



Program Policies and Participation Handbook

A Handbook for Child Care Providers and Participants of the
Following Programs:

Community Services Programs
Resource and Referral

Child Care Subsidy Programs
California Alternative Payment Program
CalWORKs Stages 1, 2, & 3

Effective March 2013

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Child Care Links Mission Statement

To Provide
Resources That Strengthen & Support
Children & Their Families

Child Care Links Inc. is a non-discriminatory, nonprofit, tax-exempt agency extending equal treatment and access to services for children, participants and providers of child care without regard to race, religion, national origin, color, ethnic group identification, ancestry, age, sex, sexual orientation, gender, or mental or physical disability in determining which children are served. Child Care Links welcomes enrollment of children with disabilities and understands the requirements of the Americans with Disabilities Act (ADA requirements) to make reasonable accommodations for such children.

Child Care Links' policy is to encourage all child care facilities to provide smoke free environments.

Resource and Referral (R&R)

Description of R&R Services

Child Care Links connects parents with child care services in the location they need and puts families in touch with other community resources. Referral Specialists offer information on selecting care as well as other parenting issues.

To receive child care referrals, call the agency listed below that covers the location where care is needed:

North County:	BANANAS, Inc. Alameda, Albany, Berkeley, Oakland, Emeryville & Piedmont Phone (510) 658-0381 Fax (510) 658-8354
East County:	Child Care Links Dublin, Livermore, Pleasanton, & Sunol Phone (925) 417-8733 Fax (925) 730-4972
South County	4 C's of Alameda County Castro Valley, Fremont, Hayward, Newark, San Leandro San Lorenzo & Union City Phone (510) 582-2182 Fax (510) 582-0558

Resource & Referral Policies

Child Care Links offers free child care resource and referral information to parents seeking care in the cities of Dublin, Livermore, Pleasanton and Sunol. Parents are given information on a full range of child care options so that they may make informed choices in selecting and monitoring their child care.

The agency's policy is to give referrals, not recommendations to specific facilities, as Child Care Links believes parents are the best judge of what is appropriate for their children and their family.

Child Care Links' Referral Line is open Monday–Friday from 9:00am to Noon and from 1:00pm to 4:00pm. Parents can call the agency at 925/417-8733. Parents can also request referrals by accessing the agency's website at www.childcarelinks.org.

Oliver's Law

As a parent, you have the right to receive information about any substantiated or inconclusive complaints about a child care provider that you select for your child. That information is public and you can obtain it by calling Community Care Licensing at (510) 622-2602.

State Law requires licensed child day care facilities to make accessible to the public a copy of any licensing report pertaining to the facility that documents a facility visit or a substantiated complaint investigation. In addition, a more complete file regarding a child care licensee may be available at an office of the State Department of Social Services Community Care Licensing Division. You have the right to access any public information in these files.

Provision of referrals to parents

1. Child care resource and referral services are provided to all parents requesting them, at no charge, regardless of income levels, language issues or eligibility criteria.
2. Referrals are provided with full recognition of confidentiality rights of parents.
3. Referral specialists ask parents/callers about their child care needs pertaining to type of care, location, hours, ages of children and any special considerations such as pet allergies or need for transportation.
4. Referrals are given in response to the parent/caller's need for information.
5. At least six referrals are provided, whenever possible, to a variety of child care providers matching the criteria provided by the parent/caller.
6. Parents are informed they can access information about any licensed provider by contacting Community Care Licensing at (510) 622-2602.

Child Care Links identifies a full range of existing child care services which include, but not limited to, family child care homes, public and private child care centers, full and part-time programs, infant, pre-school and extended care programs.

Requirements for participating in the Child Care Links referral database:

1. Family Child Care Homes must have a valid facility license issued by Community Care Licensing
2. Centers and license exempt center-based programs must:
 - a. Have a valid facility license issued by Community Care Licensing; or
 - b. Be legally exempt from licensing
3. Facility must be located within the cities of Dublin, Livermore, Pleasanton and Sunol

All providers must complete the following process to be on the referral database:

1. Provide a copy of a current license issued by Community Care Licensing
2. Complete an intake with a Referral Counselor by providing program information (i.e. type of program, hours of service, ages of children served, fees/eligibility for services)
3. Complete an annual update during the 2nd quarter of each fiscal year
4. Providers are responsible for updating facility vacancies as they occur

Resource & Referral Complaint Policy

1. When a parent or community member calls Child Care Links with a child care complaint, Child Care Links encourages the caller to discuss the complaint directly with the provider
2. If appropriate, the caller is encouraged to contact Community Care Licensing at 510/622-2602
3. The confidentiality of the person calling with the complaint is honored
4. Child Care Links does not notify Licensing of complaints unless agency staff has directly witnessed a licensing infraction

All child care providers need access to the best resources a community has available. Child Care Links provides technical assistance and support in the areas of quality child care program operation, child development issues, inclusion, financial planning and management techniques.

Child Care Subsidy Program

State and federally funded subsidized child care programs exist to assist low-income families with financial resources to find and afford quality child care for their children. Alternative Payment (AP) Programs and the California Work Opportunity and Responsibility to Kids (CalWORKs) child care programs offer a choice of child care arrangements for parents, such as licensed centers, licensed family child care homes, and license exempt child care. These programs help families arrange child care services and makes payment for those services directly to the child care provider selected by the family. Subsidized child care is intended to increase parental choice and accommodate the individual needs of the family.

Visit Child Care Links on the web at www.childcarelinks.org

You can reach Child Care Links at the following locations:

East County/ Pleasanton	North County/Oakland	South County/Fremont
6601 Owens Drive Suite 100 Pleasanton CA 94588 Phone: (925) 417-8733 Fax: (925) 730-4942	80 Swan Way Suite 130 Oakland CA 94621 Phone: (510) 568-0306 Fax: (510) 568-0406	39055 Hastings Street Suite 207D Fremont CA 94538 By Appointment Only Call 925/417-8733

Child Care Links Service Area

Resource & Referral	CAPP At Risk & CPS	Stage 1	Stage 2 & Stage 3
Dublin Livermore Pleasanton Sunol	Dublin Fremont Livermore Newark Pleasanton Sunol Union City	Alameda Albany Berkeley Dublin Emeryville Livermore Oakland Piedmont Pleasanton Sunol	Dublin Fremont Livermore Newark Pleasanton Sunol Union City

Parental Choice

Parental choice is the focus of Child Care Link’s Child Care Subsidy Program. The program allows participants to select a child care provider who best meets the needs of their family. Choices include licensed child care centers, licensed family homes, and license exempt child care. Subsidies are available to eligible families based on income and family need for services. The child care subsidy follows the needs of the family as long

as the family continues to meet the eligibility and service need requirements. This means that if work hours change, the family relocates within Child Care Links' Alameda County service area, or a child needs a different setting, the participant is able to choose a new care provider.

Confidentiality

The staff of Child Care Links will not use or disclose information concerning applicants or recipients of the child care assistance program for any purpose that is not related to the administration of the program. Exceptions may be granted by the Executive Director or in response to a request by law enforcement agencies.

5 Day Reporting Rule

Within five (5) calendar days, families are required to report to Child Care Links any changes which may affect their eligibility or need for services. This includes but is not limited to changes in employment, job search, training, medical incapacity, family size (marriage, birth or adoption of a child, parent of child leaving or returning to household) hours of care needed, family income, address or phone number. Changes to services will not be applied retroactively unless approved by a representative of Child Care Links. Failure to report changes may result in discontinuance or termination from the program.

Eligibility List for Services

As funding becomes available, families will be enrolled from the Eligibility List to the California Alternative Payment Program based on a priority enrollment criteria established by the California Department of Education. First priority is given to recipients of Child Protective Services or children who are currently experiencing or at risk of abuse, neglect or exploitation. Second priority is families who are income eligible.

Conduct Policy

Inappropriate behavior or misconduct towards representatives of Child Care Links' staff, or in the presence of families or providers, is prohibited. Examples of this behavior include, but are not limited to, harassing emails or voicemails, physical or emotional harassment, verbal abuse, racial slurs and foul language, destruction of property, and threats or acts of physical violence. Child Care Links cannot identify every type of unacceptable behavior or conduct. Therefore, participants and providers should be aware that conduct not specifically listed but which adversely affects or is otherwise detrimental to the interest of Child Care Links, staff, families or providers will not be tolerated. Existence of any one or more of these behaviors may lead to actions up to

and including termination from all Child Care Links' programs and notification to the appropriate law enforcement agencies.

Child Care Subsidy Program Overview

- Eligibility for subsidy is determined by Child Care Links, using guidelines from County, State and Federal funding sources. These guidelines are subject to change.
- Child care subsidies are available for income eligible families.
- Participants are responsible for choosing appropriate child care for their children.
- The Alternative Payment Program (Federal and State Funds/CAPP) and CalWORKs Stage 2 (C2AP), and Stage 3 (C3AP) Programs are provided in the Fremont and Pleasanton offices for participants who reside in Dublin, Livermore, Pleasanton, Sunol, Fremont, Newark and Union City.
- CalWORKs Stage 1 (CDSS) services are provided in the Oakland and Pleasanton offices for participants who reside in Dublin, Livermore, Pleasanton, Sunol, Alameda, Albany, Berkeley, Emeryville, Oakland and Piedmont.
- Notarized and/or a self certification statements under penalty of perjury may be required with regard to family size (absent parent) and/or family income (child support & self employment) and other required information as applicable.
- Child Care Links provides information about program requirements to participants and providers for Child Care Links' subsidy programs as well as ongoing technical assistance and support related to subsidized child care.
- Child Care Links does not pay for child care to take care of personal business. Material fees and/or tuition fees (K-12) are the responsibility of the participant and will NOT be paid by Child Care Links.
- Children who have reached their 13th birthday are ineligible for subsidized services.
 - Children with exceptional needs may be served up to their 21st birthday. An IEP and a statement signed by a legally qualified professional that the child requires the special attention of adults in a child care setting will be required in order to provide subsidized child care services.
- Additional subsidy programs are carried out in geographic locations defined by specific contracts.
- The nature of a participant's need for services must preclude the supervision of the child(ren).

Description of Subsidized Child Care Programs

All subsidized child care programs administered through Child Care Links are subject to adequate funding. In addition, the guidelines for these programs are determined by the funding source and are subject to change.

California Alternative Payment Program (CAPP)

Families are enrolled from the Eligibility List based on priorities set forth by the California Department of Education. Children who have an open child protective services case or who are at risk of abuse and neglect are enrolled first. All other families are enrolled based on family size and income. Eligibility for services is based on the participant's need, not the child's. Families are enrolled as funding becomes available.

At Risk/Child Protective Service Families

Eligibility is determined by Child Care Links, based on a referral from Child Protective Services (CPS) or other legally qualified professional. Families referred by CPS may receive services for up to 12 months. An extension may be granted if another referral is received from CPS.

Families who are referred by a legally qualified professional other than CPS based on the child currently experiencing or being at risk of neglect, abuse or exploitation is eligible to receive services for up to three months.

CalWORKs Stage 1 (CDSS)

CalWORKs Stage 1 services are provided in the Oakland and Pleasanton offices and is funded by the California Department of Social Services through county welfare departments (CWDs). The participant must be a current TANF recipient or received cash aid within 24 months from the date of the application for child care services. This stage begins when a participant enters the CalWORKs Program and takes part in activities based on a welfare-to-work plan developed by the participant and the Employment Counselor.

CalWORKs Stage 2 (C2AP)

Enrollment for CalWORKs Stage 2 participants is determined by state/federal guidelines. In this stage, the participant is either currently on a cash grant or has been on a cash grant within the last 24 months. Stage 2 is administered by the California Department of Education (CDE). Stage 1 families are transferred into Stage 2 when the CWD deems the family to be stable. Participation in Stage 1 and/or Stage 2 is limited to two years after the participant stops receiving CalWORKs cash assistance.

- In Alameda County, Child Care Links and the Community Child Care Council of Alameda County (4 C's) administer the Stage 1 program. Depending on your geographical location, you may need to transfer to another agency to be served on Stage 2 or 3.

CalWORKs Stage 3 (C3AP)

Stage 3 is also administered by CDE. A family may transfer to this stage when the participant has exhausted their 24 months off of cash aid in Stage 1 and/or Stage 2 (referred to as timing out), and for as long as the family remains otherwise eligible for child care programs. Families who are transferring to Stage 3 must be a current active participant in Stage 1 or 2 prior to transfer.

Eligibility for Subsidized Child Care Programs:

1. Child is receiving child protective services; or
2. The child is at risk of abuse, neglect or exploitation and the child care and development services are needed to reduce or eliminate that risk
3. Family is recipient of cash assistance
4. Family is income eligible
5. Family is homeless

Need for Subsidized Child Care Programs:

A need for subsidized child care exists only if there is no adult in the family count available or capable of providing care for the child(ren) while the adult(s) are involved in an approved activity. The following is a list of approved activities:

1. A child in the family is receiving Child Protective Services or the child is identified as being neglected, abused or exploited or at risk
2. Employed or self-employed
3. Seeking employment
4. Participating in vocational training leading directly to a recognized trade, paraprofessional or profession
5. For Stage 1 participants on aid, any activity approved by a Child Care Request Form from an Alameda County Department of Social Services Employment Counselor
6. Homeless and seeking permanent housing
7. Incapacitated (For Stage I, must be two parent household)

Application Process

1. Participants are personally interviewed by Child Care Links staff to determine eligibility and are not enrolled until all documentation is complete.
2. Participants must bring to the interview all appropriate documentation that may include but not limited to the following:
 - a. California Driver License (CDL) or California Identification (CAID), Military ID, passport or any current government issued identification card
 - b. Social Security Card
 - c. Proof of all income
 - d. Verification of employment, training, medical incapacity, or other need for services
 - e. Proof of residence
 - f. Birth Certificate
 - g. Other reliable documentation to substantiate family composition
3. Participants must provide Child Care Links with a Physician's Health Evaluation Form for each child enrolled in the Subsidy Program no later than 30 days after the initial interview (This is NOT required for CalWORKs Stage 1 participants, school age children, or children attending a licensed child care facility).
4. A copy of Child Care Links Subsidy Program Participation Policies and Participation Handbook is provided at the initial interview.

Recertification/Maintaining Eligibility

1. For the CalWORKs Stages 1, 2, 3 and for A.P. (CAPP) Federal and State funded programs, a working participants recertification of eligibility is required no later than six months after the initial enrollment. Recertification may alternate between every six months and annually thereafter, or whenever there is a change in income and/or status, such as a change in employment, family size or marital status. Families with variable income and schedules may be required to recertify every 4 months.
2. Child Protective Services participants with an open CPS case must recertify a minimum of every twelve months and must participate in a plan for the care and development of their child(ren). A new referral must be received from CPS in order to continue services if funding is available.
3. At Risk participants who meet the need and eligibility requirements for child care may receive child care up to a maximum of three (3) months. At Risk participants must participate in a plan for the care and development of their child(ren). No extension may be granted.

4. CalWORKs Stage 1 non-working participants on cash aid must have a current original Child Care Request Form approved by their county employment counselor and sent directly to Child Care Links each time their approved activity is extended in order to continue child care services (within 30 days unless otherwise approved by CDSS Supervisor).
5. It is the responsibility of the participant(s) to recertify before the end of the approved enrollment period. If they do not recertify, their subsidy will be terminated. This applies to all Child Care Links Subsidy Programs.
6. Participants must notify Child Care Links of any change in address, phone number, family income, family size or need for child care services, within five (5) calendar days. Documentation verifying the change of address may also be required.
7. Participants who are seeking employment on Stage 1 (off of cash aid), Stage 2, Stage 3 and AP (CAPP State/Federal Program), may be subsidized for up to sixty (60) working days per fiscal year (July 1st thru June 30th). CalWORKs Stage 1 families on cash aid must refer to their Employment Counselor for authorization.

Student Policies (Does not apply to CalWORKs Stage I Participants on cash aid)

Participants in a vocational/education training program must recertify each term, or when training is completed. They must complete Training Verification forms as required. Forms are to be completed by the school registrar or the program-training operator. An online printout of the courses from the school may be submitted until a Training Verification form has been completed. Forms are available at the Child Care Links' office. Transcripts and/or report cards are to be submitted to Child Care Links at the end of each training period by the participant. Child Care Links reserves the right to request that the participant provide a publication from the school describing the classes required to complete his or her vocational goal.

Participants in a vocational/education training program:

- Have a maximum of six (6) years from the first day of training in which to complete agreed upon vocational/educational goals. For example if you start training today and drop out tomorrow your 6 year time limit will begin and keep ticking even though you are no longer in school.
- Will be limited to twenty four semester units after the attainment of a Bachelor's Degree
- Services may be provided for classes related to the General Education Development (GED) test or English as a Second Language (ESL) courses if these courses support the attainment of the participant's vocational goal.
- Training courses must lead directly to a recognized trade, paraprofession or profession. Documentation may be required.

Each participant in school or training must abide by the following student policies:

1. Students MUST recertify or update their certification period PRIOR TO the beginning of each term. Eligibility Specialists must receive copies of class schedules prior to the start of each term. The class schedule needs to include the names, times, days, units and beginning and ending date of each course proposed.
2. Eligibility for child care is approved for classes that are actually scheduled. Students are also eligible for travel OR study time based on their school schedule.
 - a. If the participant chooses travel time, the approved travel hours may not exceed half of the hours authorized for training up to a maximum of 4 hours per day; OR
 - b. If the participant chooses study time, including study time for online and televised instructional classes, hours will be approved based on the following:
 - i. Not to exceed two hours per week per academic unit in which the participant is enrolled
 - ii. For non-academic or non-unit bearing classes, no more than the number of class hours per week for study time will be approved
3. Students not attending summer session must be employed or actively seeking employment to continue receiving subsidized child care. If students are not employed they may be terminated or they may be placed on limited term service leave up to a maximum of 12 weeks. Students must recertify or update their certification when employment is secure or school begins, provided all eligibility requirements have been met.

Student Procedures for Maintaining Eligibility

The vocational training/education training verification form must be completed and include the following information:

- Name of the school or organization where education/training takes place
- Date current term begins and ends
- Statement of vocational/educational professional goal after completion/graduation
- Anticipated completion/graduation date (all requirements met)
- Completed class schedule including:
 1. List of all current classes
 2. Time and days offered
 3. Number of units for each class
 4. Student signature and date
 5. Signature and/or stamp of the vocational/education training institution's registrar or print out of the on-line class registration

Submission of Grades/Transcripts from Prior Term

Student grade point average must be 2.0 or above. If the grade point average for any term is less than 2.0, one term will be allowed to raise the GPA in order to continue to receive subsidized child care services. Adequate progress is required in order to continue to receive child care services for vocational/training education after the conditional term is completed.

Transcripts and previously submitted training verifications must match. There must be no incompletes in a class used to determine eligibility. There must be no 'withdrawals' for classes unless Child Care Links was previously informed and the child care hours were adjusted.

Changes in Class Schedule/Hours of Care Must Be Reported to Child Care Links

Child Care Links must be notified within five (5) calendar days of any scheduling changes, no matter how small. All changes may affect child care eligibility on Child Care Links programs. If Child Care Links is not notified within five (5) calendar days the student may be terminated from the program and may not be eligible for re-enrollment. Child Care Links will make every effort to recover funds paid for disallowed child care services from the student.

Types of Child Care Providers

License Center-Based Child Care

A licensed facility which provides child care services in a large group situation. Children are usually grouped by age or developmental level. Centers can be licensed to serve infants, toddlers, preschoolers or school age children or some combination of these age groups. Ratios of adult to child may vary slightly between centers based on their program structure.

License Exempt Center-Based Care

A child care center that is exempt from licensure because the center is located on school property, the child care center is administered by the school, and all children attending the child care are also enrolled at the school. In addition, the center must abide by the following:

1. Uses sign-in/sign-out documents to record attendance.
2. Provides adult supervision during all hours of operation.
3. All employees in contact with children have completed a criminal history background examination.

Licensed Family Child Care Home

Family child care homes provide care for children in the caregiver's home. This type of care offers a home-like atmosphere and may include children of many age groups. Children take part in a variety of experiences and activities as well as family routines. While not required, many family home providers take classes in Early Childhood Education. Family Child Care Homes are licensed by the State Department of Social Services.

There are two types of family child care homes, those licensed for six or eight children and those licensed for twelve or fourteen children. In both cases, the license will state the number and ages of children who may be served. Ratio of adult to child may vary depending on the number of children in care on a specific day or the presence of an adult assistant.

License Exempt Child Care (relative & non-relative)

License-Exempt care is care that does not require licensing and is provided by an adult who is 18 years or older. Exempt providers may only care for child/children from one family. Participants who choose non-relative License-Exempt care must select a provider that will be caring for their children only.

There are two types of license-exempt family care:

- Exempt relative: Care provided by an adult 18 years or older who is the aunt, uncle or grandparent of the child Providers will need to prove relationship.

- Exempt non relative: Care provided by an adult 18 years or older **who is not** the aunt, uncle or grandparent of the child. Exempt non relative providers will need to be fingerprinted and registered on TrustLine.

TrustLine

The TrustLine Registry is a system that provides background checks on license-exempt child care providers. This includes a check of the California Criminal History System and Child Abuse Central Index at the Department of Justice in addition to a check of the Federal Bureau of Investigation (FBI) records. Child Care Links will not issue payment to any non-relative license exempt provider who is not registered as Cleared on TrustLine.

- Stage 1: License exempt non relative child care providers who serve Stage 1 clients will not receive reimbursement for services unless s/he has cleared and are currently registered on TrustLine.
- Stage 2, 3 and CAPP: License exempt non relative child care providers must be TrustLine registered (cleared) prior to the authorized start date of care in order to receive reimbursement for services. No retroactive payments will be issued.
- Stage 2, Stage 3 and CAPP: Under special circumstances, the participant may choose a provisional license exempt non relative child care provider to be paid for a period of up to 30 consecutive calendar days. In this situation, the provider must complete the TrustLine application process and submit fingerprints for a background check prior to the first authorized day of care.
 - By the end of the 30 consecutive calendar days the provisional child care provider must become TrustLine registered (cleared) in order to receive reimbursement for services. If the clearance does not occur within the 30 days, no payment will be issued. Future care will only be authorized with this provider once s/he is TrustLine registered. No retroactive reimbursements will be issued.
 - If the provisional provider is not TrustLine registered (cleared) by the end of the 30 day period, the participant must enroll an eligible child care provider in order to continue to receive services. An eligible provider is defined as one of the following:
 - License or License exempt center based care
 - Licensed family child care home
 - Relative license exempt provider
 - Non relative license exempt registered TrustLine provider
 - A participant may enroll a provisional provider no more than once in any 180 consecutive calendar days

Child Care Provider Eligibility for Participation In Subsidy Programs

1. Child care providers are self-employed and are NOT employees of Child Care Links.
2. All providers must have a current W-9, copy of their original California ID or Driver's License and a copy of their signed social security card in its original state or TIN on file. Providers will be paid according to the name on their original signed social security card, TIN or IRS letter only. Social Security Cards requiring INS authorization will need to provide current proof of authorization.
3. Each child care provider is responsible for paying her/his own social security and other taxes.
4. Any provider who is reimbursed \$600 or more will be issued a 1099 statement indicating the total amount paid for services. This document will be mailed for the calendar year by January 31st of the following calendar year (date is set by federal law). This information will also be reported to the IRS.
5. Providers must offer programs for children based on sound principles of child growth and development.
6. Providers must allow parents/guardians unlimited access to their children while in care.
7. Providers must sign a Child Care Subsidy Certificate Agreement for each child in care. The Certificate Agreement is not valid unless signed by the participant, provider and an authorized Child Care Links representative.
8. Providers offering Sectarian care (care that includes religious worship/instruction) are not eligible to participate in state funded programs.
9. Providers who move must notify Child Care Links at least one week prior to the move. A change of address form must be completed on site at the local Child Care Links office. Photo identification is required. A temporary facility license and/or (when applicable) a copy of the license for the new site must be submitted.
10. Providers must refrain from discrimination on any basis including, race, religion, national origin, color, ethnic group identification, ancestry, age, sex, sexual orientation, gender, or mental or physical disability in determining which children are served.
11. Providers must refrain from the use of corporal punishment or any act that may be interpreted as corporal punishment.
12. Providers must refrain from charging families for any services related to child care during the hours of child care approved and paid for by Child Care Links. The only exception is when the provider's normal and customary rates exceed the maximum rate allowed by the state and the parent/guardian is required to co-pay the difference in order to meet the provider's actual rate charged to all families.

13. All providers must have a working cell phone or land line telephone on site where child care is provided. Proof of a working phone may be required.
14. All providers will maintain a monthly, separate attendance sheet for each child.
 - a. The participant or approved substitute 18 years or older signs the child in for care and out when leaving the child care facility **on a daily basis**.
 - b. For school age children the provider initials for time out to school and/or time in from school **on a daily basis**.
14. All providers **must** submit attendance sheets within 30 days after care is completed and no later than the last working day of the month following care.
15. Providers **may not be paid** when attendance sheets are submitted AFTER THE DEADLINE of 30 calendar days after the care has been provided. With Director's approval, Attendance Sheets received after the 30 day time limit may be paid if funding permits.

Licensed Providers

This section includes Licensed Center Based care and Licensed Family Child Care Homes. License Exempt Center Based Care Policies are the same as licensed Center Care Programs. These recreation programs and school district programs meet the requirements contained in California's Title 22 Health and Safety Code and are therefore treated as licensed.

1. Licensed providers must comply with **all** licensing requirements stipulated by Community Care Licensing. Licensed providers must submit a copy of their current facility license, facility posted rates, policies/handbook and a signed Child Care Links' License Provider Policy Certification form.
2. Payments made to providers by Child Care Links shall be equal to the rate charged to private paying families, not to exceed the applicable market rate ceiling.
3. Child Care Links shall pay licensed child care providers in accordance with an annual market rate survey, at a rate not to exceed the ceilings established and pursuant to state regulations, and must be equal to rates advertised and posted with the local child care Resource and Referral Agency.
4. Licensed providers may update their rates a maximum of one time each fiscal year. Providers must submit the child care rates charged to all families to Child Care Links and the local Resource and Referral Agency along with a statement signed by the provider confirming that the rates charged for any subsidized child care are equal to or less than the rates charged for non-subsidized child care.
5. Licensed providers must notify Child Care Links of the date of a move to a new house or child care facility in advance; a minimum of a five (5) business day notice is required. A copy of the application submitted to Licensing for the new facility must

be sent to Child Care Links. A copy of the new facility license must also be provided to Child Care Links. Failure to notify Child Care Links or submit required documentation may result in a suspension from all programs until the required documents are received.

- a. Child care licenses are not transferable. You must apply for a new facility license when you move. Community Care Licensing will issue you a new facility license number.
 - b. Notify Child Care Links immediately if your business changes.
6. Child Care Links will not pay for days when the child care facility is closed and unavailable for parents/guardians. (Exceptions—Child Care Links provides 10 approved days of non operation as stated in Subsidy Program Policies and Participation Handbook).
7. Child Care Links will not pay for:
- a. Time when the child is suspended from care
 - b. Days in excess of the ten (10) approved provider days of non-operation
 - c. All unexplained absences not identified as excused
 - d. Days in excess of the ten (10) approved Best Interest Days for the child
 - e. Private school or tuition (K-12)
8. Child Care Links will only pay for the following if it is part of the registration fee:
- a. Transportation charges
 - b. Books, educational materials or supplies
 - c. Field Trips

A provider's child registration fee, or a portion thereof, may be reimbursed if the provider's rate plus a prorated amount of the fee is within the Regional Market Rate ceiling. If a provider's rate is already at the Regional Market Rate ceiling NONE of the registration fee is reimbursable.

License-Exempt Child Care Providers

1. Prior to enrollment, all license exempt providers will have a search performed on their name in the Megan's Law website database. The website has information on registered sex offenders in California and contains specific names, addresses, alias's and pictures of the offenders. If the search results match the residence of the provider or the name of the provider and the provider's identity is confirmed with a picture ID, enrollment of the provider will immediately be denied. The website address is www.meganslaw.ca.gov
2. License-Exempt providers must be at least 18 years old. A valid California Driver's License or California Identification card is required.
3. Relative License-Exempt providers must complete and have on file a Declaration of Exemption from TrustLine and the Health and Safety Certification. The provider

must also complete a statement of relationship form and provide documentation to verify the relationship. Without documents to prove relatedness, the provider must complete the TrustLine Registration process and Health and Safety Certification.

4. Non-related License-Exempt providers must complete the TrustLine Registration process, which includes a Live Scan fingerprinting clearance and completion of the Health and Safety Certification form. No payments will be issued unless the provider has been cleared on TrustLine.
5. Provisional license-exempt child care providers must complete the TrustLine application process and submit fingerprints for a background check prior to the first authorized start day of care. The provider must be TrustLine registered (Cleared) within 30 calendar days of the beginning of authorized child care in order to receive payment for services. No reimbursements will be issued if the clearance does not occur within the 30 calendar days.
6. License-Exempt providers are paid for the actual hours of care provided.
7. License-Exempt providers must provide one (1) source of verification of their residence by submitting at least one document in his or her name mailed to his/her address in addition to a photo ID and an original signed social security card before child care can be approved. The proof of residency document must be current within 60 days and cannot be an advertisement or other unsolicited mailings.

In-Home Licensed Exempt Care

A child care provider who performs child care in a participant's home is considered a household employee of the participant under Federal and California law. Any participant choosing to use an In-Home care provider must complete an In Home Care Declaration form stating he/she agrees to carry out all requirements of an employer as specified under the law.

Under Federal and State law, the participant is responsible for all requirements of an employer including the payment of minimum wage, the filing and payment of all required employment taxes and the purchase of liability insurance.

The policy of Child Care Links is to maximize parental choice. Within funding guidelines, all categories of providers shall be made available to eligible parents/guardians choosing care. For CalWORKs Stage 2, Stage 3 and the California Alternative Payment Programs the following In-Home Care Policy applies:

- In order to use In-Home Care, the participant must have at least four (4) children needing child care services at the same time in order to ensure minimum wage requirements are met. This does not apply to Stage I of the CalWORKs Program.

Provider Rates

1. Providers may not charge Child Care Links more than they charge private fee paying families for child care services.
2. Providers who give private fee paying families a family discount for multiple children in care must give Child Care Links the same discount for subsidized families.
3. Separate charges to Child Care Links for meals, transportation, or other expenses by a licensed provider must be included in the provider's published child care rates or registration fee, noted on the provider's policies, contract, or handbook and approved by Child Care Links. Participants are responsible for any fees above the state Regional Market Rate ceiling and beyond what the Subsidy Program allows.
4. In cases where the selected provider's rates exceed the Regional Market Rate ceilings for the category of care needed, the participant must pay the difference to the provider.
5. Rate adjustments for evening and weekend care is available to license providers only and must meet Title 5 regulations.
6. Rate adjustments for the care of children with exceptional needs and severely handicapped children must meet the state Title 5 Regulations and require the provider to submit documentation showing additional accommodations is required in order to properly care for the child and those accommodations result in an on-going financial impact on the provider.
7. Licensed Providers must submit copies of their usual and customary rates. All services provided including contracts, policies, vacations, holidays and/or the program handbook that is used for all subsidized and non subsidized participants must be submitted in order to participate in Child Care Links Subsidy Program. Child Care Links Licensed Provider Policy Certification form must also be completed and submitted.
8. Exempt Providers must submit a rate sheet at the time they initially agree to participate in Child Care Links Subsidy Program.
9. Each new fiscal year (July 1 through June 30th) or an alternate specified date within the current fiscal year providers may submit updated rates if there is a change. Child Care Links requires 30 days notice in order to review and process rate increases. Once rates have been submitted and approved provider payments will result in the use of the current rates on file and carry forward into each current fiscal year until Child Care Links has been officially notified by the provider that rates have been updated.

Certificate Agreements for Subsidized Child Care

Establishing Certificate Agreements

1. The Child Care Links Child Care Subsidy Parent/Provider Certificate Agreement is established with the participant and the provider. The Certificate Agreement specifies the hours and the cost of care. Both the participant and provider must sign this form. The form will be valid once signed by an authorized representative of Child Care Links. No payment will be issued if a valid Agreement is not on file in the Child Care Links office.
2. When changing providers, a new Child Care Subsidy Parent/Provider Certificate Agreement must be signed by the participant and new provider, and approved by Child Care Links' representative **before the change takes place.**
3. Child Care Links will pay for authorized child care hours based on need for services. If there is a change in the number of hours of care needed, either an increase or decrease, the participant must notify Child Care Links immediately so the Certificate Agreement can be changed and/or revised. Supporting documentation such as check stubs or a Training Verification Form may be required.
4. The participant is responsible for payment to the provider for any care used and not authorized by Child Care Links on the signed Certificate Agreement.
5. Child Care Links will not pay for days when the child care facility is closed and unavailable to parents/guardians. (Licensed providers can be paid up to ten (10) non-operational days as listed on the provider's contract, policies, or handbook).
6. Child Care Parent/Provider Certificate Agreements are determined by actual hours of care needed based on the participants reason for utilizing services. For example, care hours for an employed participant would be based on the work schedule and commute time.
7. To accommodate flexible working hours, Child Care Links may issue a flexible child care certificate agreement, based on the individual needs of the participant.
8. Student participants must notify Child Care Links five (5) days prior to changing between school or training programs and a working status.
9. Child Care Links does not pay for time to take care of personal business.
10. Child Care Links will not reimburse the following child care providers:
 - a. A non-relative license exempt child care provider who is not registered as Cleared through TrustLine
 - b. A provisional provider whose TrustLine application has not been approved within 30 calendar days of the first day of child care
 - c. A provider whose TrustLine case has been closed or denied

11. Child Care Links will terminate services with a license exempt provider immediately upon reliable and documented information of the following:
 - a. Provider has active or contagious tuberculosis
 - b. Provider has been convicted of any crime involving violence against, or abuse or neglect of, children.

Terminating Parent/Provider Agreements (Licensed Care Only)

1. Participants and providers must give a minimum of one week's (7 day) notice before terminating from the subsidized child care program. Participants must notify both their present provider and the Child Care Links office of their intentions. **Participants must also check with the child care provider to be sure no more than one week's (7 day) notice is required.**
2. Participants who wish to change providers and are not terminating from the subsidized child care program must give both Child Care Links and their present provider a minimum of one week's (7 day) notice **unless otherwise stated by the child care provider.** The participant must complete a new Certificate Agreement with Child Care Links and the new provider **before** the change takes place.
 - a. If one week's notice is not given, Child Care Links pays the previous provider for this week, in lieu of notice, when requested by the provider.
 - b. Certificate agreements with the new provider are not effective before the end of the one week's notice to the previous provider. A waiver may be granted at the discretion of the Executive Director or the Program Director.
3. Child Care Links will give participants and licensed providers a minimum of 14 days advance notice if Child Care Links terminates the participant's Certificate Agreement. The date mailed and the date of termination is not counted as part of the 14 days notice. In cases of submission of false information, or substantiated fraud, immediate termination may take place.
4. The Child Care Links' Executive Director and/or Program Director may waive the 14 days notice of termination in case of special circumstances and in case of the unavailability of funding.

Documentation of Child Care: Attendance Sheets

1. Attendance sheets are furnished by Child Care Links and are required in order to document the use of care. Original attendance sheets must be submitted after the month/last day of care is completed. Photocopies and faxes are not allowed and will not be approved for payment. Should attendance sheets be lost or misplaced through no fault of the provider, Child Care Links may accept a photo copy with the Executive Director or Program Director's approval.

2. Participants and/or an approved substitute (18 years or older) are required to sign each child in and out with a full signature **daily**. The participant must sign at the end of the month to verify that service was provided and to check to be sure if an absence occurred and that the reason for the absence is noted on the attendance sheet.
3. **Attendance sheets submitted must contain the actual time each child is dropped off and picked up**. The child care hours used must be based on the current Child Care Subsidy Participant/Provider Certificate Agreement or a revision of the Child Care Subsidy Participant/Provider Certificate that has been approved by Child Care Links.
4. Providers must ensure that participants have easy **daily** access to attendance sheets. Provider participation in the subsidized child care program may be terminated if the provider interferes with a participant's ability to complete the Attendance Sheet. This includes but is not limited to entering the times for the participant, signing the participant's name, or directing the participant to write in times other than what has actually occurred.
5. Providers must notify Child Care Links immediately if a child is absent without notice for more than 3 consecutive days.
6. **Providers cannot sign the participant's initials or participant's full signature on Attendance Sheets.**

Child Care Subsidy Payment Process

Provider payments will be processed and deposited within **15 business days** from the date Child Care Links receives the Attendance Sheets.

1. Providers must submit attendance sheets to Child Care Link's monthly. Attendance Sheets for the current month of care may not be submitted until after the last day of the month for which care has taken place.
2. Payment may be delayed when:
 - a. Attendance sheets are not completed correctly and signed
 - b. Eligibility for child care has not been approved for the month of payment.
 - c. State budget is not approved
 - d. Good cause
3. Child Care Links will make reasonable efforts to collect overpayments and recover funds due to fraud.
4. Child Care Links will NOT make payment to any provider who has had his/her license revoked or who has had his/her TrustLine closed, denied or revoked.

5. Payments to exempt providers requiring TrustLine approval who are caring for a child(ren) on the Stage I CalWORKs child care program must be TrustLine cleared prior to approval for payment.
6. Attendance sheets must be submitted no later than 30 days after the month child care has been provided. Attendance sheets submitted more than 30 days following the month care was provided will be considered past due and may not be reimbursable. Payment will be made upon approval of the Program Director and only if funding permits. (This may not apply to Stage 1)
7. Attendance Sheets for the month of June are due no later than July 15th of the same calendar year. Any Attendance Sheets submitted past July 15th may not be reimbursable. This does not apply to Stage 1 participants.
8. Child Care Providers assume the risk of non-payment based on the unavailability of funding for the subsidized child care programs.

Compliance with Attendance Sheet Guidelines

Participant's (including participant's authorized representative) must comply with the Attendance Sheet policies and procedures. Failure to do so will result in the following actions:

1. First: Verbal warning (phone call)
2. Second: A written warning will be issued for a second noncompliance
3. Third: Must appear for a mandatory meeting with a representative of Child Care Links in order to review Attendance Sheet guidelines. A written final warning will be issued at that time.
4. Final: Termination from subsidized child care program for noncompliance based on Attendance Sheet policies and procedures.

Absence/Holiday/(Days of Non Operation) Policy

For Licensed Care Only

Excused Absences

1. Excused absences are limited to 10 days per month per child.
2. Examples of excused absences are illness of the child or participant, injury, family emergencies and court ordered visits. The participant must note the reason on the attendance sheet, accompanied by a full signature.
3. Family emergencies considered excused absences include sudden illness of a relative, death, funeral, car accident and court appearances.

Best Interest Days (10)

The State of California authorizes ten (10) Best Interest days to each child authorized to receive services. These days can be used any time during the current fiscal year, July 1st to June 30th for each child on the program. Any Best Interest days exceeding the 10 authorized, will be considered unexcused absences and will be the responsibility of the participant to pay the provider for these days.

Examples of Best Interest Days are, vacations , out of town or staying home with participant or relative, school program, field trip, special family events, family vacations, transportation problems and other reasons documented on the attendance sheet that are in the best interest of the child.

Unexcused Absences

1. All absences not identified as excused are considered unexcused.
2. Best Interest days that exceed 10 days are considered unexcused absences.
3. No Payment is made for unexcused absences.

Days of Non Operation (Holidays): Licensed Providers only

1. Child Care Links will pay for a maximum of ten (10) days of non operation per year. These may include the following holidays but are not limited to: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving, the day after Thanksgiving and Christmas Day.
2. If the child is absent from the provider's facility, on a paid day of non operation, Child Care Links pays for the hours contracted for that day when the provider requests payment. Child Care Links does NOT pay for a day of non operation if it falls on the weekend unless this is a regular day for which care is provided.
3. If the child is present at the provider's facility, Child Care Links pays the provider for that day based on the approved hours of care.
4. Child Care Links does not pay for days of non operation on a drop-in contract.
5. Providers must submit in writing, holidays/days of non operation in advance to Child Care Links by July 1st each fiscal year. A maximum of 10 days will be approved per fiscal year. In order to be paid, all non operational days must be listed on the facilities posted rates, policies, contract or handbook.

Alternative Hours for School Age Children

Hours of care not requiring contract changes are school holidays, illnesses, or when a child is absent from school and still in the care of the same provider. These hours must be recorded by date, reason and with full participant signature each month on the attendance sheet.

Leave of Absence (Does not apply to CalWORKs Stage 1 participants)

If there is a temporary period where there is no need for subsidized child care services, the family may be granted a limited term service leave.

- A participant is not eligible for child care services while on leave. Upon returning from leave, participant must contact Child Care Links in order to re-establish eligibility.
- Leaves of absence without subsidy are available at the discretion of the Child Care Links' Program Director. Approved leave of absences may not exceed 12 consecutive weeks. Medical or Family leave is not to exceed 16 weeks.
- Examples of reasons for leave of absence: medical and family leave, break in employment, school break, child's visit with the non-custodial parent not ordered by the court, or a family vacation in excess of the 10 approved Best Interest days.

Family Fees

Family fees are determined using the California Department of Education Family Fee schedule and are based on a family's gross monthly income and family size. The fee is charged per family, not per child and is based on the youngest child in the family who uses the most amount of care. A part time fee per day is applied if the child is regularly scheduled for less than 6 hours of care. A full time fee per day is applied if the child is regularly scheduled for 6 hours or more per day of care.

When a family fee is required, the participant is advised as to the amount of the family fee at the time of initial application and/or at their recertification.

1. Per the Department of Social Services (DSS) and the California Department of Education (CDE, participants who are receiving cash assistance will not be charged a family fee.
2. All participant fees are paid directly to Child Care Links.
3. If your child care provider is eligible to be paid for Holidays and excused absences, you will be billed a family fee for those days.
4. Returned checks must be replaced within one (1) business day of notification. A returned check requires cash payment, money order, or cashier's check as a replacement.
5. Participants who have more than 2 returned checks are permanently required to pay their fees by cash payment, money order, debit card or cashier's check.
6. All applicable bank charges that are paid by Child Care Links may be charged to the participant.
7. The family fee is not a co-pay. A co-pay occurs in cases where the provider rate exceeds the Regional Market Rate ceiling for the category of care needed and

the participant contracts to pay the difference. Child Care Links is not responsible for the additional payment. The participant must pay the difference to the provider.

Family Fee Billing

Family fee billing statements are mailed to participants at the beginning of the month for which child care takes place. Payment is due upon receipt of the statement and becomes delinquent on the 15th day of the month if not paid.

The billing process occurs over a span of four months. For example:

- January: Billing statement is mailed to the participant for care occurring during the month of January
- February: The Provider is paid for January care upon receipt of Attendance Sheets
- March: Possible adjustments to payments may occur.
- April: Billing system reviews actual care used during January and will apply adjustments to the Family Fee as necessary (credits/charges).

Delinquent Fees

If fees are delinquent, Child Care Links sends a Notice of Action (NOA) indicating the termination date if the fee is not paid in full within 19 calendar days of the date the NOA was mailed. A copy of the NOA (with payment amount deleted) is also sent to the provider. If fees are not paid by the due date on the notice, Child Care Links terminates all service on the termination date specified on the Notice of Action. The participant may contact their Child Care Links representative to see if they are eligible for a payment plan. Upon termination of services for nonpayment of fees, the family is ineligible for future services until all past due fees are paid.

Fraud Policy

The California Department of Education requires Child Care Links to take reasonable action to recover funds due to fraud. Fraud is submission of false or misleading information or documentation in order to obtain subsidized child care services or receive payment for subsidized child care services. This includes but is not limited to providing false or misleading information or statements, altering documentation, or failure to report changes in income, need for services, family size, or phone number within five (5) days. If a determination is made that fraudulent activity has occurred, one or more of the following actions will take place:

- The participant's case will be terminated and s/he may no longer be served by Child Care Links
- The provider will be removed from participation in all Child Care Links' programs
- The case will be referred to the appropriate law enforcement agency for investigation and possible prosecution

Suspension and Removal of Participants from Child Care Links' Programs

Reasons for removal of participants from a subsidy program include:

1. Non-payment of fees
2. Failure to recertify in a timely manner
3. Failure to submit information and/or documents regarding eligibility or need for services, or any other required documentation by the due date
4. Failure to report any changes affecting eligibility or need for services within five (5) days
5. No longer eligible, based on income or need for services
6. Do not have eligible child care provider enrolled
7. Submission of fraudulent, false or misleading information or documentation and or involved in any fraudulent activities surrounding child care subsidies either separately or in collusion with the provider/participant
8. Abusive language, any type of harassment, intimidating actions and or abusive behavior in the presence of Child Care Links' staff, parents, providers or children
9. Failure to abide by Program Policies and Participation Handbook
10. Failure to abide by Attendance Sheet guidelines
11. Good cause

Suspension and Removal of Providers from Child Care Links' Programs

Child Care Links reserves the right to suspend or remove any provider from one or all of its programs.

The District Attorney, Community Care Licensing, Child Protective Services or similar governmental agency may suspend a provider facility license during an investigation. Child Care Links reserves the right to withhold any information with regard to the investigation from the provider if so requested by the investigative agency.

Child Care Links notifies providers in writing when their name is removed from a program. The reason for such action is stated and documentation is kept on file. Child Care Links also notifies any participant receiving subsidy at the facility that the provider is no longer eligible to participate in the Subsidized Child Care Program

Reasons for removal of providers include:

1. Non conformity with licensing regulations
2. Three (3) unresolved complaints and/or concerns by participants or Child Care Links' staff
3. Unresolved questions with licensing agency
4. Failure to furnish Child Care Links with a copy of current facility license
5. Failure to follow Child Care Links' Program Policies and Participation Handbook
6. Refusal to provide access to participants

7. Submission of fraudulent, false or misleading information or documentation and or involved in any fraudulent activities surrounding child care subsidies either separately or in collusion with the provider/participant
8. Interference with a participant's ability to complete the Attendance Sheet
9. Failure to abide by Attendance Sheet guidelines
10. Abusive language and or intimidating actions in the presence of Child Care Links' staff, parents, providers or children
11. TrustLine closure, denial or revocation
12. Failure to submit TrustLine application and fingerprints
13. Good cause

Participants Reinstatement Policies

1. Child Care Links will not provide subsidized child care services to participants who have submitted false information. CalWORKs participants who are participating in an entitlement program and who submit false information are referred to the Department of Social Services for further investigation
2. Participants whose subsidy case has been terminated for failure to follow Child Care Links' Policies & Participation handbook other than the submission of false information, may have their names placed on the Eligibility List. Participants are enrolled in priority order from this list as long as they are income eligible and have a need for services.
3. Participants, who have been terminated for good cause, other than as specified in Suspension and Removal, may be reinstated at the discretion of the Director.

Providers Reinstatement Policies

1. Providers who have been terminated for submitting false information are not reinstated.
2. A provider may request reinstatement after having been terminated due to licensing concerns and/or violations other than the submission of false information. The provider may be reinstated on written confirmation from the Licensing agency stating the concerns and/or violations have been resolved.
3. Providers, who have been terminated for good cause, other than as specified in Suspension and Removal, may be reinstated at the discretion of the Director.

Participants Appeal Information

If the participant does not agree with an action/decision from Child Care Links, they may appeal the action. To protect appeal rights, there are specific instructions located on the second page of the Notice of Action which must be followed. Follow these steps to request a local hearing. If you disagree with the decision of the local hearing, you can appeal to the California Department of Education's Child Development Division or the California Department of Social Services, depending on the funding. If the participant

does not respond by the required due dates or fails to submit the required appeal information with the appeal request, the appeal may be considered abandoned.

Providers Grievance Procedures

Providers do not have appeal rights to the State Department of Education Child Development Division or the California Department of Social Services

1. A provider who has submitted a complaint in writing shall first attempt to resolve the matter by discussion with Child Care Links' Program Director within 15 working days of the cause for complaint. A decision will be rendered and comments in writing will be furnished to the provider within 15 working days after receiving the written statement of grievance.
2. If the provider does not agree with the written decision or if no written decision has been rendered within 15 working days after the filing of the grievance report, the provider has a subsequent 10 day time period to file an appeal with the Executive Director concerning the grievance. A decision will be rendered and comments in writing will be furnished to the provider within 10 working days from the Executive Director. If the provider does not agree with the Executive Director's written decision or if no written decision has been rendered within 10 days the participant or provider has a subsequent 10 day period to file an appeal with the Board of Directors. If the Board of Directors is not contacted within these 10 working days this constitutes a withdrawal of grievance.
3. The Child Care Links' Board of Directors, upon receiving a contract concerning a grievance, will review case information. A written decision by the Board of Directors will be mailed to the provider within 10 working days of the completion of the investigation. The length of the investigation will vary depending on the type and complexity of the grievance and shall not exceed 30 working days.

Description of Acronyms Used

4 C's	Child Care Coordinating Council
ADA	Americans Disabilities Act/Average Daily Attendance
APP	Alternative Payment Program (a State funded program)
C2AP	Combined State and Federal CalWORKs Stage 2 Funds
C3AP	Combined State and Federal CalWORKs Stage 3 Funds
CAEYC	California Association for the Education of Young Children
CAID	California Identification
CalWORKs	California Work Opportunity and Responsibility to Kids
CAPP	Combined State & Federal California Alternative Payment Program Funds
CAPPA	California Alternative Payment Program Association
CCDAA	California Child Development Administrators Association
CBO	Community Based Organization
CCL	Child Care Links
CCRF	Child Care Request Form (used by DSS to approve child care for Stage 1)
CDD	Child Development Division (State of California)
CDE	California Department of Education
CADL	California Drivers License
CAID	California Identification
CDSS	California Department of Social Services
CPS	Child Protective Services
CWD	County Welfare Department
DBA	Doing Business As
DSS	Department of Social Services
EDD	Employment Development Department
GPA	Grade Point Average
NAEYC	National Association for the Education of Young Children
NOA	Notice of Action (required by the state)
RMR	Regional Market Rate (current state maximum allowable cost for care)
ROP	Regional Occupational Program
R&R	Resource and Referral Department (referrals for child care)
SAM	School Age Mothers
SDI	State Disability Insurance
SSC	Social Security Card
SSI	Supplemental Social Security Income
TANF	Temporary Assistance to Needy Families
TIN	Taxpayer Identification Number
WIC	Women, Infants and Children
WtW	Welfare to Work

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