

## YMCA Childcare Resource Service Stage 1 Child Care Program

### CERTIFICATION OF RECEIPT AND UNDERSTANDING OF CRS'S CHILD CARE PROGRAM HANDBOOK

I, \_\_\_\_\_, hereby declare that I have been given access to the Program Handbook for CRS Stage 1 Child Care Program at [ymca.org/stage-1](http://ymca.org/stage-1)

I understand the policies and procedures, including the Fraud Policy that I must follow to receive child care benefits.

I understand that on the monthly Attendance Sheet, the parent/guardian is only approved for child care days and hours as approved on the Notice of Action. The parent/guardian can claim only those hours during which they attended an approved activity and authorized child care was actually provided.

I understand that the monthly Attendance Sheet is required to be signed daily in ink, at the exact time of beginning and ending of child care each day, with the in and out times and full signature, by the parent/guardian or authorized individual approving the hours of child care attendance. The Provider is to claim only those hours during which authorized child care was actually provided. During the periods that have or will be claimed for child care payments, the provider shall not be engaged in any other employment or activity.

I understand the responsibility to report any and all changes in eligibility status for the child care program within five calendar days to ACCESS, the Employment Counselor (EC) and Case Manager (CM).

I certify under penalty of perjury that I have read and understand the Program Handbook for CRS Stage 1 Child Care Program and the above declaration.

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Parent/Guardian's Name

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Parent/Guardian Signature

Date

---

Provider/Facility Name

---

Provider Signature

Date

---

Email Address

24-765 (04.14) Receipt for Program Handbook

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## Welcome

Welcome to YMCA Childcare Resource Service (CRS) Stage 1 Child Care Program. YMCA Childcare Resource Service partners with families, providers, provider associations, and other child care agencies, to promote quality child care that is accessible, affordable and appropriate for children of all ages.

The YMCA CRS Stage 1 Program receives funding from the California Department of Social Services through the San Diego County Health and Human Services Agency, in order to administer subsidized child care for CalWORKs families in the North and Central regions of San Diego County. The aim of The California Work Opportunity and Responsibility to Kids program (CalWORKs) is to assist parents/guardians achieve the primary goal of finding and securing employment in order to achieve economic self-sufficiency. The YMCA CRS Stage 1 Child Care program is a part of this process, by assisting with child care costs while parents/guardians participate in approved Welfare to Work employment, or various other approved activities that will lead to employment.

### **A. GETTING STARTED: STAGE 1 ELIGIBILITY**

#### **1. The Three-Stage Child Care System**

**Stage 1:** Families enter Stage 1 when they are receiving cash aid and are actively participating in a Welfare to Work plan approved by their Employment Counselor (EC). Some families may remain in Stage 1 even when their cash aid is discontinued (referred to as Post-Aid), up to 24 months, if they have a need and are eligible.

**Stage 2:** Families transition into Stage 2 when deemed to have a stable activity, an out-of-home provider, and continued eligibility and need for child care services. Alternative Payment Programs, which in San Diego is either YMCA CRS Alternative Payment or Child Development Associates (CDA), serve Stage 2 families as well as eligible families not receiving cash aid. Families can receive Stage 2 child care for up to 24 consecutive months from the date adult cash aid is discontinued.

**Stage 3:** Families enrolled in subsidized care after 24 months of Stage 2 may be eligible for Stage 3 services through the Alternative Payment program, until children age out of program, or family becomes ineligible for care. Stage 3 funding is limited, and there is no automatic in and out of the program.

#### **2. Eligibility**

Enrollment and eligibility for Stage 1 are based upon criteria and priorities established by the California Department of Social Services (CDSS). Child care subsidies are subject to funding availability.

To be eligible for Stage 1 child care services, **the parent/guardian** must satisfy the following conditions:

- Parent/guardian currently receives CalWORKs benefits
- Parent/guardian is participating in an approved Welfare-to-Work (WTW) activity or the Cal-Learn program.

- Parent/guardian meets the monthly income requirements set by the CalWORKs program; A family's total monthly gross income must be at or below 70% of the State Median Income (adjusted for family size)
- Parent/guardian lives in San Diego County and can verify street address with agency-approved documentation
- Parent/guardian has an eligible child under 13 years of age (except as noted in child eligibility below) in the home
- There is no other parent or legal guardian, or member of the assistance unit living in the home who is able and available to provide care
- Parent(s)/guardian(s) who are not currently receiving CalWORKs may receive **Post-Aid Stage 1 Child Care** if:
  - Not more than 24 months have lapsed since the parent/caretaker stopped receiving CalWORKs cash aid and
  - The family meets need activity and income requirements

To be eligible for Stage 1 child care services, the **child** must also meet the following requirements:

- Reside with the eligible parent/guardian, as stated above
- Meet the following age requirements:
  - 11 and 12 year old children may receive services to the extent funds are available.
  - The preferred placement for 11 and 12 year old children is in a before or after school program. Child care assistance will not be authorized for hours when a before or after school program is available.
  - Children 13 years of age or older may receive services if
    - The child is physically or mentally incapable of being without supervision, based on written documentation by a legally qualified professional such as: a physician or licensed, certified psychologist
    - The child receives SSI/SSP
    - The child is under court supervision.

### 3. Referral Steps

The following outlines the steps for a family to be referred for child care services:

- The parent/guardian's Welfare to Work Employment Counselor (EC) authorizes a specific number of days and hours for child care, depending on the WTW activity and/or employment in which they are participating, and CalWORKs participation requirements.
- The parent/guardian chooses or has already chosen a child care provider, and reports provider to EC.
- The EC submits a 27-128 Child Care referral form to Stage 1 Child Care. Section C outlines the enrollment process with YMCA CRS.
- The EC also sends over a CCP7 form that indicates the provider that the parent/guardian has selected.

## **B. SELECTING A CHILD CARE PROVIDER**

### **1. Parental Choice**

YMCA CRS believes that parents and guardians have the right and responsibility to select a child care provider that is safe, healthy, and appropriate for their child. Parents/guardians in the Stage 1 child care program select their own child care provider.

For assistance selecting a child care provider who meets the family's needs, **YMCA Childcare Resource Service Resource and Referral (R&R) Department** offers free referral services and a database of all licensed child care centers, family child care homes, nanny agencies and License-Exempt school based programs. Many other community resources are available for parents/guardians and providers. Parents/guardians and providers may call 1-800-481-2151 to reach an R&R Counselor.

Many helpful tips for selecting a child care provider that meets a family's needs are also available on [ymca.org/crs](http://ymca.org/crs)

- Parents/guardians should interview providers carefully, check references, and be very thorough when selecting an individual to care for their child
- The parent/guardian is encouraged to be involved in the child's program and discuss any concerns directly with the child care provider
- CRS does not select or recommend providers
- CRS Stage 1 Child Care Program does not include home inspections, guarantee the condition of the provider's facility or the degree or type of supervision provided.
- CRS assumes no responsibility for injury or damages arising from the actions of the child care provider
- CRS is not the provider's employer; providers are considered Independent Contractors
- The parent/guardian has the right to change their child care provider as needed
  - For more information on how to change providers, refer to Section C of this the handbook.

Parents/guardians have the right and responsibility to view any licensed child care provider's file, by contacting **Community Care Licensing at (619) 767-2200**. The file will contain information regarding the licensing history of the facility and may include prior complaints and/or violations of the Health and Safety Code.

### **2. Types of Care a Parent May Choose:**

Any licensed family child care home, licensed child care center, or licensed-exempt provider may be able to participate in CRS's Stage 1 Child Care Program if they meet the following basic requirements:

- Be over 18 years of age and able to legally work in the US.
- Supply CRS Stage 1 Child Care with all requested information and documentation (covered in Section C).
- Must NOT be a parent/guardian or stepparent of the child, or a member of family's CalWORKs Assistance Unit.

- Allow parents/guardians unlimited access to their children and those caring for their children, whenever the children are in the care of the provider.
- Understand that YMCA CRS Stage 1 staff may perform site visits at random in order to provide technical assistance with Attendance Sheets and information regarding program participation.
- If licensed, charge same rates, and apply same policies, to both subsidized and unsubsidized families in their child care facility.
- If licensed, remain in compliance with applicable licensing laws and regulations, including capacity requirements.
- If License-Exempt, meet TrustLine registry requirements (covered later in this section).

Using Multiple Providers: The use of more than one provider is allowed only in certain circumstances and may require documentation that neither provider is available for the entire time that child care is needed. A YMCA CRS Case Manager can provide more information.

The following are the three main types of child care that a parent/guardian enrolled with YMCA CRS Stage 1 may select:

- Family Child Care Home  
Family Child Care is a licensed provider who regularly provides care, protection and supervision of children in their own home. A Small Family Child Care Home can be licensed for up to 8 children, and a Large Family Child Care Home with an assistant can be licensed for up to 14 children.
- Child Care Centers  
Child Care Centers are licensed providers who regularly provide care, protection and supervision of children in a building large enough for numerous children and with staff qualified in Child Development. Child care staff in centers are required to complete Child Development education units, and many centers incorporate school readiness for children.
- License-Exempt Providers  
License-Exempt child care means care in the provider or family's home when the provider is not licensed by the State for child care. License-Exempt providers are only permitted to care for the children of one family. If the parent choose a License-Exempt provider and they provide care in the parent/guardian's home, **the parent/guardian is considered the provider's employer, and is responsible for paying Social Security and Disability Taxes.**

### 3. The TrustLine Registry

TrustLine is a fingerprint application and background check process, conducted by the California Department of Social Services (CDSS), which includes checks of the California Criminal History System and Child Abuse Central Index at the California Department of Justice, and a check of Federal Bureau of Investigation (FBI) records.

License-Exempt providers who are NOT related to the child as Aunt, Uncle, or Grandparent are required to register with TrustLine prior to YMCA CRS issuing payment for child care. **Payment shall only begin after TrustLine Clearance and can only be retroactive up to 120 days of child care approved and used.**

Parents/guardians may want to explore alternative child care options until their chosen provider receives TrustLine clearance.

Individuals registered with TrustLine do not have:

- Disqualified criminal convictions listed on the California Criminal History System;
- Substantiated reports of child abuse listed on the California Child Abuse Central Index; or
- Disqualifying criminal convictions listed on the FBI Criminal History system.

Parents/guardians can call 1-800-822-8490 between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday, to determine if the child care provider they are considering has registered with TrustLine. If the individual has not yet registered with TrustLine, information on how a provider can apply for TrustLine will be provided.

## **C. ENROLLMENT WITH YMCA CHILD CARE RESOURCE SERVICE**

This section outlines the process by which a parent/guardian and provider completes the enrollment process with YMCA CRS. **Please note that failure to complete any of the required enrollment steps or documents within the period provided by CRS will result in Denial of child care services.**

### **1. Parent/ Guardian Enrollment**

All families must complete an Intake appointment prior to YMCA approving or reimbursing child care, in order to exchange information, complete paperwork, and orient to YMCA CRS policies. Once the parent/guardian's Welfare to Work EC sends a 27-128 authorization to the YMCA CRS Case Manager (CM), a YMCA staff person will schedule an intake to occur within 10 days.

If the parent/guardian needs interpreter services, the CM should be notified immediately, and prior to the appointment.

**Parents/guardians** will complete the following:

- Parent/Guardian Agreement
- Emergency Form
- Language Needs Determination
- Shared Housing Questionnaire
- Handbook Receipt
- The parent/guardian may be asked to provide Birth Certificates for both the parent and the provider, and other documentation to verify relationships, in the event that the parent/guardian selects a License-Exempt relative provider.

### **2. Provider Enrollment**

YMCA CRS cannot approve or pay for care until the provider completes enrollment as well, which varies depending on the type of provider. License-Exempt providers must also attend an intake appointment.

- Licensed providers not enrolled with CRS Stage 1 Child Care Program shall access enrollment forms on the YMCA CRS website [ymca.org/stage-1](http://ymca.org/stage-1) and will be required to submit necessary paperwork. The paperwork must be completed in full and returned to the Provider Specialist along with any additional requested documents.
- Licensed providers already enrolled with CRS's Stage 1 Child Care Program will be contacted by telephone and/or mail for any applicable updates.

i. **All Child Care Providers** will have to submit the following:

- **A completed "Licensed Parent-Provider Fee Agreement".**
- **A signed W-9 or (if licensed) Taxpayer Identification Number and Certification Form.**
- **A signed 590 form**
- **A signed "Certification of Receipt of the Program Handbook".**



- ii. In addition to the four items above, there are additional documents that must be submitted based on the type of provider.
  - a. Child Care Centers must also submit the following:
    - A copy of the current Facility License
    - A copy of the current Rate Schedule
    - A copy of their standard policies for all parents/guardians
  - b. Licensed Family Child Cares must also submit the following:
    - A copy of the current Facility License
    - A copy of the current Rate Schedule
    - A copy of the provider's Social Security (SS) Card\*
    - A copy of the provider's valid Government issued photo identification (State ID/Driver's License)
    - A copy of their standard policies for all parents/guardians
  - c. License-Exempt providers must also submit the following:
    - A completed Trustline Registration Form
    - Receipt for TrustLine fingerprint completion (non-relatives)
    - A completed Health and Safety Self-Certification for Exempt Providers
    - A copy of the provider's valid Government issued photo identification (State ID/Driver's License)
    - A completed Emergency and Identification Information Form
    - A complete "Statement of Relationship" and copy of Birth Certificate/Marriage License for Relative Providers
    - Completion of in-person Intake Appointment with a YMCA CRS staff person
    - A copy of the provider's Social Security (SS) Card\*

\*Social Security Cards: The name on both valid ID and SS card must match. If SS card indicates it is valid for work only with INS/DHS authorization, CRS will need a copy of provider's valid Permanent Resident card, or Employment Verification card.

### 3. The Notice of Action

A key document that the CRS Case Manager sends to the parent/guardian is the Notice of Action. **Child care services are not approved until the Notice of Action is issued.** Provider shall only be reimbursed according to the schedule and up to the maximum rates indicated on the Notice of Action. The provider will also receive a copy of the Notice of Action.

A Notice of Action can notify parent/guardian of either increased or decreased benefits, including:

- Approvals
- Denials
- Increase, decrease, or change of schedule authorized
- Change in rates paid to child care provider

- Discontinuances
- Increase or decrease in Family Fee
- Anything that will increase or extend benefits for participants

**Sample Notice Of Action**

**NOTICE OF ACTION  
CHILD CARE APPROVAL**

COUNTY OF SAN DIEGO

STATE OF CALIFORNIA  
HEALTH AND HUMAN SERVICES AGENCY  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Notice Date : 1/21/14  
 Case Name : MARY SMITH  
 Number : B12345  
 Worker Name : SALLY JONES  
 Number : Y123  
 Telephone : 619-521-3055  
 Address : 1750 5TH AVE 2ND FLOOR  
SAN DIEGO CA 92101

(ADDRESSEE)

MARY SMITH  
55 MAIN STREET  
SAN DIEGO CA 92111

Questions? Ask your Worker.

**State Hearing:** If you think this action is wrong, you can ask for a hearing. The back of this page tells how.

As of 1/21/14 until 4/30/14, the county has approved your child care.

Your child care payment limit is figured on this notice, and is based on the information you gave us. The most we will pay for each eligible child is:

Child's Name:	Provider's Name	Payment Limit:
<u>PAUL SMITH</u>	<u>JILL JOHNSON</u>	<u>\$ 409.26</u>

If your approved activity/program is less than 30 days, you will not get another notice telling you when your payments end.

Child care payment will be paid to your provider.

The county will only pay child care for the hours and days you are attending your approved activity/program.

The rate is what your child care provider charges or the most we can pay based on your area's child care costs, whichever is less.

You must tell us before you change child care providers except in an emergency or we may not be able to approve and pay the new provider.

If you have selected a new provider that is required to register with Trustline, this provider is not eligible for repayment until they are registered with Trustline.

*Child Care hours have changed  
 Hours/Days: Up to 30hrs/wk Monday-Friday between 630a-630p.  
 Child care is not authorized during child's school hours when school is in session.*

PROVIDER  
 BE ABLE TO  
 If you have  
 Trustline, the  
 registered v

The first line will indicate the type of action (Approval, Change, Denial, Discontinuance), and the effective date(s).

Child(ren): PAUL SMITH

\$ 88.97 rate

X 4.60 hours  days  weeks  month

= \$ 409.26 per month

Provider name: JILL JOHNSON

Maximum estimated rate that may be paid to provider, and type of rate (daily, hourly, monthly).

Child Care Case Manager's additional comments regarding the child care schedule that has been approved.

Additional pages may be present.

**4. Approved Child Care Hours**

For parents/guardians who are **Active CalWORKs**, the approved childcare schedule is based on the parent's/guardian's pre-approved Welfare to Work activity, issued on the 27-128 by the EC.

Please note: The parent/guardian must submit reports of participation hours to the EC on a regular basis. If the reports are not received or if parent/guardian is under participating, child care may be reduced or removed to reflect participation reported.

For parents/guardians who are receiving **Post-Aid child care** services, the approved child care schedule is based on verification of the parent/guardian's activity (such as employment verification) that is provided **directly** to their CRS Case Manager.

All parents/guardians in Stage 1 child care will be approved for either a Set or Varied Schedule:

- Set Schedule  
A set schedule is one in which the parent's/guardian's need for child care is "set" and consistent every week. An example of a set schedule is: Monday-Friday, 8:30 a.m. - 5:30 p.m.
- Varied Schedule  
A varied schedule is one in which the parent's/guardian's activity days and/or shifts vary each week. The parent/guardian will be authorized a maximum amount of care that can be used each week and start/end time limitations. Example: A varied schedule of up to 30 hours, to occur anytime between 8 am and 6 pm Monday through Friday.

### Travel Time

Commute time (a reasonable amount of time allowed for parent/guardian to drop off child in care and travel directly to activity) is determined by Case Manager based on parent/guardian's request, distance, and mode of transportation. If parent/guardian requests more than 30 minutes of travel time, Case Manager will use interned mapping sites to verify estimated travel time, and limit travel time to what is verified online if applicable.

### Two Parent/Guardian Homes

In households that contain two parents/guardians, child care is paid only for overlapping shifts, days, and dates during which BOTH adults are engaged in their activity at the same time, and/or the lesser of the total approved hours.

Examples:

- If one parent/guardian is approved for 25 hours per week, and the other parent/guardian is approved for 30 hours, only 25 will be authorized for child care.
- If one parent/guardian's activity is 8:00 am to 5:00 pm, and the 2<sup>nd</sup> parent/guardian's activity is 10:00 am to 7:00 pm, care would only be approved from 10:00 am to 5:00 pm
- If one parent/guardian's activity begins May 1<sup>st</sup>, and the 2<sup>nd</sup> parent/guardian's activity begins May 15<sup>th</sup>, child care would not begin until May 15<sup>th</sup>.

Activities during which YMCA CRS **cannot approve child care** services include but are not limited to:

- Any activities NOT approved by the EC (or YMCA CM if Post-Aid)
- When a parent/guardian is receiving Disability Payments, Workers Compensation, on school break, or pursuing non-approved activities
- The time the child is receiving care in other subsidized care, preschool, or after school programs
- The time the child is attending school, or could be attending a public school. School-age children must be enrolled in a public or private school. A child who is not enrolled is considered truant.
  - Independent Study and Home Schooling must meet certain regulatory requirements; the CRS Case Manager can provide more information.

## D. MAINTAINING CHILD CARE SERVICES

### 1. Parent/Guardian Reporting Responsibilities

A parent/guardian shall only use care during their approved activity. Parents/guardians have the responsibility to report any changes within five (5) calendar days.

**The Case Manager has ten (10) days to process any change and issue a Notice of Action.** Decreases in services will be given a ten day notice period.

Change	CalWORKs Active: Where to report	Post-Aid: Where to report
A change in the parent/guardian’s family income. This includes any start, stop, or change in the receipt of Social Security, Disability Payments, Unemployment, CalWORKs, or Child Support.	ACCESS	YMCA CRS Stage 1 Case Manager
A change in the parent/guardian’s address. A change in the parent/guardian’s phone number(s).	ACCESS	ACCESS and YMCA CRS Stage 1 Case Manager
A change in the parent/guardian’s family size. This includes getting married, having a baby, a child leaving the home, or another adult moves into the home.	ACCESS	ACCESS and YMCA CRS Stage 1 Case Manager
A change in the parent/guardian’s education/training program. This includes dropping or adding classes, a change in school or training location	Welfare to Work Employment Counselor (EC)	YMCA CRS Stage 1 Case Manager
A change in the parent/guardian’s employment. This includes getting a new job, leaving a job, or hours are increased or decreased.	Welfare to Work Employment Counselor (EC)	YMCA CRS Stage 1 Case Manager
Any changes in the parent/guardian’s activity, such a change or stop in: <ul style="list-style-type: none"> <li>• seeking employment;</li> <li>• attending mental health services;</li> <li>• attending Job Club;</li> <li>• participating in Community Service,</li> <li>• attending school, or</li> <li>• Any other change to WTW activity</li> </ul>	Welfare to Work Employment Counselor (EC)	YMCA CRS Stage 1 Case Manager
Change in the parent/guardian’s need for Commute time to and from activity and provider	YMCA CRS Stage 1 Case Manager	YMCA CRS Stage 1 Case Manager
Change of child care provider	YMCA CRS Stage 1 Case Manager	YMCA CRS Stage 1 Case Manager
Change in the parent/guardian’s child’s school hours, after school activities or preschool program outside of YMCA CRS-reimbursed care.	YMCA CRS Stage 1 Case Manager	YMCA CRS Stage 1 Case Manager

Failure to report the above changes within five (5) days may result in parent/guardian being responsible to repay. Failure to report the above changes may be considered fraud. Please refer to Section H for detailed Fraud Policy.

## **2. Process to Change Providers**

If a provider no longer meets the family's needs, the parent/guardian may change providers by completing the steps outlined (a-d) below. Please note that authorization of ALL new providers are effective on the first Monday following completion of the following:

a) Give Notice To The Current Provider

Many licensed providers have a required one or two week Termination Notice that is expected of parents/guardians, before removing the child. CRS will not pay two providers at the same time, so advance planning is recommended in order to ensure payment of the notice period for the current licensed provider (An exception may be made for emergency situations where the child's health and safety is at risk.)

b) Inform the Case Manager Immediately

The YMCA CRS Case Manager must confirm start and stop dates with both providers, and have adequate notice to arrange necessary paperwork for the new provider.

c) Comply with any forms parent/guardian or provider must submit

Before CRS can pay the new provider, the completed provider forms must be on file, according to Provider Enrollment in Section C.

d) Report Health or Safety Concerns

If the parent/guardian removes his/her child from the care of a licensed provider due to a health or safety concern, the parent/guardian should report this immediately to Community Care Licensing. Any concerns about unlicensed providers should be reported to the parent's/guardian's CM.

## **3. Provider Reporting Responsibilities**

YMCA CRS also requires providers to report all changes within five (5) calendar days to the Case Manager. Changes include but are not limited to:

- Address or phone number changes
- A change in Family Day Care or Center License
- A change in the hours a child is attending
- A change in provider's hours of operation or hours available to do care
- A child is no longer attending
- A change in Rates or any policies (such as Registration Fees, Termination or Absence policy, Holidays)
  - Rate changes and updates to the Provider's contract may only be made one (1) time per Fiscal Year (July 1 through June 30). Any changes to the provider's rates or policies will

take affect the Monday following when the documentation was received (regardless of whether provider implemented the change at an earlier date).

- Provider shall report true and accurate child care attendance, absences, and family fees on the Attendance Sheet according to CRS Attendance Sheet Policies (covered in next section).

#### **4. Post-Aid Process**

When a parent/guardian's cash aid assistance is discontinued, he or she may be eligible for continued child care services.

A post-aid parent/guardian will continue to receive child care services with CRS Stage 1 if:

- Parent/guardian submits documentation of need activity and eligibility (i.e. employment verification and pay stubs) to the Case Manager in the time requested
- Parent/guardian has barriers to transitioning to an Alternative Payment program, such as an In Home provider, or being in an activity fewer than 40 days.
- Parent/guardian must renew their eligibility regularly at Recertification appointments.

Post-Aid child care in Stage 1 will discontinue 24 months (2 years) after a parent/guardian's cash aid discontinuance date, or when a family is no longer eligible, whichever comes first.

#### **5. Transfers**

A family may transfer to a Stage 2 Alternative Payment Program for child care services when:

- Family is deemed "stable": No change in need activity or provider for at least 60 days
- Family is using an out-of-home eligible provider

If a parent/guardian's services are being transferred to another program, YMCA CRS will give the parent/guardian further information on the process.

If a parent/guardian cannot be reached in regards to potential transfer to a Stage 2 program, the parent's services will be discontinued.

- Any care used that is not approved through a Notice of Action in either Stage 1 or Stage 2 will not be reimbursed.
- Stage 2 programs do not backdate child care authorizations; Child care is on a forward going basis from the time of parent/guardian completing the intake and Certification process.

## **E. REPORTING CHILD CARE ATTENDANCE**

### **1. Accessing Attendance Sheets**

YMCA CRS Stage 1 reimburses approved child care based on care reported on monthly Attendance Sheets. Attendance Sheets for YMCA CRS providers, as well as monthly payment statements, must be accessed by providers on the Care Portal online at <https://careportal.mcttechnology.com>. New providers will receive instructions on accessing this site. A computer and printer are available at the YMCA CRS Main Office for providers who do not have access to a printer.

### **2. Due Dates and Pay Dates**

YMCA CRS Payment Technicians process payment during the month **following** the month of child care. Attendance Sheets shall not be submitted before the current month has ended, unless family has stopped using child care with the provider.

Provider shall submit Attendance Sheets to the CRS Main Office according to the first letter of the provider's legal last name as follows:

- **A through L** is to submit Attendance Sheets for payment on or after the **1st** of the following month
- **M through Z** is to submit Attendance Sheets for payment on or after the **10<sup>th</sup>** of the following month
  - Note that any M-Z Attendance Sheets submitted earlier will not be processed until the 10<sup>th</sup>

Completed and authorized Attendance Sheets received on or after the original due date (1st or the 10<sup>th</sup> as indicated above) will be processed **within 10 days of receipt** of Attendance Sheet. This process ensures a regular payment schedule for the high volume of Attendance Sheets received.

### **3. Temporary Attendance Sheets**

If care has begun prior to completion of the parent/guardian's enrollment, providers shall use a **Temporary Attendance Sheet** for the first month of care and submit for payment along with a copy of the Notice of Action.

- Provider and parent/guardian may track attendance on their own separate piece of paper, if it contains the month, child name, parent/guardian name, provider name, dates of care, times in and out of care, and parent/guardian and provider signatures in the same manner as YMCA Attendance Sheets.
- YMCA CRS also has a Temporary Attendance sheet that the YMCA Case Manager will give to parent/guardian at Intake.
- Attach the Temporary Attendance Sheet to a YMCA Attendance Sheet (when one becomes available after parent/guardian's case is approved) to submit for payment.

When care is approved and parent/guardian is issued a NOA, parent/guardian and provider must submit regular Attendance Sheets pre-printed with their information. **Care will not be paid for any days or period of time that does not have parent/guardian and provider signature as required by Attendance Sheet Policies.**

#### 4. Completing the Attendance Sheet

The Attendance Sheet is a legal document and is subject to audit, as it is used for the receipt of State and Federal funds. Payment will be made based on the complete and accurate information on the Attendance Sheet. Corrections cannot be made to Attendance Sheet after it has been submitted.

- Use blue or black ink
- A full signature and **exact** time must be indicated at the time **in** (when child begins care) for each day of care (using same pen)
- Middle section is used only for reporting additional time in and out of care within the same day such as when child attended school; exact time is recorded with provider initials.
- A full signature and **exact** time must be indicated at the time **out** (when child leaves care) for each day of care (using same pen)
- Any **Family Fees** owed by and collected from the parent/guardian are recorded at the bottom of Attendance Sheet
- If a child is absent on a scheduled day, when the child returns for care, the parent/guardian shall write the **reason for the absence** in the explanation column and sign for that day of absence. Do not enter a "time in" or "time out".
- Bottom of Attendance Sheet has a full signature and date from client and provider; all signatures are consistent throughout the attendance sheet
- Do not use white out or highlight on the Attendance Sheet

Payment to the provider is delayed or denied when information is missing or entered incorrectly.



### Sample Attendance Sheet



YMCA CHILDCARE RESOURCE SERVICE  
Stage 1

112233

Provider Name:	SMITH, JANE	Month/Year:	January 2014
Child Name:	JEREMY A. BROWN	Child DOB:	12/15/2007
Parent Name:	MARIE L. BROWN	Case Manager:	Alma Vargas



Example of a child in care **full day**: parent signs.

Date	Time In (AM/PM)	Full Signature	Time Out (AM/PM)	Initials	Time In (AM/PM)	Initials	Full Signature	Time Out (AM/PM)	Comments
	8:02 AM	Maria Brown					Maria Brown	5:04 pm	
	7:59 AM	Maria Brown					Maria Brown	5:01 pm	
	8:01 AM	Maria Brown					Maria Brown	4:58 pm	
	7:57 AM	Maria Brown	9:02 AM	SS	2:31 PM	SS	Maria Brown	4:57 pm	
	7:59 AM	Maria Brown	9:01 AM	SS	2:32 PM	SS	Maria Brown	5:03 pm	
	2:30 PM	Jane Smith					Maria Brown	5:01 pm	
	2:32 PM	Jane Smith					Maria Brown	4:58 pm	
	8:00 AM	Maria Brown					Jane Smith	8:59 AM	
	8:02 AM	Maria Brown					Jane Smith	9:02 AM	
									Mom sick day

Child in care **before and after school**: Provider initials middle column when child goes to and from school.

Example of a child in care **after school only**: Provider signs at school pick up (first entry), parent signs out in evening.

Example of a child in care for **morning only**: Parent signs in morning, provider signs at school drop off.

Recording family fee paid.

Example of a comment explaining child **absence**.

FAMILY FEE CERTIFICATION & RECEIPT/ATTENDANCE CERTIFICATION			
Part Time Daily Fee: \$2.00		Full Time Daily Fee: \$4.00	
A. <input checked="" type="checkbox"/> All Family Fees have been paid AND/OR a payment plan is in place between parent and provider. Amount Collected: \$ 52.00		B. <input type="checkbox"/> Family Fees HAVE NOT been paid AND I DO NOT have a payment plan with this parent. Outstanding Balance Due: \$	
Parent Self-Certification I declare under penalty of perjury that the information herein is true and correct and that I am not receiving any other child care subsidy. I understand these child care hours are to be used only during pre-approved activities that entitle me to receive subsidized child care services. I understand any applicable family fees that I am required to pay, as stated above, have been paid in full.		Provider Self-Certification I declare under penalty of perjury that the information herein is true and correct and this child care was provided for the sole purpose for which this child was certified. I am not receiving child care payment for the child care services provided from any other source. I understand and acknowledge that any family fees the parent may be required to pay, as stated above, have been paid in full.	
Parent/Guardian Signature	Date:	Provider Signature	Date:
Maria Brown	1/31/14	Jane Smith	1/31/14

Full signatures at end of month.

### 5. Attendance Sheet Holds

If an Attendance Sheet is incomplete, inaccurate, inconsistent, or indicates care is not being reported on a daily basis, it may be returned. The parent/guardian and provider will be contacted with forms and instructions for clearing the hold. Payment will be processed within ten days of receipt of a Self-Declaration clarifying or explaining the child care that occurred. Reasons that CRS may place provider payment on Hold include but are not limited to:

- Not recording times and signature daily
- Recording times and signatures (on the same entry) with different color ink
- Rounding up times throughout the Attendance Sheet
- Missing full signatures (time out/in)
- Missing parent/guardian's or provider's signature on the bottom of the Attendance Sheet
- Signatures are inconsistent
- Provider is not recording child's school hours

## 6. Getting Assistance with Attendance Sheets

YMCA CRS Stage 1 staff members periodically do **Provider Site Visits**, to offer assistance to child care providers who are new, have questions, or have frequent holds on Attendance Sheets. Providers will also receive information regarding trainings and support for providers through CRS's other programs.

YMCA CRS also welcomes parents/guardians and Providers to meet with a staff member in the YMCA CRS Main Office, to have Attendance Sheets reviewed or to ask questions regarding completion of Attendance Sheets.

Please note that in order to ensure timely and adequate customer service and attention to your questions, **parents/guardians and providers are encouraged to call ahead** before coming into the CRS Main Office. Walk-Ins arriving after 4:45 pm may be asked to schedule another time to meet, in order to sufficiently discuss all parent/guardian or provider questions.

## **F. PROVIDER REIMBURSEMENT**

### **1. How Are Payments Calculated?**

Payment amounts are determined based on a combination of what provider charges, the maximum allowable rate CRS can pay, CRS payment policies and the child care approved and used. YMCA CRS will select rates that providers charge non-subsidized (private-pay) families, and/or the Maximum rates, whichever is lower (explained in this section).

#### What Provider Charges:

Provider's rates are indicated on the Parent-Provider Fee Agreement and/or rate sheet. Licensed providers shall charge the same rates charged to private pay families. Changes to provider expected rates can only be changed on a forward going basis as covered in Section D.

#### Maximum Rates:

CRS also uses the maximum rates set by the California Department of Education called the Regional Market Rates (RMR), based on the average rate of child care costs in the area. If the parent/guardian or provider is interested in additional information about the RMR, please visit the State of California web site <http://www3.cde.ca.gov/rcscc/>, and select San Diego County.

#### Child Care Approved and Used:

Only child care that is used within the approved days and shifts, and reported accurately on an Attendance Sheet, will be reimbursed. Licensed providers may be paid for some absences.

- **Hourly** rates may be paid when care occurs for less than 30 hours per week and less than 6 hours on any given day.
- **Daily** rates may be paid when there is one 6 hour or more day of care in the week
- Hourly rates are **always** applied when less than 10 hours of care per week occurs.
- **Part-time weekly** rates may be paid when care occurs less than 30 hours per week.
- **Full-time weekly** rates may be paid when care occurs 30 or more hours per week.
- **Monthly rates** may be paid when care occurs on an average of 30 or more hours per week and care occurs in each week of the month.
- **Evening and weekend** rates may be paid on a case by case basis, depending on number of hours attended during evenings/weekends **and** verification that the providers charges evening/weekend rates to non-subsidized families.

### **2. Absence Policy**

Some licensed child care providers request payment for days that a child does not attend. Providers must provide verification that a private pay family is responsible for payment of absences before payment can be approved. Paid absences must also occur on days that the child is regularly scheduled.

For varying schedules, the absence must occur on a day that child was regularly scheduled to attend and on which parent/guardian is scheduled to be in activity.

A licensed provider is not eligible to receive reimbursement for absences and parent/guardian may be responsible for payment IF:

- The child care provider is unable to verify that a private pay family is expected to pay for absences, or
- A family is approved for care on an unpredictable schedule due to an on call, per diem, or substitute employment activity, or
- A family was otherwise not scheduled to receive child care services.

Type of Absence	How to report	Paid or Unpaid (Licensed only)	Limitations
Child or parent/guardian illness, or medical appointment	Write specific reason in Comments tab (i.e. "Mom sick with flu")	Paid	Physician's verification is required on the tenth (10) consecutive day of illness and weekly thereafter, OR if more than half of scheduled care is missed. An evaluation will be completed to determine a continued need for child care for the child.
Best Interest Days: Days that a child is spending time with a parent/guardian or other relative, school field trips, court appointments, etc.	Write specific reason in Comments tab (i.e. "Child visiting Grandma")	Paid	Up to <b>ten (10) per fiscal year</b> (July 1 through June 30).
Provider Holiday/ Closure	Write "Holiday" in comments tab	Paid	Up to <b>ten (10) days per fiscal year</b> , and verification of closure days shall be on file with CRS beforehand.
Family Emergency	Write specific reason in Comments tab (i.e. "Death in the family")	Paid	If 10 consecutive days are missed, OR if more than half of scheduled care is missed, an evaluation will be completed to determine a continued need for child care for the child.

**Excessive absences may result in a reduction of approved child care hours or Discontinuance from the program for non-use of child care.**

### 3. Co-Payments

If the parent/guardian chooses a provider with a rate exceeding the maximum rate (RMR), the parent/guardian may be required to pay the difference between the rate charged and the maximum rate to the provider. This payment is in addition to any applicable Family Fee.

The parent/guardian is also responsible for any charges that the provider requests which CRS does not pay. This may include fees that the provider is unable to verify are also applied to a private pay family, such as higher rates for evenings & weekends, Registration Fees, Late Fees, Termination periods, or absences that do not meet the requirements for payment.

Please note that YMCA CRS does not pay Termination Notice periods to providers and parent/guardian may be responsible to pay Termination Notice fees to providers.

#### **4. Family Fees**

Only families who are no longer receiving cash aid assistance may be required to pay a Family Fee, as they are based on a family's increased income. A Family Fee is a shared portion of the child care costs. Family Fees are calculated as a monthly amount, either part time or full time, and range from \$21.00 per month to \$373.00 per month, depending on the family's gross monthly income and family size. A part time monthly fee is assessed when the scheduled hours are fewer than 130 hours in a month, and a full time monthly fee is assessed when the scheduled hours in a month are 130 or more. The Family Fee scale is set by the California Department of Education.

The parent/guardian will receive a Notice of Action with the amount, if any, of the fee that the parent/guardian must pay. The fee may change when family income changes.

If the parent/guardian is required to pay a Family Fee, the fee must be paid directly to their provider. The parent's/guardian's provider must certify on the bottom section of the Attendance Sheet whether the Family Fee has been paid. Family fees are deducted from the provider's payment.

**If the parent/guardian does not pay the Family Fee or if the fee paid is not reported (on Attendance Sheet, receipt, or other documentation), child care may be discontinued.**

#### **5. Registration Fees**

CRS may pay Registration Fees charged by licensed child care providers, given the following conditions:

- These fees are the same as those charged private-pay families. The Registration Fee must be established in the provider's fee agreement or contract, at the time of enrollment, and be an annual fee.
- The Registration Fee can only be paid when a provider's payment does not exceed the Regional Market Rate (RMR). CRS may have to pay the Registration Fee over several months of authorized care if it cannot be paid in full at one time.
- The Registration Fee must be requested on the Attendance Sheet for the month fee is due.

#### **6. IRS and Wage Garnishment Information**

**Providers are not employees of YMCA CRS.** They are independent, self-employed contractors. YMCA CRS does not withhold Federal or State income taxes; it is the provider's responsibility for reporting income and providers may be required to pay taxes at the end of the year. At the end of the calendar year, the child care provider will be mailed a Form 1099 (Statement of Non-Employee Earnings) by the County of San Diego stating the total funds received during that calendar year. 1099 forms will be issued each January to all child care providers who have been paid over \$600 the previous year.

Providers may contact the local IRS office to learn more about the IRS regulations and responsibilities for an independent contractor.

**NOTE:** If a provider is no longer participating with CRS, it is their responsibility to ensure their most current address is on file by submitting a W-9 and 590 form reflecting new address. Failure to update provider address may delay the receipt of the 1099.

CRS fully cooperates with Federal and State agencies who issue garnishments for delinquent taxes and child support reimbursements. If CRS is ordered to garnish a provider's reimbursement, the provider will receive notification from the agency issuing the garnishment and a confirmation that future reimbursements will be garnished. CRS will not issue another notice.

## **G. DISCONTINUING CHILD CARE SERVICES**

### **1. Parent/Guardian Discontinuances**

It is CRS's policy to work with parents/guardians to prevent non-voluntary discontinuances. Some of the reasons a child or family may be discontinued from the program are:

- Income exceeds the Federal guidelines;
- A child is no longer eligible because of age;
- The parent/guardian is no longer working and/or in an approved training program;
- The parent's/guardian's Employment Counselor determines nonparticipation;
- Requested forms or documents are not provided;
- Giving false or misleading information;
- Failure to report changes in activity, eligibility, or other factors listed in Parent Reporting Responsibilities;
- Assigned Family Fee is not paid;
- A Recertification or update is not completed within the required timelines; or
- Program policies and procedures are not followed.

If a parent/guardian's services are being discontinued, the CM will issue a Notice of Action. This Notice of Action will inform the parent/guardian and provider of the discontinuance from the program, and the date the discontinuance will be effective.

### **2. Appeal Process**

Parents/guardians enrolled in CRS's Stage 1 Child Care Program have the right to request a fair hearing if they disagree with an adverse action proposed or taken by CRS. All appeal rights and instructions are included with the Notice of Action. **The parent/guardian has 90 days from the date CRS issued the notice to ask for a hearing.** The parent/guardian may have an individual accompany them, or appoint a person to represent them, at the hearing.

To ask for a hearing, complete the back page of the Notice of Action and deliver or mail the NOA to:

County of San Diego, Health and Human Services  
Appeals Section  
1255 Imperial Avenue, Suite 300  
San Diego CA 92101

The parent/guardian may also call 1-800-952-5253 to request a hearing, get information on appeal rights, or seek legal aid. (For hearing or speech impaired who use TDD 1-800-952-8349.)

If the parent/guardian asks for a hearing before the action takes effect, the child care payment assistance may stay the same while the parent/guardian waits for a hearing. **If the hearing decision says CRS is correct, the parent/guardian will owe the County of San Diego for any extra child care subsidies the parent/guardian received.**

...d, whichever is  
 ...ht, you will owe  
 ...s or Child Care  
 ...op your benefits  
 Stamps  Child  
 ...or:  
 ...s.  
 ...employment and  
 ...e this notice.  
 ...es payments will  
 ...even if you go to  
 ...portive services,  
 ...way we told you  
 ...u must go to the  
 ...the county pays  
 ...is not enough to  
 ...op going to the  
 ...m Program if we  
 ...rtive services for  
 ...s: The action on  
 ...rvice from your  
 ...h to contact your  
 ...ve questions.  
 ...cal child support  
 ...t even if you are  
 ...ort for you, they  
 ...n writing to stop.  
 ...collected but will  
 ...d to the county.  
 ... will give you  
 ...he State Hearing  
 ...ht to see this file  
 ...of the county's  
 ...days before the  
 ...ring file to the  
 ...ments of Health  
 ...e. (W&I Code  
 ...s) REQUIRED FORM - NO SUBSTITUTES PERMITTED

**To Get Help:** You can ask about your hearing rights or for a legal aid referral at the toll-free number above. You may get free legal help from a welfare rights office.  
 Legal Aid Society - North County  
 Attn: Legal Aid Society  
 216 S. Tremont Street  
 Oceanside, CA 92054  
 (877) 534-2524  
 Legal Aid Society of San Diego  
 Attn: Legal Aid Society  
 110 South Euclid Ave  
 San Diego, CA 92114  
 (877) 534-2524  
**If you do not want to go to the hearing alone, you can bring a friend or someone with you.**

**HEARING REQUEST**  
 I want a hearing due to an action by the Welfare Department of \_\_\_\_\_ County about my:  
 Cash Aid     Food Stamps     Medi-Cal  
 Other (list) \_\_\_\_\_  
**Here's Why:** \_\_\_\_\_  
 \_\_\_\_\_  
 If you need more space, check here and add a page.  
 I need the state to provide me with an interpreter at no cost to me. (A relative or friend cannot interpret for you at the hearing.)  
 My language or dialect is: \_\_\_\_\_  
 \_\_\_\_\_  
**NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED**  
 \_\_\_\_\_  
 BIRTH DATE \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_  
 STREET ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_  
 NAME OF PERSON COMPLETING THIS FORM \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_  
 I want the person named below to represent me at this hearing. I give my permission for this person to see my records or go to the hearing for me. (This person can be a friend or relative but cannot interpret for you.)  
 NAME \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_  
 STREET ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

Complete this section on Page 2 of NOA, to request a hearing if you disagree with the action taken.

### 3. Provider Disqualifications

A provider may be denied participation with YMCA CRS for the following reasons:

- Failure to comply with Title 22 Licensing standards
- YMCA CRS determines that provider was over the licensed capacity at any given time
- Failure to abide by Program Regulations and/or Agency Policies
- Falsification of attendance records (incorrect hours, days, signatures, etc.)
- Failure to maintain attendance records on a daily basis
- License-Exempt child care provider is denied TrustLine or TrustLine clearance is revoked



- Charging a higher rate for child care than is charged to non-subsidized families
- Waiving Family Fees
- Submitting any misleading or fraudulent documentation
- Any activity or behavior that endangers the health and safety of children enrolled
- Notice from Community Care Licensing that an Revocation or Temporary Suspension Order (TSO) is in progress
- Insulting, berating or threatening behavior towards staff or parents/guardians

**NOTE:** If an accusation of a licensing violation has been made and Resource and Referral has placed provider on a “Do Not Refer” status, the parent/guardian will be notified immediately, and asked to submit a Self-Declaration if they choose to continue child care with the provider.

#### **4. Overpayments**

When it has been determined that a provider was paid incorrectly for any given amount, an Overpayment Notice may be issued to the parent/guardian and/or provider and repayment will be required. Either the parent/guardian or provider will be responsible for the repayment, depending on the reason. The parent/guardian or provider will receive a Notice of Action that will indicate the Overpayment time frame, amount, children, and reason.

Reasons for Overpayment include but are not limited to:

- Case Manager receives 27-128 decreasing or stopping approved hours retroactively
- Payment for required 10 day notice to providers for decrease in hours
- Cases that went into the Appeal process which were decided in favor of CRS
- Any care that was reported inaccurately or fraudulently
- Incorrect rates paid to providers
- Any care during which a parent/guardian or provider was later found ineligible for services.

Instructions are on the Overpayment Notice of Action for parent/guardian or provider to respond to the Office of Revenue and Recovery within ten (10) days. Parent/guardians may also have the option to appeal.

## **H. YMCA CRS POLICIES**

### **1. Fraud Policy**

Fraud is the misrepresentation of facts, made with the intent to obtain benefits to which one is not entitled. Fraud exists when an individual:

- Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or increase of benefits, or avoid a reduction of benefits;
- Knowingly, and with intent, fails to disclose fact, which if disclosed could result in denial, reduction or discontinuance of benefits; or
- Accepts benefits knowing she/he is not entitled thereto, or accepts any amount of benefits knowing it is greater than that to which he/she is entitled.

Examples of child care fraud:

- The parent/guardian continues to take her/his children to a child care provider and receives a child care subsidy when she/he is not working, going to training, or participating in pre-approved Welfare-to-Work (WTW) activities.
- The parent/guardian intentionally fails to report an increase in earnings or other income
- The parent/guardian intentionally fails to report changes in his or her activity, or the hours she/he works or attends training.
- The parent/guardian receives child care subsidies while a parent/guardian is in the home and able to provide care.
- The parent/guardian knowingly receives child care from CRS for a child while at the same time receives child care subsidies from another agency.
- The parent/guardian fails to report a marriage knowing that her/his new spouse's income would result in higher Family Fees or ineligibility.
- The parent/guardian and provider submit Attendance Sheets for payment for times when the child care was not provided.
- The provider requests a higher rate for a family/child receiving subsidies than for a private pay family.
- Any other collusion between a parent/guardian and provider to obtain child care subsidies to which they are not entitled.

**Any child care subsidies received under fraudulent conditions will be prosecuted to the fullest extent of the law. Any child care subsidies received under fraudulent conditions must be repaid or the amount owed will be sent to a collection agency. The parent/guardian is required to report any changes in employment, income, school or training, family size, child care provider, or need for child care to ACCESS, the parent/guardian's EC and CM within five calendar days of the change.**

### **2. Unlimited Access**

Parents/guardians receiving child care subsidies must have unlimited access to their child(ren) while in the provider's care; to all written records concerning their child(ren); and to their provider during normal hours of operation. The parent/guardian must notify the CM if the child care provider does not allow this.

### **3. Confidentiality of Records**

All applications and information given to CRS are kept confidential. Information is used to determine eligibility. Information necessary to administer the child care program may be shared with the child care provider, other CRS staff, County staff, other child care agencies, such as YMCA Childcare Resource Services and Child Development Associates (CDA), and County Departments, such as Public Assistance Fraud Division and Revenue and Recovery. However, information an applicant or recipient gives the CM will not be released to any other agencies or person(s) without the parent/guardian written permission.

### **4. Discrimination Policy**

CRS and child care providers must operate on a nondiscriminatory basis. All programs and access to services are made available without regard to sex, sexual orientation, sexual harassment, gender, ethnic group identification, race, ancestry, national origin, religion, political affiliation, marital status, color, or mental or physical disability.

### **5. Complaint Resolution Policy**

Parents/guardians may file complaints with Community Care Licensing when the parent/guardian has a grievance against licensed providers. Community Care Licensing will follow up on any complaints filed against licensed providers. Parents/guardians may file complaints against License-Exempt providers with their CM at CRS. Only complaints received about health and safety noncompliance serious enough to report to Child Welfare Services will be accepted. The provider will be notified by CRS when a complaint is filed. The provider has a right to submit a written rebuttal. Resolution of the complaint will be in the hands of Child Welfare Services.

CRS staff will treat all parents/guardians with courtesy, fairness and respect. Child care program staff may not engage in any form of discrimination based on sex, sexual orientation, sexual harassment, gender, ethnic group identification, race, ancestry, national origin, religion, political affiliation, marital status, color, or mental or physical disability. CRS has established a standardized procedure for documentation, investigation, and resolution of complaints to ensure compliance with state and federal laws and regulations. The complaint shall be investigated and resolved at the lowest level possible. The Program Manager or designee shall ensure employees designated to investigate complaints are knowledgeable about the applicable laws and programs.

It is the goal of CRS staff to establish and maintain strong, professional partnerships with parents/guardians, providers and the community; provide excellent customer service; and resolve concerns at the lowest possible level. To this effect, CRS staff are committed to responding to telephone calls within one working day. Parents/guardians and providers who are not receiving responses to their inquiries from an CRS employee, or who have concerns about service or treatment, may call YMCA CRS at (619) 521-3055 and request to speak with a Stage 1 Supervisor. If a supervisor is not responding to inquiries and/or concerns, parents/guardians and providers may call the same number indicated above and ask to speak with the Program Director.

A parent/guardian may also file a written complaint regarding service or treatment by any CRS staff. The parent may submit a written complaint to:

YMCA CRS Stage 1 Program Director  
3333 Camino del Rio South # 400  
San Diego, CA 92108

If CRS is unable to resolve the parent complaint, the parent may contact County of San Diego, Health and Human Services (HHSA), Child Care Administration by:

- Mail: County of San Diego  
Health and Human Services Agency  
ATTN: Child Care Administration  
1255 Imperial Ave  
4<sup>th</sup> Floor, Room 437  
San Diego, CA 92101
- Phone: (619) 338-2948

CRS also welcomes any positive feedback, employee recognition and/ or suggestions.



## IMPORTANT PHONE NUMBERS

### **PUBLIC ASSISTANCE**

<u>PUBLIC ASSISTANCE INFORMATION</u> : Free and confidential information and resources for food, housing, health care, counseling and more.	211
<u>ACCESS</u> : To update CalWORKs eligibility information, and for information regarding Family Resource Center programs.	1-866-262-9881
<u>PUBLIC ASSISTANCE FRAUD HOTLINE</u>	1-800-421-2252
<u>OFFICE OF REVENUE AND RECOVERY</u> : Collection agency for Overpayments issued to parent/guardian or provider	1-619-515-6200

### **PROVIDER INFORMATION**

<u>COMMUNITY CARE LICENSING</u> : Review licensing file for child care facilities	1-619-767-2200
<u>TRUSTLINE REGISTRY</u>	1-800-822-8490

### **EMERGENCY AND SUPPORT SERVICES**

<u>DOMESTIC VIOLENCE HOTLINE</u>	1-888-385-4657
<u>CHILD SERVICES AND CHILD ABUSE HOTLINE</u>	1-800-344-6000
<u>CALIFORNIA CHILDREN’S SERVICES</u> : Funding for treatment of children with certain physical limitations and chronic health conditions or diseases.	1-619-528-4000
<u>HSA CIVIL RIGHTS COORDINATOR</u> : Complaints regarding potential violations of civil rights.	1-619-515-6788

### **YMCA CHILDCARE RESOURCE SERVICE**

<u>YMCA CRS MAIN OFFICE</u> : Stage 1 Program Director, and Payment Department 3333 Camino Del Rio South Suite 400, San Diego, 92108	1-619-521-3055
<u>RESOURCE AND REFERRAL</u> : Free child care referrals and other child care related resources	1-800-481-2151
<u>BEHAVIORAL HEALTH CONSULTANT</u> : Behavioral health specialists who work with providers and families of children with challenging behavior.	1-800-908-8883

### **OTHER SUBSIDY PROGRAMS**

<u>CHILD DEVELOPMENT ASSOCIATES (CDA) ALTERNATIVE PAYMENT</u>	1-619-205-6200
<u>YMCA CRS ALTERNATIVE PAYMENT DEPARTMENT</u>	1-619-474-4707
<u>PUBLIC CONSULTING GROUP</u> (Stage 1 for East San Diego County)	1-619-441-0631