

# **Family Resource & Referral Center Serving San Joaquin County**



## **Parent & Provider Handbook**

**FRRC is funded by the California Department of Social Services,  
Child Care Development Division and San Joaquin County**

**2021**

# Family Resource & Referral Center Locations

**Main Office & Mailing Address**  
3127 Transworld Drive Suite 100  
Stockton, CA 95206

**North Stockton**  
1035 W. Robinhood Drive, Suite 102  
Stockton, CA 95207

To contact any site or staff: (209) 948-1553 or (800) 526-1555

Or visit us online @ [www.frrcsj.org](http://www.frrcsj.org)



# Parent & Provider Handbook

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# **WELCOME TO FAMILY RESOURCE & REFERRAL CENTER**

**We care about children and families**



## **MISSION STATEMENT**

**Family Resource & Referral Center strengthens the lives of children, families, and communities.**

### **Values & Beliefs**

The Family Resource & Referral Center is founded on the belief that children and families are vital to the richness and quality of life within San Joaquin County. FRRC's staff is committed to the compassionate support of children and families in need of training and social services. The staff believes that direct, personal action will make a difference in family life and is dedicated to enhancing the quality of life within our community.

FRRC promotes community awareness about the needs of children and families and participates in building community coalitions to develop solutions for those needs. FRRC's staff works with parents, care providers, business, and community leaders to promote quality services for children and their families. Through its professional staff, FRRC is a clearinghouse for information on child care services, parenting, nutrition, and child safety. FRRC's staff provides child care referrals to all parents in San Joaquin County. FRRC administers child care, nutritional resources and conducts workshops in effective practices of child rearing, child care, and child safety.

## **FRRC Summary of Services**

The Family Resource & Referral Center (FRRC) provides direct services, information, training, and advocacy to enhance child care and family well-being in San Joaquin County. We seek to augment and enhance the delivery of children's services rather than to duplicate existing resources. Our primary focus is quality child care for children and technical assistance to those working with children and families.

**USDA Child Care Food Program** – *this program is designed to encourage nutritious meals for children in licensed and exempt day care homes by offering benefits to the child care providers. The benefits include cash payments to reimburse providers on a per-meal, per-child basis. In addition the USDA Child Care Food Program offers technical assistance, and information on how to operate and manage the food program and keep adequate records.*

**Resource and Referral** – *these services are available for parents and anyone seeking child care information regardless of income. Individuals may call to receive referrals to licensed child care facilities and family support services. Other services available at the resource center are: a library of books, activities, and activity kits for children; child development and parenting information; die cuts; and literacy totes.*

**Community Child Development** – *this program offers technical assistance, training, and support to parents and providers including: inclusion/special needs training; child development, parenting information; and professional growth workshops.*

**Subsidized Child Care** – *provides child care subsidies to low-income families with partial or full payment towards child care while parents are attending school, training programs, or working. Information and referrals on health and social services are offered through 211 San Joaquin for clients. A family needs assessment is completed on each client and submitted to 211 for connection to services.*

### **Community Collaboration**

*FRRC works with many community agencies and organizations promoting quality child care and early learning for children of all ages. Some partnering agencies include: First 5 of San Joaquin, San Joaquin Office of Education, Council for Quality Education & Care of Children, Health Plan of San Joaquin, City of Stockton and the Human Services Agency.*



## **Subsidized Child Care (SCC) Information**

### *Conditions for Parent Participation/Eligibility Requirements*

*Subsidized Child Care (SCC) provides families child care payment assistance through a range of child care programs. In general, child eligibility is based on the family's eligibility and the requirements of the individual program. All SCC Programs serve children from birth to 13 years old. A child who reaches the age of 13 is ineligible for continued child care services unless one of the following exceptions apply:*

- *Child is determined as exceptional needs or severely disabled*  
*OR*
- *Child turns 13 within the family's 12 months of approved services. The 13 year old will be served until the family's next recertification time*

### **CalLEARN Child Care**

#### **What is the program?**

The San Joaquin County Human Services Agency (HSA) has child care funds available for the pregnant and parenting teens in the CalLEARN Program. This program helps provide child care service for adolescents who are enrolled in obtaining a high school diploma or GED. FRRRC administers the child care services through a sub-contract with Human Services Agency. Parents select child care that best meets their needs.

#### **Who qualifies for this program?**

- Individuals who are referred to FRRRC by the Human Services Agency. Eligibility for this program is determined by the Human Services Agency
- Parents who are enrolled in high school or a GED Program
- San Joaquin County residents

### **CalWORKs Child Care Stage 1**

#### **What is the program?**

The San Joaquin County Human Services Agency (HSA) has Stage 1 child care funds available as a support service for parents on Temporary Assistance for Needy Families (TANF).

FRRRC administers the child care services through a sub-contract with Human Services Agency. Parents select child care that best meets their needs.

**Who qualifies for this program?**

- Individuals who are currently receiving TANF in San Joaquin County and who are participating in a county-approved activity. Parents must be referred to FRRC by Human Services Agency Employment Services or Eligibility Workers, or other contracted case management agencies. Eligibility for this program is determined by the Human Services Agency
- Parents must be income eligible and be working, in school, or in CalWORKs activities
- Families with children 0-12
- San Joaquin County residents

**Child Care Stage 2 (C2AP)****What is the program?**

The Stage 2 child care program provides funds for child care for current and former TANF recipients who are participating in a county-approved activity. Stage 1 families are transitioned into Stage 2 after three months of continuous stable child care. Parents select child care that best meets their needs.

**Who qualifies for this program?**

- Current or former TANF recipients in San Joaquin County who are participating in an approved activity
- Parents on TANF must be referred by HSA or another contracted agency
- Parents no longer receiving TANF must be income eligible and within 24 months of their last month of received cash aid (TANF)
- Parents must be working, in school or in training, homeless, child protective services, incapacitated, actively seeking employment, or seeking permanent housing.
- Families with children 0-12
- San Joaquin County residents

**How much does it cost?**

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Median Income Ceilings (SMI) and the Family Fee Schedule.

**Child Care Stage 3 (C3AP)****What is the program?**

The Stage 3 child care program provides funds for child care for former TANF recipients who are participating in an approved activity. Stage 2 families are transitioned into Stage 3 twenty four (24) months after the last date of receiving cash aid (TANF). Parents select child care that best meets their needs.

**Who qualifies for this program?**

- Former TANF recipients in San Joaquin County who are participating in an approved activity
- Parents no longer receiving TANF must have a need and be income eligible
- Stage 2 families who will transitioned into Stage 3 twenty-four (24) months after the last date of receiving cash aid (TANF)

- Parents must be working, in school or in training, homeless, child protective services, incapacitated, actively seeking employment, or seeking permanent housing
- Families with children 0-12
- San Joaquin County residents

**How much does it cost?**

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Median Income (SMI) Ceilings and the Family Fee Schedule.

**Alternative Payment Program (CAPP)**

**What is the program?**

The Alternative Payment Program (CAPP) provides funds for child care for families to access high-quality child care. Parents select the child care that best meets their needs.

**Who qualifies for this program?**

- Must complete an application and be placed on the FRRC’s centralized eligibility waiting list (CEL). Eligibility is based on income rankings and funding availability
- Parents must have a need and be income eligible
- Parents must be working, in school or in training, homeless, child protective services, incapacitated, actively seeking employment, or seeking permanent housing
- Families with children 0-12
- San Joaquin County residents

**How much does it cost?**

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Median Income (SMI) Ceilings and the Family Fee Schedule.

**CCTR Child Care Program**

**What is the program?**

CCTR provides funds for child care for families to access high-quality child care. **Parents are required to choose a child care provider within FRRC’s CCTR Provider Network.** Parents select the child care that best meets their needs. Parents unwilling to choose a child care provider from the CCTR Provider Network will be unable to receive child care services from the CCTR Program.

**Parent agrees to the following participation requirements:**

- Use only a CCTR approved child care provider
- Parent/Provider/FRRC Staff conferences (at least two per year)
- Participate in parent advisory committee meetings (held quarterly)
- Participate in parent meetings in order to share program goals
- Attend trainings
- Parent involvement
- Complete parent survey (once per year)

**Who qualifies for this program?**

- Must complete an application and be placed on the FRRC's centralized eligibility waiting list (CEL). Eligibility is based on income rankings and funding availability
- Parents must have a need and be income eligible
- Parents must be working, in school or in training, homeless, child protective services, incapacitated, actively seeking employment, or seeking permanent housing
- Families with children 0-12
- San Joaquin County residents

**How much does it cost?**

It depends on income and family size. Qualified families may be assessed a family fee. The fee is based upon the State Median Income (SMI) Ceilings and the Family Fee Schedule.

**Emergency Child Care Bridge Program****What is the program?**

The Bridge program is a referral-based program. The Child Welfare Division at Human Services Agency administers referrals to eligible foster care parents for child care approval once eligibility and placement of the child is determined.

FRRC administers the child care services through a sub-contract with Human Services Agency. Foster care parents select child care that best meets their needs.

**Who qualifies for this program?**

- Foster care children who are dependents of San Joaquin County. Foster parents must be referred to FRRC by Human Services Agency Child Protective Services Social Workers with a Bridge child care referral
- Foster parents must have a need for child care per the child care referral
- Families with children 0-12
- San Joaquin County residents

In all SCC Programs, if care is needed for a child who is 13 years or older with exceptional needs and/or severely disabled, the following documentation must be submitted for all SCC programs:

- 1) Documentation of the active individualized education plan (IEP) or active individual family service plan (IFSP) that includes the information specified by the applicable Education Code requirements and Title 5 Regulations
- 2) Completion of the Exceptional Needs form that includes a statement signed by a legally qualified professional stating the child requires supervision and additional attention of an adult in a child care setting

With the submission of required documentation, children 13 years or older with exceptional needs can be served up to age 21. Ongoing eligibility is based on the submission of up-to-date documentation at each recertification.



## **Conditions for Parent Participation/Eligibility Requirements**

### **Parent's will:**

- Choose a child care provider who best suits the needs of the entire family and child's developmental needs
- Choose a provider within 10 working days from enrollment. If a provider is not chosen within these 10 days, a denial letter will be issued to the parent for failure to establish a child care provider.
- Return required signed certificate(s) with both their signature and the provider's signature to FRRRC. Certificate states the days and hours of attendance and fees for each child enrolled in a Subsidized Child Care Program
- Agree to bring the child regularly to child care only when attending an approved activity or work
- Present the provider and agency with all requested documentation for each child
- Notify the agency of any other subsidized programs that their child(ren) is enrolled in.
- Cooperate with FRRRC in the recertification process (recertification is required at intervals of 12 months)
- **Record the child's time in and out (with blue or black ink) each day on the attendance record provided by FRRC.**
- Sign the bottom of the attendance record at the end of every month and/or service period. Parent's full signature is required at the end of each month; parent's initials are not acceptable.
- Explain absences in detail on attendance record
- Notify the provider if the child will be absent for any reason
- Pay family fees by the due date
- Notify the agency of a change in address or phone number as soon as possible to avoid missed or delays in communication.
- Provide verification of work hours and wages at the time of initial enrollment or recertification or at the request of their FRRRC caseworker when verification is needed to complete the case. In a two-parent household, **both parents** must have an eligible need during the same hours in order for child care to be paid
- Use travel time as needed at a rate not to exceed 30 minutes each way per day. (More than 30 minutes of travel time will require agency approval)
- All information and documentation requested must be in our office and approved **before** FRRRC can begin paying for child care
- Abide by any and all applicable requirements and policies set forth in this handbook, failure to do so may result in termination of child care services.

**Please Note: Family Resource & Referral Center Program Service Staff are mandated to report suspected child abuse to our local child protective authorities.**

## **Income Eligibility and Need**

### *FRRC Admissions*

*It is the policy of FRRC that staff will enroll families to the various programs according to the need and eligibility guidelines outlined in the state regulations of the applicable program. The staff will determine the need and eligibility during the enrollment interview process, as well as completing the application and all necessary documentation that the specific program requires, as outlined in the state regulations. Eligible families are served without regards to sex, sexual orientation, race, ethnicity or disabilities.*

In order for a family to receive FRRC child care and/or preschool services, the following residency requirements must be met:

- The child must live in the State of California where services are being received. The family and/or child care provider should reside in San Joaquin County
- All families must provide proof of a California physical street address. A person unable to provide proof of address because they identify as homeless is excused from this requirement. However, a person identified as homeless is required to submit a declaration of intent to reside in California

**Eligibility** shall be established if the family is:

**Income Eligible:** Families must meet income eligibility requirements to qualify for child care assistance. The parent is responsible to provide documentation of the family's countable income for all individuals in the family size.

Once a family is approved and enrolled for child care services, the family is required to report a change in their income that exceeds the 85% of the State Median Income (SMI) to FRRC within 30 calendar days. FRRC provides written notification to the parent of their applicable SMI upon initial approval of service and at each recertification.

For Stage 1 child care, the family's income eligibility is determined by San Joaquin County Human Service Agency (HSA.)/CalWORKs Program. Families who receive Stage 1 child care services are generally receiving cash aid, also known as, Temporary Assistance for Needy Families (TANF). As a family transitions from Stage 1 child care to another FRRC child care program, FRRC will further assess/confirm income eligibility in accordance with the applicable SMI.

**Need** shall be established by the following:

1. The parent (including custodial adults and guardians) and any other adult counted in the family size must meet one of the following criteria:
  - a. Employed
  - b. Actively seeking employment
  - c. Participating in a job training and education program leading directly to a recognized trade or profession
  - d. Homeless and seeking permanent housing for family stability
  - e. Incapacitated as determined by a legally qualified medical professional
  
2. Incapacity: Some families may be eligible to receive child care services due to a physical or mental health condition. The parent's current condition must significantly limit the parent's ability to provide care and supervision of their child(ren). In order to authorize parental incapacity, the incapacitated parent must sign a release authorizing a legally qualified professional to disclose necessary information. Additionally, a Statement of Incapacity (agency form) must be completed by a legally qualified health care professional and submitted to our agency. FRRC may contact the legally qualified professional for verification or clarification of the Statement of Incapacity Form.

To ensure requirements are met, eligibility for services will be determined after the review of the submitted documentation. Child care services are authorized based on the submitted documentation, any follow-up verification, and taking into account the age of the child and the need for care. Authorization for child care cannot exceed 50 hours per week.

For the Stage 1 Program, FRRC does not authorize any child care services for parental incapacity. Parental incapacity is generally not authorized in the Stage 1 Program. In order to receive Stage 1 child care services for parental incapacity, authorization must be obtained through a written referral from Human Services Agency (HSA.)/CalWORKs Program and is subject to additional verification.

3. Any child, 13 years old and over, who has a medical or psychiatric special need, and may be eligible for child care services, must submit an agency Exceptional Needs Form completed by a legally qualified medical professional. Child care services are authorized based on the submitted documentation, any follow-up verification, and taking into account the age of the child and the care needs.

## **Verification of Family Size**

As part of both the initial application and recertification for on-going services, FRRRC will need to determine family size.

To determine the number of children in the family, parents are required to provide the names, gender and birthdates of all children under 18 years of age residing in the home. A child residing in the home over 18 years of age may be included in the family size if currently enrolled in high school or if they meet the eligibility criteria as exceptional needs or severely disabled. To include a child over 18 years of age, additional supporting documentation will be required.

"Parent" is defined as a biological parent, stepparent, adoptive parent, foster parent, caretaker, relative, legal guardian or any other adult living with a child who has responsibility for the child's care and welfare.

The parent shall provide supporting documentation regarding the number of children and parents in the family. For each child, documentation shall include at least one of the following, as applicable:

- Birth certificates
- Court orders regarding child custody
- Adoption documents
- Records of foster placements
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

When a child in the family size turns 18 years of age during the family's 12 months of approved services, the 18 year old shall remain in the family size until the family's next recertification time.

For foster and guardianship circumstances, only the child and related siblings are counted in the family size. The family size child documentation requirement is applicable.

If information provided is insufficient, FRRRC reserves the right to require additional supporting documentation in efforts to verify family composition and family size.

Parents claiming single-parent status may attest to that status on the Application for Service under penalty of perjury to support that status.

## **Divorced Parents Verification of Family**

When two parents are divorced and only one qualifies, FRRRC will only contract with the qualified parent and only service that parent's need. If they both qualify and are divorced, FRRRC will create two separate files and eligibility and need will be determined for each parent separately. **FRRRC will only pay for child care during the time the eligible parent has custody.**

## **Adoption, Foster, or Guardianship Documentation**

Documentation will be required for any adoption, foster, or guardianship of a child. FRRC may require the parent to verify any family relationships. FRRC may also verify by checking references and school documents, including birth certificates.

## **Volunteer Work**

In order to be eligible to receive child care services, the parent must have a qualifying need for services. Volunteer work is defined as a person performing work without being paid. For all programs, except Stage 1, volunteer work is not a qualifying need for service; therefore, FRRC cannot provide services while volunteer work is being performed.

For the Stage 1 Program, volunteer work in a job related activity may potentially be approved for services. To receive Stage 1 child care for volunteer work, authorization must be obtained through a written referral from Human Services Agency (HSA)/CalWORKs Program. Stage 1 is the only program volunteer work may be authorized.



## **Child Care Eligibility Waiting List (CEL)**

FRRC follows each programs regulatory requirements and eligibility policies. Enrollment begins through our Child Care Eligibility List (CEL). Any parent may submit an application to be placed on our CEL. The CEL consists of families who have applied for our services and are waiting for child care services. The eligibility list is not a first-come, first-serve basis. Our CEL maintains a list of families by income ranks. Rank is determined by family income and family size. For new enrollment, families are selected from CEL in order, based on the lowest ranking and length of time on the CEL.

To complete a CEL application, you can either:

- Apply in person
- Online: The FRRC website at [www.frscj.org](http://www.frscj.org)
- Online: Enter [sanjoaquin.thecel.net](http://sanjoaquin.thecel.net) in the address bar of your internet browser (no need to enter www)

In order for an application to remain continually active, the parent must update their application on the CEL every 3 months. Even if the family information is unchanged, the parent must update

their application every 3 months to ensure their application remains active. The inactivating (archiving) of applications will be no less than every 3 months.

## **Notice of Change(s)**

Once enrolled in any Subsidized Child Care Program, families are considered eligible for services for no less than 12 months. During the 12 month time period, the family is approved to use the child care based on the schedule authorized at the initial enrollment or the completed recertification (required annually). During the 12 month time period, no changes are made to the child care service schedule unless the parent voluntarily reports it.

For increases in care, the parent must request it and submit supporting documentation in order for FRRC to make the change in services. No changes are made until the supporting documentation is received by our agency.

For decreases in care, the parent must submit a written request using the Voluntary Reduction in Child Care Request Form. No changes are made until the supporting documentation is received by our agency.

After the receipt of all supporting documentation and/or the required agency form, FRRC has up to 10 business days to respond to the change requested by a written Notice of Action.

To better serve families, child care providers and avoid delays, reporting changes for the following is encouraged. It is especially important in the following circumstances:

- You have a change of address, phone number, or email address
- You have moved or plan to move
- You want to end care for a child or your family
- You want a new child care provider
- Your income has decreased and you would like an income assessment to potentially decrease your family fees
- You want to increase or decrease services
- You are temporarily stopping services with your child care provider (break in service)

In the following circumstances, a family is required to report to FRRC:

1. Recertification: Families are required to report all changes and new information at the renewal of services, the annual (12 month) recertification appointment.
2. Family Income exceeds 85% of the SMI: Families are required to report when they experience an income change causing the family's household adjusted income to exceed 85% of the State Median Income (SMI). If the family's household income exceeds 85% of the SMI for their family size, the family must report the new income to FRRC within 30 calendar days of the income change.
3. Enrollment of Additional Programs: Families are encouraged to utilize any FRRC Programs for which they qualify. If a parent would like to participate in more than one FRRC Program, and is qualified, the parent must report this information immediately to all FRRC Programs that their child(ren) is enrolled and/or intending to enroll. Upon initial enrollment of any additional FRRC Program, the parent must:

- Immediately report to their FRRC Caseworker(s) the intention to use multiple programs. FRRC Programs will work together to coordinate services
- Complete a Voluntary Reduction in Child Care Request Form if there is any overlap in service hours due to multiple program enrollment

Failure to report as specified above may result in termination of services.

## **Working Parents**

The parent(s) shall provide:

- Copies of one month's most recent check stubs. (Four check stubs for weekly payments, two check stubs for bi-weekly/semi-monthly payments, or one check stub for monthly payment)
- Completed employment verification form completed by the employer

Faxed/emailed verification forms are acceptable. A verbal verification between FRRC and the employer (via telephone) can also be used as documentation of employment. For increase in care due to a change in employment hours, the parent must request it and submit supporting documentation in order for FRRC to make the change in services. No changes are made until the supporting documentation is received by our agency.

For decreases in care, the parent must submit a written request using the Voluntary Reduction in Child Care Request Form. No changes are made until FRRC receives the completed agency form and any needed supporting documentation.

## **Self-Employed Parents**

A self-employed parent may be asked for any of the following documentation as proof of income:

- A letter from the source of the income
- Statements of estimated income for tax purposes
- Quarterly or monthly income & loss statements (by tax preparer or parent)
- Year-end tax information
- Accounts receivable ledger or copies of checks received
- Self-employed income declaration
- Any supporting documentation (appointment book, copies of checks made, rental agreements, receipts, or business cards, etc.)
- **FRRC at their discretion may approve the number of allowable hours of child care based on the documentations received**



## **Seeking Employment**

FRRC supports parents seeking employment by providing part time child care services. Part time child care services consists of less than 30 hours a week and no more than 5 days a week. Child care services for seeking employment are typically provided during normal business hours. Parents of school-age children may receive child care only when the child’s school is not in session.

In order to utilize child care for seeking employment, parents must submit a written declaration signed under penalty of perjury, which includes:

- Statement the parent is seeking employment
- Plan to secure employment
- General description of when services will be necessary (such as days and number of hours needed)

To support parents in completing this requirement, FRRC has a written declaration form available (Parent Plan for Seeking Employment).

For parents participating in the Stage 1 Program, seeking employment opportunities are authorized through a written referral from Human Service Agency (HSA)/CalWORKs Program and/or other contracted case management agencies. Eligibility and need is determined by HSA/CalWORKs Program. Child care assistance is fulfilled through FRRC.

## **Parents Attending School/Training**

### School and Training Limitations:

Child care and preschool services can be provided to students enrolled in vocational training leading to a recognized trade, paraprofession or profession. Students are given reasonable time to complete their goal at an accredited college or a recognized training institution. Upon approval of training, child care and preschool services will be limited to whichever expires first:

- 6 years from the initiation of services; or
- 24 semester units or its equivalent after obtaining a Bachelor’s Degree

If the parent has reached the above limitation, the family shall receive services until the end of the fiscal year in which the limit was reached.

For the Stage 1 Program, training limitations are directed by Human Services Agency (HSA)/CalWORKs Program and Stage 1 program rules apply.

Vocational Training Institutions:

Parents enrolled in an accredited college or other recognized training institution can receive child care and/or preschool services with the submission of supporting documentation as follows:

- a. Training verification information that includes, the days and hours of the training, the name of the training institution, the dates of the current quarter, semester, or training period (start/end dates), and a statement of the parent's vocational goal.
- b. Current class schedule, either an electronic print-out from the training institution or if unavailable a document that includes the classes the parent is enrolled, days of the week and times of the classes, the signature or stamp of the training institution's registrar and the anticipated completion date of all required training activities to meet the vocational goal.

To support parents in completing this requirement, FRRRC has a training verification form available. FRRRC may also request submission of a publication from the training institution describing the classes required to complete the parent's vocational goal.

The above documentation requirements will be requested for all vocational training activities to which the parent is seeking child care assistance and/or preschool services.

On-Line or Televised Instructional Classes:

For vocational on-line training or televised instructional classes that are unit bearing from an accredited training institution, each unit shall be counted as class time at 1 hour per week. The parent is required to provide a copy of the syllabus or other class documentation and as applicable, the web address of the on-line program. In order to authorize child care for on-line or televised class time, FRRRC will conduct a review of documentation and consider other reasonable factors such as, school-age children schedules and whether the class requires a specific log-on or meeting time.

General Education Development (GED)/High School Equivalency Test (HiSET)/English Language Learners (ELL)

High school equivalency related classes and English Language Learners (ELL) classes could be approved with the submission of written documentation of the parent's enrollment in a recognized ELL educational program or program to attain a high school diploma, high school equivalency certificate or GED certificate. The ELL, HiSET, or GED related classes must support the attainment of the parent's vocational goal.

For the Stage 1 Program, child care services for any training program are authorized by Human Services Agency (HSA)/CalWORKs Program. However, in order to establish an accurate child care service schedule and payment to the child care provider, the above training documentation will be requested as needed.

### Satisfactory Training Progress:

In order for a parent to receive on-going child care and/or preschool services while enrolled at a recognized training institution or an accredited college, the parent must make adequate progress. If the parent is receiving child care/preschool services for any training/school hours, the parent is required at recertification to provide an official progress report of the most recently completed quarter, semester or training period. The official progress report must demonstrate adequate progress requirements as follows:

- In a graded program, evidence of a 2.0 grade point average was obtained; or
- In a non-graded program, passing of the program's requirements in at least 50% of the classes; or
- By meeting the training institution's standards for making adequate progress

FRRC can require the parent to have an official copy of the progress report sent directly from the training institution to FRRC or require the parent to provide a release to enable FRRC to verify the parent's progress with the institution. FRRC may also request the parent provide a publication from the training institution describing the classes required to complete the parent's vocational goal.

If upon the first occurrence the parent does not meet the adequate progress requirements, the parent will be recertified and allowed to continue to receive on-going service for an additional 12 months. At the conclusion of the 12-month eligibility period, if the parent has not made adequate progress, the family services will be disenrolled and services for any type of vocational training will not be available for 6 months from the date of disenrollment.

For the Stage 1 Program, child care services for any training program is authorized by Human Services Agency (HSA)/CalWORKs Program. However, in order to establish an accurate child care service schedule and payment to the child care provider, the above training documentation will be requested as needed.

### Study Time:

Study time can be provided to support parents in vocational training. Study time is considered an additional service and must be requested by the parent. Study time is based on enrolled courses, which can include on-line and televised instructional courses. Study time can be provided for up to 2 hours per week, per academic unit for enrolled courses.

In some circumstances, a parent may need additional time to successfully complete a course. On a case-by-case basis, additional time may be requested. Additional time may be confirmed with the class instructor. Additional time may be granted at 1 hour per week, per academic unit to which the parent is enrolled and the time cannot exceed the number of class hours per week for non-academic or non-unit bearing training.

FRRC evaluates study time on a case-by-case basis; accounting for the schedules of school-age children, ensuring the request is reasonable and meets the individual program criteria.

For the Stage 1 Program and the Bridge Child Care Program, study time is authorized by Human Services Agency (HSA)/CalWORKs Program.

## **Travel Time**

Reasonable accommodations for travel time can be provided to support employment or other approved activities. For local travel, travel time is granted ½ hour each way. Additional travel time can be requested. Requests for additional travel time are granted based on a discussion with the parent and a staff travel assessment, using available resources and documents (bus routes, drive time calculators, travel mapping etc...). In an effort to support additional travel time requests, FRRS Staff may request additional information or documentation to assist with the travel assessment.

Travel time is authorized for:

- Travel to and from the location at which services are provided and the place of employment/approved activity

Travel time is not to exceed half of the daily hours authorized for employment or the approved activity to a maximum of four hours per day.

For the Stage 1 Program and the Bridge Child Care Program, travel time approval is provided as outlined above and may be subject to authorization by Human Services Agency (HSA)/CalWORKs Program and/or the Child Welfare Department.

## **Sleep Time**

Reasonable accommodations for sleep time can be provided for parents who are employed non-traditional work hours. Sleep time is considered an additional service and must be requested by the parent. Sleep time is authorized to support parents who are employed anytime between the hours of 10:00 p.m. and 6:00 a.m. Sleep time cannot exceed the number of hours authorized for employment and travel between those hours. FRRS may evaluate the need for sleep time on a case-by-case basis and to ensure the request meet's the individual program criteria.

For the Stage 1 Program, sleep time approval is provided as outlined above and may be subject to authorization by Human Services Agency (HSA)/CalWORKs Program.

## **Family Fees**

The Family Fee is based on the following: family size, gross monthly income, and the length of child care services provided during the day. If the family has more than one child using care, the fee is based on the child who receives services for the longest period.

### ***Paying Fees***

- Family fees are charged according to the California Department of Social Services (CDSS) Family Fee Schedule
- New enrollments must pay the first month's family fee at time of enrollment
- Family fees are assessed and charged according to days of enrollment, **not attendance** of the child. No family fee adjustments will be made for unexcused or excused absences.

- Family fees are due by the 1<sup>st</sup> of the month **prior** to child care services
- **FRRC does not accept any cash payments.** FRRC is not responsible for postal delivery. Please pay by check, money order, cashier's check, or ATM/Credit Card. FRRC also provides access to pay your family fees online at [www.frrcsj.org](http://www.frrcsj.org).

***Delinquent Fees:***

1. Family fees are due in advance, on the 1st of each month. Family fees are considered delinquent on the 7th. If family fees are not paid by the 7th, a written Notice of Action (NOA) will be mailed to the parent. The NOA will provide delinquent fee information and a specified due date for payment and/or to make a satisfactory payment arrangement. FRRC will accept a reasonable payment arrangement from the parent for delinquent fees.
2. A payment arrangement is an agency document that must be signed by the parent to be considered valid. Once a payment arrangement is established, services for the family will continue as long as the parent pays their current fees when due and complies with the written payment arrangement.
3. If delinquent fees go unpaid and/or the parent fails to comply with the established payment arrangement, the family shall be mailed a termination NOA. The termination NOA will state the total amount of unpaid fees, the fee rate, the period of delinquency and the final due date to submit payment. Services will end on the effective date shown on the NOA unless all delinquent fees are paid before the termination effective date. If no payment takes place and the services are terminated; the family is ineligible to receive any future FRRC child care/preschool program services until all delinquent fees are paid.
4. Unpaid fees may be pursued through legal channels, including outstanding balances being sent to a collection agency.

***Credit for Fees to Other Service Providers***

When FRRC is unable to serve all the family's needs for child care, a credit may be given for fees paid to other child care providers. Parents must submit copies of receipts or cancelled checks for the other child care services. Receipts or cancelled checks must be received timely in order for the credit to be applied. Receipts or cancelled check submissions are due on the 1st of every month, no later than the 7th. The fee credit would be applied to the subsequent billing period (example, January receipts submitted timely are applied to February family fees). Fee credits are not allowed to be carried over beyond the family's subsequent fee billing cycle. The credit for fees paid cannot exceed the monthly family fee billing.

**Recertification:**

Once a family is approved for initial child care and/or preschool services, a family is eligible to receive those services at the approved care schedule for no less than 12 months. Upon reaching 12 months of services, the family is required to renew their eligibility by submitting requested documentation and completing a recertification appointment. FRRC will notify each family by written request with a scheduled recertification appointment. If a parent must reschedule their recertification appointment, they must contact FRRC prior to their scheduled appointment date.

If a family completes recertification and is confirmed eligible for continued services, services will be authorized at the care schedule established at recertification for the next 12 months.

If a family fails to complete the recertification process or the family completes recertification but is found no longer eligible for services, the parent and provider will be notified that services will be terminated. The parent will be notified by a written Notice of Action.

## **Documentation of Child Care Attendance/Absences**

Enrolled parents and providers are responsible for indicating ACTUAL attendance on the attendance records ON A DAILY BASIS. Providers confirm attendance by signing their full signatures on the bottom of the attendance record at the end of the month. A parent must also sign his/her full signature on the bottom of the attendance record to verify the attendance information. Failure to indicate the child's time in and out daily as required can result in termination of child care services and/or late payments.

Every day of the approved child care schedule must be accounted for. Payment will only be made to licensed providers for contracted hours of care and excused absences (this is different from the providers non-operational days. Payment will only be made to exempt providers for actual hours of care. License-exempt providers will not receive payment for absences.

## **Best Interest Days**

FRRC will pay for up to 10 days for best interest of the child. The following is a list of excusable absences:

<u>Best Interest of the Child</u>	- and -	<u>Illness</u>
Death in the family		Sick child or parent
Car breakdown		
Loss of transportation		
Weather crisis (severe storms)		
Disaster (i.e. fire, earthquake)		
Serious illness to family member		
School strike/closure		
School suspensions		
Vacation		
Visit with other parent (non-custodial)		
Visit with visiting relatives (i.e. grandparents)		

To ensure the services provided to families enrolled are continuous, parents must **notify FRRC if a child is absent for three (3) consecutive days**. Failure to notify FRRC will result in non-payment and the last day attended will be the last day of payment.

**Payment can only be made for excused absences if the licensed provider charges non-subsidized families for absences and is charging a weekly or monthly rate that is set regardless of attendance.**

## **Break In Service**

A break in service is a temporary suspension in child care services. While on an established break in service, the family remains eligible for child care assistance but services stop, then start up again upon the conclusion of the break. A potential break in service could be to provide the child time to spend with a parent or other relative by court order or other family circumstances.

- If a family needs a break in service, the parent must provide a written request to FRRC, using the Voluntary Reduction in Child Care Request Form. The maximum time FRRC can approve a break in service request (temporarily suspending child care services) is a total of 90 calendar days, per fiscal year (July 1 through June 30). A break in service request must be approved by FRRC and the parent will be notified of the change with a written Notice of Action.
- During the approved break in service, child attendance is not reported and FRRC does not make any payment to the child care provider. Once the approved break in service duration ends, the child care may be restarted again based on the authorized certified hours before the break in service began. The parent may have to choose a new child care provider if their provider is no longer available.
- If at the end of the break in service the family is due to be recertified, the parent may resume services based on the authorized care hours before the break in service began. However, upon reinstatement, the parent will be immediately notified and required to attend a recertification appointment to verify eligibility for continued child care assistance.
- If for any reason the family does not resume child care services at the end of the break in service, a Notice of Action will be sent notifying the family of program termination.

### **Stage 1 Program**

For parents participating in the Stage 1 Program, a break in service is not permissible. If a family receiving Stage 1 services requests a break in service, FRRC will end (terminate) child care services. Reinstatement of child care will be based on a new assessment of eligibility by Human Services Agency (HSA)/CalWORKs and/or Family Resource and Referral Center.

## **Parental Choice Policy**

As a participant of the Subsidized Child Care Program, parents have the right to choose a child care provider that best suits their child care needs. FRRC provides support to parents by providing free child care listings to assist in locating quality licensed child care providers and information to help make a choice in child care. FRRC's Resource and Referral Department offers a variety of resources and written materials, such as standards to assess quality care, health and safety information and helpful questions to ask a potential child care provider.

### **Child care provider options:**

- Licensed Child Care Center
- Licensed Family Child Care Home
- License-Exempt Provider (Unlicensed Child Care Provider)

A license-exempt provider is also referred to as "family, friend, and neighbor" (FFN)

In addition to child care centers, child care homes, and license-exempt providers, there are a variety of child care options available, such as Head Start and State Preschool Programs which

focus to prepare children for school. For school-age children, after-school programs are an option. For more information, see a FRRRC Resource & Referral Department Staff Member.

When selecting a child care provider, it is important to be aware the provider must meet all participation requirements. License-Exempt Providers have additional steps in order to be eligible to participate and receive payment from FRRRC. Participation conditions are specified in the Parent and Provider Handbook and are required based on regulatory requirements.

Parents have a right to change child care providers. However, it is the parent's responsibility to give timely notice to their FRRRC Caseworker and their current child care provider before changing providers. Licensed child care providers may have their own notification policy when ending care. It is the responsibility of the parent to be informed of their provider's policies and notification requirements.

## **Displacement Policy**

If it is necessary to displace families, for reasons including but not limited to, a change in the income eligibility threshold (State Median Income Ceiling, SMI), reduction in State funding, a loss of a State contract, or changes in regulation, families shall be displaced (terminated from services) in reverse order of admission priorities.



## **Child Care Options/Child Care Referrals**

In the best interest of children and families, FRRC recommends parents/guardians thoroughly research a provider and site before placing children to ensure that it is the type of environment that they and their children feel is best. For more information regarding basic health & safety codes, please call the California Department of Social Services-Community Care Licensing at (916) 263-5744. To obtain more information on any licensed provider or facility, including more details about any citations, please visit [www.cclcd.sss.ca.gov/carefacilitysearch/](http://www.cclcd.sss.ca.gov/carefacilitysearch/). This information is intended to help individuals and families learn more about a facility they might be considering. To report a complaint or concern regarding any licensed care facility, parents/guardians should contact the California Department of Social Services-Community Care Licensing Hotline at 1-844-538-8766.

The FRRC's Resource and Referral Department offers assistance with choosing quality child care, but personal recommendations to specific child care providers are not provided. Basic child care consumer information is provided, along with referrals to child care providers contained in the FRRC child care services referral database. Child care referral assistance is provided upon request and available to anyone in the community.

## **Types of Child Care Providers**

### **Licensed Child Care**

Licensed child care takes place in a family child care home or in a child care center. A child care home is licensed for up to 8 children for a small family child care home or up to 14 children for a large family child care home group with an assistant. A child care center is licensed for specific ages of children and the number of children is related to the size of the center. All licensed providers are fingerprinted, have a criminal background check, and California Child Abuse Index Clearance. In licensed family child care homes, anyone living in the home over age 18 years is required to go through the same clearance process. There are specific educational requirements for child care center providers. Licensed providers must have 16 hours of health and safety training, including CPR and First Aid. They must also have 25 hours of professional growth hours per year.

If a parent chooses a provider with a “usual and customary” rate exceeding the amount that FRRC can pay, it is the parent’s responsibility to pay the difference. The co-payment shall be paid directly by the parent to the provider and shall not be accounted for by FRRC (see Section Credit for Fees to Other Service Providers).

### **License-Exempt Child Care (Family, Friend, and Neighbor)**

Parents may select care that is exempt from licensure. License-exempt providers may only provide child care services to one family in addition to their own children. Birth parents, step parents, and/or adoptive parents are ineligible to receive child care payment for services to their own children.

### **Siblings Providing Care**

Siblings who reside in the same home are not eligible to provide care for their younger siblings. If the sibling resides outside of the home, they must be 18 years of age or older and meet all license exempt provider conditions. Siblings are required to be TrustLine registered and submit verification of residency.

### **Provider Mandated Reporting**

A mandated reporter is a person who, because of his or her profession, is legally required to report any suspicion of child abuse or neglect to the relevant authorities. The primary intent of the reporting law is to protect the child and to provide help for the family. The types of abuse, neglect or suspected abuse to be reported include but are not limited to: physical abuse, sexual abuse, sexual assault and exploitation, willful cruelty, unjustifiable punishment, neglect, and unlawful corporal punishment, injury, or mental suffering. Additional causes for concern of neglect may include violations of the law, including the dropping off or picking up of a child while intoxicated or without an appropriate car safety seat.

In California, certain professionals are required by law to report any known or suspected child abuse or neglect to the appropriate authorities. FRRC Staff who meet the mandated reporter definition (penal code 11165.7) are required to adhere to the mandated reporting requirements. Licensed child care providers are required by law to act in accordance with the mandated reporter requirements.

- In instances of directly observed or suspected evidence of abuse or neglect (reasonable suspicion), FRRC Staff and licensed child care providers are to report immediately to any police, sheriff’s department or the local child protective service agency (San Joaquin County Child Protective Services: 209-468-1333). As required, a written report must be forwarded within 36 hours to the Child Protective Services Agency or local law enforcement.
- In addition to notifying appropriate authorities, any child care provider who is contracted with FRRC, must also notify FRRC immediately (as soon as reasonably possible) but not longer than 48 hours after reporting to the Child Protective Services Agency or local law enforcement.

- To file a complaint or report a suspected licensing violation about a licensed child care center, child care home and/or facility staff person, contact Community Care Licensing: 844-538-8766
- All licensed child care providers must report immediately (within 24 hours) any licensing violations or citations to FRRC

## **License Exempt Participation Policy**

FRRC encourages all providers to attend child care and development workshops that are sponsored by the FRRC and other child development training agencies. We also highly recommend you research information on becoming a licensed child care provider. FRRC offers the Child Care Initiative Program (CCIP) that can assist you in becoming a licensed provider. The following are the conditions for participation as a license-exempt child care provider:

- Must be TrustLine registered, if applicable
- Must be 18 years of age or older
- Must complete a W-9 form
- Must submit a current social security card
- Must submit a current photo ID/CA Driver's License or INS work permit, as applicable
- Must only provide child care services to one family in addition to their own children
- The license-exempt provider and the parent must attend exempt provider orientation (EPO)
- The provider must report to FRRC if they also work or go to school. The provider's work or school schedule cannot overlap with child care services and the arrangement must be reasonable for FRRC to allow for payments.

## **TrustLine Registry**

Individuals who provide child care in a home setting and do not have a child care license are considered license-exempt. A license-exempt provider is also referred to as "family, friend, and neighbor" (FFN). As a part of obtaining eligibility to receive payment from FRRC for child care services, license-exempt providers are required to be Trustline registered.

Trustline Registry is an important tool for child safety and a resource to help parents choose the best child care provider. Trustline is a California registry of child care providers who have passed a background screening. Trustline performs criminal background checks through a fingerprinting process. Trustline conducts background checks using databases at the California Department of Justice, the Child Abuse Central Index and the Federal Bureau of Investigation (FBI). The Trustline process will include an application and completing a finger-print screening process.

Immediate relatives defined as aunts, uncles, or grandparents of the child receiving services, may be exempt from Trustline; however, FRRC may require Trustline screening be completed with the knowledge of any previous criminal history and/or convictions. To be exempt from Trustline screening, proof of relationship to the child will be required. Immediate relationship to the child is defined by blood, marriage, or court decree.

## **Emergency Child Care Bridge Program**

For parents participating in the Bridge Child Care Program, if choosing a license-exempt provider, regardless of relationship, the child care provider is required to be Trustline registered. No exceptions apply.

### **It is the policy of FRRC and San Joaquin County to require the following from license-exempt providers:**

Exempt child care providers who are required to fulfill TrustLine must:

1. Complete a Health & Safety Certification Form (completed by both parent & provider) and the TrustLine application process within fourteen (14) calendar days. See an FRRC Office for both forms.
2. Schedule an appointment to be fingerprinted at the local Idemia by Morpho Trust Fingerprinting Center (see application packet for further instructions).
3. Attend an Exempt Provider Orientation (EPO) with the parent.
4. Present FRRC with a valid picture identification (Calif. ID/Driver's License) and Social Security Card, verifying that the child care provider is over 18 years of age.

### **IMPORTANT PAYMENT FACTS FOR LICENSE-EXEMPT CHILD CARE PROVIDERS:**

- **Exempt child care providers who are required to complete the TrustLine process CANNOT BE PAID until FRRC receives notification the provider is registered with TrustLine. Payment will not begin until you are registered with TrustLine**
- **In most programs administered by FRRC, retroactive payment (back payment) will not be allowed. See an FRRC Caseworker for more about payment information**
- **Any non-payment from FRRC, you must pursue from the parent (on your own)**
- **If an exempt provider has not completed the TrustLine process, or the application was denied or closed by TrustLine, FRRC will not pay the provider until the provider is registered with TrustLine**
- **FRRC is not accountable for any delays in the provider's registration with TrustLine**

## **Exempt Provider Orientation (EPO)**

The license-exempt provider and parent will be required to attend an Exempt Provider Orientation (EPO) together. The parent and provider will not need to attend *another* EPO together unless:

- The provider has not been actively receiving payment from FRRC in over 12 months.
- The provider worked for another parent; therefore, they must attend with the new person.
- The parent changed providers; therefore, they must attend with the new provider.

### **When attending an Exempt Provider Orientation (EPO), the provider will need to bring:**

- A current and original Calif. ID/Driver's License verifying the individual is over the age of 18 years. The Calif. ID/Driver's License must reflect a San Joaquin County residency. No copies accepted

- A current and original Social Security Card. No copies accepted
- A current and original INS work permit, as applicable. No copies accepted
- Proof of residency, as requested
- Report if also working or going to school

**Children are not allowed at EPO as child care is not available.  
If they attend, you and your provider will have to reschedule.**

After the parent and provider schedule an appointment for the orientation, the Exempt Provider Orientation Staff will inform the provider if he/she will need to get Live-Scanned (fingerprinted) for TrustLine **prior** to their orientation appointment. There is no charge to the providers for their Live-Scan appointment.

The following are steps an exempt provider needs to do **prior** to their EPO appointment:

- Pick up a TrustLine application packet at any FRRRC office location
- Make an appointment and take the application (and your Calif. ID/Driver's License and social security card) to the Idemia Fingerprinting Center located at: 315 West Fyffe Street, Suite C, Stockton CA. Their phone number is (800) 315-4507. This is where you will be fingerprinted.

**Important Note:**

**In most programs administered by FRRRC, retroactive payment (back payment) will not be allowed. See an FRRRC Caseworker for more about payment information.**

## **Registration Fees Policy**

Registration fees must be included in the licensed child care provider's usual and customary rates. The rate of reimbursement of the registration fee is determined by State guidelines and will be paid no more than once per fiscal year. Reimbursement for registration fees is limited based on the applicable State Regional Market Rate (RMR) ceiling limit.

## **Independent Contractor Status Policy**

Child care providers who chose to participate in any subsidized child care program are considered independent contractors. Child care providers are not and will not become employees or partners with FRRRC. Child care providers are not entitled to the rights or benefits of FRRRC employees, including disability, unemployment insurance, workers compensation, medical insurance, sick leave or any other employee benefit. FRRRC does not verify employment for independent contractors.

Child care providers are reimbursed on behalf of the parent. FRRRC does not withhold any taxes from provider payments. For tax purposes, all child care providers who receive a payment during the calendar year will be mailed a 1099 form by January 31 the following year. It is the responsibility of the child care provider to pay all applicable taxes, including but not limited to, federal, state, and local taxes.

## **Religious Instruction Policy**

Child care providers who participate in any FRRRC State and/or Federally funded program will not include religious instruction or worship in their program activities and curriculum.

## **Procedure for Changing Providers**

Families enrolled in FRRRC Subsidized Child Care may change providers at any time with prior notice. FRRRC Subsidized Child Care Service policies do not allow for payment of two providers for the same child during the same time period.

FRRRC Subsidized Child Care Services policy also limits the number of providers to be screened for TrustLine to a maximum of three (3) in a 12-month period (July 1-June 30). More than three (3) providers in a 12-month period will require Subsidized Child Care Management approval.

- A parent who chooses to change providers must give a timely notice to the provider and FRRRC. The Resource and Referral Department of FRRRC can assist the parent in locating a new licensed provider
- FRRRC will notify the current provider with a written notice of the last effective date of payment. The new provider will be issued a certificate with the first effective date of payment for new services
- Payment for the new provider cannot be approved until the termination time period has been satisfied. At no time can FRRRC pay two providers at the same time for child care services. The new provider will be required to agree to Family Resource and Referral Center Subsidized Child Care Services policies
- FRRRC payment will end the last day child care was used. Parent will be responsible for any other charges incurred

## **Child Care Provider Documentation of Rates Policy**

Child care providers are required to submit copies of their usual and customary rates they would charge for all parents, whether the family is subsidized through FRRRC or non-subsidized. If the usual and customary rate exceeds the amount FRRRC can pay, the parent is responsible to pay the difference. Any difference in pay is paid directly by the parent to the provider (See Section Credit for Fees to Other Service Providers)

Licensed child care providers are required to submit to FRRRC copies of any parent contracts or agreements they use with their parents. Licensed child care providers must also submit documentation which reflects closure days (nonoperational days), discounts for siblings, or registration fees, etc. This information is requested to ensure accurate reimbursements.

## **Ten (10) Paid Nonoperational Days (Closure Days)**

The number of reimbursable paid days of nonoperation are limited to a maximum of ten days per fiscal year per provider. If providers wish to reschedule any of the ten closure days, they must do so consistent with their contractual terms/written policies and provide a copy to FRRRC. FRRRC is required to track the usage of the nonoperational days per California Department of Social Services for reimbursement purposes.

## **Updating Rates**

Child care providers may update their usual and customary rates as needed. Licensed child care providers shall provide FRRRC a copy of their updated rate sheet to reflect any changes. Updated rates shall be effective within 60 days of submission of the updated rate sheet. Rates paid cannot exceed the state's current Regional Market Rates (RMR). The reimbursement rate is determined by reviewing the appropriate RMR ceiling AND the provider's rate(s).



## **Provider Payment System**

FRRRC is required to reimburse providers based on the following guidelines, which cannot be altered:

Provider rates on file with FRRRC are required to be equal to the rates charged to other private paying parents for the same services. When contracting with FRRRC, all Licensed and License-exempt providers must submit their "usual and customary" charges. FRRRC will enter into a rate agreement with the provider. The agreement will be required by FRRRC upon enrollment and before any payment will be made. The rate agreement will be placed on file with FRRRC.

FRRRC may reimburse providers in the same way they receive reimbursement from non-subsidized families; by the hour, day, week, or month. The number of contracted hours of care determines whether the rate is part time or full time. Payment will be the lesser of these two and cannot exceed the State's current Regional Market Rate Ceiling (RMR):

1) Provider rate

**OR**

2) Current State's Regional Market Rate Ceiling (RMR)

**FRRRC will apply the following when paying providers:**

- Hourly rates will not be paid for full-time care
- Part-time care may only be paid up to the full-time rate and, if at any time the part-time rate exceeds the full-time rate, FRRRC will pay the full-time rate
- A full-time daily rate cannot be applied for more than 14 days of child care in a month
- An Adjustment Factor *may* apply for payment when applicable child care services are used

## **Attendance Record Policy**

***The California Department of Social Services requires FRRRC to define full-time care as 30 hours or more per week or 6 hours or more per day. Anything less than 30 hours per week or less than 6 hours per day is considered part-time care. Reimbursement of providers is limited to the Regional Market Rate Ceiling for the type of child care provided.***

*Parents and providers should understand that by signing the attendance record they are certifying that the information is true and correct. They are also declaring under penalty of perjury that child care was provided for the sole purpose for which it was certified.*

*All attendance records must be delivered to the office by mail or drop box before 5:00 p.m. by the 5<sup>th</sup> of the month following service. FRRRC is not responsible for the post office's failure to deliver. Postmarks are not accepted as proof of timely submission.*

## **Attendance Record Procedures**

1. All attendance records are due in our office by the end of the business day (5:00 pm) on the 5<sup>th</sup> of each month to be considered on time.
2. **FRRRC will accept attendance records through the mail or drop box only.** We will not accept personal hand delivery of attendance records.
  - **Drop Box:** The drop box is located in front of FRRRC's main door at 3127 Transworld Dr, Stockton CA. Attendance records will also be accepted at our other office locations
  - **By Mail:** Submit attendance records to: Family Resource & Referral Center, 3127 Transworld Drive Suite 100, Stockton, CA 95206
3. Attendance records received in our office via mail or drop box by 5:00 p.m. on the 5<sup>th</sup> of the month and completed accurately will be processed on a weekly basis.
4. All attendance records received after the 5<sup>th</sup> of the month are considered late. FRRRC does not guarantee the date of payment for late attendance records.
5. Parents must enter their child's time in and out daily and not at the end of the month.
6. For school-age children, the provider must initial the care for the times leaving for and arriving from school. The parent/guardian, or other authorized adult, must enter the child's time in at the beginning of the day and time out at the end of the day.
7. If a child is absent for any of the regular contracted days, the parent must write the exact reason why the child was absent in the corresponding space.

8. NO faxes or copies of attendance records will be accepted.
9. **“White-Out”** on any part of the attendance record is not acceptable for submission. Please draw a line through any errors and initial corrections made.
10. All attendance records will be mailed monthly to the provider. They will be pre-printed and specific to the approved child care. Providers are not allowed to make any changes to the pre-printed information on the attendance record or use another child’s attendance record for payment. If the information on the attendance record received is incorrect or the provider did not receive a pre-printed attendance record by the 5<sup>th</sup> day of service, the provider must call our office at **209-948-1553 to request for an attendance record for the month or for any corrections needed.**
11. If a parent/guardian states that he/she is being subsidized by FRRRC, but the provider does not have documented approval by FRRRC, contact the FRRRC office for an update on the approval of services.
12. Parent is responsible for any child care expenses incurred prior to FRRRC approval or usage of unauthorized care hours.
13. Both parent/guardian and provider must sign the bottom of the attendance record at the end of the month with full signatures in blue or black ink verifying that all the information on the attendance record is true and correct. Incomplete attendance records will result in late payment or possible non-payment.
14. Attendance records older than 30 days may not be paid.
15. Falsification of attendance records is grounds for termination for the parent and provider.

**Parents and Providers must verify their attendance record(s) before submitting to FRRRC. The following are some guidelines:**

- Parents/Guardian’s or other authorized adult’s time in and time out for the child is accurate & recorded daily on each line
- Provider has initialed for children leaving to and/or returning from school
- No deviations from agreement hours have been used (requires prior approval)
- Reasons for absences for parent/guardian and child are noted on each line
- Check to ensure that both the parent’s and provider’s signatures are not missing at the bottom of the attendance record at the end of each month



## **Payment Policy & Processing of Payments**

The following month after child care services, payment to providers will be through electronic payment: direct deposit. *Example: Child care provided in the month of September will be paid in the month of October.*

*If an attendance record is turned in late or incomplete, FRRC cannot guarantee date of payment. Attendance records older than 30 days may not be paid.*

*Any overpayment or underpayment resulting from incorrect attendance records will be adjusted the following month. Parents and providers should understand that overpayments resulting from falsified attendance records may be prosecuted for fraud.*

1. **The fiscal year for FRRC ends on June 30th. Thus, FRRC will be working on closing our financial records. FRRC must have June's attendance records no later than July 10th as FRRC has to account for all of our funding. Any attendance records from the previous fiscal year, submitted after July 10th, may not be paid. FRRC is unable to pay for child care provided in a previous fiscal year with funding from a new fiscal year.**
2. Child care payments are paid electronically by direct deposit (checking or savings). We do not allow the pick-up of any payments.
3. When a Child Care Certificate starts after the 1<sup>st</sup> of the month or ends before the last day of the month, payment will be prorated for the number of days covered by the certificate.
4. Charges for special activities that go over and above the normal care and supervision of children (i.e., swim lessons, dance lessons, field trips, etc.), will not be subsidized by FRRC.
5. Payment for license-exempt care is reimbursed for actual hours of care up to the maximum hours as authorized on the certificate.
6. Attendance records may only be paid according to the certificate and will be capped at the State's current Regional Market Rate (RMR) for each category.

## **Provider Payment Viewer (Online)**

The Online Provider Payment Viewer gives providers the ability to view payments and print their own check stubs from their home PC/printer. Go to [www.frrcsj.org](http://www.frrcsj.org) to the "child care payment information" link to create an account login.

## **Procedure for Payment Corrections**

If the provider believes that FRRC has made an error in the calculations of the attendance records, the provider should contact us. We will review and correct the error, if applicable. Staff will call the provider when the correction has been made and when payment is expected to be posted to their bank account.

## **Delays in Processing a Payment**

Please be advised that the following situations **may prevent** the payment from being processed on time:

1. Missing signatures of parent/provider on attendance records at the end of each month
2. Child care hours used that do not match the contracted hours authorized
3. Child's arrival and departure times are incomplete.
4. Altering, making changes, or using white-out on attendance records.

It is the goal of FRRC to reimburse providers quickly, correctly, and fairly. FRRC understands the importance of paying providers in a timely manner. Therefore, in order to be fair to all providers and maintain efficiency for everyone's benefit, FRRC must strictly adhere to our agency's procedures.

FRRC reserves the right to alter our payment schedule in the event of late payment from our funding source or other unforeseen circumstances. Providers will be notified when or if the funding is delayed.

## **Payment Deductions**

FRRC reserves the right to deduct from the child care provider's payment any money owed to FRRC, including any overpayments. In addition, FRRC will comply with any legal notifications for garnishments and/or liens.

## **Child Care Certificates**

A Child Care Certificate will be issued for each child enrolled in Subsidized Child Care. The Certificate will include hours of care needed and payment rate. Any additional rate charges or late pick up fees imposed by the child care provider are the responsibility of the parent/guardian. Parents and providers should review the Child Care Certificate carefully before signing to ensure the accuracy of hours and total rate reimbursement from FRRC. Reimbursement for child care services is based upon this information.

## **Open Door Policy**

All individuals and facilities receiving reimbursement in participation with any FRRC Subsidized Child Care Program are required to follow an open-door policy which adheres to the following:

- Provides parents unlimited access to their child(ren) and the child care provider(s) caring for their child(ren) during normal business hours of provider operation and whenever the child(ren) are in the care of the provider

## **Violence Free Agency-Zero Tolerance Policy**

### Violence Free Agency-Zero Tolerance

Family Resource and Referral Center (FRRC) of San Joaquin County is committed to providing a violence-free workplace that is free from acts of violence or threats of violence. In keeping with this commitment, FRRC has established a policy that provides zero tolerance for actual or threatened violence by parents, providers, employees, or any other person affiliated with FRRC.

This policy is also intended to promote workplace security by addressing situations in which outsiders enter the workplace and engage in violent acts or threaten employees with violence. Although some kinds of violence results in societal issues that are beyond our control, FRRC has adopted measures that will increase security and protection for our employees. In order to accomplish this objective, FRRC must require the cooperation of all parties involved. Any persons who violate this policy will be immediately terminated from employment and/or agency services. They will no longer be eligible to receive payments through any programs administered by FRRC.

## **Parental Complaints Regarding Child Care Providers**

1. **For Licensed Provider Care:** FRRC encourages parents to report concerns to state licensing or other appropriate authorities as these concerns arise. FRRC is also required by law to inform every parent when they call in for child care referrals of their right to call the State Department of Social Services Community Care Licensing to check a child care provider's license and history.

\*Community Care Licensing (CCL) can be reached @ (916) 263-5744 for general information. CCL's Reporting hotline is (844) 538-8766

Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and make a determination on the complaint, FRRC will follow licensing recommendations.

2. **For License-Exempt Provider Care:** Parents may make a verbal or written complaint that includes the nature of the complaint, the date and time of occurrence, and the name and address of the provider. Parental choice allows the parent to choose a child care provider that best suits their child care needs; however, FRRC reserves the right to terminate child care services with a provider if the agency and the parent feel that the child is in an unsafe environment.

## **Program Termination for Parents**

The following are grounds for termination of a parent from FRRC Subsidized Child Care Programs for reasons that include, but are not limited to:

- Falsifying any documentation
- Falsifying attendance records or refusal to sign attendance records at the end of each month
- Failure to sign the child's time in and time out daily as required
- Failure to submit necessary documentation of ongoing eligibility or missing deadlines for submitting documentation
- Failure to use child care regularly (indicating a lack of need for care)
- Missing FRRC appointments. FRRC will allow three (3) rescheduled appointments before a termination Notice of Action will be sent. If the parent is a "no show" and does not call to reschedule their appointment, they will be sent a termination Notice of Action
- Failure to pay family fees by scheduled due date or late five (5) times in one fiscal year
- Misuse of child care hours
- Over income of the 85% of the state's income limits
- Failure to recertify
- Expiration of student/parent time limit
- Child over age
- Failure to choose a child care provider
- Not in an approved activity or employed
- Submission of false information and/or involved in any fraudulent activities surrounding the child care subsidies, either separately or in collusion with the participant/provider
- Violation of the Zero-Tolerance Policy

If a family's child care services have been terminated by Subsidized Child Care for any reason, the parent and provider will be notified with a phone call and by mail of the last effective day of child care services and payment.

## **Program Termination for Providers**

The following are grounds for termination of a provider from FRRC Subsidized Child Care Programs for reasons that include, but are not limited to:

- Falsifying any documentation
- Falsifying attendance records or refusal to sign attendance records
- Failure to submit necessary documentation or missing deadlines for submitting documentation
- Submission of false information and/or involved in any fraudulent activities surrounding the child care subsidies, either separately or in collusion with the participant/provider
- Violation of the Zero-Tolerance Policy

### **FRRC Program Participation**

*A provider who is terminated from one program administered by FRRC will be terminated from all programs administered by FRRC. For example, a provider who has been terminated by the Subsidized Department will not be allowed to participate in the Child Care Food Program.*

## **Uniform Complaint Procedure**

The California Department of Social Services, Child Care Development Division, requires programs receiving state and federal funding to inform participants of their rights to due process.

A Uniform Complaint is a written statement alleging discrimination, or a violation of a federal or state law within the Child Development program, or a variety of other state- and federally-funded programs. For information regarding the Uniform Complaint Policy and procedures, contact:

### **Categorical Programs Complaints Management Unit**

California Department of Social Services

Public Inquiry and Response

P.O. Box 944243

Sacramento, CA 94244-2430

Phone (916) 651-8848

Email: PIAR@dss.ca.gov

## **Parent Appeals of Termination**

Parents will be sent a Notice of Action notifying them that program services will be terminated in 19 days or 10 days for Stage 1 Program parents. An appeal process is available to any parent who wishes to appeal a decision made by the agency. Appeal procedures accompany each Notice of Action for termination. All appeal requests must be made in writing and received within the period of time specified on the notice of action. The provider will be notified if care is authorized during the appeal process.

### **A. Parent Request for an Appeal Hearing with FRRRC:**

If the parent disagrees with an action, the parent may file a written request for a hearing with FRRRC by the appeal due date on the notice of action. Appeal requests should be submitted to the address indicated in the appeal procedure on the back of the Notice of Action.

Within 10 calendar days following the receipt of the request for a hearing, FRRRC shall notify the parent of the time and place of the hearing.

The review process is complete when the appeal decision is rendered or if the parent abandons the appeal process.

The FRRRC appeals committee will notify the parent in writing within 10 business days of the decision. If the parent is dissatisfied with that decision, a written appeal may be filed with the California Department of Social Services, Child Care Development Division (CCDD).

When a parent appeals while paying a family fee, the parent will be required to pay the family fee during the appeal period. If a parent is appealing their family fees, the parent will be required to repay any outstanding family fees owed to FRRRC before child care services are re-instated.

**B. Participant Hearings and Procedures for C2AP, C3AP, CAPP, and CCTR Program Parents Only:**

If the parent disagrees with the written decision from FRRRC, the parent has 14 calendar days in which to appeal to the California Department of Social Services, Child Care Development Division (CCDD). If the parent does not submit an appeal request to the CDSS, CCDD within 14 calendar days, the parent's appeal process shall be deemed abandoned and FRRRC will implement the intended action.

The parent shall specify in the appeal request the reason(s) he/she believes FRRRC's decision was incorrect. The parent with the appeal request shall submit a copy of FRRRC's notice of intended action and written decision.

Upon receipt of an appeal request, the California Department of Social Services, Child Care Development Division (CCDD) may request copies of the basic data file and other relevant materials from FRRRC. The CDSS, CCDD may also conduct any investigations, interviews, or mediation necessary to resolve the appeal. The decision of the CDSS, CCDD shall be mailed or delivered to the parent and to FRRRC within 30 calendar days after receipt of the appeal request.

**C. Participant Hearings and Procedures for Stage 1 Program Parents Only:**

If the parent disagrees with an action, the parent may file a written request for a hearing with San Joaquin County Human Services Agency within 90 days of notification of the action. The best way to ask for a hearing is to fill out the back page of the Notice of Action and mail or deliver to:

San Joaquin County Human Services Agency  
333 E. Washington Street  
PO Box 201056  
Stockton, CA 95201-3006

A parent may also file a request for a hearing by calling 1-800-952-5253.

## **Confidentiality Policy**

### **Child Care Listings (Referrals)**

When requesting a child care provider listing, the individual will receive only the name and phone number of the child care provider. Home addresses of the child care provider are kept confidential. It is the responsibilities of the parents to contact any potential providers to see if the providers can meet the needs of their child care. FRRRC does not provide recommendations to any child care providers.

### **Family and Child Care Provider Information**

The use or disclosure of any information maintained in the family, child or child care provider file will be accessible to FRRRC Staff and authorized representatives for the purposes of the administration of the program. During the course of administering our programs, information may be regularly exchanged within departments or with applicable State or county agencies and authorized representatives, including but not limited to, Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services and any other contracted agencies. FRRRC retains the rights to verify documentation supplied by parents and child care providers.

Parents on our program may review their data file information upon submitting a written request in advance. Upon receipt of the written request, the request for a file review will be accommodated within a reasonable time frame. With the exception of authorized representatives, information shall not be released without prior written acknowledgement of the enrolled parent or provider unless FRRRC receives a legal subpoena/court order or certain circumstances in cooperation with the District Attorney's Office and legal authorities when requested.

## **Parent Complaint Procedure**

If a parent in the FRRRC Subsidized Child Care Program has any concerns with our agency, they have the right to file a written complaint. Any complaint must be made in writing and may be addressed to:

Family Resource and Referral Center  
Attn: Chief Executive Officer  
3127 Transworld Drive Suite 100  
Stockton, CA 95206

## **Provider Grievance Procedure**

- **Grounds for Termination**
- **Sanctions Less than Termination**

Any violation of rules or procedures of FRRRC which is not serious enough to warrant termination of a licensed or exempt provider can nevertheless be reported and retained on file. In case of such an infraction, a written description of the violation will be written by any FRRRC employee and directed to his or her immediate supervisor within 15 days of the event, with a copy sent to the provider. If a sanction is suggested, that suggestion will be included in the report. If the proposed sanction is deemed appropriate by the supervisor or manager, the report will be forwarded to the Chief Executive Officer, who will inform the provider in writing if a sanction is being imposed.

If the supervisor does not agree with the sanction but considers the violation serious, the report may still be included in the provider's file for future reference. The provider will have access to the complaint procedure below if he or she wishes to dispute the account of the event or the imposition of the sanction.

## **Complaint Process**

If a provider disagrees with any rule, procedure, or policy of FRRRC, or if a written report of a violation by a provider has been made and received by a provider, the provider has a right to complain.

A written complaint will be filed within 15 days of the receipt of a letter describing a violation of a FRRRC rule or procedure and/or a letter imposing a sanction. The initial complaint will be directed to the immediate supervisor of the person making the original report. A complaint

against a rule, procedure, or policy in general, rather than against a report of a specific incident, will be made within 30 days of the announcement or promulgation of said rule, procedure, or policy; this complaint will be made directly to the Chief Executive Officer (CEO) of FRRRC.

A complaint contesting a report or sanction will be reviewed in concert with the original report and either upheld or denied within 10 days of the receipt of the complaint. The complainant will be notified in writing of the outcome of this review.

If the complaint review is made by someone other than the CEO, the complainant may ask for a further review by the CEO. In this case, the CEO will review all applicable documentary evidence and uphold or deny the complaint within 15 days. The complainant will be notified in writing of the outcome of the CEO's review. If the complainant wishes, he or she may request a personal meeting with the CEO. This meeting must be held within 30 days of the written notice of the documentary review.

A sanctioned provider, or one whose review was conducted by the CEO, shall also have the right to request a personal meeting with the CEO. At this meeting, the complainant may have the assistance of some other person, but if he or she is to be accompanied to the meeting, the CEO must be notified in advance. If the accompanying person is an attorney, the CEO shall also have an attorney present for this meeting. In all cases, with or without the personal meeting, the decision of the CEO will be final.

## **Grievance Procedure**

If a licensed or exempt provider's relationship with FRRRC is terminated, he or she will be provided with a written notice of termination, which will include reasons for termination, with specific reference to the incidents or events which led to this decision. Unless the health or safety of parents or children in the provider's care is involved, the provider will be given at least two (2) weeks' notice.

Following termination, the provider may request a personal meeting with the CEO for clarification of events and issues, or to seek reconciliation and/or reversal of the decision. This meeting with the CEO (or his/her designated representative) will be held as soon as possible, but not later than (30) days after the termination takes effect. With or without this meeting, the provider may file a written grievance contesting the allegations, providing additional evidence and requesting reversal or reinstatement. The CEO will review all the oral and/or written arguments and assertions presented. The outcome of this review will be reported to the complainant in writing no later than 30 days from the effective termination or 10 days after the personal meeting, if such occurs, whichever is later.

If the terminated provider has not reached a satisfactory outcome after the preceding steps, he or she may appeal the termination to the FRRRC Board of Directors by submitting a written request for a hearing. This request must be completed within 30 days of receipt of the final decision by the CEO.

Within 30 days of the receipt of the written request, the Grievance will be heard by a panel of FRRRC Board of Director members, by the Executive Committee of the Board, or by the Board as a whole, at the discretion of the Chair person. The Chair person, or their designee of the Executive Committee, will preside at the hearing.

The appellant shall have the burden of proof and provide to the hearing panel any documentary evidence which is available and relevant at the time of the hearing. The written grievance originally submitted to the CEO may be used as part of this presentation. If the appellant wishes to produce witnesses, the panel shall be notified in advance, and FRRC will cooperate in making any agency employees available to appear as witnesses, if necessary. Witnesses will be allowed in the hearing room only while giving testimony.

The appellant may be accompanied and assisted by a person of his or her choosing at the hearing, but the panel should be notified of the anticipated attendance in advance. If the person assisting is an attorney, the panel must be notified of this fact, and additional time may be allowed for the panel to be supplied with an attorney and a court reporter, if such is deemed necessary by the agency's attorney.

The CEO's letter of termination will be the primary portion of FRRC's defense, but supporting evidence or testimony may also be presented. If appellant finds any of this evidence or testimony to be unexpected, he or she may ask for a continuance of the proceedings. The presiding officer of the hearing panel will determine the date for the reconvening of the hearing.

The members of the hearing panel may question both parties and witnesses, if any, and the parties will have an opportunity to cross-examine witnesses and each other. The panel will reach a decision to uphold or reverse the termination as expeditiously as possible. The appellant will be notified in writing of the panel's decision.

## **Fraud Policy**

The California Department of Social Services and our contracting agencies require FRRC to operate our programs based on accurate information with financial responsibility. Therefore, every employee, parent, provider, contractor, or other program participant who benefit from any our programs is required to provide accurate, complete and relevant information.

Intentionally providing false, inaccurate or misleading information in order to access services, or submitting false claims for services, which the family or child care provider are not entitled to, is considered fraud. Falsification of child attendance documentation is considered fraud. Willingly omitting information also constitutes fraud. Fraud is grounds for termination from the program and legal actions may result.

FRRC retains the right to share information or to verify documentation supplied by the parent or provider with any applicable agency, business or State and county agency including but not limited to, San Joaquin County Human Services Agency, Community Care Licensing or the District Attorney's Office. FRRC will actively follow-up on suspicious and misleading information or anonymous tips. FRRC will take corrective action when false or fraudulent information is verified.

FRRC Subsidized Child Care Department shall actively pursue legal channels to recover funds paid out for ineligible child care services. Reimbursement of child care costs paid will be required. The parent/provider may work with FRRC to establish a reasonable payment plan. If

the parent/provider fails to reimburse FRRC, we may file a claim through Small Claims Court or submission of debt to collections and/or legal action by the District Attorney's Office.

## **Program Integrity Policy**

We encourage all eligible families to utilize the variety of services offered by Family Resource and Referral Center (FRRC). However, at no time are program services allowed to overlap, resulting in any form of additional payment reimbursement (double dipping) to which the child care provider was not entitled.

All parents and child care providers are responsible to report any activities or programs the child care provider, parent, or child is participating during any FRRC service hours. FRRC has internal practices to check parent/provider participation activities; however, parents and providers must immediately report any new enrollment of a program that may overlap with currently provided child care/preschool assistance.

Violation of the Program Integrity Policy may be determined as fraud; actions will be taken in accordance with the FRRC Fraud Policy, which may include program termination.

## **RECEIPT AND ACKNOWLEDGMENT FORM**

I acknowledge that I have received a copy of the **FRRC Parent and Provider Handbook**. I understand that it is my responsibility to read and comply with the rules and regulations contained in this handbook.

I understand that it is my responsibility to refer to the handbook and that any questions I may have regarding its contents should be directed to FRRC.

I agree to follow all laws and regulations that relate to the administration of the subsidized child care programs, including all applicable licensing laws.

I also agree to follow the rules, regulations and policies set forth in this handbook to the best of my knowledge and ability. I acknowledge that failure to do so will result in termination of my child care services with FRRC.

By signing below, I authorize FRRC, Family Resource & Referral Center, to share any information regarding my child care services with any authorized representatives of FRRC or contracted agencies. The use or disclosure of information maintained in the parent's or provider's file will be accessible to FRRC staff and authorized representatives, including, but not limited to: Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services, and any other contracted agencies.

**My signature below gives FRRC and its agent's permission to verify employment status, training status, and any information needed in determining my eligibility for payment of child development services.**

If the information given by, or on my behalf during the certification/orientation process is found to be inaccurate or incomplete, I will be responsible for repayment to FRRC.

I understand and agree that the child care services with FRRC will be governed by the policies contained in this handbook. FRRC reserves the right to change, amend, add, modify, supplement or discontinue any policy or procedure at any time, without prior notice. In such case, FRRC will provide me a copy of the changed policy or procedure and I understand I must comply with it. I understand that this handbook supersedes any previous handbook.

**Please print and sign your name below, returning this page to Family Resource & Referral Center (FRRC).**

\_\_\_\_\_  
**Parent or Provider's Name (print)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent or Provider's Signature**

\_\_\_\_\_  
**Date**

Si usted necesita una explicación en español de cualquiera de las áreas que cubre éste manual, favor de llamar a Family Resource & Referral Center.

(If you require an explanation of any area covered in this handbook in a language other than English, please contact the Family Resource & Referral Center.)