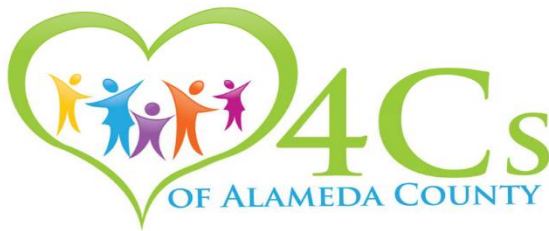


Revised 01/2022

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

<p>Hayward Office 22351 City Center Dr., Hayward, CA 94541 (510) 582-2182 - Main Number (510) 584-3101 - CalWORKs Stage One</p> <p>Monday – Thursday 9am – 5pm Friday 9am – 12pm</p>	<p>Services:</p> <p>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 & Navigation Services Resource and Referral Provider Services Resources Through Interconnection Support, and Equity (RISE)</p>
<p>Oakland Office 8105 Edgewater Dr., Suite 270 Oakland, CA 94621 (510) 244-0966</p> <p>Monday – Thursday 9am – 5pm Friday 9am – 12pm</p>	<p>Services:</p> <p>CalWORKs Stage 2 Child Care Subsidy CalWORKs Stage 3 Child Care Subsidy California Alternative Payment Program RISE</p>
<p>Hayward Satellite Office (In Eden Multi-Service Center) 24100 Amador St., Suite 175 Hayward, CA 94544 Phone: (510) 259-2279</p> <p>Monday & Tuesday 8:30am – 5:00pm Fridays by appointments only</p>	<p>Services:</p> <p>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</p>

<p>Fremont Satellite Office (In Fremont Family Resource Center) 39155 Liberty St., Suite D410, Fremont, CA 94538 Phone: (510) 713-2557</p> <p>Wednesday & Thursday 8:30am – 5:00pm Fridays by appointments only</p>	<p>Services:</p> <p>CalWORKs Stage One Child Care Subsidy California Alternative Payment Program Foster Care Bridge Child Care Subsidy Resource and Referral</p>
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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 goal of these programs is to assist and promote the health, growth, care, development, and education of children in Alameda County by providing child care, while the children's parents continue their employment, education, welfare-to-work activities, or other need for services such as seeking employment, seeking permanent housing, incapacitation, or Child Protective Services. 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, German, 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 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 30 consecutive calendar days.

Alameda County Pilot Program (ACPP):

Certification for California Alternative Payment Programs, CalWORKs Stage 2 and 3 Program are based on the enrollment date of your child and is certified for not less than 24 months from the original certification date (for seeking employment, the recertification occurs not less than 12 months from the original certification date).

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 includes 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 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 providers 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 3 years old or Individualized Family Service Plan (IFSP) for ages 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 above the 39th 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: The parents and the child(ren) for whom the parents have responsibility for the care and welfare of the child(ren) are counted in the family size. For purposes of income eligibility and family fee determination, when a child and his or her siblings are living in a family that does not include their biological or adoptive parent, “family” shall be considered the child and related siblings.

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 paid for 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.

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 18 years of age.

Provisional Provider: A license-exempt non-relative provider who has applied for TrustLine and is waiting for background clearance. The provider must be TrustLine registered within 30 days in order to receive reimbursement for services.

RISE: Resources Through Interconnection Support, and Equity – a program of 4Cs that provides essential supports 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). These providers cannot be reimbursed from State funding.

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

Description of Subsidized Child Care Programs

4Cs administers three State funded programs (CAPP, CalWORKs Stage 2, CalWORKs Stage 3) and three County 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 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 12 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 a total of no more than 24 months after they leave cash aid. (This contract is administered in the Hayward 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 24 months from the last day the parent received cash aid. If funds are available, the family will then be transferred to Stage 3.

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 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 (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-months until the child is successfully transitioned into long-

term, subsidized child care.

Alameda County Pilot Program (ACPP)

This Pilot Program allows Alameda County to address high cost of child care and increases the stability of child care placements for families on CalWORKs Stage 2, CalWORKs Stage 3, and Alternative Payment programs.

Program Requirements

To receive subsidized child care services, families must meet requirements established by Title 5, California Code of Regulation, ACPP 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 State Department of Justice.

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 is required to complete and sign an Authorization of Release, which allows the 4Cs representatives to obtain and verify the family's income, eligibility status, need status, grant status, and any other necessary information in order to determine if the parent meets the requirements for participation in the program. 4Cs representatives may contact employers, school administrators, social services agencies, doctors, etc. as needed.

Once a family is enrolled into the program, a Child Care Services Specialist (Family Services) is assigned to the family. The specialist is responsible to assist 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 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

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

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 24 months. (The family is not eligible for CalWORKs child care services if aid was received for the “child only” in the last 24 months.)

To receive immediate and continuous child care services for 12 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

All families must meet the income eligibility requirement for subsidized child care services. Based upon the family size, a family is income eligible if the family's adjusted gross monthly income is at or below **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 application is not required to provide further documentation proving the presence or absence of the second parent.

Families Experiencing Homelessness

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

Child Protective Services

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.

Eligible Child(ren)

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

To receive subsidized child care services, each parent 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 to deny or dis-enroll the family from services shall be issued.

Need for services are as follows:

- Employment
- Seeking Employment
- Vocational Training
- English Learning Language Courses (ELL) and Courses to Attain a GED/HSE Certificate or High School Diploma
- Incapacitation
- Child Care Protective Services/At-Risk
- Seeking Permanent Housing

Employment

Working parents are required to submit an employment verification form completed by their employer and submit two months of most recent pay stubs. If income fluctuates, 12 months of most current consecutive pay stubs are needed.

All self-employed parents must submit 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 for sleep time if they work between 10pm and 6am and travel time to and from provider and work. Certain limitations apply.

For Stage One, working parents are to complete a Self-Certification Form reflecting their employment.

Seeking Employment

If the basis of need as stated on the application for services is seeking employment, the parent's period of eligibility for early learning and care services is for not less than twelve (12) months

Services shall occur on no more than five (5) days per week and for no more than 32.5 hours per week for ACP (Stage 2, 3 & CAPP).

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, ELL Courses and Courses to Attain GED/HSE certificate or High School Diploma

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 or courses 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 for travel time and/or study time if needed. Certain limitations apply.

For ACPP Programs Only: When the need for services is training toward vocational goal, ELL courses, or courses to attain GED/HSE certificate or high school

diploma, the parent's period of eligibility for services shall be for no less than 24 months.

Incapacitation

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 Incapacitation Form describing why services are needed and the duration of the condition.

For ACPP participants, if the basis of need for child care is incapacitation of the parent, the period of eligibility for services is for no less than 24 months. Child care cannot exceed 50 hours per week.

Child Protective Services/At-Risk

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.

Child(ren) referred by CPS may receive services for up to three (3) months for families participating in CDSS programs. Child care services may continue if the county child welfare department certifies that services continue to be necessary. Income eligibility can be waived for up to 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 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 **ACPP** are eligible to receive services for no less than twenty-four (24) months.

Seeking Permanent Housing

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 letter from an emergency shelter; or the parent declares under penalty of perjury that the family is homeless with a description of family's current living situation. The parent also needs to submit a written declaration or self-certification form stating the plan to look for permanent housing. For **ACPP**, child care services are authorized for no less than 24 months, 5 days per week and no more than 32.5 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.

For ACPP (includes Stage 2, 3 & CAPP): 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 24 months (12 months for seeking employment). 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) CD9600 Application has been 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 12 months. Retroactive reimbursement for child care services may be issued at the initial enrollment only and are limited to no more than 30 calendar days prior to the approval of eligibility for subsidized child care services.

Recertification

Recertification is the process of determining a family's continued need and eligibility for child care services. Families participating in ACPP, after initial certification and enrollment, families shall be

recertified for services no later than 50 calendar days following the last day of the 24- month certification period (EC 8261,8263 (b)(1)(B) and (C), Implementation Guidance 18103), except when their need for child care is Seeking Employment, then they are recertified every 12 months. Failure to recertify may result in termination of child care services.

Families participating in Stage One program shall recertify once every 12 months.

Reporting Changes

Families must report within 30 days if their family income exceeds 85% of SMI. Families are provided with a copy of the current Schedule of Income Ceilings. When family income exceeds 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, 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)

Notice of Action

4Cs' decision to approve or deny child care services, increase, decrease services, family fees, or termination 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 termination 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 certificates 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 provider for their records only.

Family Fees

Families are required to share in the cost of the child care services when their income reaches the 39th 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 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 40 hour per week and care is for May 20th – May 31st, thus the family utilizes less than 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 1st day of the month after appeal request is exhausted. Decrease in family fee is effective on the 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” on page 13 for more information.

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, 2022, the effective date of the reduced family fee would be January 1, 2023

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

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

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 or signatures) the following action will be taken:

- A Notice of Action to terminate services will be sent to the parent. The Notice of Action will state that child care services will be terminated in 19 days from the date of the NOA. A notice will be sent to the provider(s), which will inform them of the termination date.
- Only three (3) payment arrangements or (3) Notices of Actions are allowed per fiscal year. Child care services will be terminated if the

parent does not pay the fees or make a timely payment arrangement.

- The 4th payment arrangement or the 4th Notice of Action will be a final termination due to the parent's failure to consistently abide by program policies.
- Families who are terminated 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.

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

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

- 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.

CalWORKs Stage 2, 3 and CAPP, the parent is considered a Household employer and must comply with all employment laws regarding minimum wage, payroll, disability, unemployment, taxes and sick leave.

CalWORKs Stage One child care can be provided in the child's home. The parent is not required to comply with all employment laws as stated above.

Alternate or Backup Provider

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.

Multiple Providers

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 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 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 at the new provider. Parents are only allowed to change child care providers up to three (3) times per fiscal year.

Please note: choosing a TrustLine provider 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.
- 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) document.
- Provide care during the contracted hours in the provider's home or licensed facility, unless otherwise authorized.
- Not discriminate on any basis including race, color, creed, gender, marital status, age, national origin, ancestry, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.
- 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.

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.
- Agree not to include religious instruction or worship as part of provider's curriculum. (For state funded programs only).
- 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.

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 120 calendar days of child care services authorized. If services have been provided for more than 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** 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 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 30 consecutive days in order to receive reimbursement for services. If the provisional provider is not registered by the end of the 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 180 consecutive calendar days.

Collecting Provider's Information

Pursuant to Senate Bill (SB) 75, Chapter 51, Statutes of 2019, 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 offender is 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 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 the provider requires full fee-paying parents to pay for days their child(ren) are not in attendance, 4Cs will reimburse for the following types of absences:

- **Illness or Quarantine of the Child or Parent (Stage One)**
4Cs will reimburse absences due to illness of the parent or the child, or due to a doctor's appointment.
- **Family Emergency (Stage One)**
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 (Stage One)**
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) (All Programs)**
4Cs will reimburse providers for 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.

- **Additional Sixteen (16) COVID Related Non-Operational Days (All Programs)**
Between July 1, 2021 and June 30, 2022, 4Cs will reimburse providers for 16 closure days due to COVID-19 related reasons. These 16 reimbursable paid non-operational days are in addition to the 10 existing paid non-operational days described in the previous bullet point. The 16 paid non-operational days are available for both licensed and license-exempt providers (including license-exempt in-home providers).
- **Temporary Suspension of Services – (Stage 2, 3, and CAPP)**
If a temporary suspension of care has been requested for no less than one month and no more than three months, care will not be reimbursed during that time.

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)

4Cs cannot reimburse for any child care during regular school hours for child(ren) in Kindergarten and higher grades, including home school, unless the child is unable to attend school due to an illness.



Monthly Attendance Record Procedure

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.

Attendance Records will be deemed incomplete or incorrect if:

- Not recording the actual drop off/pick up times
- Missing drop off/pick up times
- Not recording absences

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

- First violation: The parent and the provider will be called and reminded of the proper way to record attendance, and as well as the consequences of not following procedure. This

conversation will be logged and attached to the attendance record.

- Second violation: A warning letter will be issued to the parent and the provider regarding the proper way to record attendance and consequences.
- Third violation: The parent and the provider are required to come to the office to meet with a 4Cs representative on how to record attendance accurately. The provider's check will not be mailed and will be available for pick-up at the meeting.
- If Attendance Record continues to be incorrect or incomplete, child care services will be terminated for not adhering to program requirements.

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 130 or more hours per month; Part-time care is care used/authorized for less than 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 terminated 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

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

Pursuant to 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 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 1st day of the months that falls within 60 days upon receipt.



Reimbursement to Provider

4Cs will reimburse providers based on the following factors:

- For families with a set schedule, reimbursement will be made according to the certified hours stated on the child care certificate regardless of the child's attendance.
- For families with a variable schedule, reimbursement will be based on the actual days and hours for which services were provided up to the maximum hours stated on child care certificate.
- 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.

Reimbursement Dates

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

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 business days to pick up or for 4Cs to mail a replacement. If a parent or provider walks in the first week of the month to request attendance records, the request will be taken in writing and mailed in two business days.

For any overpayment or underpayment resulting from incorrect attendance records, the provider’s reimbursement will 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 1st occurrence there will be NO charge, but on the 2nd occurrence and there after 4Cs will collect \$25.00 for replacement check fee.

Termination from the Program Parent's Termination

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

- 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

When services must be terminated 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 termination 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 hearing. 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)**

ACAPP (CalWORKs Stage 2, 3, and CAPP)

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 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 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- 559-2420
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 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 a two 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)

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 immediately. If the provider's license has been revoked, child care services will be terminated without the parent's consent. If the provider receives a temporary suspension or is placed on probation, the parent will be given the opportunity to change provider unless they choose to stay.

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

It is the policy of 4Cs of Alameda County to prohibit the unlawful discrimination of program participants based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also includes a perception that any of those characteristics is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

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 release 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-worker 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 McCarthy
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 McCarthy
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
Child Care and Development Division**

Attn: Appeals Coordinator

744 P. Street, MS 9-8-351

Sacramento, CA 95814

Phone: 1-833- 559-2420

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 2025, Community Child Care Council (4Cs) of Alameda County will be recognized by the community as an essential guide for delivering and navigating resources for families and caregivers throughout Alameda County.

Core Values

Diversity . . . our staff and services respect and reflect the differences in the communities we serve

All children and families . . . are special, unique and have a right to reach their maximum potential

Accountability . . . personally taking responsibility for actions and outcomes

Professionalism . . . presenting oneself, programs and perspectives with knowledge, skills and respect

Teamwork . . . working in partnership with others (individuals and groups, internal and external) to achieve the mission and vision of the 4Cs of Alameda County

Growth and development . . . we are committed to providing opportunities which maximize potential and nurture positive change for children, families, staff and child care professionals

Innovation and Leadership . . . requires us to be proactive, take calculated risks and strive for excellence. We search for new ways to respond to the changing needs of our communities.