	63



About 4Cs and the Alternative Payment Program

About Child Care Coordinating Council (4Cs)

Since incorporating as a nonprofit in 1972, 4Cs has been a trusted resource to help parents living and working in San Mateo County find and pay for child care and preschool and to grow as parents. We are also a one-stop shop for our county's 1,000 licensed child care providers and preschool programs, investing in the field's professional development and helping improve program quality through a variety of programs and services. 4Cs mission is to connect and empower families, educators, and child care providers with resources today for a stronger San Mateo County tomorrow.

4Cs has three primary focus areas:

- 1. Family support:** through counseling for parents about child care and preschool options, free referrals to licensed child care, strengthening families considered at-risk, assisting working families in paying for child care, and providing free and low-cost parenting education opportunities;
- 2. Quality child care and preschool:** increasing the quality and expanding the supply of child care and preschool programs, promoting the professional development of the child care workforce, fostering child care inclusion for children with special needs, and providing ongoing support and assistance to child care providers;
- 3. Health and child development:** training for child care providers and parents in child development,



4Cs mission is to connect and empower families, educators, and child care providers with resources today for a stronger San Mateo County tomorrow.

nutrition and health, developmental screenings and referrals for children 0–5, and educating families and providers on key health issues.

4Cs is the only Child Care Resource and Referral Agency in San Mateo County and we are the primary organization in the County working with and relating to all parts of the child care delivery system, including: families, child care providers, businesses, and policy makers. 4Cs has always been a leader in initiatives related to children, families, and child care. 4Cs is an active partner in every major county collaborative affecting the education and care of young children.

About the Alternative Payment Program

The Alternative Payment Program provides child care subsidies to low income families who are working, looking for work, or engaged in work-related training. The program also supports families who need respite child care as a part of a child protective services plan, a plan to avoid child abuse or neglect, or because the parent(s) is/are medically incapacitated from caring for their child(ren) for some part of the day.

The program is funded and regulated by the California Department of Social Services (CDSS). It is also subject to legislative mandates and program rules set forth in the California Education Code and the California Code of Regulations Title 5, the California Department of Social Services' Welfare and Institutions Code (WIC), as well as to all other applicable State and Federal laws. 4Cs is required to set reasonable Board-approved policies that ensure compliance with all applicable laws and regulations, as well as help parents find child care and other resources, prohibit discrimination, and prevent fraud. This handbook describes principles, standards, and rules that 4Cs uses to guide parents through the Alternative Payment Program application and procedures.

Policies or rules may be subject to change upon passage or revision of State law or as a result of clarifying instructions from CDSS. Parents and providers will receive notice of such changes in writing and will have an opportunity to ask questions and learn about how to comply within a reasonable timeframe.

Basic Principles of The Alternative Payment Program

4Cs' Alternative Payment Program is mandated by the State to operate on the following guiding principles:


Confidentiality Of Services

The use or disclosure of any information maintained in the basic data file concerning providers, parents, or their families is limited to purposes directly connected with the administration of 4Cs' subsidy program. Examples of administrative requirements to share information include, but are not limited to, data reporting to funders, reasonable inquiries to third parties by 4Cs staff that help confirm parent or provider eligibility and/or [prevent fraud](#), and incident reports of confirmed child endangerment witnessed by 4Cs staff. No other use of this information will be made without the parent's prior written consent unless it is ordered or subpoenaed by a court of law. Each parent will be permitted access to the information in their file related to themselves only (unless otherwise court-ordered) upon advanced written request to review it at a reasonable time and place.

State Admission and Eligibility Standards; Non-discrimination


To be eligible for subsidized child care services, families must be living or working in the State of California, meet State income eligibility and need standards, and enter the program either as a qualified CalWORKs recipient or upon selection from San Mateo County's prioritized eligibility list. 4Cs provides services without regard to race, color, ancestry, religion, sex, national origin, ethnic group identification, age, marital status, sexual orientation, gender, mental or physical disability, pregnancy, childbirth, or medical conditions as defined by State law, or any other legally protected status.

4Cs welcomes the enrollment of children with disabilities and other special needs and will work with parents, child care providers, health, education and child development professionals to maximize access to our programs within the State regulatory framework.

 [Click here for more information for families with children with special needs.](#)

Admission Options

Immediate Services: Recent CalWORKs Cash Aid Recipients: Former cash aid recipients whose cash aid benefit has been discontinued within the last twenty-four (24) months may be eligible for immediate subsidized child care services through 4Cs if they are income eligible and have need. Current or former CalWORKs recipients should contact their County Welfare caseworker to find out if they qualify for transfer or referral to 4Cs.

 [For additional information on how a CalWORKs family enters the Child Care Coordinating Council program, click here.](#)

The 4Cs Eligibility List: Families who have never received CalWORKs cash aid or whose CalWORKs cash aid was discontinued more than 2 years ago must apply for services through the 4Cs Eligibility List. Families must live, work, or go to school in San Mateo County to apply for the eligibility list. Families who are listed on the eligibility list are offered an opportunity to enroll in priority order.

1. **First priority for enrollment:** 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.
2. **Second priority for enrollment:** Income-eligible families who have the lowest gross monthly income in relation to family size receiving the highest priority. If two or more families are in the same priority in relation to income, the family that has a child with exceptional needs shall be admitted first. If there is no family of the same priority with a child with exceptional needs, the family of the same priority in which the primary home language is a language other than English shall be admitted first. If there is no family of the same priority in which the primary home language is a language other than English, the family of the same priority that has been on the eligibility list for the longest time shall be admitted first.




For additional information on how a family on the Centralized Eligibility List enters the Child Care Coordinating Council program, click here.


Income Eligibility, Family Fees and Need Standards

Income Eligibility:

Income eligibility standards are set by the State of California through the State Median Income (SMI) Scale. All families except those who are receiving or who are at risk of receiving Child Protective Services must be at or below the 85th percentile of SMI for their family size at the time of admission to be approved for child care services. Once a family is enrolled (including those families transferred from another agency) they must remain at or below the 85th percentile of the SMI to remain eligible.


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
\$6,595	\$7,472	\$8,712	\$10,106	\$11,500	\$11,761	\$12,023

 Click here for detailed information on how 4Cs determines gross monthly income and family size.

 Click here for additional information on services for families receiving, or at risk of receiving, Child Protective Services, and the documentation required for this eligibility.

Family Fee Requirements:

In order to receive subsidized child care services, all eligible families whose income is at or above the 75th percentile of the SMI must pay part of their subsidized amount through a daily family fee in order to receive subsidized child care services. This includes families with children who are receiving Child Protective Services or are at risk of child abuse or neglect. Family fees are assessed at initial enrollment and recertifications, and families may request a re-assessment of their family fees to get them reduced or eliminated. Please go to www.sanmateo4Cs.org to see the family fee rates currently in effect based on gross monthly income and family size.

 Click here for detailed information on how family fees are assessed and paid.

Need for Services:

All parents in the household of an income-eligible family must also meet State criteria for need that precludes them from the care and supervision of their child(ren) for some part of the day. Child care subsidies are available for children under the age of 13 to the extent the eligible parent(s) or guardian has at least one documented and verified need for services as defined by the State (listed below) and the child is not otherwise in school or under the care of another parent or responsible adult. Children with special needs may be eligible for services beyond age 13; [click here for more information on services for children with special needs.](#)

TYPES OF NEED THAT QUALIFY FOR SERVICES		
QUALIFYING NEED TYPE	HOURS OF CHILD CARE ELIGIBLE FOR SUBSIDY	DETAILED INFO
Employment or self-employment	Hours of work verified through documentation plus qualified travel and/or sleep time.	Pg. 51
Seeking employment	No less than 12 months of child care with a maximum of 32.5 hours/week. Families enrolled in	Pg. 52

TYPES OF NEED THAT QUALIFY FOR SERVICES

QUALIFYING NEED TYPE	HOURS OF CHILD CARE ELIGIBLE FOR SUBSIDY	DETAILED INFO
	the CAPP would receive 24 months of child care for seeking employment.	
Career or job-related training	Hours of instruction verified through documentation plus qualified travel and study time, up to 6 years from date of first access if academic performance requirements defined by CDSS are achieved.	Pg. 53
Parental incapacitation to care for their child for some part of the day	Hours requested in writing on an incapacitation form completed by a medically qualified licensed professional not to exceed 50 hours maximum/week.	Pg. 54
Seeking permanent housing	No less than 12 months of child care with a maximum of 32.5 hours/week. Families enrolled in the CAPP would receive 24 months of child care for seeking permanent housing.	Pg. 54
Temporary suspension of service once enrolled in the program	Only available for families already enrolled based on other criteria above. Not available at the time of admission. Up to 3 consecutive months per fiscal year (July to June); up to 4 consecutive months per fiscal year due to medical leave or family leave from employment.	Pg. 55

Parent Choice Among a Variety of Provider Types

Parent choice means that parents have both the right and the responsibility to select an eligible child care provider among a variety of possible settings that best suits the needs of the family. Types of allowable providers include center-based care (licensed and license-exempt), family child care homes (including licensed and license-exempt), and in-home child care.

In order for a child care provider to be eligible to receive reimbursements through this program, the provider must meet licensing, background check, and other requirements established by State regulations. Provider eligibility is also subject to certain restrictions set by 4Cs as best practices to prevent fraud and ensure program integrity. [Please refer to the Provider Eligibility Guideline and Policies for more details.](#)

If a parent selects an in-home child care provider, the parent must submit a parental self-attestation form to acknowledge that they are assuming employer responsibilities for the in-

home license-exempt child care provider and that they are responsible for complying with any applicable federal and state employment laws. 4Cs is not responsible for or required to provide technical assistance to help parents meet fair labor standards and applicable state and federal employment laws.



Click here for more information on how to employ an in-home provider.

Equal Access to the Marketplace, State Reimbursement Limits, & Co-pays

Market-based reimbursement ceilings mean that 4Cs may reimburse eligible child care providers only up to limits set by the State. These limits (Regional Market Rate Ceilings) are designed by the State to cover most child care costs in San Mateo County during the year the rates were surveyed. Unfortunately, while 4Cs can reimburse up to these limits, 4Cs cannot guarantee that all child care services will be reimbursed at the maximum amount each month, because State regulations also require deductions for certain days depending on how the provider operates or how each parent has documented their need for service and/or attendance. Almost every parent who receives a subsidy from 4Cs will be required to pay for at least some of their own costs for some of the time through a co-pay.

Furthermore, State reimbursement ceilings are subject to legislation that does not always reflect the most recent survey of rates in San Mateo County. Providers may charge rates that are higher than the State ceilings or charge for certain days that are not reimbursable because of program rules. In these cases, parents must review the family budget and must coordinate with their provider to pay such costs themselves prior to using the provider's services. [4Cs' reimbursement policy can be found here.](#)

Parent Responsibility for Hiring and Managing Their Provider

Parents are responsible for understanding subsidy program rules, hiring their provider, and managing their ongoing services through healthy communication. Parents are required to understand their provider's charges/rates relative to the limits of their subsidy as well as for following any terms or conditions the provider may have for using their services (including but not limited to paying for security deposits, provider vacations, or notice penalties.) The Alternative Payment Program is intended to be a benefit to parents and families and is not intended as a benefit program or entitlement for providers. 4Cs does not employ providers and cannot intervene between parents and providers when there is a dispute.

Parent Responsibility to Follow Program Rules

Parents must agree to abide by all 4Cs program rules and policies described in this handbook to be approved for services. 4Cs is required to ensure that parents are accountable for following these rules and policies by disallowing reimbursement and/or discontinuing services in the event of non-compliance. Parents who do not understand any rule or policy in this handbook should contact their assigned Family Eligibility Coordinator or a program supervisor for clarification or for additional explanation. [For more information on 4Cs' customer service standards, click here.](#)

Program Rules and Policies for Parents

To become or remain enrolled in the program, parents are required to comply with all 4Cs rules and policies.

1. Certification and Recertification

Certification:

All new applicants will be required to certify their eligibility and need for subsidized child care services in person during a meeting with their assigned Family Eligibility Coordinator. 4Cs works with parents to complete the application, explain the program rules and make referrals to child care providers or to other community services parents may need.

Prior to the appointment, parents receive [a list of documents they must bring to support their application](#). Parents may be required to send in additional documents after the meeting, depending on their application. 4Cs reviews each family's application and documentation to determine eligibility, family fees, and level of certified need for services that may be authorized.

Within 30 calendar days after the meeting, 4Cs sends a Notice of Approval or Denial of services. If a family is approved and has already selected an eligible provider, they also receive a certificate (voucher) for each child that they can give to the provider as proof of eligibility for subsidy.



Click here for more information on understanding your child care benefits, Notice of Actions (NOAs), and Certificates for services.

Parents whose application is denied or who disagree with the level of services authorized may appeal the Agency's decision by requesting a local hearing. [Learn how to make an appeal.](#)

Recertification:

All families, including those who are appealing an action, are required to recertify their eligibility in person at least once every 24 months. Families whose need for certification or recertification is seeking employment will be required to recertify once every 12 months (this is applicable to families in Stage 2 and Stage 3 programs). Although 4Cs notifies parents in writing when it is time to recertify their services, parents are also responsible for knowing when their child care services expire and for contacting the agency to recertify.

2. Notification of Changes

Once approved for services, parents may voluntarily request to reduce their family fee, or request an increase or decrease of their services. Families must provide applicable supporting documentation for the requested change. Families are encouraged to notify 4Cs of any changes to their family address, contact information, location of child care or any other information that may affect their application for or use of services or 4Cs' ability to reach the family.

3. Timely Submission of Requested Documentation or Information


4Cs will request the submission of documentation upon certification and recertification by a designated deadline. Parents who have questions or who feel they are unable to comply with 4Cs' request shall contact their Family Eligibility Coordinator or a supervisor prior to the due date to request an extension or discuss special circumstances.

4. Application Updates and Changes to Services

When a family submits new information related to their case file, 4Cs is required to update the family's application for services to reflect the change within 30 calendar days. 4Cs will notify the parent if there are any changes to the level of subsidized child care benefits that are authorized, based on the new information. If a parent disagrees with a change, the parent may appeal the Agency's decision by requesting a local hearing. [Learn how to appeal.](#)

5. Selection of an Eligible Provider


Parents who are enrolling for the first time must select a child care provider that is eligible to receive reimbursement in accordance with 4Cs policies. Enrolled families who are continuing services must maintain a child care provider that is eligible to receive reimbursement in accordance with 4Cs policies. Parents should not assume that any individual provider is eligible until they receive a certificate (voucher) in the provider's name as written confirmation. No reimbursements will be issued for child care services used prior to the date 4Cs determines the provider is eligible.

 [Click here for complete information about the provider eligibility policy.](#)

6. Use of Authorized Services

Newly certified parents who have been approved for services are required to start using reimbursable services with an eligible provider within 30 calendar days in order to remain enrolled.

Parents with active services who need to change their provider but are unable to find one may request Temporary Suspension of Services (TSS) from the program for up to 3 consecutive months per fiscal year (July-June). Parents who do not resume using reimbursable services with an eligible provider by the time their TSS has been exhausted will be discontinued from the program.

 [Click here for more information on TSS.](#)

Parents who are approved for services with an eligible provider are required to use child care in reasonable alignment with the certified need described on the [Certificate for Services](#). Minor adjustments to child care attendance are allowed as long as they are explained by the parent and do not significantly affect the amount of hours or scheduled days of regular services authorized by 4Cs. Parents requiring occasional additional services should contact their Family Eligibility Coordinator in advance to make sure the extra time is eligible for reimbursement.

7. Absence and Abandonment of Care Policy

Once enrolled, parents are required to use their child care hours broadly consistent with the hours authorized on their Notice of Action and Child Care Certificate. Failure to use child care

services for more than 30 days may result in termination of service. If a family has not been in communication with their provider for seven (7) consecutive calendar days and has not notified the provider of the reason for not using services, 4Cs will attempt to contact the family to follow up with the family’s plan to return to child care services. If there is no communication from the parent for 30 consecutive days, the family may be terminated for abandonment of care.

4CS ABSENCE DAY POLICIES			
REASON FOR ABSENCE	DESCRIPTION	REIMBURSABLE DAYS	VERIFICATION REQUIRED
Medical or Illness	Child or parent illness	Up to five (5) consecutive days without supporting documentation.	After five (5) consecutive days, appropriate medical professional documentation is required.
Family Emergencies	Medical emergencies; death of a family member; theft, fire, flood, accident or any situation that disrupts the family’s access to child care, the safety of the child, or other extenuating circumstances.	Unlimited	None
Court-ordered Visitation with another parent	Permits parents to comply with court ordered custody arrangements.	As court ordered	Court documents required in case file describing the visitation or custody arrangement
Best Interest Days	Parent discretion in the best interest of the child such as days off, family vacation, recreation, visitation to a non-custodial parent, etc.	10 cumulative days per fiscal year (July–June) (CPS unlimited days)	None

8. Tracking Child Care Attendance

Parents or an authorized representative must record the actual time in and out (rounded to the nearest minute) and sign with their full signature in ink for each entry on each day as care occurs. Attendance forms should never be filled in all at once or after the fact. School-aged children who are picked up or dropped off at school by the child care provider must be signed in and/or out of school by the provider. Absence days must be explained with the reason for absence and parent signature. Attendance records must be certified as true and accurate monthly. [More details on documenting child care are here.](#)

9. Attendance Form Error Policy

Except as noted above, if 4Cs receives an attendance form that is out of compliance with program requirements for documenting services daily or which contains information that casts significant doubt on the authenticity of the record (such as documenting school attendance on days when schools are closed), 4Cs will take the following steps within each fiscal year to counsel parents and enforce program rules:

FIRST OCCURRENCE: Provider reimbursed, parent receives verbal counseling, first error letter sent to parent.


SECOND OCCURRENCE: Provider reimbursed, parent receives verbal counseling, second error letter sent to parent.

THIRD OCCURRENCE: Provider reimbursed, parent receives verbal counseling, third error letter and a termination Notice of Action sent to parent.

FOURTH OCCURRENCE (if termination above overturned on appeal with additional counseling and warnings): Provider reimbursed, fourth error letter and services terminated via a Notice of Action sent to parent.

10. Advance Payment of Family Fees

Families who are subject to a family fee are required to pay the family fee directly to their child care provider at the beginning of each month in advance of using services and are required to submit an acceptable receipt as proof of payment each month in order to continue services. Families may create a payment plan with their provider.

 [Click here for complete information on how to calculate and pay a family fee.](#)

11. Reasons for Termination, Discontinuance, or Denial of Services

4Cs may terminate, discontinue, or deny child care services for any of (but not limited to) the following reasons:

- The family is receiving CalWORKs and is eligible for Stage 1 services.
- Family gross monthly income exceeds program eligibility ceilings.
- At certification or recertification, family has no qualifying and/or certified need for child care services.
- A family fails to complete the certification or recertification process as required by 4Cs policy.
- Parent fails to submit required documentation or information requested by 4Cs by the due date.
- Family violates 4Cs' policy on timely use of approved services and/or absences.
- Family fails to select an eligible provider and/or use reimbursable services as required.
- Family fails to supply adequate proof of payment of family fees in accordance with 4Cs' policy.
- Parent violates 4Cs policy regarding fraud and/or intentional submission of false or misleading information.
- Parent falsely certifies on the monthly attendance form that there has been no change in their eligibility or need.
- Parents fail to comply with 4Cs' policy on tracking child care attendance and/or completing attendance forms.
- Parent fails to comply with 4Cs' client and visitor conduct policy.
- Discontinuation or reduction of funding to 4Cs' program by Federal, State, County, or other agencies.
- Parent chooses to voluntarily withdraw from the program.

12. Fraud and False or Misleading Information Policy

CDSS requires 4Cs to inform all families and their providers receiving subsidized child care services or subsidy payments that if child care funds are obtained by providing fraudulent, false or incomplete information or by intentionally omitting information, 4Cs will actively pursue all available avenues to recover the funds paid out for the child care services. This recovery may include a repayment plan, submission of the debt to collections, or legal action by the District Attorney's office. In addition, intentionally providing false or misleading information; intentionally failing to report material facts related to changes that may affect eligibility, need for services, calculation of family fees, or child care reimbursement; or any other fraudulent activity will result in termination from the program.

False or misleading information includes (but is not limited to) intentional reporting in verbal, electronic, or written communication of false, falsified, or misleading information or intentional failure to disclose information or changes that may affect family eligibility or need for child care, determination of family size or family fee, determination of provider eligibility to be reimbursed, or determination of reimbursement amount paid to provider in order to:

- Begin receiving child care benefits or services,
- Increase or continue existing benefits or services,
- Stop a reduction in benefits or services,
- Enable a child care provider's participation,
- Increase amount of payment, or rate of payment for child care,
- Create any other form of benefit to the parent or provider.

Examples Include (But Are Not Limited to):

- False, falsified, misleading, or omitted information related to employment, work hours or income (especially increases in income), marital or family member status, need status of the child, parent place of residence, location of child care services, hours and days of child care attendance, provider business terms or rates for non-subsidized families, provider licensing or other eligibility status.
- Collusion with employers, trainers, school officials, or child care providers to misrepresent information reported regarding eligibility for, need for, use of, or location of subsidized child care services.
- Knowingly using subsidized child care services when there is no qualifying need or when the parent is no longer eligible for subsidized child care.
- Failure to report receiving funds or benefits for subsidized child care services from another agency.
- Falsely claiming or agreeing on an attendance form that hours of child care were received when none were provided.
- Entering times or signatures to document child care hours at any time other than real time as the services occur (on a date before or after the services occurred).
- Forgery of signature (signature not completed by the person represented).
- Improper family or provider signature (signature by an individual not actually responsible for the care and supervision of the child at the time of drop off and pick up from child care).
- Certifying accuracy of attendance forms (including final signature) on a date prior to when the care occurred.
- Altering attendance forms to reflect hours of child care other than those which actually occurred.

13. Client and Visitor Conduct Policy

4Cs is committed to creating an environment where employees, volunteers, clients, or any other person who comes to 4Cs offices and events is always treated with respect and professionalism. If any client or non-client engages in any type of unacceptable conduct towards a 4Cs client or a 4Cs employee or volunteer engaged in 4Cs business, 4Cs will apply the following remedial measures as appropriate:

1. Denial or termination of all services.
2. Preclusion from personal contact with 4Cs employees or volunteers, such that 4Cs services may be available only by written means except for formal recertification meetings, appeal hearings, or license-exempt provider identity verification meetings.
3. Preclusion from access to 4Cs' premises for any reason except for formal recertification meetings, appeal hearings, or license-exempt provider identity verification meetings.
4. Reporting threats of bodily harm, actual bodily harm, or any other illegal activity against any 4Cs employee, volunteer, or other client to appropriate local, state, or federal authorities. Additionally, 4Cs at its discretion may seek a restraining order.
5. Taking any other action deemed appropriate under the circumstances that are not precluded by 4Cs policy or other applicable federal or state law.

For purposes of the policy, "unacceptable conduct" includes, but is not limited to any of the following conduct:

1. Any threats of or actual bodily harm or illegal activity against another client or an employee or volunteer engaged in 4Cs business.
2. Any form of action that may constitute harassment under the 4Cs harassment policy, such as:
 - Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs; engaging in sexual conduct; making sexual overtures.
 - Inappropriate touching.
 - Making sexual flirtations, advances, or propositions; engaging in verbal abuse of a sexual, racial, or ethnic nature; making graphic or degrading comments about an individual or his or her appearance.
 - Displaying sexually suggestive objects or pictures.
3. Fighting, kicking, or other physical harm or attempted harm towards a 4Cs client, employee, or volunteer engaged in 4Cs business.
4. Engaging in offensive or abusive physical contact.
5. Making false, vicious, or malicious statements about any 4Cs employee or volunteer or 4Cs and its services, operations, policies, practices, or management.
6. Cursing, swear words, or other abusive or vulgar language directed towards a 4Cs client, employee, or volunteer engaged in 4Cs business.
7. Bringing or possessing firearms or weapons or any hazardous or dangerous device on 4Cs' premises or at a 4Cs function.

8. Possession, sale, use, or being under the influence of an unlawful or unauthorized alcoholic substance on 4Cs, premises or at a 4Cs function.
9. Attempting to coerce or interfere with a 4Cs employee or volunteer in the performance of their duties at any time. Such as:
 - Making unsubstantiated, maliciously embarrassing, or false claims against an employee, client, or volunteer through any means including verbal, electronic, or written communication to influence decisions about program services.
 - Making false or misleading statements or taking any actions that inappropriately interfere with or inhibit a client's access to 4Cs' services.
 - Yelling, screaming, or speaking in an aggressive raised voice.
 - Uncivil conduct or failure to maintain satisfactory working relationships with other clients, employees, and volunteers at 4Cs.
 - Conducting or attempting to conduct or engage in any fraudulent, dishonest, or deceptive activity of any kind involving 4Cs employees or 4Cs services.
 - Any posting, defacing, or removing notices or signs on 4Cs premises; writing on 4Cs bulletin boards without management authorization.
 - Appropriation or misappropriation of 4Cs funds, property, or other material proprietary to 4Cs.
 - Immoral conduct or indecency on 4Cs premises.
 - Deliberate or repeated violations of security procedures or safety rules.
 - Any other act which endangers the safety, health, or well being of another person or which is of sufficient magnitude that causes disruption of business at 4Cs.

4Cs Customer Service Commitment

4Cs places a high value on its dual role as a steward of public funding and a resource to low-income parents in our community. 4Cs believes parents who receive our services are entitled to be treated with courtesy and respect; to receive prompt, thorough, and accurate responses to questions or requests; and to have access to resources that help them understand and comply with the program's complex requirements. The following explains where parents can go for guidance on program rules, answers to their questions, and resolutions to problems that may arise while they are receiving Alternative Payment Program services.

How 4Cs Will Guide Parents Through the Compliance Requirements

THIS HANDBOOK

This handbook is given to every participating family at the time of certification or recertification and is also available online at www.sanmateo4Cs.org. The handbook contains an overview of the Alternative Payment Program and detailed information about the rules parents must follow

to participate. It also includes the policies and procedures 4Cs uses for determining the days and hours of child care benefits that are eligible for reimbursement. Parents that have questions about the information in the Parent Handbook may contact their assigned Family Eligibility Coordinator or a supervisor at any time.

IN-PERSON CERTIFICATION AND RECERTIFICATION MEETINGS

Every parent who applies or is enrolled to receive 4Cs Alternative Payment Program services receives personalized program guidance and referrals to child care and family resources at least once every 24 months during their in-person or remote certification or recertification meeting. 4Cs accommodates parent work schedules or other needs whenever possible in setting up this confidential, 90-minute meeting to avoid parents having to take time off from work or jeopardizing employment. Parents can bring their children along with them to their in-person appointment. Enrolled parents are permitted to use subsidized child care services during this meeting time or may bring children along with them to 4Cs as they prefer.

WRITTEN NOTICE WITH REASONABLE RESPONSE DEADLINES

If 4Cs makes changes to approved child care benefits, requires additional documentation from a parent, or has other information to communicate to families that may affect their participation in the program, 4Cs sends written notice to the parent's mailing address provided on their application for services. 4Cs gives parents reasonable notice (or notice required by regulations as applicable) of upcoming effective dates of changes, due dates for document submission, the consequences (if any) of non-compliance, and who to contact if the parent has questions or concerns.

While 4Cs staff also routinely communicate with parents in other ways such as over the phone or via email, program regulations and Agency policy requires that all formal notifications from 4Cs are in writing and delivered either in-person by 4Cs staff with parent receipt acknowledgment or through the U.S. Mail. Because of this requirement, it is important that parents inform 4Cs of any changes in their address or contact information as soon as they occur, as required by program rules.

ACCOMMODATIONS FOR LANGUAGE, LITERACY, SPECIAL CIRCUMSTANCES

4Cs accommodates parent requests to make program information available in a language they understand whenever possible. All 4Cs forms, brochures (including this handbook) and letters are available in Spanish. Other languages may be accommodated upon request and 4Cs can arrange to have simultaneous translation available for in-person or phone meetings for most spoken languages.

Parents who are unable to read 4Cs written materials may request special arrangements to have documentation read aloud and explained by a 4Cs staff member over the phone or in person. Whenever possible, 4Cs makes accommodations to help parents without permanent

housing or disabilities find ways to maximize their access and meet program requirements within the framework of regulations and policies.

What to Expect from 4Cs Staff

YOUR QUESTIONS OR CONCERNS

All families who apply for or are receiving services from 4Cs are assigned to a Family Eligibility Coordinator dedicated to managing their case file. Family Eligibility Coordinators will help guide parents through the complex requirements of the program, assist with child care or any other referrals, and answer any questions parents may have about our services. Family Eligibility Coordinators are trained to use good judgment and make decisions that maximize parent access to child care benefits within the parameters of State regulations and Agency policy.

Families can expect they will be treated with courtesy and respect. They can expect that program rules are explained thoroughly and applied appropriately and fairly. Parents can expect to receive a response to phone messages, emails, faxes, or to other messages or requests within one business day.

While parents are welcome to come to 4Cs in person to drop off documents or ask questions at any time during business hours, they are requested to make an appointment if they need to meet with their assigned Family Eligibility Coordinator so that 4Cs can serve all families most efficiently and effectively. Urgent requests for appointments will be honored within one business day.

Parents may request to speak to a supervisor at any time for any reason.

SUBMITTING DOCUMENTS

Parents submitting original attendance forms or other original documents to 4Cs may bring them in person to the 4Cs office during business hours, leave them in 4Cs' after hours drop box, or send them by mail. Parents should always request a receipt or other form of confirmation of their submission. Unfortunately, 4Cs cannot make copies of original documents when they are submitted at the 4Cs front desk, but parents are strongly encouraged to make their own copies prior to bringing or sending them in.

If original documents are not required, copies or scanned images may be sent to their assigned Family Eligibility Coordinator by fax or email.

Address for submitting documents in person, by mail, or by fax:
4Cs of San Mateo County
Sobrato Center for Non-Profits - Redwood Shores
330 Twin Dolphin Drive, Suite 119

Redwood City, CA 94065

Hours of Operation: Monday through Friday 8:30am–5:00pm
(Drop box is available after hours. It is located to the right of the entrance to the 4Cs office.)

Fax Number: 650-596-5103

PARENT GRIEVANCE PROCEDURE

4Cs welcomes any other feedback, comments, questions, or concerns parents may have about 4Cs' services. Parents who have questions about general services or wish to express a compliment can contact our main line at 650-517-1400 or send an email to info@sanmateo4Cs.org.


Parents receiving child care services through 4Cs subsidy program have a right to make a complaint about 4Cs policies, procedures, decisions, or the performance of our staff members. 4Cs will take all complaints seriously and will make every attempt to resolve differences in a courteous and timely manner. Parents will not receive retaliatory treatment from the agency or from the individual staff as a result of filing a complaint.

Parents should either submit the complaint in writing, or request to speak with the Family Eligibility Manager about their grievance.

Family Eligibility Manager
Child Care Coordinating Council
San Mateo County
330 Twin Dolphin Drive, Suite 119
Redwood City, CA 94065

APPEALS

Parents who disagree with a 4Cs decision about their child care services should contact the 4Cs local hearing officer to schedule an appeal. Parents who are appealing an action have a right to request continued child care service throughout the appeal process. Parents who disagree with the decision made during the local hearing can request an appeal with CDSS. Child care services automatically continue until a final decision is made by CDSS.

 [Click here for more information on how to appeal an Agency decision.](#)

GIFTS

4Cs staff is not permitted to accept gifts of any kind from clients, including free product samples or food. Parents wishing to make a formal contribution to 4Cs as a donation should

visit our website www.sanmateo4Cs.org or contact the Chief Executive Director at 650-517-1435.

CHILD SAFETY


For the safety of children, parents, clients, and 4Cs staff, visitors bringing children to 4Cs' offices and events must always accompany and supervise them.



Provider Eligibility Guidelines and Policies

4Cs Alternative Payment Program requires parents to select and hire their own child care provider. When looking for child care, families who wish to use the Alternative Payment Program to help pay for their child care services must consider the provider's eligibility for the program, in addition to considerations such as quality, child-to-adult ratios, hours of operation, location, and cost.

Once a family selects a provider, 4Cs will confirm the selected provider's eligibility to receive reimbursements. However, 4Cs does not employ or evaluate the provider and cannot vouch for the quality of services the parent will receive. If a parent has a dispute with their provider, 4Cs cannot intervene on behalf of either party to resolve the conflict. Furthermore, State reimbursement limits for services vary depending on the type of provider a parent selects (among other factors) and there is no guarantee that all costs will be covered by a subsidy.

 [Click here to learn how reimbursements are calculated.](#)

Provider acceptance of 4Cs subsidy reimbursements is strictly voluntary. Providers are free to choose to provide services to any family and to accept reimbursements through 4Cs. Providers are also free to withdraw from participation at any time, for any reason.

Therefore, since the child care arrangements reimbursed through the subsidy program are voluntary for both parties, parents must fully understand the limits of eligibility and reimbursement and discuss them with their potential provider(s) before selecting a provider.

Talking to a Potential Provider About the Subsidy Program

Parents are strongly encouraged to cover the following topics when talking to current and potential child care providers:

Parents' Available Budget for Child Care Costs

Including (but not limited to) the maximum allowable subsidy reimbursement amount authorized for each provider type, the limitations on subsidy reimbursement for absence days, closure days or "notice" days, the amount of any applicable family fees, and the parent's ability to pay for costs not covered by the subsidy program.



Click here for more information on child care schedules eligible for reimbursement.

Provider Full Cost Rates and Other Fees for Services

Including (but not limited to) co-pays, security deposits, registration fees, supply or meal fees, field trip fees, late fees, overtime fees, after hours fees, payment for absence days, and payment for closure days. Arrangements should be made for payment of any costs not covered by the subsidy program.

What Qualifies for Reimbursement

Days, hours and dates of parent's child care services that are eligible for subsidy reimbursement, and 4Cs program rules regarding attendance tracking, family fees, and provider eligibility. [Read more about family fees and attendance tracking here.](#) Provider eligibility information is in the next section.

The Provider's Rules

Business terms required by the provider in their contract or handbook including, but not limited to, attendance, advanced notice of changes or withdrawal, hours and days of operation, capacity limits, and allowable age groups.

Notifying 4Cs of a Provider Selection and When Reimbursable Care May Begin

Provider Requests Must Be Made Verbally or in Writing

Once a parent finds a provider they wish to hire (and who meets 4Cs eligibility requirements described below) they must submit a written or verbal request with the provider's contact information and other relevant information that 4Cs will need to determine eligibility. Upon receipt of the request, 4Cs will send a list of documents required to verify eligibility to the

selected provider within one business day. Individual providers who are exempt from licensure will also be required to meet with a 4Cs representative in person to verify their eligibility.

Advance Notice Required to Change Providers

Parents wishing to change providers must submit their written request for a new provider no less than 14 calendar days prior to their last day of services with their current provider to allow sufficient time for finalizing reimbursements with their old provider and initiating contact with the new provider. Parents who abandon care with their old provider and/or begin services with their new provider within less than 14 days written notice to 4Cs will be solely responsible for any penalties or fees incurred with either provider during the notice period.

Services Become Eligible for Reimbursement Only After A Certificate Is Issued

Child care services are not eligible for reimbursement prior to the date 4Cs receives all required documentation and verifies the provider's eligibility by issuing a valid child care certificate for services to the parent in the provider's and each child's name. Services used prior to this date are the sole responsibility of the parent to pay.

Speed Of Eligibility Review Process

The speed of 4Cs' provider eligibility determination can range from one business day to several weeks, depending on how quickly the parent and/or provider submit required documentation and the circumstances of each situation. If a child care provider's eligibility cannot be verified within 14 calendar days of the receipt of the request, the parent will be required to select another eligible provider or be placed on a Temporary Suspension of Services in accordance with 4Cs policy.

4Cs Criteria for Determining Provider Eligibility

4Cs determines each individual child care provider's eligibility to be reimbursed for subsidized child care services in accordance with State and Federal requirements described in the table below. Eligibility is verified through documentation when a provider is selected for the first time by a parent and thereafter whenever any relevant information in the provider or parent file changes, or every 12 months, whichever is less. 4Cs is required by the State to set policies which prevent fraud or misuse of program funds. 4Cs reserves the right to request additional documentation from parents and/or providers at any time to clarify or resolve conflicting or unsubstantiated information regarding the circumstances, location, and individuals involved in subsidized child care services.

ELIGIBLE PROVIDER TYPES & REQUIREMENTS FOR PARTICIPATION

CHILD CARE CENTER: LICENSED

Child care centers licensed and regulated by Community Care Licensing offer care and education in a group setting to children on a part-time or full-time basis. They may also offer preschool, before and after school care.

State & Federal Eligibility Requirements

1. Valid License for Child Care
2. Tax ID number & certification of tax status
3. Published rates
4. Terms of service for all clients
5. Self-certification of compliance with program requirements

CHILD CARE CENTER: EXEMPT FROM LICENSURE

Certain qualifying recreation or school related programs are exempt from Licensure by Community Care Licensing. These programs are most frequently connected directly with a school for providing services before or after school or during school break.

State & Federal Eligibility Requirements

1. Verifiable exemption from licensure.
2. Tax ID number & certification of tax status
3. Published rates
4. Terms of service for all clients
5. Self-certification of compliance with program requirements

FAMILY CHILD CARE HOME: LICENSED

Family child care homes licensed and regulated by Community Care Licensing offer child care service to multiple families in the provider's own home. Family child care homes may have more flexible hours for parents who work non-traditional hours and some are open nights and weekends.

State & Federal Eligibility Requirements

1. Valid license for child care at the home of the provider.
2. Tax ID number & certification of tax status
3. Published rates
4. Terms of service for all clients
5. Self-certification of compliance with program requirements

ELIGIBLE PROVIDER TYPES & REQUIREMENTS FOR PARTICIPATION

LICENSE-EXEMPT

License-exempt individuals (family, friends and neighbors) who offer child care services in their own home to the children of no more than one family in addition to their own children are exempt from Licensure by Community Care Licensing and are unregulated.

State & Federal Eligibility Requirements

1. Provider over age 18
2. Provider [TrustLine](#) registered, application submitted or exempt from registration
3. Tax ID number & certification of tax status.
4. Health and safety self-declaration completed & signed by both parent and provider (or Exemption Form).
5. Rate declaration
6. Self-certification of compliance with program requirements

IN-HOME CARE (NANNY/HOUSEHOLD WORKER)

In-home care providers are defined by federal regulations as individuals that care for children in the children’s own home, regardless of the provider’s relationship to the child or who owns the home. Providers who live in the same home as the child are considered in-home.

State & Federal Eligibility Requirements

1. Parent must sign a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home provider and responsible for complying with any applicable [federal and state employment laws](#).
2. Provider must meet all eligibility requirements of family child care homes exempt from licensure above.

In addition to the eligibility requirements set by the State and Federal government above, individual child care license holders or individuals exempt from licensure are excluded from participation in the 4Cs subsidy program if any of the following are true:

- The provider is also a parent who currently receives subsidized child care services.
- The provider is an individual counted in the family size or assistance unit of any family currently receiving subsidized child care services.
- The provider is also a parent who previously received subsidized child care services and was terminated for submitting false or misleading information or fraud.

- The provider is a Family Child Care Home exempt from licensure (family, friend, or neighbor provider) doing care in a location that is not their home.
- The provider is a Family Child Care Home exempt from licensure (family, friend or neighbor provider) doing care in a location that cannot be independently verified by 4Cs through reasonable documentation or other appropriate methods.
- The provider is a Family Child Care Home exempt from licensure (family, friend or neighbor provider) living with another child care provider who is also providing care in the home.
- The provider is an individual exempt from licensure that is providing services for more than one family enrolled in a subsidized child care program during any one month.
- The provider is an individual exempt from licensure whose identity cannot be verified by 4Cs through reasonable documentation.
- The provider is an individual exempt from licensure who has not met with 4Cs' authorized representative in person to verify their identity as required.

Resources for Finding the Right Provider

4CS CHILD CARE REFERRALS: FINDING PROVIDERS THAT MEET EACH FAMILY'S NEEDS

4Cs' Resource & Referral Service offers current information about child care and preschool availability and options, as well as other family resources across San Mateo County. Approximately 1,000 licensed child care providers who care for children, from infant through school-age, are in our referral database. The database includes all licensed child care and preschool facilities as well as some programs that are exempt from licensing.

Referral counselors are available from 9 to 4 daily M-F to answer questions and make free referrals based on identified family needs, ages of children, location, and type of care requested at 650-517-1460 or info@sanmateo4Cs.org. Parents may also conduct their own searches by going to www.sanmateo4Cs.org at any time.

Oliver's Law: Finding Out If a Provider Has Licensing Violations or Complaints

In 2000, Oliver's law was passed in the State of California granting parents the right to obtain licensing information about child care facilities. This law requires all Resource and Referral Programs to inform parents of their rights to access public copies of licensing reports, filed complaints, or any violations of a facility.

Parents may obtain a provider's licensing report, which includes files on complaints and violations, by contacting the Community Care Licensing Offices in San Bruno at 650-266-8843.

Parents also have the option of obtaining this information directly from a licensed child care facility. All licensed child care facilities must make licensing reports accessible to the public.

Parents are strongly recommended to review a potential licensed child care provider's licensing history before placing their child in care.

Megan's Law: Finding Out If a Provider Lives with or Near a Registered Sex Offender

In 1996, Megan's law was passed requiring law enforcement authorities in all states to register individuals convicted of sex crimes and to make this information available to the public.

Megan's law also requires states to notify communities of sex offenders in their area. Parents may obtain a list of sex offenders in their area by visiting www.meganslaw.ca.gov.

Parents are strongly recommended to find out about registered sex offenders in the area before placing their child in care.

TrustLine: Background Checks for Child Care Providers

TrustLine is California's registry of individual child care providers, tutors, and in-home counselors who have completed a background check of records through the California Department of Justice. Those who are required to complete the TrustLine process must submit their fingerprints at a local participating site. Providers applying for TrustLine cannot be reimbursed until their TrustLine application is submitted by 4Cs for processing. The TrustLine process can take as little as a few days or as long as a year or more, depending on circumstances. Any child care provider whose TrustLine registry application has been closed, denied or revoked, including aunts, uncles or grandparents of the child in care, will not be eligible to receive reimbursements through the subsidy program.

Providers who have not previously applied for registration that are requesting exemption from TrustLine registry requirements because they are an aunt, uncle, or grandparent of the child must submit third-party documentary proof of relationship to qualify.

Parents can find out if a provider is registered on TrustLine or request more information by contacting the TrustLine office at 1-800-822-8490 or visiting their website at: www.trustline.org.

In-Home Care (Nannies): Links to Resources on Minimum Wage And Tax Requirements for Parents

Child care providers who care for a child in the home where the child resides, regardless of who owns the home or how the provider is related to the child, are defined by State and Federal Labor and Tax Codes as “household workers.” This means they are employed by the parent (and not self-employed). It also means parents must comply with all employment laws regarding minimum wage, payroll, workman’s compensation, and taxes known as “nanny taxes.” Links to information about such laws and where to go with questions are as follows:

US Department of Labor: www.dol.gov/compliance

Internal Revenue Service: www.irs.gov/publications/p926/index.html

California EDD: www.edd.ca.gov/pdf_pub_ctr/de8829.pdf

www.taxes.ca.gov/Payroll_Tax/household.shtml

www.edd.ca.gov/siteassets/files/pdf_pub_ctr/de44.pdf

Events That Affect Provider Eligibility

Provider Change of Address or Ownership

Providers of all types that change the address where child care services are being performed without notifying 4Cs and/or submitting eligibility documentation for the new address become ineligible for reimbursement within 2 business days of the change. Parents who do not inform 4Cs of the change in location of their child care provider in writing within 5 calendar days will be discontinued from the program. Provider facilities that are sold or change ownership without notifying 4Cs become ineligible for reimbursement as of the date of the change.

Probation, Suspension, or Revocation of Child Care License

When Community Care Licensing notifies 4Cs that a child care provider’s license has been suspended, revoked, or placed on probationary status, 4Cs is required by State regulations to notify parents using the provider for their subsidized services of the status change within 2 business days. If the provider’s license has been suspended or revoked, the provider becomes ineligible for reimbursement after 2 business days and the parent must select a new eligible provider as soon as possible. If the parent is unable to locate a new provider immediately, they may be placed on a Temporary Suspension of Services in accordance with 4Cs policy. If the provider’s license has been placed on probationary status, the parent may opt to either (i) stay with that provider; (ii) select a new eligible provider immediately without advanced notice; or (iii) be placed on Limited Term Service Leave in accordance with 4Cs policy.

TrustLine Closure or Denial

When the TrustLine Administrator notifies 4Cs that a child care provider's TrustLine Registry application has been closed, denied or revoked, 4Cs is required by State Regulations to notify parents using that provider for their subsidized services of the status change. In this event, the provider becomes ineligible for reimbursement within two business days of the effective date indicated on the letter from TrustLine and the parent must select a new eligible provider as soon as possible. If the parent is unable to locate a new provider immediately, they may be placed on Limited Term Service Leave in accordance with 4Cs policy.

4Cs Unable to Confirm Ongoing Provider Eligibility, Fraud, False or Misleading Information, or Provider Conduct with 4Cs Staff

Providers may be deemed ineligible by 4Cs for any of the following reasons:

- Provider does not submit documentation requested in writing by 4Cs as proof of ongoing eligibility by the required deadline.
- Provider engages in an activity prohibited under 4Cs' ["Fraud and False or Misleading Information" Policy](#).
- Provider engages in unacceptable conduct as defined by 4Cs' ["Client or Visitor Conduct" Policy](#).

Services will no longer be authorized for subsidy reimbursements 14 calendar days after the date of notice of provider ineligibility from 4Cs. Parents must select a new eligible provider as soon as possible. If the parent is unable to locate a new provider immediately, the parent may be placed on Limited Term Service Leave in accordance with 4Cs policy.

Parent Complaints About Child Care Providers

Licensed Providers

Parent complaints regarding the quality of care or safety of the child care setting should be addressed to the State of California, Department of Social Services Community Care Licensing Division at 650-266-8843.

Providers Exempt from Licensure

Parent complaints regarding health and safety in a child care setting that is not licensed or regulated by Community Care Licensing must be submitted in writing to 4Cs with details about the nature of the complaint, the date and time of any specific incident(s), the name and address of the provider, and the parent's full signature. Based on the parent's self-declaration, 4Cs will notify the parent and provider that reimbursable services will cease in 14 calendar days unless a written declaration signed by both the parent and the provider is received declaring the health

and safety deficiency corrected. 4Cs will advise parents that complaints about health and safety should be reported to the appropriate Child Protective Services unit of the county welfare department.

4Cs will maintain a record of parental complaints along with any written rebuttals submitted by the provider and will inform any parents who request services with the provider at any time thereafter of the general nature of the complaint and any provider rebuttal.




Reimbursement Information

Understanding, Tracking and Calculating a Subsidy

Notice of Action: Notice of Approved Services

When an application for services is approved or updated, 4Cs determines the amount of child care that will be eligible for reimbursement after a review of the parent's need and the documentation submitted to support it. Parents are notified of the number of hours per day that are eligible through a Notice of Action form (see an example below). If the parent disagrees with the hours and days of child care that are authorized on the Notice or with the reason for the action, the parent may request a local hearing to appeal the Agency's decision.

 [Click here for more information on how to appeal.](#)

Certificate for Services: Description of Approved Services

When the parent selects an eligible child care provider, 4Cs sends a Certificate for Services (a type of voucher) for each child as proof of eligibility for subsidy reimbursement. The Certificate reflects the name of the child care provider, the duration of eligible services, and approximate in and out times expected for daily attendance. In addition, the Certificate shows the maximum allowable reimbursement rate for the services under [State and 4Cs reimbursement rules](#), as well as any applicable family fee rates. See example below.

Certificates for Services are confirmation that the services described are eligible for reimbursement. They are not a contract or a guarantee of reimbursement. Child care services used prior to the start date or after the end date listed on a certificate are not eligible for reimbursement. Only the most recently issued certificates are valid if more than one is issued. 4Cs sends updated Certificates to parents to reflect changes in the dates or hours authorized. Parents are responsible for notifying their child care provider of these changes and for paying for all services that are not eligible for reimbursement. Child care providers will be notified of such changes.

CCD FORM 7617, NOTICE OF ACTION

California Health & Human Services Agency

California Department of Social Services

NOTICE OF ACTION

1. NOTICE OF ACTION (COMPLETE EITHER 1.A. OR 1.B.)

<p>1.A. Application for Services</p> <p><input checked="" type="checkbox"/> Services Approved to Begin : _____ Date _____</p> <p><input type="checkbox"/> Services Denied If appealed, appeal is due by: _____ Date _____</p> <p><i>(Note: Appeal Instructions are on page 3.)</i></p>	<p>1.B. Recipient of Services</p> <p><input type="checkbox"/> Change in Service</p> <p><input type="checkbox"/> Disenrollment of Service</p> <p><input type="checkbox"/> Disenrollment of Service for Delinquent Fees</p> <p>Effective Date of Action: <u>04/29/2010</u> 1</p> <p>If appealed, date appeal is due by: <u>05/13/2010</u></p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2. DISTRIBUTION OF NOTICE

<p><input checked="" type="checkbox"/> Notice Given to Parent/Caretaker</p> <p>Recipient's Initials: _____</p>	<p>Notice Mailed:</p> <p><input type="checkbox"/> First Class</p> <p><input type="checkbox"/> Other: _____</p>	<p>Date Notice Given or Mailed: <u>04/29/2010</u></p>	<p>Tracking No. _____</p>
----------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------	-------------------------------------------------------	---------------------------

3. PARENT/CARETAKER INFORMATION

Parent/Caretaker A Joanna Test	Parent/Caretaker B		
Address 123 Any Street	City San Mateo	Zip 94401	Phone no. _____

4. APPROVED CHILD CARE SERVICES (Complete all information for each child approved for services.)

Name(s) of Child(ren) Receiving Services	Program Code		Enter Approved Hours of Enrollment								
			Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.		
		School		3.08	3.08	3.08	3.08	3.08			2
		Vacation		9.50	9.50	9.50	9.50	9.50			
		School									
		Vacation									
		School									
		Vacation									
		School									
		Vacation									

Monthly Family Fee _____ Part-time \$ \$8.05 **3** Full-time \$ 16.10

5. BASIS FOR FAMILY ELIGIBILITY FOR SERVICES

- Recipient of Child Protective Services
- Current Aid Recipient
- Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited
- Income Eligible (Reference Family Fee Schedule or Income Ceiling for Admission to State Preschool Programs.)
- Homeless
- Means-Tested Government Programs (Reference Welfare Institution Code Section 10271(a)(1)(A) and Child Care Bulletin 23-04 for Means-Tested Government Programs)

1. Date action takes effect & last day parent can appeal
2. Hours of childcare eligible for subsidy per day
3. Family's current family fee rate

6. BASIS FOR FAMILY NEED FOR SERVICES

- Recipient of Child Protective Services
- Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited
- Seeking Permanent Housing
- Engaged in Vocational Training/Education
- Employed or Seeking Employment
- Incapacitated Parent(s)
- Documentation of Child's Exceptional Needs
- Homelessness

7. REASON FOR ACTION: State the specific reason(s) services were denied, changed, or disenrolled.

4

8. AGENCY NAME

Child Chare Coordinating Council

9. NAME/TITLE OF AGENCY REPRESENTATIVE

Family Eligibility Coordinator / Intake Lead

10. SIGNATURE OF AGENCY REPRESENTATIVE

x

The agency must complete the information on page 3 before the Notice of Action is issued.

4. Description of change in service and reason for action

Estimated maximum reimbursement rates or amounts are determined by the parent's need for services (full or part time), the age of the child, and the type of child care provider. These amounts are estimates for parents to compare with their family budget for child care when selecting a provider or reviewing rates. When a child care provider's rate is higher than the maximum amount allowable for reimbursement listed on the certificate, the parent must make arrangements with their provider to pay the additional cost directly as a co-payment. 4Cs does

not monitor or intervene on behalf of parents or providers when there is co-payment. Parents and providers are strongly encouraged to avoid misunderstandings or conflict through open communication about payment terms for additional costs.

Actual amounts reimbursed to providers for child care depend upon the circumstances of each parent's certified need and other factors such as family fees or attendance tracking. Parents who have an unpredictable need for child care services, such as a variable work schedule or while seeking employment, must be especially careful to ensure the child care used is reasonably aligned with their documented need (i.e. their work or employment search logs) to avoid misunderstandings or large co-payments.

Parents who have questions or concerns about the information on their child care certificate should contact their Family Eligibility Coordinator or a supervisor for a detailed explanation of how their child care services are reimbursed.

How to Pay Family Fees

Advance Calculation and Payment

Family fees must be paid to the family's provider at the beginning of each month before any care occurs. Parents must count the days of care scheduled in the coming month to determine their family fee. A part time family fee is when the child is scheduled for less than 130 hours of care per month and a full-time fee is when the child is scheduled for more than 130 hours of care per month. A family fee is assigned only to the child who requires the most care and has the longest schedule, typically the youngest child.

Parents are required by State regulations to pay a family fee for every month that their child is scheduled for care, regardless of the child attending. If the provider is closed, however, and the parent does not have access to alternate services, the family fee is waived.

Parents who are unable to pay their entire family fee at the beginning of the month may arrange for a reasonable installment plan with their provider (subject to 4Cs approval). Parents must submit the terms of the payment plan in writing with the signature of their provider in lieu of a family fee receipt for that month of care. In the following months, parents must submit proof of payment in accordance with the plan for the prior month as well as proof of payment of family fees for the current month.



CERTIFICATE FOR CHILD CARE REIMBURSEMENT

1

Certificate #: 12923

Eligible Family Information

Authorized Eligible Provider

Parent:
Child:
Child DOB:
School District:
School Name:
Eligibility Contact: Rosie Gutierrez

Type: Licensed Large Family Child Care Home
Reimbursement Contact: Angie Ibarra
Code: CAPP

Description of Services Eligible for Reimbursement

Period Valid: Begin: 01/31/2023 End: 02/22/2024

Table with 3 columns: Day Of Week, Time In, Time Out. Rows for Tuesday, Wednesday, Thursday, Friday.

Provider's Published Rate on File: \$400.00 Full Time Weekly Reimbursement Shall Not Exceed: \$347.43 Full Time Weekly

2

Reason Certificate Issued form with checkboxes for Start New Services, Reimbursement Rate Change, Schedule Change, Provider Rate Change, Service Date Change, Family Fee Change, and Other.

3

- 1. Certificates issued for each child, for each eligible provider & period of parent need
2. Provider rate & maximum reimbursement rate
3. Additional Information & Family Fee Rate if applicable

Acceptable Proof of Payment

Parents who have family fees may request a receipt book that their provider can use to issue receipts for payment. The provider must issue the receipt and include the following on the receipt:

- The name of the family & child enrolled.
- The month of service the family fee is for.
- The date the family fee was paid.
- The amount paid.
- The provider's signature.

Once the provider issues the receipt to the parent, it is the parent's responsibility to ensure submission to 4Cs as proof of payment. Parents may attach the receipt to their completed attendance form at the end of the month or they may submit the receipt directly to their assigned Family Eligibility Coordinator as soon as it is paid.

Attendance Forms: Record of Services Used


4Cs issues pre-printed attendance forms for parents and providers to track the actual child care services used. Attendance forms are sent to providers as soon as child care services have been approved for the family with an eligible provider. Every month thereafter, on or about the 25th of the month preceding care, as long as the family's child care services remain authorized and in good standing, new attendance forms will be issued automatically. If pre-printed attendance forms are not available for any reason, parents should use universal attendance forms available at www.sanmateo4Cs.org to document child care attendance.

Attendance that is not tracked with actual times and full signatures on a real-time basis as required will not be reimbursed.


Signatures and Times

Parents picking up or dropping off their child must record the actual time in and out (rounded to the nearest minute) in the appropriate section of the form and sign with their full signature in ink for each entry on each day as care occurs. (See example next page) Attendance forms should never be filled out all at once or after the fact. Initials or abbreviated signatures will not be accepted.

SAMPLE ATTENDANCE FORM FOR REIMBURSEMENT



December 2022
CHILD CARE ATTENDANCE FORM



65907

Program Code: CAPP
Provider No.: A18734
Payment Tech: Blanca Alexaleff
Family Worker: Anna Hay

Provider Name
Provider Type
Provider Address
Provider City, State and Zip

Child Name: .
Parent Name:
Child DOB/Age:

SCHOOL					Attendance Comments
Date/Day of Week	Time In	Time Out	Time In	Time Out	
1	Th				
2	F				
3	S				
4	Su				
5	M				
6	Tu				
7	W				
8	Th				
9	F				
10	S				
11	Su				
12	M				
13	Tu				
14	W				
15	Th				
16	F				
17	S				
18	Su				
19	M				
20	Tu				
21	W				
22	Th				
23	F				
24	S				
25	Su				
26	M				
27	Tu				
28	W				
29	Th				
30	F				
31	S				

Attendance Comments

Provider Rates

Hourly	PT Hrs	X \$
	FT Hrs	X \$
	AH Hrs	X \$
Daily	PT Days	X \$
	FT Days	X \$
	AH Days	X \$
Weekly	PT Weeks	X \$
	FT Weeks	X \$
	AH Weeks	X \$
Monthly	Mos	X \$

RMR

Hourly	PT Hrs	X \$
	FT Hrs	X \$
	AH Hrs	X \$
Daily	PT Days	X \$
	FT Days	X \$
	AH Days	X \$
Weekly	PT Weeks	X \$
	FT Weeks	X \$
	AH Weeks	X \$
Monthly	Mos	X \$

Payment

Choose either provider rate or RMR whichever is less.

Provider Rate	\$ _____
RMR	\$ _____
Less Family Fees	\$ _____
Less Levy/Other	\$ _____
Net Payment	\$ _____
Prepared By	_____

Estimated fees for this month - Receipt must be attached

All Family Fees have been paid or a payment plan is in place between parent and provider. A copy of the receipt or payment plan must be attached.

Family Fees have not been paid and there is NO payment plan between parent & provider.

Signatures of both parent and provider are required to certify under penalty of perjury that the information provided on this form is accurate.

Child Care Provider Signature

Parent/Guardian Signature

Date

Date

1. Parent logs exact drop-off time
2. Provider logs exact school drop-off or pick-up time

3. Parent logs exact pick-up time
4. Parent logs reason for each absence
5. Provider signs and dates after child has been picked up for the last time in the month
6. Parent signs and dates after child has been picked up for the last time in the month

An authorized representative picking up or dropping off the child on behalf of a parent must sign their name with a full signature. Authorized representatives must be listed on the parent's most recent Emergency Contact Form in their 4Cs family file.


School-aged children being picked up or dropped off at school by the child care provider must be initialed in and/or out by the provider. Providers must record the actual time in/time out (rounded to the nearest minute) in the gray provider section in the center of the attendance form and initial in ink for each entry on each day as care occurs. (See example next page). Providers may NOT initial or sign children in and out of care in the gray provider section for any reason other than school pick up or drop off of a school age child.

Families who have multiple providers with adjacent schedules must instruct their child care provider to sign as an authorized representative when picking up or dropping off a child at another provider's facility. Families who have overnight or split schedules may need to use multiple attendance forms, or a special form provided by 4Cs.

Child Absences or Provider Closure Days

If a child is absent, the parent must write the reason for the absence in the time-in column on the left and sign to verify the absence in the time-out column on the right (see an example on the next page). Parents must clearly indicate the reason for an absence. If the child was ill, the parent should write "ill". If the absence was due to a family emergency, a court ordered visitation, or the "best interest" of the child, the parent should write "family emergency," "court," or "best interest day" in the left column. Parents must verify all absences with their full signature in the right column.

Attendance forms showing absences that are not explained and verified as described above will be deemed unexcused.

 [Click here for the absence policy.](#)

If a provider is closed on a day a child is scheduled for care, the parent must write "provider closed" or "holiday" on the attendance form for that day.

Certification of Attendance Form

At the end of each month, parents and providers must sign and date the certifications at the bottom of the attendance form. (See example below).

How to Submit Attendance Forms for Reimbursement

4Cs has 21 calendar days to reimburse/pay a provider upon receipt of an attendance form. When an attendance form is complete at the end of the month of care, the original form must be received by 4Cs by the 5th of the month following care to be processed in the Agency's first payment cycle on the 15th. Attendance forms that are postmarked on or before the 5th will also be processed by the 15th.

When an attendance form is received on or before the 15th but after the last business day on or before the 5th of the month following care, or postmarked between the 5th and the 15th, it will be processed in the Agency's second payment cycle on the 27th.

Attendance forms may be submitted in person during 4Cs' business hours, through 4Cs' drop box after business hours, or through the mail. Parents and providers are strongly encouraged to make copies of attendance forms for their own records prior to submitting for reimbursement.

SAMPLE MONTH						
S	M	T	W	R	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

4CS PROVIDER REIMBURSEMENT CYCLES

- Received by the 5th, Reimbursed by the 15th
- Received by the 15th, Reimbursed by the 27th

ADDRESS FOR SUBMITTING DOCUMENTS IN PERSON OR BY MAIL:

4Cs of San Mateo County
 Sobrato Center for Non-Profits - Redwood Shores
 330 Twin Dolphin Drive, Suite 119
 Redwood City, CA 94065

Hours of Operation: Monday through Friday

8:30am–5:00pm

(Drop box is available after hours. It is located to the right of the entrance to the 4Cs office.)

Methods of Reimbursement, Monthly Statements, and Annual Reporting of Reimbursements to the IRS

Child care providers may choose to be reimbursed for services by check or by direct deposit.

Parents and providers will receive statements each month detailing the reimbursement amount, the estimated co-pay (costs not reimbursable by 4Cs) and any family fee deductions applied against the cost of services for each child with each provider.

4Cs is not the employer of the parent's child care provider and does not withhold income taxes from reimbursement payments. On an annual basis, all reimbursements totaling more than \$600 paid to child care providers are reported to the Internal Revenue Services as miscellaneous income on a form 1099. Providers are responsible for reporting this income on their tax returns and paying any applicable taxes.

Parents must report family fees paid to the provider on their own income tax returns each calendar year to receive any available tax credits for the expense. Parents must request the provider's tax identification number directly from the provider.

How Reimbursements are Calculated

COMPLIANCE REVIEW: DOES THE ATTENDANCE RECORD QUALIFY FOR REIMBURSEMENT?

Attendance records submitted to 4Cs for reimbursement must meet all the following requirements to be considered for reimbursement. Child care services which have not been recorded at all or attendance records which do not meet any one of the following criteria will not be reimbursed:

- Completed with times and full signatures as care occurred as described on pages 37–39.
- Received for processing by 4Cs within 60 calendar days of last day on form.
- Includes name of provider, family, child, and dates of care.
- Completed in ink.
- Original forms (not faxed or copies).
- Printed prior to the dates of service documented.
- Certified by parent and provider after the dates of service documented.

STATE REIMBURSEMENT CEILINGS: WHAT IS THE MAXIMUM THE STATE ALLOWS?

4Cs will take the following steps to determine the maximum reimbursable amount for each child for each month of care:

1. Determine provider billing amount and validate against rates on file. If the provider does not send an invoice and/or 4Cs is unable to validate the requested amount using the provider's rates on file, reimbursement may be delayed or disallowed.
2. Determine maximum State Reimbursement Ceiling for the month. Typically, this means the full or part time State Regional Market Rate monthly ceiling unless the need for care does not qualify for a monthly ceiling as defined by State regulations or the need for care is less than 6 hours per week. For current State Regional Market Rate Ceilings for each region, provider type and age group, see <https://rcscm.adm.dss.ca.gov>. Licensed providers supplying after hours services or additional services required for a child with special needs may qualify for higher ceilings as permitted by State regulations if additional fees are invoiced. [Click here for more information.](#)
3. Select the lesser of the two as the maximum reimbursement amount.
4. Deduct non-reimbursable days (parent responsibility to pay). See below for more detail.
5. Deduct family fees (if applicable).
6. Determine net reimbursable amount.

NON-REIMBURSABLE DAY COSTS DEDUCTED FROM THE AMOUNT ABOVE (PARENT MUST PAY) INCLUDE:

- Provider not eligible to be reimbursed for excused absence or closure days.
- Provider vacation or closure days more than 10 reimbursable closure days (if eligible).
- Unexcused or unexplained absence days (including days simply not documented).
- Days documented before attendance form print date or after self-certification date.

OTHER COSTS (PARENT MUST PAY)

- Co-pays: Provider costs and fees which exceed State reimbursement ceilings.
- Care not authorized for subsidy: Provider costs and fees for hours or days when parent had no certified need.
- Care with an ineligible provider: Provider costs and fees incurred prior to provider eligibility established or after provider eligibility revoked by 4Cs.
- Deposits or penalties: Security deposits or penalty fees for violating provider rules, including non-reimbursable "two-week notice" or other notice fees.

TWO WEEKS NOTICE REIMBURSEMENT POLICY

4Cs recognizes that it is customary for many child care providers to require parents to pay penalties for early withdrawal from their programs without notice. 4Cs will make allowances for reimbursement for such fees with the following limitations:

- Reimbursed upon invoiced request to providers who can demonstrate the charge is customary and only if services were discontinued because of a 4Cs program rule communicated to the parent through a Notice of Action.
- Not reimbursed if services were discontinued at parent or provider initiative and no care is used.

- Not reimbursed if services were discontinued because the provider has become ineligible.
- Reimbursement not to exceed two (2) weeks of services from the last day of care used through the last day of reimbursable services (termination effective date), whichever is sooner.

Important Reminders for Parents About Communication with Providers

- Parents are responsible for understanding the subsidy program rules and arranging to pay for services not reimbursed.
- Parents are responsible for understanding provider rates, fees, and terms of service.
- 4Cs cannot intervene between parents and providers when there is a dispute about costs, co-pays, or other non-reimbursable child care costs.
- Parents with questions about how to document child care should contact their assigned Family Eligibility Coordinator for guidance on their approved service levels, how to document services used, and how the reimbursement to their provider is calculated.

SAMPLE REIMBURSEMENT CALCULATIONS	
REIMBURSEMENT INFORMATION	CALCULATION OF REIMBURSEMENT
Provider invoiced amount for this month	1,200.00
Maximum State Reimbursement Amount (RMR) Full time monthly ceiling	1,001.85 (Lower of the Provider rate and RMR)
Family Fees \$54/month Already paid to provider by family	54.00
Family Co-Pay Difference between provider invoice and state ceiling	198.15
Total amount parent paid to provider	-213.15
Total amount reimbursed to provider	961.85

REIMBURSEMENT INFORMATION	CALCULATION OF REIMBURSEMENT
Provider invoiced amount for this month	1,200.00
Maximum State Reimbursement Amount (RMR)	1,001.85

REIMBURSEMENT INFORMATION	CALCULATION OF REIMBURSEMENT
Full time monthly ceiling	(Lower of the Provider rate and RMR)
Family Co-Pay Difference between provider Invoice and state ceiling	198.15
Total amount parent paid to provider	-198.15
Total amount reimbursed to provider	1,001.85

Appendix

Application Process and What to Bring to a Certification Meeting

APPLICATION PROCESS AND WHAT TO BRING TO A CERTIFICATION MEETING		
APPLICATION TYPE	HOW APPLICATION PROCESS BEGINS	WHEN SERVICES BEGIN
CalWORKs Stage 2 transfers from the County Welfare Office:	Parents notified by mail with a Notice of Action that their case has been seamlessly transferred from the County to 4Cs and services are authorized based on what the County approved.	Transferred families continue services at the beginning of the transfer month without interruption.
CalWORKs Stage 2 referrals from the County Welfare Office:	Parents notified by letter that their case has been referred by the County to 4Cs and given instructions on how to apply.	Certification process must be completed before services can begin.
Recent CalWORKs cash aid recipients applying directly:	Parents may contact our referral line and request an appointment to apply for services from 4Cs if they are able to submit documentation showing their last day of cash aid occurred within the last 24 months.	Certification process must be completed before services can begin.
Families waiting on the Eligibility List:	Parents notified by letter that they have been selected in priority order to apply for child care services and given instructions on how to apply.	Certification process must be completed before services can begin.

Typical Documents Needed for Certification or Recertification Meetings

- Documentation of all types of income for all adult parents in the household; usually 1 or up to 12 months of paystubs and child support statements, depending on steady or fluctuating income. [Click here for more details.](#)
- Documentation of the parent/guardian's relationship to each child; usually birth certificates, guardianship orders, or custody agreements. [Click here for more details.](#)
- Proof that parent is head of household if more than one parent name appears on documentation of relationship above and application is for a single parent: Parent will need to self-certify as single parent status by initialing on the ELCD 9600 form.
- Annual immunization records for children under the age of 6.
- Annual school calendar and bell schedule for children 6 and over.
- Documentation of special family circumstances such as [special needs](#) or [child protective services or at-risk status](#).
- Emergency contact information, including names of other people authorized to sign children in/out of child care and medical emergency contact information.
- Third party evidence of each parent's need for child care services; usually employment, training, or incapacity verification forms provided by 4Cs and completed by a third party. [Click here for more information.](#)

State Rules on Calculating Income Eligibility, Family Size and Family Fees

Income Eligibility

- Gross family income must be at or below the 85th percentile of the SMI upon admission and remain at or below the 85th percentile to remain eligible in San Mateo County.
- Except as noted below in the non-countable income column, all gross income of all parents residing in the household is countable without reductions for taxes, family expenses of any type, or specific family financial circumstances.
- Paycheck stubs must be from either month of the two-month window immediately preceding the initial certification or recertification. Parents are encouraged to save their check stubs throughout the year as they may be needed to document income eligibility later.
- Child support paid or received, disability or social security income, and other non-wage income must be documented using monthly or other periodic statements of payment.
- Income received in cash requires a self-declaration under penalty of perjury describing their income and are subject to 4Cs determination that the reported income is reasonable and is consistent with the parent's line of work.

- Parents who are self-employed must provide evidence of their business activity to document income such as tax returns, business expense receipts, business records or ledgers, bank statements, or any other documentation to show income received.
- Parents who declare zero income on their application must complete a declaration under penalty of perjury describing their living situation and how they support their family with no income, and are subject to 4Cs' determination that the statements are reasonable considering local circumstances or conditions.

	INCOME DOES NOT VARY	INCOME FLUCTUATES
PAY FREQUENCY	Consistent wages or child support payments	Migrant, agricultural, or seasonal work; inconsistent and/or self-employment resulting in an inconsistent pattern of income; or intermittent, occasional, sporadic, or infrequent earnings or income, including, but not limited to bonuses, commissions, lottery winnings, inheritance, back child support payments, overtime, or net proceeds from the sale of real property or stock.
Monthly	1 Paystub	Average 2 months of income documentation required, but parent may submit up to 12 months of income.
Twice per month	2 Paystubs	Average 2 months of income documentation required, but parent may submit up to 12 months of income.
Every two weeks	3 Paystubs	Average 2 months of income documentation required, but parent may submit up to 12 months of income.
Weekly	4 Paystubs	Average 2 months of income documentation required, but parent may submit up to 12 months of income.

INCOME THAT COUNTS TOWARD GROSS MONTHLY CALCULATION:

COUNTABLE INCOME	NON-COUNTABLE INCOME
<ul style="list-style-type: none"> • Gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling, or lottery winnings. 	<ul style="list-style-type: none"> • Earnings of a child under the age 18 years. • Loans.

INCOME THAT COUNTS TOWARD GROSS MONTHLY CALCULATION:

COUNTABLE INCOME	NON-COUNTABLE INCOME
<ul style="list-style-type: none"> ● Wages for migrants, agricultural or seasonal work. ● Public cash assistance. ● Gross income from self-employment less business expenses (except wage draws) ● Disability or unemployment compensation. ● Workman’s compensation. ● Spousal support, child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support. ● Survivor and retirement benefits. ● Dividends, interest on bonds, income from estates or trust, net rental income or royalties. ● Rent for room within the family’s residence. ● Foster care grants, payments or clothing allowance for children placed through child welfare services. ● Financial assistance received for the care of a child living with an adult who is not the child’s biological or adoptive parent. ● Pensions or annuities. ● Inheritance. ● Allowances for housing or automobiles provided as part of compensation. ● Portions of student grants or scholarships not identified for educational purposes as tuition, books, or supplies. ● Insurance or court settlement for lost wages or punitive damages. ● Veterans’ pensions. ● Net proceeds from the sale of real property, stocks, inherited property ● Other enterprise for gain 	<ul style="list-style-type: none"> ● Grants or scholarships to students for educational purposes other than any balance available for living costs. ● Food stamps or other food assistance. ● Earned income tax credit or tax refund. ● GI Bill entitlements, hardship duty pay, hazardous duty pay, hostile fire pay, or imminent danger pay. ● Adoption assistance payments received pursuant to – Welfare and Institutions Code section 16115 et. Seq. ● Non-cash assistance or gifts. ● All income of any individual counted in the family size who is collecting federal supplemental security income (SSI) or State Supplemental Program (SSP) benefits. ● Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages. ● Reimbursements for work-required expenses such as uniforms, mileage, or per diem expenses for food and lodging. ● Business expenses for self-employed family members. ● When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay; and ● Disaster relief grants or payments, except any portion for rental assistance or unemployment.

FAMILY SIZE DETERMINATION & ASSIGNMENT OF FAMILY FEES

WHO IS COUNTED	WHO IS NOT COUNTED
<ul style="list-style-type: none"> Adults over the age of 18 related to the child by blood, marriage or adoption or any other adult living with the child who has responsibility for care and welfare of the child. All children under the age of 18 residing in the household that are related to each other and/or related by blood, marriage or adoption to the parent(s) as described above. 	<ul style="list-style-type: none"> Other adults who reside in the household over the age of 18 who are not parents by blood, marriage or adoption and have no responsibility for the care welfare of the child. Parent by blood, marriage or adoption who does not reside in the household.

DOCUMENTATION OF RELATIONSHIP REQUIRED	ABSENT PARENT DOCUMENTATION (FOR SINGLE PARENT APPLICATIONS)
<ul style="list-style-type: none"> Birth Certificates Court orders regarding child custody Adoption documents Records of Foster Care placements School or medical records County welfare department records Other reliable third-party documentation indicating the relationship of the child to the parent. 	<ul style="list-style-type: none"> Self-certification of single parent status by initialing line 1 under Section V on page 2 of the ELCD 9600 form.

Family Fee Monthly Rate

See current scale at www.sanmateo4Cs.org for monthly rate.

Monthly Family Fee Example

- Parent has family fee of \$54.00 per month for full time care
- Child is scheduled for full time care Monday through Friday (30+ hours/week or 130+ hours/month)
- Calculate monthly family fees based on schedule and provider operating days. Must be paid in advance. No adjustments may be made for days that the parent opts not to use care.

July Family Fee Due to Provider on July 1:

FIGURE A. JULY 2022

JULY 2022						
S	M	T	W	R	F	S
					1	2
3	Holiday	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

State Rules & Documentation Required to Certify Need for Services

Employment Need

RULES AND LIMITS OF SERVICES:

- Days and hours parents work must be verified and validated by 4Cs through documentation in the family case file.
- 4Cs must take reasonable steps to avoid jeopardizing a parent's employment in seeking verification of each parent's employment.
- Parents whose days and hours of employment are variable will be given the highest number of actual hours worked in any given week based on documentation from either month of the two-month window immediately preceding the certification or recertification.
- Parents who are employed in their own home are subject to 4Cs determination that requested time for child care services is reasonable based on the nature of work and age of their child(ren).
- Parents whose employment is as a proprietor of a family child care home (including those who are exempt from licensure) or who are relatives providing child care services are not eligible to receive services on the basis of their hours of business.
- Parents may be eligible for additional services to accommodate reasonable and verifiable requests for time spent traveling to and from work not to exceed half of the daily hours authorized for employment up to a maximum of four hours per day.
- Parents who work graveyard or overnight shifts may be eligible for additional services to allow for sleep time if the hours of work fall between 10pm and 6am, not to exceed the number of hours authorized for employment and travel between those hours.
- Parents whose employment need for services falls on weekends or between the hours of 6 pm and 6 am may be eligible for higher reimbursement ceilings.

DOCUMENTATION REQUIREMENTS

- A written statement from the employer about the hours, days, location, and nature of employment (Employment Verification form supplied by 4Cs).
- Telephone verification by employer of above information (memorialized in writing by 4Cs staff using case notes) when a written statement is not available or requires additional clarification or confirmation.
- Paystubs issued by the employer which indicate the days and hours of employment.
- Copies of monthly clock-in/out records, work schedules, work activity logs, monthly pay stubs with details of hours and days worked, or other documentation that shows the hours and days a parent with an unpredictable employment schedule needs child care services.

- Self-declaration of days, hours, location, and terms of employment signed by the parent under penalty of perjury, if the parent reasonably asserts that a request for employer documentation would adversely affect the parent's employment or the employer refuses to respond to 4Cs request. Self-declarations of employment need are subject to 4Cs' determination that information supplied is reasonable and in line with local business practices.
- Self-declaration signed by a self-employed parent under penalty of perjury describing the days, hours, location, and type of activities required for the self-employment need for child care services subject to 4Cs' determination that the request described for child care is reasonable.
- Copies of self-employed parent's business logs, client receipts, job jogs, mileage logs, client lists with contact information, business license, leases, rental agreements, or other similar records which demonstrate the self-employment business activities.
- If the parent's employment is in the family's home or on property that includes the family's home, the parent must provide justification for requesting subsidized child care services based on the type of work being done and its requirements, the age of the family's child for whom services are sought and, if the child is more than five years old, the specific child care needs. Such requests for services are subject to 4Cs' determination that the information supplied is reasonable and in line with local business practices.
- Parents who are employed as assistants in a licensed large family day care home, pursuant to Health and Safety Code section 1596.78(b), that request services for their own child in the same family day care home must submit a copy of the facility's license, a signed statement from the licensee that the parent is an assistant, proof that the parent's fingerprints are associated with the facility, and pay stubs showing payroll deductions withheld in order to be eligible for services during their hours of work.

Seeking Employment Need

RULES AND LIMITS OF SERVICES

- Parents are eligible for reimbursement only after they receive a Notice of Action from 4Cs approving services based on seeking employment.
- Job search activities are only eligible for reimbursement Monday through Friday for a maximum of 32.5 hours per week.

DOCUMENTATION REQUIREMENTS

- Seeking employment form completed by the parent to identify how they plan to seek employment, identifying the schedule they are requesting for child care services, signed by the parent under penalty of perjury.

Vocational Training Need

RULES AND LIMITS OF SERVICES

- Days and hours each parent is attending training must be verified and validated by 4Cs through documentation in the family case file.
- Child care services may only be authorized if the parent's documented coursework leads directly to a recognized trade or profession as a vocational goal.
- Child care services may only be authorized during a six year period from the first day services are used based on a training need or until the parent completes twenty four (24) semester units or its equivalent after receiving a bachelor's degree, whichever is sooner. (Unless the training is for Rehabilitation or EDD sponsored retraining following a mass layoff).
- Services may only be authorized for online or televised vocational training if the coursework is unit-bearing and the training institution is accredited by a body recognized by the United States Department of Education, and subject to 4Cs' determination that the request for child care services is reasonable.
- Parents must demonstrate adequate progress toward their vocational goal as defined by State regulations to access services for each successive semester (typically a 2.0 GPA or a passing grade for pass/fail courses).
- Parents may be eligible for additional services to accommodate reasonable and verifiable requests for time spent traveling to and from class, not to exceed half of the daily hours authorized for training up to a maximum of four hours per day.
- Parents may be eligible for additional services to accommodate study time for up to two hours per week per academic unit.

DOCUMENTATION REQUIREMENTS

- A written statement from the parent of their vocational training plan and estimated completion date signed under penalty of perjury (form supplied by 4Cs).
- A written statement validated by the school registrar or an electronic class schedule printout showing which courses the parent is enrolled in and the dates, days, and hours of each class session.
- A syllabus, the web address and any other documentation that demonstrates the parent's days and hours of classes for an online course.
- A copy of grades, certificate of completion, or other reasonable documentation that demonstrate the parent has achieved at least a 2.0 grade point average or passed 50% of a non-graded course. Such proof of adequate progress must be received by 4Cs.

Parental Incapacity Need

RULES AND LIMITS OF SERVICES

- Parents are eligible for reimbursement only after they receive a Notice of Action from 4Cs approving services based on parental incapacity.
- Services shall not exceed the days and hours requested by a legally qualified health professional or fifty (50) hours per week, whichever is less.

DOCUMENTATION REQUIREMENTS

- A 4Cs incapacitation form fully completed and signed by a legally qualified licensed health professional which describes the nature of the parental incapacitation, the estimated duration, and the number of hours per day recommended for respite care.
- Documented telephone verification or clarification information requested by 4Cs from the health professional to determine the hours and days of service.

Homelessness and Seeking Permanent Housing

RULES AND LIMITS OF SERVICES

- Parents are eligible for reimbursement only after they receive a Notice of Action from 4Cs approving services based on seeking permanent housing.
- Only services used during actual housing search activities will be reimbursed.
- Housing search activities are only eligible for reimbursement at a maximum of 32.5 hours per week for no less than 24 months.
- Parents whose children are all school age must explain why they are unable to search for housing during the days and hours when their children are in school.

DOCUMENTATION REQUIREMENTS

- A Seeking Permanent Housing Plan supplied by 4Cs and signed by the parent under penalty of perjury.
- If temporarily living in a shelter, a signed statement from a homeless shelter, transitional housing agency, or homeless support program verifying where the family is currently residing.
- Reasonable and verifiable documentation of the reason parents who have all school-aged children are not able to search for housing during the hours their children are in school each week and require child care.

Temporary Suspension of Service Rules and Limits

- Families that temporarily lack a qualifying need for child care services after they are enrolled may request a temporary suspension of service from child care without being discontinued from the program.
- Temporary Suspension of Service may be requested for up to three (3) consecutive months at a time per fiscal year (July-June) for any reason and up to four (4) consecutive months at a time per fiscal year for medical reasons.
- Child care services used during periods of Temporary Suspension of Service are not eligible for reimbursement.
- Families must have an eligible provider upon their return from their suspension of services. Families who do not return to care at the end of their Temporary Suspension of Service will be disenrolled.

State Rules and Documentation Required to Certify Services Based on Child Protective Services (CPS) and “At-Risk” Referrals

CPS Referrals

RULES AND LIMITS OF SERVICES

- Families referred for child care services with a valid CPS letter may only be enrolled in priority order from the Centralized Eligibility List as funding becomes available.
- Child care services are only eligible for reimbursement upon completion of the certification process and may not exceed the duration, days, and hours of respite care requested on the referral letter. Services used prior to the completion of the certification process are not eligible for reimbursement.
- When child care services reach the last day of their 24 month certification, parents must recertify their application on the basis of a renewed and updated referral letter or another type of certified need to continue eligibility.
- CPS-referred families are exempt from program income eligibility requirements but remain subject to family fee requirements as described in the handbook, unless a waiver is requested in the referral letter.
- County child welfare workers may request a waiver from family fee requirements in a referral letter for no more than 12 cumulative months per family.

REQUIREMENTS FOR CPS REFERRAL LETTERS

- Completed and signed on County agency letterhead by the County child welfare service worker who is making the referral.
- Dated within six (6) months of application date for child care services.
- Include the names of the children being referred and a statement that child care is a part of the active CPS action plan.
- Include the dates that the County worker believes the CPS case will remain active.
- Include a description of the days and hours that child care will be required (such as Monday through Friday 10 am to 3 pm).

At-Risk Referrals

RULES AND LIMITS OF SERVICE

- Families referred for child care services with a valid “at-risk” letter may only be enrolled in priority order from the Centralized Eligibility List as funding becomes available.

- Child care services are only eligible for reimbursement upon completion of the certification process and may not exceed the duration, days, and hours of respite care requested on the referral letter. Services used prior to the completion of the certification process are not eligible for reimbursement.
- When child care services reach the last day of their 24 month certification period, parents must recertify their application on the basis of another type of qualifying need to continue eligibility. Eligibility based on “at-risk” status may not be renewed.
- At-risk-referred families are exempt from program income eligibility requirements but remain subject to family fee requirements as described in the handbook, unless a waiver is requested in the referral letter.
- Legally qualified licensed professionals may request a waiver from family fee requirements in a referral letter for no more than 3 cumulative months per family.

REQUIREMENTS FOR “AT-RISK” REFERRAL LETTERS

- Completed and signed on letterhead by a legally qualified licensed legal, medical, social service, or emergency shelter professional including contact information and license number.
- Dated within six (6) months of application date for child care services.
- Include the names of the children being referred and a statement that the child(ren) is/are at risk of child abuse or neglect and that respite child care is needed to reduce or eliminate that risk.
- Include the dates that the legally qualified licensed professional believes the children will remain at-risk.
- Include a description of the days and hours that child care will be required (such as Monday through Friday 10 am to 3 pm).

State Rules and Documentation Required to Certify Services for Children with Special or Exceptional Needs

RULES AND LIMITS OF SERVICES

- Hours and days of child care services eligible for reimbursement are contingent upon the eligibility and certified need of the parent as described in this handbook. The child's special needs alone do not qualify a family for enrollment or additional days or hours of service when the parent does not have any type of certified need.
- Child care services for special needs children of any age that require a child care provider to incur ongoing additional costs to meet the needs of the child may be eligible for higher reimbursement ceilings depending on the nature of the expense and the severity of the child's disability.

DOCUMENTATION REQUIREMENTS

- A written statement signed by a legally qualified licensed professional on their office letterhead (including contact information) stating that the child requires the special attention of adults in a child care setting beyond the age of 13.
- A copy of the relevant pages of the child's most recent individualized family service plan (IFSP) or individual education program (IEP) pursuant to State Regulations.

How to Appeal Termination or Other Change in Services

STEP 1: REQUEST A LOCAL HEARING

- State regulations allow any parent who disagrees with an action or change in their child care benefits made by the 4Cs through a Notice of Action to appeal the Agency's decision and request a local hearing with the Agency's Local Hearing Officer.
- To protect this right to due process, 4Cs must receive a written request for an appeal prior to the effective date of the change ([see the NOA Page for an example](#)) and follow the appeal instructions described on the second (back) page of the Notice of Action they wish to appeal. Parents should also notify the Local Hearing Officer if they need arrangements for translation or other special circumstances during the hearing.
- When 4Cs receives the written request for an appeal, the change or action will be suspended until the appeal process has been completed. 4Cs will contact the parent within 10 days to schedule a hearing date. Parents who have questions about how to appeal should contact the Local Hearing Officer indicated on the Notice of Action.

STEP 2: ATTEND THE LOCAL HEARING

- Local hearings are held at 4Cs offices and can take 30 to 60 minutes to complete. Wherever possible 4Cs will schedule the hearing at a time that permits the parent to attend without taking time off from work or school. Parents who are actively enrolled remain eligible to use child care services throughout the appeal process and may use care or bring their children during the hearing as they prefer.
- Parents and/or their authorized representative are required to attend the scheduled hearing and failure to appear will be considered an abandonment of the appeal. Parents who are late for the hearing or need to reschedule because of special circumstances should contact the Local Hearing Officer prior to the scheduled hearing time to request an accommodation.
- At the hearing both the parent and the 4Cs staff member who issued the notice will have an opportunity to explain their points of view and the reasons for their actions. Parents should submit any documentation or other information they feel is relevant for consideration. The Hearing Officer will discuss or explain the regulations or policies that are applicable to the parent's case and in many cases make the decision immediately.

STEP 3: RECEIVE THE AGENCY DECISION LETTER

- Within ten (10) calendar days after the hearing, 4Cs will send a formal decision letter to the parent either overturning or upholding the action under appeal.
- If the action or change under appeal is overturned, care will continue without interruption. If the action or change is upheld the action or change will go into effect immediately.

STEP 4: SUBMIT AN APPEAL TO THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (IF ISSUE REMAINS UNRESOLVED)

- Parents who do not agree with the written decision from the local hearing, have further right to appeal the action or change directly to the Child Care and Development Division (CDSS CCDD).
- Parents must be sure to follow the instructions on the second (back) page of the Notice of Action to ensure timely and complete submission of documents to the following:

California Department of Social Services

Child Care and Development Division

Attn: Appeals Coordinator

744 P Street, MS 9-8-351

Sacramento, CA 95814

Phone: 1 (833) 559-2417

Fax: (916) 654-1048

Email: CCDDAppeals@dss.ca.gov

- Upon acceptance of the appeal request, CDSS CCDD will contact the parent and 4Cs to explain the next steps and authorize continued child care services while the appeal is pending.
- CDSS CCDD will send a written decision letter to the parent and the 4Cs within 30 days and the decision will be final. If the appeal is denied by the state, 4Cs will implement the action originally taken immediately following receipt of the decision letter.

Provider Grievance Procedures

Grievances related to providers only should be directed in writing to the Alternative Payment Manager responsible for provider eligibility and reimbursements. If the provider disagrees with the result, the provider should contact 4Cs Child Care Subsidy Programs Director. If the provider still disagrees with the result, the provider should contact the 4Cs Executive Director.

Uniform Complaint Procedures for Alleged Violations of Law

4Cs designs and operates all programs and services in accordance with applicable laws, regulations, and funding terms. Violations of Federal and/or State law in the administration of a program funded by the Department of Social Services, including allegations of unlawful discrimination, are subject to reporting, review, and a written decision under California Code of Regulations, Title 5 Uniform Complaint Procedures. Complaints alleging a violation of Federal and/or State law may be filed in writing to the following address:

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-8-351
Sacramento, CA 95814
Phone: 1 (833) 559-2417
Fax: (916) 654-1048
Email: CCDDAppeals@dss.ca.gov

If the complainant is not satisfied with the final written decision of the California Department of Social Services, 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, and/or other remedies or orders.



Sobrato Center for Non-Profits - Redwood Shores
330 Twin Dolphin Drive Suite 119
Redwood City, CA 94065

Hours of Operation: Monday through Friday 8:30am–5:00pm

www.sanmateo4Cs.org

Referral Line: 650-517-1460

Reception: 650-517-1400

