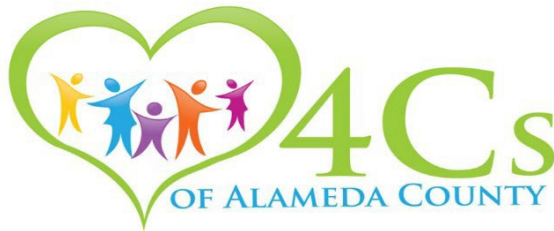


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Community Child Care Council (4Cs) of Alameda County



Subsidized Child Care Program Guide

Providing Services to Families,
Children, and Child Care
Professionals since 1972

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4Cs Locations, Hours, and Services

Hayward Office 22351 City Center Dr., Hayward, CA 94541 (510)582-2182 -Main Number (510)584-3102-CalWORKs Stage One (510)244-0506-Resource & Referral Line In-person appointments are available: Monday-Friday 9am-5pm	Services: CalWORKs Stage One Child Care Subsidy CalWORKs Stage 2 Child Care Subsidy CalWORKs Stage 3 Child Care Subsidy California Alternative Payment Program Alameda County California Alternative Payment Program Foster Care Bridge Child Care Subsidy & Navigation Services Resource and Referral Provider Services Resources Through Interconnection Support, and Equity (RISE)
Oakland Office 8105 Edgewater Dr., Suite 270 Oakland, CA 94621 (510) 244-0966 In-person appointments are available: Monday – Friday 9am-5pm	Services: CalWORKs Stage 2 Child Care Subsidy CalWORKs Stage 3 Child Care Subsidy California Alternative Payment Program RISE

Hayward Satellite Office (Gail Steele Multi-Service Center) 24100 Amador St., Suite 175 Hayward, CA 94544 (510) 259-2279 Monday 8:30am – 3:30pm Tuesday 10:30am – 5:00pm Fridays by appointments only	Services: CalWORKs Stage One Child Care Subsidy CalWORKs Stage 2 Child Care Subsidy CalWORKs Stage 3 Child Care Subsidy California Alternative Payment Program Foster Care Bridge Child Care Subsidy Resource and Referral
Fremont Satellite Office (In Fremont Family Resource Center) 39155 Liberty St., Suite D410, Fremont, CA 94538 (510) 713-2557 In-person appointments are available: Wednesday & Thursday 8:30am-3:30pm Virtually and by phone: Monday-Friday 9am-5pm	Services: CalWORKs Stage One Child Care Subsidy California Alternative Payment Program Alameda County California Alternative Payment Program Foster Care Bridge Child Care Subsidy Resource and Referral

Due to the number of clients served, the agency may not be able to accept walk-in appointments. Please call ahead to schedule an appointment with your designated 4Cs representative. The staff appreciates your cooperation in this matter.



Welcome

Welcome to Community Child Care Council (4Cs) of Alameda County. Since 1972, 4Cs has been dedicated to providing child care referrals, education, and payment assistance to children, families, and child care providers in Alameda County. The Subsidized Child Care Programs (CAPP, County CAPP, CalWORKs Stage One, 2, 3 & Foster Care Bridge) are designed to provide full or partial reimbursement of child care services on behalf of eligible families. The goals of 4Cs programs are to: 1. Support and strengthen parents/primary caregivers, families and the child care provider community, and 2. Increase access and opportunity, particularly for children from low-income families to early care & education programs. 4Cs recognizes child care providers as early care educators, and strongly encourages them to attend child care and development workshops that are sponsored by 4Cs or other child development training agencies.

4Cs' staff represents the diversity in the community we serve, and can offer services in English, Spanish, Cantonese, Mandarin, Taiwanese, Hakka, Farsi, German, Hindi, Punjabi, Urdu, Russian, Serbo, Croatian, Filipino, Vietnamese, American Sign Language, and other languages. If you need assistance in any other languages, please inform a 4Cs representative.

This program guide is written with information for both parents and child care providers, and it contains important information about the agency's services and policies. Although this guide may not answer all your questions, it should get you started and point you to the right place for answers.

Definitions

Throughout this handbook you will see words and phrases which are unique to Alternative Payment Programs, CalWORKs Programs, and the child care field. We have included definitions below as we use them here at 4Cs:

Abandonment of Care: When the family has not been in communication with the provider for seven (7) consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider shall promptly notify 4Cs.

4Cs shall issue a notice of action (NOA) to disenroll the family on the basis of abandonment of care when there has been no communication with the provider or the contractor for a total of thirty (30) consecutive calendar days.

California Alternative Payment Programs (CAPP): Subsidized child care programs in which parents are able to choose who will provide the care for their child(ren).

Broadly Consistent: A child's presence in their care/early education site that is consistent with the hours and times for child care that are approved by the Child Care Services Specialist, allowing for reasonable exceptions based on working overtime hours, traffic, etc.

CCDD: Child Care and Development Division.

CDSS: California Department of Social Services.

CalWORKs: California Work Opportunities and Responsibility to Kids. This is a public assistance program that provides cash aid and services to eligible families that have a child(ren) in the home.

Child Care Fraud: The crime of obtaining money or child care services by deliberate deception or misrepresentation. The most common types of fraud include absent parent in the home, unreported income, child(ren) not living in the home, etc.

Child Care Services Specialist (Family Services): The staff at 4Cs are responsible for enrolling and maintaining the parents' file. They are responsible for determining the family's eligibility and need for child care services and for approving the appropriate rates for child care certificates/contracts & the family's chosen provider at each certification or recertification.

Child Care Services Specialist (Provider Services): The staff at 4Cs responsible for processing child care providers' reimbursement and for

ensuring family fees have been paid to the child care provider.

Co-payments: The difference between what the providers charge for their services and the amount 4Cs reimburses (based on the Regional Market Rates (RMR) regulations and the parent's need and eligibility). The parent is responsible for paying this difference directly to the child care provider. A parent MAY have to pay a co-payment and, at the same time, have to pay family fees. One does not offset the other.

The **County:** Alameda County Social Services Agency, Workforce and Benefits Administration – also referred to as the County Welfare Departments (CWD).

Days: Calendar days unless otherwise noted.

Employment Counselor: A counselor at the Alameda County Social Services Agency (Workforce and Benefits Administration or County Welfare Department) who provides employment related services to CalWORKs participants.

Exceptional Needs Child(ren): Child(ren) who have an active Individualized Education Plan (IEP) after turning three (3) years old or Individualized Family Service Plan (IFSP) for ages zero-three (0-3) years old and are receiving early intervention services or appropriate special education services and require the special attention of an adult in a child care setting.

FCCH: Family Child Care Home.

Family Fee (also called Parent Fee): A fee the family may be expected to pay based on the countable gross monthly income of the family, the size of the family and hours of care certified for the month. A family fee chart is prepared by the CDSS/CCDD so that parents at or above the seventy-fifth (75th) percentile of the state median income can share in the cost of child. These fees are paid by the parent to the Child Care Provider. A parent MAY have assessed family fees and has to pay the provider a co-payment as well. One does not offset the other.

Family Size: "Family" means the parents and the child(ren) for whom the parents are responsible, who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and that child's siblings are living in a family that does not include their biological or adoptive parent, "family" shall be considered the child and related siblings. Supporting documentation for the number of children shall be at least be one of the following:

- Birth Certificate or other live birth records
- Child custody court order
- Adoption documents

- Foster Care placement records
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

Fiscal Year: 4Cs runs on the State's Fiscal Year calendar which starts on July 1st and ends on June 30th of the following year.

Misuse of Services: Days and hours of child care (as claimed on the attendance record and reimbursed by 4Cs to the provider) during which the parent did not participate in his/her 4Cs-approved activity, as listed on the application for child care services.

Notice of Action (NOA): A written notification issued by 4Cs that informs parents of 4Cs' decision to approve or deny child care services. NOAs are also issued to inform parents that they no longer meet program "need" or "eligibility" requirements, or that the type or level of services has changed.

Parent: A person living with a child who is responsible for the care and welfare of that child; also known as guardian and/or caregiver.

Parental Choice: Refers to the parent's ability to choose from a range of child care providers in order to ensure that the child care is the best fit for the time needed and the needs of the child(ren) and family.

Provider: A person (other than the parent) who takes care of a child for a fee. Providers must be at least eighteen (18) years of age.

Provisional Provider: provides child care for a child or children of an eligible parent for a period of up to thirty (30) days when there is an immediate need. The provider must be TrustLine registered within thirty (30) days in order to receive reimbursement for services.

RISE: Resources Through Interconnection Support, and Equity – a program of 4Cs that provides essential support for community members including tangible needs, parenting programs, and more.

RMR (Regional Market Rates): A survey measures prices charged by child care providers and paid by parents within a given child care market region.

Sectarian Provider: Providers who include religious activities/practices in their daily routine while caring for child(ren).

State Median Income (SMI): The current median income of California families as determined by the CA Department of Finance: Welfare and Institution Code.

Description of Subsidized Child Care Programs

4Cs administers three California Department Social Services/California Child Care Department Division funded programs (CAPP, CalWORKs Stage 2, CalWORKs Stage 3) and three Alameda County Social Services funded programs (County CAPP, CalWORKs Stage One, Foster Care Bridge/FCCCAP).

CalWORKs Child Care Programs

CalWORKs Child Care Programs serve families who are currently receiving CalWORKs cash aid or have received it within the last twenty-four (24) months. The program helps a family access immediate child care as the parent works or performs their welfare-to-work activity. The purpose of the program is to support parents as they transition to the stable, long-term child care necessary for the family to leave and remain off aid. There are three stages of the CalWORKs Child Care system. Stage One is administered by the County Welfare Departments. Stage 2 and 3 are administered by the California Department of Social Services. Each of these stages has different eligibility requirements. These programs are parental choice, the parent chooses the child care arrangement that best meets their needs.

Stage One families are eligible for twenty-four (24) months of immediate and continuous child care when they start receiving CalWORKs cash aid and 4Cs makes reimbursement to the provider for child care services. CalWORKs clients may be served in Stage One until the family situation is stable. Former CalWORKs clients are also eligible to receive child care services in Stage One and/or Stage 2 for no less than twenty-four (24) months after they leave cash aid. (This contract is administered in the Hayward and Fremont Office for South County residents).

Stage 2 families are transferred from Stage One once the county determines that the family situation is stable. They are eligible to receive services without interruption. Stage 2 child care services end twenty-four (24) months from the last day the parent received cash aid. If funds are available, the family will then be transferred to Stage Three.

Stage 3 families are transferred from Stage 2 on the 1st day of the 25th month of no longer receiving cash aid. Families are eligible for services until their child(ren) reach the age of thirteen (13) at recertification, or they no longer meet the eligibility and need requirements for the program.

California Alternative Payment Program (CAPP)

The California Alternative Payment Programs (CAPP) assists low-to-moderate income families to become economically self-sufficient by assisting them with their child care cost so they can work, go to school, seek employment, seek permanent housing, or if the child is receiving Child Protective Services or identified as at risk of abuse, neglect, or exploitation.

County California Alternative Payment Program (CCAPP)

The County California Alternative Payment Programs (County CAPP) assists low-to-moderate income families to become economically self-sufficient by assisting them with their child care cost so they can work, go to school, seek employment, seek permanent housing, or if the child is receiving Child Protective Services or identified as at risk of abuse, neglect, or exploitation. This program is administered by Alameda County and priority is given to CPS referrals from the county or licensed therapist.

Foster Care Child Care Allowance Program (FCCCAP or Foster Care Bridge Program)

The Foster Care Child Care Allowance Program provides vouchers for child care and child care navigator services for families. It is a time limited “bridge” to longer-term child care solutions used at the time of placement to stabilize child(ren) in the best possible settings ensuring that caretakers have adequate support to balance their work and home lives. A voucher may be issued for up to six (6) months until the child is successfully transitioned into long-term, subsidized child care.

Program Self-Evaluation/Parent Survey

4Cs performs a self-evaluation process annually. Staff and Board Members are involved in the assessment of our programs. Procedures are developed to ensure the ongoing monitoring of our programs and to ensure that standards are met, including using a parent satisfaction survey.

Program Requirements/Admission

To receive subsidized child care services, families must meet requirements established by Title 5, California Code of Regulation, and/or the State Department’s Eligibility and Assistance Standards for CDSS/CCDD funded programs.

The determination of eligibility for child care services is without regard to the immigration status of the family unless the child or parent is under final order of deportation from the United States Department of Justice.

It is the policy of 4Cs that staff will admit families to the various programs according to the specific eligibility guidelines outlined in the program contracts.

4Cs utilizes an internal Eligibility List (E-List) where families can add their information to the list by filling out the online application located on the 4Cs website, or calling the 4Cs office and speaking to a 4Cs representative to be placed on the list. Families placed on the E-List are ranked for enrollment in accordance with guidelines set by the State of California. Admissions priorities are as follows:

- Priority 1 – Children receiving child protective services or children at risk of abuse or neglect.
- Priority 2 – Income Eligible in relation to family size and income
 - Within Priority 2, if two or more families are in the same priority in relation to income, then enrollment shall occur as follows:
 - I. A family with a child with exceptional needs
 - II. A family whose home language is other than English

When slots become available for enrollment, 4Cs staff may notify families on the E-List through e-mail, postcard & phone call. Staff will then review each family's application over the phone, explain which documents are needed for possible enrollment, and send an Enrollment Document Request Letter with details to the family.

Staff determine the need and eligibility for each family, as well as completing the confidential application (for Stage 2, Stage 3, CAPP) and collecting all necessary documentation specific to program requirements.

Parents and providers are solely responsible for providing legitimate documentation to prove that they meet program requirements. 4Cs of Alameda County has the right to ask for additional documentation that may or may not be listed in this program guide if deemed necessary to justify eligibility and need for child care services. 4Cs also has the right to verify all documents and act upon any false or misleading documents received.

The parent should understand that 4Cs representatives may obtain and verify the family's income, eligibility status, need status, and any other necessary information in order to determine if the parent meets the requirements for participation in the program. It is implied that at any time 4Cs representatives may contact employers, school administrators, social services agencies, doctors, access CalSAWS Child Care Portal, etc. as needed. 4Cs representatives contact employers to obtain employment information, as long as it does not jeopardize the parent's employment.

Once a family is enrolled into the program, a Child Care Services Specialist (Family Services) is assigned to the family. The Specialist is responsible for assisting the family in the process of determining eligibility, need, and updating and maintaining the family's file.

Service Delivery Area

Eligible families must reside in 4Cs of Alameda County's service delivery area for the corresponding program.

For CalWORKs Stage One, County CAPP & FCCAP, the family must reside in Ashland, Hayward, Castro Valley, San Leandro, San Lorenzo, Union City,

Newark, or Fremont.

For CalWORKs Stage 2, 3, and CAPP, the family must reside in Oakland or Hayward.

Program Eligibility – Source: 5 CCR 18081, Senate Bill (SB) 1047

Family Eligibility is based on the following criteria depending on which program you are on; a parent must meet at least one of the following:

- Current CalWORKs cash aid recipient
- Income eligibility
- Family experiencing homelessness
- The child is receiving child protective services
- The child is identified as being abused, neglected, exploited or at risk thereof
- A member included in the family size is certified to receive benefits from one of the following means-tested government programs:
 - Medi-Cal
 - CalFresh
 - California Food Assistance Program
 - California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - The Federal Food Distribution Program on Indian Reservations
 - Head Start
 - Early Head Start
 - CalWORKs

CalWORKs Child Care

To be eligible for CalWORKs child care programs, the **parent** must be a current cash aid recipient or a former recipient who has received cash aid in the last twenty-four (24) months. (The family is not eligible for CalWORKs child care services if aid was received for the “child only” in the last twenty-four (24) months.)

To receive immediate and continuous child care services for twenty-four (24) months at CalWORKs Stage One Child Care Program, Welfare-to-Work (WTW) sanctioned participants need to do the following:

- Indicate an intent to cure their sanctions AND one of the following:
 - Contact Social Services Agency (SSA) – Employment Counselor OR
 - Submit a completed WTW 31, Request to Meet WTW Rules to get Cash Aid Back to SSA OR
 - Call General SSA number and leave a message to indicate an intent to cure sanction in 4Cs Office

Income Eligibility and Family Size - Source: 5 CCR section 18078 (w)(1-19) and 18082.2

All families must meet the income eligibility requirements for subsidized child care services. Income eligibility is the total countable income of all the individuals in the family size including but not limited to: gross wages or salaries, overtime, tips, cash aid, child support payment received.

Based upon the family size, a family is income eligible if the family's adjusted gross monthly income is at or below eighty-five **(85) percent** of State Median Income (SMI). In order to determine family size, the parent must provide documentation regarding the number of child(ren) and parents in the family. Income from all sources must be reported for every member of the family. When the information provided to determine eligibility indicates the child(ren) in the family has another parent whose name does not appear on the application, then the parent who signed the application shall under penalty of perjury self-certify the presence or absence of the second parent. The parent who signed the application is not required to provide further documentation proving the presence or absence of the second parent.

Families Experiencing Homelessness - Source: McKinney-Vento Homeless Assistance Act

Families experiencing homelessness are defined as parents, children, and youths as individuals who lack a fixed, regular, and adequate nighttime residence.

Child Protective Services - Source: 5 CCR section 18092

Child Protective Services (CPS) means children receiving protective services through the local county welfare department as well as children identified by a legal, medical, social service agency, or emergency shelter as abused, neglected, or exploited or at risk of abuse, neglect, or exploitation.

Means-tested government programs – Source: 5 CCR section 18078(j), WIC 10271.7(1)

A member of the household has been certified as eligible to receive benefits or services in any of those programs (see means-tested government program list under Program Eligibility). The family shall provide documentation of current enrollment in the program.

Eligible Child(ren) - Source: 5 CCR section 18089

Child(ren) in the family size is eligible to receive child care services up to the age of thirteen (13). Child(ren) with exceptional needs may be served up to the age of eighteen (18) in federally funded programs and up to the age of twenty-one (21) in state- funded programs.

The number of child(ren) shall be documented by providing one of the

following documents, as applicable:

- Birth certificates, court orders regarding child custody, adoption records
- Records of Foster Care placements, school or medical records
- County welfare department records or other reliable documentation indicating the relationship of the child to the parent.

To be considered to receive services for child(ren) with exceptional needs, parent will need to submit documentation of exceptional needs.

Documentation shall include:

- a) A copy of an active Individualized Education Plan (IEP) or Individual Family Service Plan (IFSP), AND
- b) A statement signed by legally qualified professional that:
 1. The child requires the special attention of adults in a child care setting; and
 2. Includes the name, address, license number, and telephone number of the legally qualified professional who is rendering opinion.

Need For Services - Source: 5 CCR section 18085.5

To receive subsidized child care services, each parent in the family must have at least one of the following needs and not be available to supervise his or her own child(ren) for a period of the day. If it is determined by the Specialist that there is no documented need for subsidized child care, a Notice of Action (NOA) to deny or dis-enroll the family from services shall be issued.

Need for services are as follows:

- Employment
- Seeking Employment
- Vocational Training
- English Language Learner (ELL) or English as a Second Language (ESL) or courses to attain a GED/HSE Certificate or High School Diploma
- Incapacitation
- Child Protective Services/At-Risk
- Homelessness
- Seeking Permanent Housing

Employment - Source: 5 CCR section 18086, 18084, CCB No. 23-22

Working parents are required to complete & submit an employment documentation form along with two (2) months of most recent pay stubs. If income fluctuates, parents are allowed to choose to provide up to twelve (12) preceding months of income information.

All self-employed parents must submit a declaration of need under penalty of perjury that includes a description of the employment and an estimate of days and hours worked per week. Parents are also required to submit documents such as receipts of earnings and expenses.

If the parent works at home, the type of work must preclude supervision of the child(ren).

Parents may request sleep time if they work between 10pm and 6am not to exceed the number of hours authorized for work and travel time between those hours. Certain limitations apply.

For Stage One, working parents are to complete a Self-Certification Form reflecting the child care hours needed for employment.

Seeking Employment - Source: 5 CCR section 18086.5

If the basis of need as stated on the application for services is seeking employment, the parent's period of eligibility for child care and development services shall be for not less than twenty-four (24) months for Stage One, Stage 2, Stage 3 & CAPP.

Services shall occur on no more than five (5) days per week and for less than thirty (30) hours per week for Stage 2, Stage 3, & CAPP. Child care cannot exceed fifty-two and a half (52.5) hours per week for Stage One.

Documentation of seeking employment shall include a written parental declaration signed under penalty of perjury stating that the parent is seeking employment. The declaration shall include the parent's plan to secure, change, or increase employment and shall identify a general description of when services will be necessary.

Vocational Training – Source: 5 CCR section 18087 and Educational Programs – Source: 5 CCR section 18086.6

Vocational training is training or school that leads directly to a recognized trade, para-profession or profession. Parents must submit verification that documents the days and hours of training and the vocational goal. Vocational training is limited to six (6) years from the first day of approved child care services, or 24 semester units after the parent obtains a bachelor's degree, whichever comes first.

Unit-bearing online classes from an accredited training institution are acceptable and are counted as one hour per week per unit. A copy of the class syllabus and the web address of the online program or other documentation may be required. Parents with school-aged child(ren) may be required to take their online classes during the hours the child(ren) is/are in school.

To be certified for need based on **ELL** courses, **ESL** courses, or to attain a **GED/HSE** certificate or high school diploma, parents must submit written documentation evidencing the parent's enrollment in a recognized ELL educational program or a program to attain a high school diploma or GED/HSE certificate.

Parents may request travel time and/or study time if needed. Certain limitations apply.

At recertification, the continuation of services in an educational program is contingent upon the parent making adequate progress. To document adequate progress for the last enrolled quarter, semester, or training period, as applicable, the parent shall provide documentation from the educational program for which subsidized care is provided demonstrating the following:

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

When the need for services is training toward vocational goal, ELL courses, ESL courses, or courses to attain GED/HSE certificate or high school diploma, the parent's period of eligibility for services shall be no less than twenty-four (24) months for Stage One, Stage 2, Stage 3 & CAPP.

Incapacitation - Source: 5 CCR section 18088, ACL 19-99

Child care services may be provided if a parent is unable to care for his or her child due to a physical and/or mental health condition. A legally qualified health professional must complete the Parental Incapacity Documentation Form documenting that the parent is incapacitated and that the parent is incapable of providing care or supervision of the child for part of the day.

If the basis of need for child care is incapacitation of the parent, the period of eligibility for services is for no less than twenty-four (24) months for Stage One, Stage 2, Stage 3 & CAPP. Child care cannot exceed fifty (50) hours per week.

For Stage One participants, incapacitation need for child care is only allowed for two (2) parent households, where one (1) of the two (2) parents is incapacitated. Child care cannot exceed fifty-two and a half (52.5) hours per week.

Child Protective Services/At-Risk - Source: 5 CCR section 18092, WIC section 10271

Child(ren) who are receiving child protective services or identified as at risk of abuse, neglect, or exploitation are eligible for services with a written referral from a legally qualified professional or from the county child welfare department. The referral must indicate services are needed to reduce or eliminate the risk, specify the hours and probable duration of care.

Income eligibility can be waived for up to twelve (12) months if indicated on the referral that it is necessary to exempt the family from paying a fee. If fees are not waived and the family is over income, the family will remain eligible as a CPS family and the family fee assessed will be the maximum amount listed on the family fee schedule based on family size.

Child(ren) who are referred from CPS or identified as at-risk and whose families participate in Stage 2, Stage 3, & CAPP are eligible to receive services for no less than twenty-four (24) months.

Homelessness – Source: 5 CCR section 18090

Families experiencing homelessness may establish both eligibility and need based on one of the following: 1) written referral dated three months prior to the application for services from a legal, medical, or social services agency; a local educational agency liaison for children and youth experiencing homelessness; a Head Start program; or an emergency shelter; or 2) A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

Seeking Permanent Housing - Source: 5 CCR section 18090

Child care services may be provided if the family is homeless and needs to seek permanent housing. Homeless means the family has no adequate sleeping accommodation at night and must be documented by a written parental declaration signed under penalty of perjury that the family is seeking permanent housing. The declaration shall include the parent's general search plan to secure a fixed, regular and adequate residence. If the family is residing in a shelter, services shall also be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements within the certified schedule. For Stage 2, Stage 3 & CAPP child care services are authorized for no less than twenty-four (24) months. Services shall occur on no more than five (5) days per week for less than thirty (30) hours per week.

Initial Enrollment

In a group setting, or one-on-one, a 4Cs representative provides information about the agency and the Subsidized Child Care Programs' regulations.

Orientation assists parents to become familiar with the program forms and participation requirements. Required documents must be provided by the parent before an orientation can be scheduled. Parents will be provided with a list of required documents based on their individual case.

Upon establishing initial eligibility or ongoing eligibility for services, a family shall be considered to meet all eligibility and need requirements for those services for no less than twenty-four (24) months for Stage 2, Stage 3 & CAPP. Child care services are not approved until all the following items have been met: 1) Parent & provider must submit all required documentation prior to the start of care, 2) Confidential Application has to be signed by parent & 4Cs staff, 3) Child care certificate is signed by parent and provider & returned to 4Cs before the start date of care. Retroactive reimbursements are not authorized on these programs.

For CalWORKs Stage One: Upon establishing initial eligibility or ongoing eligibility for services, a family shall be considered to meet all eligibility and need requirements for immediate and continuous child care services for twenty-four (24) months. Retroactive reimbursement for child care services may be issued at the initial enrollment only and are limited to no more than thirty (30) calendar days prior to the approval of eligibility for subsidized child care services.

Recertification - Source: 5 CCR 18082.1

Recertification is the process of determining a family's continued need and eligibility for child care services. After initial certification and enrollment, families shall be recertified for services no later than fifty (50) calendar days following the last day of the twenty-four (24) month certification period, which starts with the day the 4Cs authorized representative signed the last application for services.

Reporting Changes - Source: 5 CCR section 18082.2, 18082.3

Families must report within thirty (30) days if their family income exceeds eighty-five percent (85%) of SMI. Families are provided with a copy of the current Schedule of Income Ceilings. When family income exceeds eighty-five percent (85%) of the SMI, the family will be issued a Notice of Action and will be dis-enrolled from the program. Family may **voluntarily report changes** to:

- Increase eligibility
- Decrease family fees
- Increase a service level (child care hours)
- Decrease service level (child care hours)

Upon a family voluntarily reporting changes, the agency **shall collect documentation** to support the changes requested. Agency will use information as applicable to **reduce family fee, increase family's service**

level (child care hours). Agency will not use any information received to make any other changes to the service agreement.

Before the agency may make any **reductions** to the service level, a parent shall submit a written request that includes the days and hours per day requested, the effective date of a proposed reduction of service level, and parental acknowledgement in writing that the parent understands that the parent may retain their current certified child care service level.

Upon receipt of the parent's written request, 4Cs shall notify the family in writing of the parent's right to continue to bring their child pursuant to the original certified service level, collect documentation to support the changes requested and not later than 10 business days after receipt of applicable documentation, issue a Notice of Action for the requested change in service level schedule. No other changes to the service agreement shall be made using the received information. (Title 5, Section 18084.2, The Family's Right to voluntarily Report Changes).

Parent contact information such as mailing and/or physical address, personal phone number, and email address must be current at all times.

Notice of Action - Source: 5 CCR section 18094

4Cs' decision to approve or deny child care services, increase, decrease services, family fees, or disenrollment of services is communicated through a written statement referred to as a Notice of Action (NOA). The NOA is issued to the parent and includes the following information:

- Type of action being taken
- Effective date of the action
- A description of the action
- A statement of the reason for the action
- Action to complete by the parent, if the action is one that the parent can correct prior to the disenrollment date
- Instructions for the parent to appeal if he or she disagrees with 4Cs' decision.

Child Care Certificate

Upon approval or changes in child care services, 4Cs issues a Child Care Certificate for each child in the family. The certificate states the approved **child care dates, hours, reimbursement rates and family fees** for each child. No care is reimbursed before the effective start date or beyond the effective end date indicated on the child care certificates. The parent and provider must review, sign, and return the initial certificate(s) to 4Cs. The signed certificate indicates the acceptance of child care hours and rates authorized.

No child care services are reimbursed without an initial certificate signed by both the parent and the provider. Updates or revisions of child care certificates are mailed to the parent & provider for their records only.

Family Fees - Source: 5 CCR 18109, 18110

Families are required to share in the cost of the child care services when their income reaches the 75th percentile of the state medium income. Families will be assessed either a flat monthly full-time fee or part-time fee, based on hours of care certified for the month, income, and family size according to the California Department of Social Services Family Fee Schedule.

Family fees are paid directly to the family's primary child care provider each month and fees are due in advance of services. The fee is based on the child who uses the most care, which is usually the youngest child in the family.

Families with certified need of less than one hundred thirty (130) hours per month are assessed a part time monthly fee; families with certified need of 130 hours or more per month are assessed a full-time monthly fee.

Family fees are assessed based on the following factors:

For new families, the first month's fee is assessed based on child care hours for the partial month. For example: a family works forty (40) hour per week and care is for May 20th – May 31st, thus the family utilizes less than one hundred thirty (130) hours, and a part time fee is assessed for the month of May. A full-time fee will be assessed for the following months.

For existing families, upon recertification, an increase to family fees is effective the first (1st) day of the month after appeal request is exhausted. Decrease in family fee is effective on the first (1st) day of the following month, without waiting period.

Family fees are not prorated, reduced, or recalculated based on actual attendance. No adjustment is made for excused or unexcused absences.

Exceptions: Families receiving cash aid are exempt from paying a fee. Families receiving Child Protective Services may be exempt. See section "Child Protective Services" of this program guide.

Family may voluntarily request a reduction in family fee by reporting a change such as family income, days and hours of care needed, or family size. The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following receipt and approval of the required supporting documentation. **This documentation may not be used to make any other changes to the family's service agreement.**

A Notice of Action (NOA) must be issued immediately upon receipt and approval of the required supporting documentation so that the new family fee becomes effective on the first day of the month that follows the issue date of NOA. For example, if NOA is issued on December 28, 2024, the effective date of the reduced family fee would be January 1, 2025.

Please note: Family fee is deducted by 4Cs from the provider's payment whether the parent paid or not.

Credit for Fees Paid to Other Service Providers - Source: 5 CCR section 18112

When a contractor cannot meet all family's needs for child care for which eligibility and need have been established the contractor shall grant a fee credit equal to the amount paid to the other provider(s) of these child care and development services. The family shall submit copies of receipts or cancelled checks to receive a credit for subsequent fee billing period. Family shall not be allowed to carry over the fee credit beyond the family's subsequent family fee billing period.

Delinquent Fee - Source: 5 CCR section 18113, 18114, 18115, 18116 A family fee is delinquent when a provider notifies 4Cs that the family fee has not been paid.

If the Family Fee receipt section of the attendance form is incomplete (i.e., missing amounts) the following action will be taken:

- A Notice of Action for disenrollment of services will be sent to the parent. The NOA will state that disenrollment of child care services will be nineteen (19) days from the date of the NOA. A notice will be sent to the provider(s), which will inform them of the effective date.
- Only three (3) payment arrangements or three (3) Notices of Actions are allowed per fiscal year. The parent will be disenrolled from child care services if they do not pay the fees or make a timely payment arrangement.
- The fourth (4th) payment arrangement or the fourth (4th) Notice of Action will be a final disenrollment of services due to the parent's failure to consistently abide by program policies.
- Families who are disenrolled due to delinquent fees must bring fees current in order to re-enroll on the program.

Choosing Child Care Parental Choice

4Cs' subsidized child care programs are parental choice programs. Parents select providers who best meet the needs of their child(ren). The provider selected must meet the requirements for participation.

Child care providers, chosen by 4Cs participant, must meet the following distance requirements to be considered reasonable:

The child care provider must be located within no more than a twenty-five (25) mile radius of the enrolled parent's home, work, or approved activity. The provider must be located along the travel route to/from home, work, or approved activity. Child Care arrangements outside of those stipulations will need Manager/Supervisor approval.

Local Resource and Referral Programs can provide parents with referral information to licensed family child care homes and child care centers including Head Start and Title 5 centers. Child care referrals given are referrals, not recommendations. 4Cs encourages parents to visit and interview providers that best meet their child(ren)'s need.

Eligible Providers - Source: 5 CCR section 18227

The following types of child care providers are eligible for reimbursement from 4Cs' subsidized child care programs:

- Licensed child care center
- License exempt child care center
- Licensed family child care home
- Relative exempt provider (grandparents, aunts, and uncles)
- TrustLine registered exempt provider

In-Home Child Care

In-home child care is defined as care provided in the home in which the child resides.

Parents that select in-home care with a license exempt provider are to complete the In-Home Care Parent Self-Attestation Form and are acknowledging that they are assuming employer responsibility for the in-home license exempt provider and acknowledge they are responsible for complying with applicable federal and state employment laws. The parent is considered a Household employer and must comply with all employment laws regarding minimum wage, payroll, disability, unemployment, taxes, and sick leave.

Alternate or Backup Provider - Source: 5 CCR section 18076.2 (c)(1)(2)

When a licensed provider is unable to provide care due to the child care facility is closed or the child is ill, the parent may use a backup provider. The backup provider must be an eligible provider and meet the requirements for participation. Parents must contact their Child Care Services Specialist ahead of primary provider's closure date to set up certificate to use Alternate or Backup provider. Parents must contact their Child Care Services Specialist the actual day their child is sick to set up certificate to

use Alternate or Backup provider.

Multiple Providers - Source: 5 CCR section 18076.3

4Cs will reimburse only one child care provider per child when the hours of operation of the child care provider can accommodate the certified need for child care.

4Cs may reimburse two (2) providers under one of the following circumstances:

- When the hours of operation of the first provider cannot accommodate the certified need for child care.
- When the first provider is not a licensed center, the parent may choose a licensed center for the specific purpose of providing the child with large group school readiness experiences.

Please note that 4Cs will not reimburse more than one (1) provider for the same portion of a child's certified need for child care.

Changing Providers

The parent must notify 4Cs at least two (2) weeks prior to the effective date of changing providers. The parent must also provide all the necessary information needed to contact the new provider before services can begin. This is to ensure that the necessary paperwork can be completed prior to the first day of care with the new provider. Parents are only allowed to change child care providers up to three (3) times per fiscal year. The parent is responsible for any additional charges that 4Cs cannot cover, for example: provider's two (2) week notice where child care is not provided or additional fees. Families are encouraged to thoroughly read and understand the provider's individual facility agreement or contract, which is separate from 4Cs child care certificate. Please note: child care providers may charge for notice before ending care and if a parent chooses to use a TrustLine provider, it may cause a gap in child care reimbursement due to TrustLine clearance process done by Department of Justice.

Provider Participation

Child care providers are **self-employed**. 4Cs does not withhold payroll taxes because child care providers are not employees of 4Cs of Alameda County and are responsible for their own federal and state taxes. 4Cs will supply a 1099 form after the end of each calendar year for provider's tax filling purpose. Child care providers are not eligible for unemployment benefits for the sub-contracted services provided through 4Cs subsidized child care programs.

Provider participation in the program is voluntary. Providers must meet federal, state and agency's requirements to be eligible for reimbursements. A

Child Care Services Specialist (Provider Services) is assigned to the provider to maintain his or her file, process reimbursement, and answer inquiries.

Providers who participate in 4Cs subsidized child care programs should be aware that 4Cs is required to share their contact information to the Child Care Provider Union.

Condition of Participation

In order to receive reimbursement from the program, the following conditions must be met:

All Providers must:

- Be at least 18 years of age. Have a current Social Security card/EIN/ITIN
- Have a current California photo identification/driver license.
- Complete a tax-identification (W9) form. The provider's name or business name on W9 must be exactly the same as it appears on the provider's social security card or provider's Employer Identification Number (EIN) or Individual Tax Identification Number (ITIN) document.
- Provide care during the contracted hours in the provider's home or licensed facility, unless otherwise authorized.
- Not discriminate on any basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, or sexual orientation, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state. [Source FT&C (GC 11135 and 5 CCR 4900)]
- Refrain from the use of corporal punishment or any act that may be interpreted as corporal punishment.
- Notify 4Cs of Alameda County immediately of any change in addresses or telephone numbers. Providers must provide their residential addresses. P.O. boxes will only be accepted as mailing addresses.
- Promptly notify 4Cs when the family has not been in communication with the provider for seven (7) consecutive calendar days and has not notified the provider of the reason the family is not using services.
- License Exempt Centers must complete and sign Exemption from Licensure form and fall under Title 22 CCR § 101158.
- Allow parents unlimited access to their child(ren) while in care during normal business hours.

All Licensed Providers must:

- Maintain a current facility license and comply with Community Care Licensing rules and regulation.
- Allow parents unlimited access to their child(ren) while in care during normal business hours.
- Charge subsidized families their usual and customary rates.

All License Exempt Providers must:

- Be registered on TrustLine, if applicable.
- Have proof of residency.
- Not have active tuberculosis.
- Care for their child(ren) and child(ren) of one family only.
- Understand that they will only be reimbursed for hours of care actually provided and authorized by 4Cs. License exempt providers will not be paid for holidays or absences (please note effective 07/01/2025 – 06/30/2026 reimbursement is based on maximum authorized hours of care, regardless of attendance [Source: CCB 25-24, SB 120]).
- All license exempt providers/Family Friend Neighbor (includes birth parent, step parent, foster parent, adoptive parent) are ineligible to be reimbursed for child care services to their own children.
- License exempt child care provider may care for no more than 8 children in the same place at the same time, including their own children.

TrustLine

TrustLine is the state registry of individuals who have been cleared through a background check of the California Criminal History System, Child Abuse Central Index at the California Department of Justice, and the Federal Bureau of Investigation (FBI) records. Child care providers who are exempt from licensure are required to be TrustLine registered, except for those who are the child's grandparent, aunt or uncle by marriage, blood, or court decree. 4Cs will only issue reimbursement to exempt providers who are registered on TrustLine, except for grandparents, aunts, or uncles. When the provider's TrustLine application has been denied, or TrustLine case has been closed, or TrustLine registration has been revoked, 4Cs will immediately terminate the exempt provider from participation in all of 4Cs' subsidized child care programs.

For CalWORKs Stage One, once the exempt provider is registered on TrustLine, 4Cs will reimburse up to the first one hundred twenty (120) calendar days of child care services authorized. If services have been provided for more than one hundred twenty (120) days, reimbursement resumes as of

the day the exempt provider is TrustLine registered. If the provider's application for TrustLine is denied or closed, 4Cs **cannot** reimburse for any care provided, and the parent is responsible for paying the provider all fees owed. (Rules: Department of Social Services, MPP Section 47-260). Please note: reimbursement is conditional based on parent or guardian's completion of enrollment.

For CalWORKs Stage 2, 3, & CAPP, a parent may select a **provisional child care provider (Source: 5 CCR section 18227.1)** which is a non-relative exempt provider who has applied for TrustLine and is waiting for background clearance. A provisional provider may provide child care for up to thirty (30) consecutive calendar days only when there is an immediate need. The provisional provider must complete application and submit fingerprints to TrustLine prior to the first authorized day of care. The provisional child care provider must then become TrustLine registered by the end of the thirty (30) consecutive days in order to receive reimbursement for services. If the provisional provider is not registered by the end of the thirty (30) day period or the application is denied, 4Cs **cannot** reimburse for any care provided and the parent is responsible for paying the provider all fees owed. Also, the parent must then enroll another eligible child care provider in order to continue services. If the provider becomes registered at a later day, the provider is only eligible to participate as of the day he or she is TrustLine registered.

An immediate need is defined as a situation in which an eligible parent, who has a need for child care services, would not be able to participate in his or her activity without enrollment of a provisional provider, and no other child care is reasonably available from a licensed, TrustLine registered, or relative exempt provider that meets the parent's need for care.

A parent may enroll a provisional provider no more than once in any one hundred eighty (180) consecutive calendar days.

Collecting Provider's Information - Source: California Senate Bill (SB) 75, Chapter 51

Effective July 1, 2019, provider's business and/or personal information will be shared with specific provider organizations as defined in the law.

California Department of Social Services (CDSS) is required to collect the information from licensed family child care providers and license-exempt individual providers who participate in any state-funded early care and education program, as defined by law:

Provider's name; Provider's home address; Provider's mailing address; County; Work and cellular phone numbers; E-mail address; Agency, contractor, subcontractor, or political subdivision administering the program; State facility license, if applicable; The date provider began subsidy care; The

date provider ended subsidy care, if applicable; and the unique provider identification number, if applicable.

Megan's Law

Information of registered sex offenders are available online to the public on the Megan's Law website maintained by California Department of Justice. The website address is www.Meganslaw.ca.gov. Prior to enrollment, all license exempt providers will be searched against the Megan's Law database. 4Cs will not enroll any provider who is registered on the Megan's Law database and will not reimburse care at an address that is on the Megan's law database

Absences

If licensed provider requires full fee-paying parents to pay for days their child(ren) are not in attendance, 4Cs may reimburse for the following types of absences:

- **Illness or Quarantine of the Child or Parent**
4Cs will reimburse absences due to illness of the parent or the child, or due to a doctor's appointment.
- **Family Emergency**
Family emergency includes any serious illness or death in the family, transportation problems, weather crisis, disaster, school strike/closure, school suspension, or any other reason deemed eligible.
- **Court-Ordered Visitation**
4Cs will reimburse absences to spend time with a parent or relative when required by a court of law. A copy of the court order must be attached to the provider's file.
- **Days of Non-Operation (DNO)**
4Cs will reimburse providers for ten (10) closure days (i.e., holidays) per fiscal year. These DNO must be listed in the provider's contract, and the child must be regularly scheduled to be in care.
- **Alternate Provider**
Time that child care services are provided by an eligible alternate provider when the child is ill and the parent has to obtain care from an eligible alternate provider. Payment to an alternate provider when the child is ill shall be limited to a maximum of ten (10) days per child per fiscal year.

Parents must record absences on the Attendance Record for the purposes of determining whether hours are broadly consistent with certified need.

Child Care for School-Aged Child(ren) - Source: 5 CCR 18076.2(d)(1)(2)

4Cs cannot reimburse for any child care when instructional minutes of a public educational program or private school, including home school, are available to the child, or when a child is receiving any other child care and development services, unless the child is unable to attend due to an illness.

Monthly Attendance Record Procedure - Source: 5 CCR section 18065

Parents and providers are responsible to complete and submit monthly attendance records that include the following information:

- The name of the child receiving services.
- The specific date services were provided.
- The actual times the child entered and left care each day and recorded on a daily basis in blue or black ink.
- Signatures of both the parent and the provider at the end of each month, attesting under penalty of perjury that the information provided on the attendance record is accurate.

Parents and providers must record the actual times of arrival and departure. For example: A child is certified for care from 7:00am – 4:00pm. The “actual” arrival and departure times such as 7:02am and 4:05pm must be recorded on attendance record. If a child is school-aged and the provider takes the child to and from school, the provider is responsible to record the actual times the child is dropped off and picked up to and from school.

Attendance Records are utilized for the purpose of reimbursement. Reimbursement to providers will not be held or reduced for any Attendance Record in which all required elements are present.

Incorrect/Incomplete Attendance Record

When the Attendance Record is not completed in full or correctly, the Attendance Record will not be returned for corrections. 4Cs will call the provider, upon discovery during processing, to attempt to correct the issue before the payment due date.

Attendance Records will be deemed incomplete or incorrect for the reasons including, but not limited to:

- Not recording the actual drop off/pick up times
- Missing drop off/pick up times
- Not recording absences
- Family fee receipt is not filled out completely or is missing parent and/or provider signature/s
- Missing parent and/or provider signature to attest that attendance information is true and correct

The following action may be taken for incomplete or incorrect Attendance Records upon discovery:

- *First occurrence:* Payment staff will call provider to discuss finding, as well as the consequences of not following procedure. Reimbursement will be processed, and the conversation will be logged and attached to the attendance record.
- *Second occurrence:* Payment staff will call provider to discuss the finding and remind provider that this is the second occurrence. Reimbursement will be processed, and a warning letter will be issued to the provider.
- *Third occurrence:* Payment staff will call provider to discuss finding and remind provider that this is the third occurrence. Payment Staff will set up an appointment for provider to meet with Program Manager virtually or in person. The provider's check will not be mailed and will be available for pick-up.
- *Final occurrence:* If Attendance Record continues to be incorrect or incomplete, Payment Manager will notify provider of final occurrence and certificate will end 19 days from the date of notification for non-compliance.

Broadly Consistent Attendance Record Policy

If a child's attendance is not broadly consistent with the family's certified hours for at least one month and it changes provider reimbursement from full time to part time OR if child care hours change from day to evening hours and changes the provider reimbursement, 4Cs will contact the parent to determine if a schedule change is needed on a permanent basis and to inform parent of their right to voluntarily request changes to their schedule (Full-time care is child care used/authorized for one hundred thirty (130) or more hours per month; Part-time care is care used/authorized for less than one hundred thirty (130) hours per month).

Fraudulent Attendance Record

If a parent or a provider provides false or misleading information or acts in a fraudulent manner, the parent and/or the provider may be disenrolled from the program immediately and no reimbursement will be made.

Fraudulent activities may include, but are not limited to, the following:

- The parent or the provider records attendance for care not used.
- The provider was incarcerated during the time he or she claimed to have provided care.
- The provider was out-of-state during the time he or she claimed to have provided care.
- The provider lost his or her license and was directed to cease care but did not.

- The provider used a false identity.

Child Care Provider's Rates - Source: 5 CCR section 18220.6

4Cs will reimburse the provider's rates as long as:

- They are the usual and customary fees charged to every family, subsidized or non-subsidized; and
- They are not exceeding the Regional Market Rate (RMR) ceiling for the area in which child care is being provided. If the provider's rate exceeds the RMR ceiling, the parent will be responsible for the difference, which is the co-payment.

For licensed providers who charge registration fees or material fees, 4Cs will reimburse those charges if the total reimbursement (child care fees plus other fees) does not exceed the maximum reimbursement amount allowed.

Rate Change - Source: Assembly Bill 131 (Chapter 116, Statutes of 2021)

Each licensed child care provider may alter rate levels for subsidized children, as needed, and shall provide the alternative payment program and Resource and Referral Agency with the updated information. Updated rates shall be effective within sixty (60) days of submission of the updated information.

4Cs will accept rate change when providers submit their new rates in writing. Updated rates will be effective on any reasonable first (1st) day of the months that falls within sixty (60) days upon receipt.



Reimbursement to Provider - Source: CCB 25-24, Senate Bill 140, Chapter 193

Effective 07/01/2025 – until amended, 4Cs will reimburse providers based on enrollment and based on the maximum authorized need according to the following:

- Providers, including license-exempt providers, shall be reimbursed based on the maximum authorized hours of care,

regardless of attendance.

- For families certified for a variable schedule, providers shall be reimbursed based on the maximum authorized hours of care.
- For license-exempt providers who provide part-time services, providers shall be reimbursed based on maximum authorized hours of care.
- Effective January 1, 2022 license exempt providers are not required to submit a rate sheet and will be reimbursed at the 70% regional market rate for FCCH ceiling.

If there is a family fee assessed, the total amount of the family fee will be **deducted from the provider's reimbursement for that month, whether the provider collects the fees or not.** It is the parent's responsibility to pay the provider directly for the family fees.

Notifications to Provider

Providers will be notified in writing if any of the following changes occur:

- A change in the hours of care, rates, or schedules;
- An increase or decrease in parent fees;
- A termination of services, including, but not limited to a family's termination from the program, or family's change in provider; and/or
- Any change to the family's eligibility status that may impact payment.

Reimbursement Dates

Attendance records are due by the first (1st) of each month and are considered late if not received by 5:00pm on the third (3rd) after the month that child care service has been completed. If the third (3rd) falls on a weekend or holiday, the attendance records are due on the following business day. Reimbursement will be mailed or deposited on the fifteenth (15th) of the month if attendance records are received on time. If attendance records are received on the third (3rd), but after 5:00 pm thru the fourteenth (14th) before 5:00pm, reimbursement will be mailed or deposited on the twenty-first (21st) of the month. If the fourteenth (14th) falls on a weekend or holiday, the attendance records are due on the previous business day. If attendance records are received on the fourteenth (14th) after 5:00pm thru twenty-seventh (27th), the reimbursement will be mailed or deposited on the third (3rd) of the following month.

Attendance records received on:	Reimbursement Date:
27 th after 5pm – 3 rd before 5pm	15 th
3 rd after 5pm - 14 th before 5pm	21 st

14 th after 5pm – 27 th before 5pm	3 rd (following month)
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4Cs mails out the attendance records to providers the third week of each month prior to services. If attendance records are not received by the end of the month, the parent or the provider should contact 4Cs for a replacement. Please allow for two (2) business days to pick up or for 4Cs to mail a replacement. If a parent or provider walks in the first (1st) week of the month to request attendance records, the request will be taken in writing and mailed in two (2) business days.

For any overpayment or underpayment, the provider’s reimbursement may be adjusted the following month.

If it is determined that reimbursement is issued based on falsified Attendance Records, it will be grounds for referral to the District Attorney’s office for further investigation and possible prosecution.

4Cs’ fiscal year is from July 1st to June 30th. Attendance records received after July 15th may not be reimbursed.

Replacement check fee

If a provider loses their check or has an expired check, they can request for a replacement check. On the first (1st) occurrence there will be NO charge, but on the second (2nd) occurrence and there after 4Cs will collect twenty-five (\$25.00) dollars for replacement check fee.

Parent Disenrollment/Continuity of Care

Parent Disenrollment

Families can be disenrolled from the program at any time. Reasons for termination may include, but are not limited to, the following:

- When the basis of Eligibility is Income, and the recalculation of income based on the documents provided by the parent indicates the family’s income exceeds 85% of the State Median Income (SMI)
- No longer meets the program requirements, eligibility, or need criteria
- Failure to keep family fees current
- Failure to recertify
- Falsifying documentation to receive child care service
- Failure to complete attendance record daily and accurately
- Falsifying attendance records in any manner
- Failure to submit requested documents or insufficient documents

submitted

- Lack of parent and provider cooperation in efforts to resolve differences
- Lack of respect for the building and equipment, such as stealing or damaging property, as well as personal belonging of staff and others
- Using abusive language and behavior
- Consistently failing to abide by the policies and procedures outlined in this program guide
- Abandonment of care
- The parent/child changes residency outside of California
- Failure to make progress in an educational/vocation program at recertification
- Exceeding service limits for educational/vocational programs at recertification.

Continuity of Care

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

When families must be disenrolled from child care services due to limitation of available funding for the programs, families are displaced as directed by California Department of Social Services, Child Care Development Division.

It is recommended that the parent or provider call the office immediately upon receiving a disenrollment NOA in order to clarify or rectify any issue or concerns he or she may have.



Parent's Appeal Rights and Procedure

If a parent disagrees with an action taken by 4Cs of Alameda County, the parent has the right to appeal the agency's decision and request a fair

hearing prior to the effective date of the Notice of Action. To exercise this right, follow the instructions on the back of the Notice of Action.

CalWORKs Stage One

Parents may complete the "Request for State Hearing" on the back of the Notice of Action, and submit the request to the California Department of Social Services:

**California Department of Social Services
State Hearings Division
P.O. Box 944243,
Mail Station 9-17-37
Sacramento, CA 94244-2430**

Parents may also make a toll-free call to request a State Hearing at the following number:

**California Department of Social Services
Public Inquiry and Response
Phone 1-800-952-5253 (Voice)
1-800-952-8349 (TDD)**

CalWORKs Stage 2, 3, and CAPP - Source: 5 CCR section 18120, 18121, 18122

Parents can request for a hearing in writing, in person, by telephone, by fax, or by email to 4Cs office no later than the appeal due date indicated on the NOA.

When 4Cs receives the request, arrangements will be made to continue child care services throughout the hearing process. The parent will be notified of a hearing date within ten (10) days. It is the policy of 4Cs to allow a parent to postpone an appeal hearing once. The postponed hearing must be scheduled and attended within two (2) weeks of the original hearing date. At the hearing, the parent will be given an opportunity to submit documentation to support his or her disagreement with the agency's decision. Only persons directly affected by the hearing shall be allowed to attend. If the parent or the parent's authorized representative fails to attend the hearing, the parent will be deemed to have abandoned the appeal. The parent will receive a decision of the local level hearing, in writing, within ten (10) days of the hearing. Child care may continue during this time.

If the parent is dissatisfied with the decision reached at the local level hearing, the parent may then file a second level appeal to:

**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

The appeal must be submitted in writing with a copy of the NOA and the written decision from the local level hearing. This appeal must be made within fourteen (14) calendar days of receipt of the decision reached by the local level hearing.

Upon receipt of the appeal, the Child Care and Development Division will review the information submitted and render a final decision within thirty (30) calendar days. This decision will be mailed directly to the parent, and a copy will be sent to 4Cs of Alameda County.

Child Care Provider's Termination

4Cs reserves the right to terminate a provider from participation with or without two (2) weeks' notice. Reasons for **termination** may include, but are not limited to, the following:

- Closure or denial of TrustLine registry
- Revocation of child care license
- Falsifying attendance record in any manner
- Consistently turning in attendance record late (three late attendance records in a fiscal year may lead to termination)
- Charging 4Cs more than the non-subsidized families or more than the usual and customary charges
- The provider is removed from a local resource and referral agency's referral database
- Using abusive language and behavior to staff, child(ren) or parents
- Consistently fails to abide by the policies and procedures outlined in this program guide (three violations in a fiscal year)

Source: WIC section 10230.5

If 4Cs receives a notice from Community Care Licensing that pertains to the health and safety of the child(ren), 4Cs will notify the parent and stop reimbursement immediately. If the provider's license has been revoked or temporarily suspended, child care services will be terminated without the parent's consent. 4Cs may continue to reimburse a provider who has a probationary license, however, to continue, they must submit a cleared license upon the end of the probationary period.

If 4Cs receives a notice from Community Care Licensing indicating that a provider's license is closed/in-activated due to relocation of their facility

(moved/change in address), 4Cs will continue to pay for child care services. Continuity of Care (4Cs management procedure) allows child care to continue for children that have a current child care certificate/contract with 4Cs and the provider who is in the process of relocating their facility. Providers will not be reimbursed by 4Cs for any newly added children at provider's new facility location until location has officially been approved for licensure by Community Care Licensing & copy of the new facility license is submitted to 4Cs.

Continuity of Care does not apply to providers that are in the process of becoming licensed & do not have current child care certificate/contracts with 4Cs. Providers that are in the process of becoming licensed are considered an exempt provider until license is approved by Community Care Licensing and a copy of the new facility license is submitted to 4Cs.

General Program Policies

Fraud Policy

Any parent or provider who submits false or misleading information or act in a fraudulent manner are jeopardizing their participation on 4Cs' Subsidized Child Care Programs.

It is the policy of 4Cs to operate its programs based on accurate information provided by the parent or the provider. Any false or misleading information provided to 4Cs regarding need, eligibility, family size, income, provider rates, enrollment of child(ren), attendance of child(ren), invalid license, relationship to the child or provider, or any other qualifying indicators will be grounds for further investigation by authorized agency representatives or the District Attorney's Office.

If it is determined that a parent or provider has submitted fraudulent information or failed to disclose a fact in order to benefit from the program, services may be terminated.

Parent and provider are notified in writing of any action 4Cs will take based on the findings of the investigation.

Child Care Services will not be reimbursed once the suspected fraud has been substantiated. Parents are responsible for the cost of care if they have provided false information to obtain services they would not otherwise qualify for.

Parents and providers are liable for re-payment of the cost of care provided during the time period false information was submitted. Suspected fraud cases may be referred to the District Attorney's Office for further investigation or

prosecution.

Non-Discrimination Policy - Source FT&C (GC 11135 and 5 CCR 4900)

4Cs of Alameda County shall not deny program benefits to any person in the State of California on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, or sexual orientation, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state.

Under the Americans with Disabilities Act (ADA), people with disabilities must be allowed to fully take part in any program or activity run or funded by the state.

Confidentiality Policy

It is the policy of 4Cs of Alameda County to maintain the confidentiality of information and documents that contain personal identifiable information (PII). Employees and board members may not share or make accessible PII obtained through their affiliation with 4Cs as an employee or volunteer. No identifying information can be shared with anyone including but not limited to relatives, friends, co-workers, or business/professional associates other than those with legitimate need for such information as determined by the agency. 4Cs will only authorize PII when mandated by contracting agencies such as California Department of Social Services (CDSS), Child Care and Development Division (CCDD), or the District Attorney, or by law.

Zero Tolerance Policy

4Cs is committed to providing a violence-free workplace that is free from acts of violence, or threats of violence. In keeping with this commitment, the agency has established a policy that provides ZERO tolerance for actual or threatened violence by clients or employees against co-workers or any other person affiliated with 4Cs. This behavior is not acceptable, and services will be terminated if this policy is violated.

4Cs' Client Grievance Policy

It is the policy of 4Cs of Alameda County to investigate and resolve client grievances in a timely manner and in accordance with any applicable program regulations. This policy encourages the resolution of grievances at the lowest possible level and as soon as possible after they arise. There will be no retaliation, formal or informal, against a client who files a grievance.

Procedure:

1. Any client of 4Cs may make a complaint concerning the services

- received from 4Cs to any 4Cs staff member.
2. Staff members shall make every effort to resolve grievances informally by discussing the situation with the client or by referring the client to the appropriate program staff member.
 3. Clients who are not able to resolve their grievance through discussion with a staff member will receive the opportunity to discuss their grievance with the Program Manager.
 4. The Program Manager will contact the client within three (3) business days of the complaint.
 5. Clients who are not able to resolve their grievance through discussion with the Program Manager must submit their grievance in writing to the Program Director, including the date, client's signature and contact information, within seven (7) business days after meeting with the Program Manager.
 6. The Program Director will acknowledge receipt of the grievance within 48 hours and investigate the grievance and interview the client as necessary.
 7. The Program Director will forward all information pertaining to the grievance to the Executive Director prior to issuing a response to the client.
 8. The client will receive a final response or decision from the Program Director within ten (10) business days of receiving the written complaint.

All grievances shall be put in writing to the Program Director either by mail or in person at the following office:

Paulene Prevatt
4Cs of Alameda County
22351 City Center Drive
Hayward, CA 94541
Email: paulenep@4c-alameda.org

Alameda County Social Service Client Grievance Policy (For CalWORKs Stage One only)

If you have a complaint about the performance of Community Child Care Council (4Cs) of Alameda County staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak

with or submit a written complaint (which may be in your own language) to Agency Hearing Officer or designee. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Agency Hearing Officer or designee shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.

Paulene Prevatt
4Cs of Alameda County
22351 City Center Drive
Hayward, CA 94541
Email: paulenep@4c-alameda.org

3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

Alameda County Social Services Agency
Contracts Offices
1111 Jackson St Suite 103
Oakland, CA 94607
Email: ContractsCustomer@acgov.org

Uniform Complaint Policy
(For CalWORKs Stage 2, 3, and CAPP only)

It is the intent of 4Cs of Alameda County to fully comply with all applicable state and federal laws and regulations. Therefore, individuals, agencies, and organizations have the right to file a complaint regarding 4Cs of Alameda County's alleged violation of federal and/or state law.

California Department of Social Services (CDSS)
Child Care and Development Division (CCDD)
Child Care Administration Bureau (CCAB)
Attn: Appeals Coordinator
744 P. Street, MS 9-8-371
Sacramento, CA 95814
Phone: 1-833- 559-2417
Fax: 916-654-1048
Email: CCDDAppeals@dss.ca.gov

Parent and Provider Resources

Orientations for providers to become licensed family child care homes are held at 4Cs. Our knowledgeable staff can answer licensing questions and offer home visits to assist the provider in preparation of the home inspection from Community Care Licensing. Please contact Community Care Licensing at (510) 622-2602 for the orientation schedule.

Workshops for parents and providers are offered year-round. 4Cs strongly encourage parents and providers, licensed or exempt, to attend these informative workshops in child development and child care business practices. The agency has more than 30 workshops every quarter, and most training are offered in three languages: English, Spanish, and Chinese. The workshop schedule is available online at www.4calameda.org.

Parent Voices is an advocacy program for parents who want a state budget that works for kids. Parent Voices keeps parents updated on current legislation and organizes rallies to support affordable child care. Parent Voices also holds a Stand for Child(ren)'s day in Sacramento in the month of May. Members from all over California meet in Sacramento to advocate for affordable child care and speak to their state representatives.

4Cs Volunteer Income Tax Assistance (VITA) Site offers free tax preparation services to eligible families and individuals. IRS trained and certified volunteers prepare the income tax return. Electronic filing is available. 4Cs VITA site is located at the main office in Hayward.

4Cs Resources Through Interconnection, Support, and Equity (RISE) offers, free of charge, gently used or new clothing for children and adults, children books, Food pantry, Brilliant Baby enrollment (\$500 college savings plan), THRIVE parenting program, car seat installation checks, diapers, wipes, and infant items.



Mission Statement

Community Child Care Council (4Cs) of Alameda County exists to develop and coordinate resources to strengthen families and children.

Vision Statement

By 2029, 4Cs of Alameda County will implement a fully funded and sustainable model resource hub to provide a responsive and innovative system of services that support the well-being of all with the communities we serve.

Core Values

- | | | |
|--------------|--------------|---------------|
| • Community | • Impact | • Innovation |
| • Integrity | • Leadership | • Partnership |
| • Well-being | | |

Diversity, Equity, Inclusion & Belonging (DEIB) Commitment Statement

4Cs of Alameda County values and celebrates the diverse perspectives, talents, backgrounds, and cultures in our communities. Through our core values and daily practices, we strive to foster a culture of belonging and equitable treatment among our team members and the families we serve. This is reflected in how we actively create safe, welcoming, and supportive spaces for our employees and clients to thrive. The cornerstone of our work at 4Cs is deeply rooted in being a community-responsive agency. We are committed to uplifting and amplifying the voices of families, children, child care providers, and community members. In collaboration with these community members and partners, we are committed to improving and positively impacting the lives of tomorrow through our programs and services.

Access to Program Guide Addendum

Any time changes occur after the publication date of the 4Cs Program Guide, changes are listed on the Program Guide Addendum. To access the Program Guide Addendum, please scan the following QR code:



Or you can visit: <http://www.4calameda.org/ProgramGuideAddendum>