



Quality  
Service

Programs

Resources

Child Care  
Options

Policies

# Parent's Guide

## In Subsidized Child Care

REV June 2023



Contact Information:

Child Development Resources of Ventura  
County, Inc.

221 E Ventura Boulevard Oxnard, CA 93036

(805) 485-7878

[www.cdrv.org](http://www.cdrv.org)

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## CHILD DEVELOPMENT RESOURCES VALUES

### OUR PURPOSE

Child Development Resources of Ventura County, Inc. (CDR) was founded in 1980. CDR is a private, non-profit, community-based corporation, 501(c)(3) and receives County, State, and Federal contracts to administer the Child Care Resource & Referral Program, Subsidized Child Care Services, Head Start/Early Head Start, General Child Care and State Preschool Programs.

### OUR MISSION

CDR provides a foundation to build promising futures for children. CDR collaborates with families and communities to deliver programs that enrich lives.

### OUR VISION

Every child's growth and development will be fully supported to ensure a happy and successful adult life.

### YES COMMITMENT

We are the Community and Place of YES! We inspire children, parents, and staff with an attitude of YES that we all can achieve our aspirations and goals.

### **Child Development Resources**

221 E. Ventura Boulevard

Oxnard, CA 93036

(805) 485-7878

Website: [www.cdrv.org](http://www.cdrv.org)

### **Business Hours:**

Monday to Friday 8:00 a.m. – 5:00 p.m.



Dear Parent,

Welcome to Child Development Resources of Ventura County (CDR). Since 1980, we have been serving families and children with programs dedicated to providing early care and education services.

CDR administers programs for finding and receiving assistance with early education and care for your children. These programs allow parents to continue their work, training, or other needs while their children are placed with care givers offering a safe and healthy environment. CDR is also dedicated to supporting the child care community by offering training and resources to child care providers to increase their knowledge on early childhood development.

We support our vision and mission with the commitment of being a community and place of YES, an attitude in how we will serve you. We are committed to providing positive, respectful, and optimal service to our community. This commitment drives our approach to helping you attain the services you need to succeed.

In this handbook you will find information to assist you in understanding our programs and policies. Our staff will guide you on the services that best meet your needs.

We look forward to serving you and helping you achieve your aspirations and goals.

Stuart Orlinsky

Program Operations Analysis Officer

## POLICIES

CDR strives to treat every family, child, provider, and partner with the utmost respect. The following policies apply across all our programs and were designed to facilitate and ensure positive interactions among all participants.

### CODE OF CONDUCT

Parents and Providers participating in a CDR child care program are required to conduct themselves in a respectful manner when communicating with CDR employees.

The following behaviors are strictly prohibited. Any parent, parent representative or childcare provider who displays any one of the following behaviors will/may be excluded from participating in the subsidized childcare programs:

1. Physically or emotionally abusing any child or adult at the CDR office or at any CDR activity.
2. Verbally abusing or harassing any child or adult at the CDR office or during telephone communication.
3. Bringing alcoholic beverages to the CDR office.
4. Bringing illegal drugs to the CDR office.
5. Conducting business in an intoxicated state.
6. Smoking in the CDR building(s).
7. Possessing any and all types of weapons.
8. The use of vulgar degrading and/or threatening language or gestures

Foul or abusive language in person or over the phone will not be tolerated. CDR reserves the right to terminate child care services if it is determined that a parent's or provider's conduct is inappropriate.

If a parent believes a CDR employee has acted inappropriately toward them or anyone else, the Parent should report that information to a CDR supervisor or manager. Management will investigate the matter and respond accordingly.

### CONFIDENTIALITY OF RECORDS

The use or disclosure of all information pertaining to the child and his/her parent(s) will be restricted to purposes directly connected with the administration of the program. CDR will permit the review of the basic data file by the child's parent or parent's authorized representative, upon written request, and at reasonable times and places. CDR will obtain written parent permission prior to submitting any request to share or acquire information with outside parties with the exception noted in this section.

CDR will, without notice to the parent or provider, release personal information pertaining to the child and his/her parents(s) for the following:

- Officials within or acting on behalf of federal, state, county, or private funder in connection with audits or the normal oversight/compliance of the program.
- Cooperate with authorized requests from law enforcement or government/private agencies conducting official investigations.
- Appropriate parties to address disaster, health, or safety emergency during the period of the emergency.

Parents may authorize a third party, not to include their active child care provider, to access information regarding their family's case by submitting a completed and signed CDR Authorization to Release Information. The form must be submitted to our office in person prior to any third-party request for information.

Parents/guardians have the right to revoke a Release and Exchange of Information at any time by submitting a written request to their Specialist at CDR at 221 E. Ventura Boulevard, Oxnard CA 93036. The revocation will be the date the written request is received by a staff member at the referenced address. CDR will not release any personal information about a parent and family to a child care provider, nor will CDR release any personal information about a child care provider to a parent, except for information provided through the Notice of Action and Notice of Communication

### MANDATED REPORTING

Child care providers are required by law to report cases of child abuse and neglect. All calls received from child care providers regarding the health and welfare of a child in their care will be documented. The provider will be given information on how to report these cases to the proper authorities. The Child Abuse Hotline telephone number is (805) 654-3200. CDR maintains the same ethical standards as required of child care providers by law. Therefore, all CDR employees are considered mandated reporters. Any suspicion of child abuse and neglect are to be reported to the Child Abuse Hotline, the Child Care Services Manager, the Child Care Services Supervisor (Resource & Referral), and the Chief Operations Officer.

### NON-DISCRIMINATION

CDR operates on a non-discriminatory basis, giving equal access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, limited English proficiency, or mental or physical disability.

### LANGUAGE

If the parent speaks a language other than English, the parent may bring an interpreter or notify CDR for other possible arrangements.

### FRAUD POLICY

Any fraudulent, false, or misleading information provided to CDR will be grounds for disenrollment and will be cause for CDR to recover funds.

Any of the following is considered an act of fraud:

1. Failure to report accurate information regarding wages (including commissions, overtime, and bonuses), Social Security Administration (SSA), child support or any other income required to document eligibility, parent fees and other income received.
2. Inaccurate reporting of actual attendance days of child care on the Child Care Attendance Record. Example: If the parent or the provider sign that care was provided for days when it was not, this will be considered fraud.
3. Falsified, misleading, or inaccurate documentation used for eligibility including, but not limited to, determining family size, training program(s), schools, medical incapacitation, employment and/or income.

Any family disenrolled for child care services for any of the above reasons is entitled to a fair hearing/right to an appeal.

CDR will pursue recovery of funds through payment plans or a collection agency. Fraud cases may be referred to the District Attorney's Office and child care services will be disenrolled.

The Fraud Policy signed by the parent is kept in your file.



## COMPLAINTS AGAINST A LICENSED PROVIDER

Licensed providers must meet all regulatory standards and comply with all licensing regulations to be in the CDR Resource & Referral database. CDR is not an enforcement agency. We have no authority over the licensing of providers. CDR is obligated to follow certain actions when notified of any decisions made by Community Care Licensing Division (CCL) as noted below.

Parents who believe their Licensed Provider has failed to comply with health and safety requirements are encouraged to contact the CCL within 24 hours of the alleged incident and submit their complaint by phone at **1-844-LET US NO (538-8766)** or in writing via email at [LetUsNo@dss.ca.gov](mailto:LetUsNo@dss.ca.gov).

Subsidized Child Care Programs are required to notify parents if a child care provider has received either a revocation, Temporary Service Order (TSO), or been placed on probationary status. When CDR is notified that a revocation or TSO has occurred, CDR shall, within two (2) business days, do the following:

- A. Stop reimbursement to the licensed child care facility, and
- B. Notify the parents and the licensed child care facility in writing that the reimbursement has been stopped and the reason for termination.

When a provider is placed on probation, CDR shall provide notice to the parent(s) that the provider has been placed on probation and that the parents have an option to locate alternate child care arrangements or may remain with the provider without risk of subsidy reimbursements being terminated.

CDR reserves the right to terminate services or refuse to enter into a Provider Subsidized Child Care agreement with a licensed provider if there are serious health and safety concerns. Complaints that allege a violation of CCL regulations may be considered a breach of the Provider Subsidized Child Care Agreement - Licensed with CDR.

## UNIFORM COMPLAINT PROCEDURES

It is the intent of Child Development Resources to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding CDR's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the:

**California Department of Social Services  
Child Care Development Division  
Attn: Appeals Coordinator  
744 P Street, M.S. 9-8-351  
Sacramento, CA 95814  
Phone: 833-559-2417  
Fax: 916-654-1048  
[CCDDAppeals@dss.ca.gov](mailto:CCDDAppeals@dss.ca.gov)**

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the

advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

## SUBSIDIZED CHILD CARE PROGRAMS

CDR administers the programs listed below. Each program reimburses subsidized child care costs for qualifying families in Ventura County and has specific requirements.

Children remain eligible through their thirteenth (13<sup>th</sup>) birthday. Children identified as exceptional needs must have an Individualized Education Plan (IEP) and the child needs the special care of an adult in a child care setting as documented by a qualified professional in a written statement, up to the age of their 21<sup>st</sup> birthday.

### CALIFORNIA ALTERNATIVE PAYMENT PROGRAM

Funded by CDSS, California Alternative Payment Programs (CAPP) reimburses child care costs for qualifying parents. Need for Child Care must be established before a child care subsidy may be approved. Families must meet specific requirements to prove the need for the child care and there are very clear limits on when child care services may be reimbursed.

Per Welfare Institution Code 10271, undocumented parents are eligible without regard to the immigration status of the child or the child's parent(s) unless the child or the child's parent(s) is under a final order of deportation from the United States Department of Justice.

### CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CALWORKS)

There are three (3) Subsidized Payment Programs that are funded to serve current and former CalWORKs parents as they participate in work and approved work-readiness activities. These programs are referred to as CalWORKs Stage 1, Stage 2, and Stage 3. CDR administers all three (3) stages.

#### *CALWORKS STAGE 1*

Funded by the California Department of Social Services (CDSS), CDR is contracted by Ventura County Human Services Agency, Adult and Family Services (HSA) to administer this program. CalWORKs applicants and approved recipients will have access to immediate and continuous Stage 1 child care for 12 months. Parents may receive Stage 1 child care until they are disenrolled or transferred to CalWORKs Stage 2. CDR Specialists are located at four (4) different Community Service Centers (CSC) located in Oxnard, Santa Paula, Ventura, and Simi Valley.

#### *CALWORKS STAGE 2*

Funded by CDSS, CalWORKs Stage 2 Program reimburses subsidized child care costs for parents when the County CalWORKs Department determines that the parent's work or approved work-readiness activity is stable, or the parent is transitioning off CalWORKs cash aid. Parents remain eligible for services for up to twenty-four (24) months after the parent is no longer receiving or eligible to receive CalWORKs cash aid. The parent must also be income eligible and have a qualifying need to receive services.

#### *CALWORKS STAGE 3*

Funded by CDSS, CalWORKs Stage 3 Program reimburses the child care costs if a parent is enrolled in CalWORKs Stage 2, a former CalWORKs recipient of cash aid and is referred in the twenty-fourth (24<sup>th</sup>) month after cash aid ends. The twenty-fifth (25<sup>th</sup>) month is the only time that a former CalWORKs recipient may be enrolled into CalWORKs Stage 3. Therefore, if CalWORKs Stage 3 is terminated, the

former CalWORKs recipient cannot be re-enrolled into this program. Children are eligible for services through their thirteenth (13<sup>th</sup>) birthday or twenty-first (21<sup>st</sup>) birthday if identified as exceptional needs.

### **EMERGENCY CHILD CARE BRIDGE PROGRAM FOR FOSTER CHILDREN (BRIDGE PROGRAM)**

The Emergency Child Care Bridge Program for Foster Children (Bridge Program) is funded by CDSS. CDR is contracted by Ventura County Human Services Agency, Child and Family Services Department (HSA-CFS). The Bridge Program provides temporary subsidized child care services for foster children placed with a resource family referred by the county.

The Bridge Program serves foster children, receiving child protective services ages 0 – 12 years of age. Eligibility for child care services is determined by a referral from the HSA-CFS and does not require income verification. The need for child care is required and verified by HSA-CFS referral sent to CDR for immediate child care provider placement.

The Bridge program consists of three components.

1. Emergency Child Care Voucher: For eligible foster children, referred by the county, resource families (foster parent) receive a time-limited child care voucher for subsidized child care services.
2. Child Care Navigator: The Child Care Navigator assist foster parents with finding a child care provider, securing a subsidized child care placement, completing child care program applications, and developing a plan for long-term child care appropriate to the child's age and needs.
3. Trauma-Informed Care Training and Coaching: Child care providers participating in the Bridge program will receive access to trauma-informed care training to learn strategies for working with children in foster care and coaching.

Resource families receive emergency child care services for up to 120 days or if the family is unable to secure long-term child care during that period of time, an extension may be granted from the HSA-CFS social worker for up to six-months. For extenuating circumstances subsidized child care may be extended at the discretion of the county for an additional six-months not exceeding a 12-month period. When the family secures a long-term child care placement, the Bridge Program voucher shall be disenrolled.

### **FAMILY CHILD CARE HOME EDUCATION NETWORK (FCCHEN) & INFANT/TODDLER PROGRAM (ITP)**

The Infant/Toddler Program (ITP) reimburses care costs for parents of children zero (0) up to five (5) years of age. Children remain eligible until their fifth (5<sup>th</sup>) birthday. Parents enrolled in the ITP program receive comprehensive services to include, but not limited to, parent meeting workshops with a guest speaker, educational age-appropriate activities for the family, free dinner, and free child care while attending the parent workshop. Enhanced support to meet your child care needs and overall family wellbeing. Provider selection by the parent must be made from CDR's Family Child Care Home Education Network (FCCHEN). The FCCHEN is made up of a group of high-quality licensed child care providers in the Ventura County area.

The Family Child Care Home Education Network/ Infant Toddler Program is a home-based environment for whom CDR provides ongoing training, professional development, and supportive technical assistance. FCCHEN environments combine the standards of a first-rate child care center with the personal touch and familiarity of a home environment. Children are cared for in a safe and healthy

environment, enjoy developmentally age-appropriate activities, and social-emotional interactions with staff. FCCHEN providers work with parents to create a collaborative relationship that benefits the child. As part of the Family Child Care Home Education Network, your child will receive:

- High quality care in licensed home-based child care facilities.
- Meals that meet nutritional guidelines and standards.
- Personalized support and activity planning to meet your child’s developmental needs.
- Child observations and parent conferences to ensure individual needs are met.

### **EARLY HEAD START CHILD CARE PARTNERSHIP PROGRAM (EHS-CCP)**

The Early Head Start Child Care Partnership program serves children from zero to four years of age. This program is limited to a select network of Family Child Care Home providers, who offer flexible and convenient full-day and full-year services to families working full-time, enrolled in school or training program, and are eligible for subsidized Child Care and EHS-CCP Services. Family Child Care Providers offer a full range of services, which include high-quality education and child development services for all children that promote children’s cognitive, social, and emotional growth for later success in school.

Parents, Family Child Care Providers, and our staff form a partnership that:

- Supports Family Child Care Providers to provide a responsive care program, with effective teaching practices that provide a safe and respectful environment.
- Provides a positive, friendly, and safe learning environment for children.
- Engages parents with activities that provide meaningful parent-child interaction.
- Provides age-appropriate child development information to parents, including the completing of developmental assessments with parents.
- Provides curriculum that engages children in learning activities and encourages parent participation in their child’s education.
- Respects, honors, and incorporates each child’s culture and home language, when appropriate.
- Recognizes dual language learners and includes teaching practices that focus on English acquisition and the continued development of the home language.

# TYPES OF ELIGIBLE CHILD CARE PROVIDERS

## **Parental Choice**

Parental Choice is a key element of our child care payment assistance programs. Parents have the right to choose the type of child care and child care services provider that best meets their family's needs.

While Parental Choice is a cornerstone of our programs, providers may not participate in our programs unless they complete and comply with a Provider Subsidized Child Care Agreement that outlines all program and agency requirements.

As required by the California Department of Social Services to receive subsidy child care reimbursement, the chosen provider must not conduct religious instruction or worship for children participating in state or federal funded programs.

## **Types of Care**

Four types of child care providers are eligible to participate in our programs. Providers must be willing to comply with CDR rules and regulations and enter into a binding Provider Subsidized Child Care Agreement. Below are descriptions of the provider types available to program participants.

### **LICENSED CHILD CARE CENTERS**

Child Care centers are licensed and overseen by the California Community Care Licensing Board (CCL). Centers offer physical, social, developmental, and educational activities for groups of children of different ages. State regulations specify staff size, educational requirements, and health and safety standards. All staff must be certified free of any serious criminal history. These centers may be operated by public or private agencies, including churches.

### **LICENSED FAMILY CHILD CARE HOMES**

Family Child Care Homes (FCCH) are licensed and overseen by the CCL. They are operated in private homes and are subject to inspection. There are two license types in this provider category: Small and Large. Small FCCH may care for up to eight (8) children. Large FCCH are required to employ a full-time assistant and may care for up to 14 children. State regulations specify health and safety standards for both the provider and the provider's home. The provider and all persons aged 18 and older in the home must be certified free of any serious criminal history.

### **BEFORE & AFTER SCHOOL PROGRAMS/LICENSE-EXEMPT FACILITIES**

These programs provide child care services before and/or after school or when school is not in session (e.g., summer and winter camps). These may include municipal parks, recreational centers and programs on school sites. These sites are not overseen by the CCL.

### **FAMILY, FRIENDS, & NEIGHBORS (LICENSE-EXEMPT CHILD CARE)**

License-exempt providers are providers without a license from the CCL. These providers may be adult relatives, friends, neighbors, or babysitters who, in their own home, care for the children of only one family. There are no state health and safety regulations for this type of provider. There are two types of licensed-exempt care: License-Exempt Relative and Licensed-Exempt Non-Relative, each with specific requirements.

### *LICENSED EXEMPT-RELATIVE*

Eligible License-Exempt Relatives are the grandmother, grandfather, aunt or uncle of the child by blood or by marriage.

For the Emergency Child Care Bridge Program for Foster Children, all individuals exempt from licensure must be TrustLine registered.

### *LICENSED EXEMPT-NON-RELATIVE (TRUSTLINE PROVIDERS)*

Eligible License-Exempt Non-Relatives are adults who care for an unrelated child. The State of California does not consider siblings, great grandparents, great aunts/uncles and cousins as relatives for this purpose. In accordance with Title 5, Section 18227 (c) to be eligible for reimbursement, the provider must be placed on the Trustline Registry. Once registered as a TrustLine provider, care can only be provided for one family. Trustline Registry uses fingerprinting to ensure the provider does not have a criminal history of child abuse or related offenses. If a provider's TrustLine registration is ever denied, closed or revoked, they will not be eligible for reimbursement, and their Provider Subsidized Child Care Agreement with CDR will be terminated.

Programs require exempt providers to be TrustLine registered within 30 days. CalWORKs Stage 1 and Emergency Child Care Bridge Program licensed-exempt providers must be Trustline registered within 120 days.

### *LICENSED EXEMPT IN-HOME*

License-exempt In-home care is allowable for families in all subsidy programs so long as the parent signs a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home license exempt provider and acknowledge they are responsible for complying with any applicable federal and state employment laws. Parents are responsible for paying their child care provider at least the state minimum wage, social security tax, Medicare, and state worker's compensation insurance for their provider. They may also be responsible for unemployment taxes. They may be required to withhold federal or state income taxes from the child care provider's earnings. Parents may obtain more information about their employer responsibilities by reviewing the 2022 California Employer's Guide, developed by the Employment Development Department.

## PARENT AND PROVIDER RELATIONSHIP

Parents are solely responsible for selecting a child care provider for their child(ren); however, there are two key limitations. First, subsidized child care services shall not be available when the supervision of your child is being provided by school (i.e., Transitional Kindergarten, private school, or any home school setting) or another person or entity.

Second, CDR will reimburse the provider up to the Regional Market Rate (RMR) ceiling as established by the State of California. The RMR is categorized by provider type, child age, and certified need for child care. Certified need means the number of days and hours of child care that are documented and approved by your Specialist. Should a parent select a provider that charges rates above the RMR, the parent is solely responsible for paying the balance, known as a co-payment, directly to the provider. The current Regional Market Rate Ceiling (RMRC) can be found on <https://rcsc.adm.dss.ca.gov/>. CDR shall use the appropriate ceiling as a base for the purpose of giving all families the greatest provider selection possible.

The parent is the provider's employer, not CDR. CDR will reimburse the provider on their behalf up to the allowable limit. The parent will be responsible for any conditions or requirements stipulated in the provider agreement or contract between the parent and the provider that cannot be honored by CDR.

The parent is responsible for notifying their current provider of their intention to withdraw.

### **ELIGIBLE ALTERNATE PROVIDER**

Before using an eligible alternative provider, the parent must contact their Specialist. An eligible alternate provider can be reimbursed when the original provider has a paid day of non-operation and the parent has obtained an eligible alternate provider to meet the certified need for child care.

Reimbursement to an eligible alternate provider shall be limited to ten (10) days per child, per fiscal year (July 1-June 30).

### **MULTIPLE CHILD CARE PROVIDERS**

In general, child care services may only be approved with one child care provider per child. There are scenarios where a second provider may be approved; in these scenarios, pre-approval is required, and approval is based on the needs of the family and will be evaluated on a case-by-case scenario. Contact your Specialist for more information.



## ENROLLMENT PRIORITIES

When a family requests enrollment in the Alternative Payment Program, the family is placed on the CDR Eligibility Waiting List (CEWL), which is housed within the CareWait database.

A family's position (also known as the ranking) on the CEWL is based on income, family size, and the date of their enrollment request. As funding becomes available, families on the CEWL are contacted by phone, text, email, and/or mail based on their ranking.

In addition to a family's CEWL ranking, CDR must prioritize enrollment applications in the following order:

1. Families with a Child Protective Services (CPS) or At-Risk Services referral submitted by a social service agency or provider.
2. Families with the lowest gross monthly income in relation to family size.
  - a. If two families rank equally, the child(ren) with exceptional needs will be enrolled first.
  - b. If the child(ren) does not have an exceptional need, the family in which the primary home language is a language other than English will be enrolled first.
  - c. If the child(ren) does not qualify with either option above, the family with the earliest enrollment request date will be prioritized.

When a family is contacted to initiate the enrollment process, their eligibility and need will be verified. If the family is determined to be eligible, an appointment will be scheduled to begin the certification process.

## ENROLLMENT CATEGORIES

### **Eligibility Criteria**

To be eligible for child care services with CDR, families must meet one of the eligibility criteria listed below:

#### CURRENT/FORMER CALWORKS CASH AID PARENT RECIPIENT

Have a parent in the household who is currently receiving CalWORKs cash aid **OR** a parent in the household who has, in the past 24 months, received but is no longer receiving or is no longer eligible to receive CalWORKs cash aid. The 24 months are calculated from date the benefits were terminated, sanctioned, or time limited.

#### CHILD PROTECTIVE SERVICES (CPS)/AT-RISK

Have a child(ren) receiving services from CPS **OR** a child(ren) who is appropriately referred by CPS or a licensed professional providing services to the family for being at risk of abuse, neglect, or exploitation.

#### HOMELESSNESS

Have a child(ren) who meets the McKinney-Vento Act definition of homeless. The definition includes:

- A. Children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
- B. Children and youths who may be living in motels, hotels, trailer parks, or camping grounds due to lack of alternative adequate accommodations;
- C. Children and youth living in emergency or transitional shelters or are abandoned in hospitals;
- D. Children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
- E. Children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; or
- F. Migratory children who qualify as homeless because they are children who are living in similar circumstances listed above.

#### INCOME ELIGIBLE

Have a gross monthly income below 85% of the State Median Income (SMI) based on family size at the time of application for services. A family will remain income eligible for services through the initial certification period and following recertification until the family's gross monthly income exceeds 85% of the SMI based on family size. Current SMI can be reviewed: <https://www.cde.ca.gov/sp/cd/ci/smi.asp>.

#### ENROLLED IN A MEANS-TESTED GOVERNMENT PROGRAM

Categorical eligibility applies to a family when documentation is submitted for anyone included in the family size is certified to receive benefits from any of the means-tested government programs listed below.

1. Medi-Cal
2. CalFresh
3. California Food Assistance Program
4. California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
5. The Federal Food Distribution Program on Indian Reservations
6. Head Start
7. Early Head Start

## DOCUMENTATION AND DETERMINATION OF FAMILY SIZE (TITLE 5, SECTION 18100)

Family size is determined by the total number of children and adults in the household. Parents must provide the full names of each adult in the household, the names, and birthdates of the children in the household, and they must provide supporting documentation on the number of children and adults in the family. Family size is used to predetermine if a family will be responsible for a Family Fee.

The number of children must be documented by providing one of the following:

- A. Birth certificates
- B. Court orders regarding child custody
- C. Adoption documents
- D. Record of Foster Care placements
- E. School or medical records
- F. County welfare department records
- G. Other reliable documentation indicating the relationship of the child to the parent

### **Need Criteria**

To receive subsidized childcare and development services, families must meet need requirements based on the following categories:

- A. Employment or Self-employment
- B. Vocational Education or Training
- C. Seeking Employment
- D. Seeking Permanent Housing
- E. Welfare-to-Work Plans (CalWORKs Recipients)
- F. Parent with an Incapacity
- G. CPS/At Risk Referral

Additional information regarding need definitions and requirements are available in the parents Initial Enrollment Packet and Verification Checklist.

# ENROLLMENT IN STATE SUBSIDIZED CHILD CARE PROGRAMS

When a parent is determined eligible and has a qualifying need to receive services, the CDR Specialist will contact the parent to begin the enrollment process. The parent is required to bring the documentation requested by CDR to their initial orientation or recertification appointment. This may include, but is not limited to, the following:

- Proof of Need as defined in the Initial Enrollment Packet
- Proof that the family is income-eligible and has documented, independent verifiable need of childcare services.
- Verification that there is no parent in the family capable of providing care or provided by school during the time that child care services is being requested.
- Proof of Address and Contact Information\*
- Immunization Records (required if a child is between 0-5 years of age)
- Emergency and Identification Information
- Child(ren) Birth Certificates
- CDR Program Forms

\*Proof of Address and Contact Information - Parents must provide CDR with a current contact number. Parents must also provide their residential address. Parents must verify their address by providing a current valid California Identification or Driver's License, utility bill, or rental agreement.

CDR will also request a valid email address. Parents who provide an email address will be able to send and receive communication related to their child care case. Parents who provide a cell phone number grant CDR permission to send occasional text messages. CDR will not be responsible for costs incurred by the parent for receiving text notifications.

## CERTIFICATION

Once a parent completes and submits all required documentation, the parent will be certified for no less than 12 months for families in all CalWORKs programs Stage 1, Stage 2, and Stage 3. Families certified in the Alternative Payment Program and Infant/Toddler Program are eligible for no less than 24 months. CDR's decision to approve services to a family will be communicated through a written statement referred to as a Notice of Action (NOA).

If services are approved, the NOA will contain eligibility information, the flat monthly family fee if applicable, the duration of the eligibility, and certified hours for each child approved for services.

If there is a discrepancy on any information provided on the NOA, it is the parent's responsibility to discuss it with their CDR Specialist.

## CONTINUITY OF CARE

If a family or child is disenrolled due to limited or exhausted funding from any of the programs listed above, CDR will explore placement in all other subsidy programs to ensure the continuity of care for the child or family is met. If no program funding is available within CDR, CDR will reach out to neighboring agencies.

## DENIAL

If a parent fails to complete and submit all required documentation, the parent's child care request will be denied.

If child care services are denied, the NOA will contain the basis of denial, and instructions for the parent on how to request a hearing/appeal, if they do not agree with CDR's decision.

### THE FAMILY'S RIGHT TO VOLUNTARILY REPORT CHANGES (TITLE 5, SECTION 18084.2)

When requesting changes to services the parent must report them in writing to your assigned specialist. These changes can include the reduction of family fees, increase or decrease of family services, or extension of eligibility period. The parent is not required to reduce child care services due to changes during the eligibility period. Any request for a change to the family's level of service, whether an increase or decrease, is done so voluntarily.

To initiate changes, requests must be made in writing and include: 1) the days and hours of the requested change; 2) the effective date of the requested change; and 3) documentation supporting the requested change. Changes will be processed within 10 business days from the date complete documentation is received by CDR.

Retroactive changes cannot be made for Stage 2, Stage 3, Alternative Payment and Infant/Toddler programs\*. All changes will be implemented from the date the change is reported and all required documentation is submitted.

\*County programs such as CalWORKs Stage 1 and Bridge Program may allow for retroactive changes.

### TEMPORARY SUSPENSION OF SERVICES (TSOS)

If the family will temporarily not have a need for child care and development program services, CDR may grant the family a temporary suspension of services (TSOS). Reasons for a temporary suspension of services shall include medical leave and family leave, and may include, but are not limited to, a break in employment, school break, the child's visit with the non-custodial parent that is not ordered by court, or family vacation.

Children on an approved TSOS will not be disenrolled from the program. However, providers will not be reimbursed by CDR for services rendered during the suspension period. Reimbursement will resume when the child returns to the care of the provider as specified on the NOA. CDR cannot guarantee that the provider will re-admit the child.

A temporary suspension of services shall not exceed 6 months within their certification period in duration.

\*County programs such as CalWORKs Stage 1 and Bridge Program do not allow for a TSOS.

### RECERTIFICATION

After the initial certification and enrollment, families shall be recertified no later than 50 calendar days following the last day of the certification period. The parent must be recertified (eligibility and need re-evaluated) for child care subsidy assistance to be renewed. The parent will be notified in the final 30 days of certification of the need to recertify to receive ongoing services, information on process including required documentation, and Specialist contact information if needed.

Failure to recertify by the established deadline on the NOA may result in the disenrollment of services.

If upon recertification or update of application, CDR determines that need and eligibility requirements are no longer being met, or family fees and services need to be modified, CDR will notify the family through a

written Notice of Action. This notice will include:

- A. Information on the type of action being taken
- B. Effective date of the action
- C. A description of the action
- D. A statement of the reason for the changes/disenrollment
- E. The statutory or regulatory basis for the action
- F. Instructions for the parent on how to request a hearing/appeal or correct if the parent disagrees with CDR's action. If the action is one that the parent can correct, it must be corrected by the given deadline on the NOA.

# ENROLLMENT IN THE INFANT TODDLER PROGRAM

Parents enrolled in the ITP program receive comprehensive services enhanced support to meet your child care needs and overall family wellbeing. The following are additional components of the Infant Toddler Program.

## PARENT INVOLVEMENT

Families enrolled in the Infant and Toddler Program (ITP) are required to participate in the following to meet program requirements:

- Orientation that includes program philosophy, goals, objectives, activities for the child to enhance the parents understanding of child development and due process for eligibility and enrollment.
- Attend at least two individual conferences with the parent and provider.
- Attend quarterly parent meeting with CDR staff.
- Participate in a Parent Advisory Committee that advises CDR on issues related to services for parents and their children.
- Parents are also encouraged to participate in daily activities whenever possible at the Family Child Care Home, therefore provider must have an open-door policy to allow the parent to participate when activities take place at the facility.
- Parent, provider and staff shall share information concerning the child's progress.

## DESIRED RESULTS DEVELOPMENT PROFILE (DRDP)

A DRDP is required for each child enrolled in the Infant and Toddler Program that is enrolled for at least 10 hours per week. A DRDP is used to develop plans and activities that are developmentally and age appropriate by the child care provider. A DRDP is required within the first 60 days of enrollment and at least once every six months for infants, toddlers, preschoolers, and school aged children.

## PARENT SURVEY

Annually a survey will be distributed to parents to determine program needs, plan and conduct activities to help parents support their child's learning and development and to meet the needs of the family. The results of the Parent Survey will be used as part of CDR's annual self-evaluation process.

## NUTRITION

Nutrition is a component of the ITP as it ensures that children have nutritious meals and snacks when in child care. Family Child Care Home providers in ITP are required to be part of the California Food Program.

# PROVIDER REIMBURSEMENT

## Child Care Attendance Records

CDR uses electronic attendance records to document the days and hours of child care. These attendance records are used to reimburse your provider. The Provider must enter the exact time when your child arrives and leaves child care. **This must be recorded on a daily basis. Absences must also be noted on the day they occur for all programs.**

At the end of the month, only the approved parent(s) enrolled in the program and the provider are required to sign the attendance record digitally. Parents will be required to have an email and/or cell phone number (for text) to digitally sign. Prior to signing the attendance record, the parent must confirm that the hours recorded, any child absences, and the total of your Family Fee amount paid (if applicable) for the service month are correct.

If the provider fails to complete the attendance record on a daily basis, CDR may not be able to reimburse any days that are not recorded after the attendance record has been electronically submitted. The provider is not allowed to go back and resubmit any missing information after the attendance record has been submitted and received by CDR electronically. Reimbursement adjustments may be requested for review after submission with supporting documentation. Providers can access and print a copy of the attendance record for their own records from home or another off-site location.

Approved attendance records will be made available to your provider at least one (1) week in advance of the month that your child care services shall be provided. It is your responsibility to make sure that your provider has access to the attendance records from the on-line database. The on-line database for child care providers can be accessed from CDR's main website located at [www.cdrv.org](http://www.cdrv.org), under the Provider section, Child Care Attendance Record tab.

## Attendance Policy

### BROADLY CONSISTENT CHILD CARE USAGE

Broadly consistent use of child care is defined as the child attending at least 25% of the time authorized for subsidized childcare services.

When the child care usage reported on the monthly attendance record is broadly inconsistent from the authorized need for child care services, a Specialist will contact the parent within 30 days to review the current need and child care usage. Reimbursement may be delayed due to review.

### ABANDONMENT OF CARE

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

Using the contact information on file, CDR shall attempt to contact the parent through a variety of communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. CDR shall keep documentation of all communication attempts, including a



copy of all written communication, in the family database. CDR shall inform the parent in these communications that failure to communicate with the contractor or provider may result in termination of early learning and care services.

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

When the attendance record is submitted by the provider without any child care services reported in the first 30 days, a Specialist will follow up with the parent to verify the absences and move forward with reimbursement. If a blank attendance record is submitted a second consecutive month, the Specialist will follow up with the parent again, and will begin the process of disenrollment for the parent. Multiple communications will be sent to the parent, if the parent fails to respond, services will be disenrolled.

## **Parent Responsibility for Portion of Child Care Reimbursement**

### PROVIDER RATE AND FAMILY CO-PAYMENT FOR ALTERNATIVE PAYMENT

#### PROGRAMS TITLE 5, SECTION 18220.6

The parent can choose any preferred provider. However, when a provider's usual and customary rate and other allowable charges exceed the maximum Regional Market Rate ceiling (RMR), the parent shall be responsible for paying the provider the difference between the provider's rate and the RMR. This is considered a co-payment. The co-payment amount due to your provider is your responsibility. CDR shall not be responsible for the collection or payment of your co-payment.

### CHILD CARE FOR SCHOOL-AGED CHILDREN

CDR will reimburse for child care hours only. CDR does not reimburse tuition for private school (T-K, Pre-K, kindergarten or through twelfth grade) or home school/ independent study of any kind. If children attend a private school or home school for grades kindergarten and above, parents are responsible for the cost of the formal education. Children who are authorized for before and/or after school care must have the times reported on the attendance record.

### KINDERGARTEN READINESS

#### ***This section applies only to licensed child care centers.***

Children who are eligible for public school kindergarten are not eligible for subsidized preschool. However, a child may continue to receive preschool services until certified as "kindergarten ready" or until entry into first grade. If the child is not "kindergarten ready", the parent must contact CDR. Such scenarios will be handled on a case-by-case basis.

Parents with children who are kindergarten age or older may have child care approved before and/or after school, as well as during off-track, holiday, and vacation periods. If a center or private school has a flat fee for education and child care combined, CDR cannot enter into an agreement with the center or school.

## FAMILY FEE DETERMINATION

In accordance with the WIC Code 10290, families will be assessed a flat monthly fee at the time of initial certification and only be reassessed when a family is recertified or when the family data file is updated due to a change in status. Fees will be assessed and collected in accordance with Title 5, Section 18109.

Families will be assessed either a flat monthly full-time fee or a flat monthly part-time fee, based on hours of care certified for the month, income, and family size. Families with a certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need of 130 hours or more per month will be assessed a full-time fee. CDR cannot, under any circumstances, recalculate fees based on a child's actual attendance. The parent may request to have the family fee reassessed at any time during the eligibility period.

There are circumstances in which CDR may waive the Family Fee on a case-by-case basis including CPS children up to a year upon the written recommendation of the protective services worker. Families receiving cash aid are exempt from Family Fees.

## DELINQUENT FAMILY FEES TITLE 5, SECTION 18108 & 18109

If the family is assigned a family fee, the parent must pay the required amount listed on the Notice of Action, (NOA) whether or not your child attends child care. Family fees must be paid to the provider directly according to your certified need of hours approved on the NOA. Failure to pay required family fees will result in disenrollment of child care services. If the parent has a family fee, they are required to confirm the total amount paid to the provider reported on the attendance record prior to signing and submitting each service month.

When the amount paid by the parent is not specified on the submitted attendance record for reimbursement, family fees shall be considered delinquent after 7 days. The Parent Specialist will follow-up with the parent once it is determined the family fee is delinquent. If the parent is non-responsive, a NOA will be issued and include the total amount of unpaid fees, fee rate, and the period of delinquency. The parent will be disenrolled from services if not corrected within nineteen (19) days from the date of the NOA. Upon disenrollment of services for nonpayment of delinquent fees, the family shall be ineligible for child care services until all delinquent fees are paid.

**All delinquent family fees must be paid before re-enrollment in the subsidized child care programs unless a timely appeal is received.**

## DISENROLLMENT OF CHILD CARE SERVICES

Any parent enrolled in a CDR child care program who knowingly provides fraudulent or incomplete information to establish eligibility or who fails to report changes in income or other relevant information will be immediately disenrollment from the program.

A parent disenrolled from the program for this reason will receive a 19-calendar day disenrollment NOA by mail. The child care provider will also receive an NOC regarding the disenrollment. All parents are eligible for and may request an appeal hearing. The appeal process is outlined on the back of the NOA. Other grounds for disenrollment from a CDR child care program include, but are not limited to, any of the following:

- A. Parent does not provide, complete and/or sign all documents required for enrollment, certification, or recertification;
- B. Parent becomes delinquent in the payment of family fees to the provider;
- C. Parent abandonment of care;
- D. Family income exceeds 85% of the SMI;
- E. Family does not comply with the CDR Code of Conduct;

Failure to comply with regulations of the subsidized child care program and Child Care Attendance Record (CCAR) requirements will result in the disenrollment of child care services. The parent may voluntarily withdraw from services at any time. It is preferable that the parent give CDR advance notice of your intent to withdraw at least ten (10) days in advance.

In addition, County programs such as CalWORKs Stage 1 and Bridge will disenroll at the end of the child care authorization period and from requests from County Staff to disenroll services.

### PARENT REQUEST TO WITHDRAW CHILD FROM CHILD CARE PROVIDER

Parents may choose to discontinue services with their provider at any time. Parents are encouraged to notify their providers according to the provider's personal contract regarding the discontinuing of services. Parents are strongly encouraged to notify CDR at least 19 calendar days in writing prior to the change to allow time for the change to be processed.

CDR will discontinue services on the date the parent notifies CDR in writing of the discontinued care. If a future date is reported, the future date will be indicated. Discontinued services will not be processed retroactively.

### PROVIDER REQUEST TO DISCONTINUE CHILD CARE SERVICES FOR A SPECIFIC FAMILY

Providers may discontinue services according to their written policies and procedures if an enrolled parent and/or child does not comply.

Providers who discontinue services for a child(ren) enrolled in a CDR program are asked to notify the parent and it is recommended that they notify CDR in writing at least ten (10) business days prior to the last date of service. CDR will not reimburse the provider beyond the last day of care provided.

CDR will not be responsible for the reimbursement of child care to an unauthorized child care provider or for services after the last day of approved services.

# PARENTS REQUEST FOR A HEARING/APPEAL

## Title 5, Section 18120

### APPEAL PROCESS

If the parent disagrees with an action taken by CDR against them in Stage 2, Stage 3, Alternative Payment, and Infant/Toddler Programs\*, the parent has the right to a hearing/appeal. The parent may request a hearing/appeal:

- In writing
- In person
- By telephone at (805) 485-7878 request to speak with the Hearings Officer for subsidized childcare programs
- By email at [info@cdrv.org](mailto:info@cdrv.org)

The parent must follow the instructions described in the Notice of Action (NOA), Page 2, Steps 1 and 2, and submit to the local CDR Hearing Officer in Oxnard. The appeal request can be mailed or delivered to, Child Development Resources, 221 E. Ventura Boulevard, Oxnard, CA 93036, within fourteen (14) calendar days of receipt of the NOA. If your appeal is not received within the appeal date written on the NOA, or if the parent does not correct the action specified by the date stated on your NOA, the parent has forfeited the appeal process.

Timely request for a hearing/appeal can be negotiated at your convenience. Postponement or rescheduling of your hearing/appeal appointment can be done once to continue the appeal process. The appeal can be rescheduled prior to or on the date of the appeal. The intended action on the NOA will be suspended until the appeal process has been completed. The appeal process is complete when it has been exhausted, or when the parent abandons the appeal process.

Within ten (10) calendar days following the receipt of the request for a local hearing/appeal, CDR will notify the parent of the date and time of the hearing. An administrative staff person referred to as the Hearings Officer will conduct the hearing/appeal. The hearing can be scheduled to take place at CDR central office, by telephone and/or video conference call (e.g., Skype, Face Time, or Zoom). However, CDR shall insure confidentiality by verifying that the parent or their Authorized Representative is the one attending the hearing.

### REVIEWING THE DATA FILE

The parent and/or their Authorized Representative (AR) can review their CDR family file at any reasonable time, including before a hearing. The parent or their AR have the right to review the data file, as required by Title 5, Section 18117 (b).

### CONDUCTING A HEARING

The Hearings Officer will explain the hearing/appeal process to the parent or the parent's AR. During the hearing, the parent will have an opportunity to explain the reason they believe CDR's decision was incorrect and why they disagree with the adverse action. The Hearings Officer will review the case and a decision will be determined. The Hearings Officer will mail or deliver to the parent a written hearing decision letter within ten (10) calendar days after the hearing.

The parent or parent's AR must attend the hearing. Parent must submit in writing request for an AR to attend the hearing if the parent is not attending. The AR authorization form is available upon request and must be submitted prior to hearing. If the parent or AR fails to appear, they will be deemed to have abandoned the appeal process. Only persons directly affected by the hearing will be allowed to attend.

CDR will arrange for the presence of an interpreter at the hearing, if the parent or AR requests one or they may bring their own interpreter to the hearing.

\*CalWORKs Stage 1 and the Emergency Child Care Bridge Program for Foster Children participants must refer to the County Notice of Action's last page for appeal instructions.

### CDR APPEAL DECISION LETTER

The Hearings Officer will mail or deliver a written decision within 10 calendar days after the hearing. The decision will clearly state the facts of the case that caused the adverse action as stated on the Notice of Action (NOA) and the information presented during the hearing. If possible, the letter will be in the preferred language of the parent.

### APPEAL PROCEDURE FOR CHILD DEVELOPMENT DIVISION REVIEW

If the parent disagrees with CDR's written decision sent to them by the CDR's Hearings Officer, the parent has nineteen (19) calendar days from the date on the decision letter to appeal to the:

California Department of Social Services  
Child Care and Development Division  
Attn: Appeals Coordinator  
744 P Street, MS 9-8-351  
Sacramento, CA 95814  
Phone: 833 559-2420  
Fax: 916 654-1048  
Email: CCDDAppeals@dss.ca.gov

If the parent does not submit an appeal request to the California Department of Social Services (CDSS) within fourteen (14) calendar days, the parent's appeal process will be deemed abandoned and CDR will implement the intended action.

The parent will specify in the appeal request the reason why it is believed that CDR's decision was not correct. A copy of CDR's Notice of Action (NOA) and CDR's written decision from the Hearings Officer will be submitted by the parent with the appeal request.

Upon receipt of an appeal request, CDSS may request copies of relevant materials from CDR. CDSS may also conduct any investigations or interviews necessary to resolve the appeal.

The decision of CDSS will be mailed or delivered to the parent and CDR within thirty (30) days after receipt of the appeal request. CDR will comply with the decision of CDSS.

## PARENT RESOURCES

### CHILD CARE INFORMATION

Choosing Child Care is one of the most important decisions families make and it can be difficult to find reliable information about your Child Care options. Resource & Referral staff works closely with parents in locating and selecting child care arrangements that best meets their needs. The Resource & Referral Specialists provide referrals to local child care providers, information on state licensing requirements, and information on help paying for child care. For more information on services provided, please contact the Resource and Referral department at (805) 485-7878, extension 1512.

### CHILD CARE REFERRALS

CDR works with public and private child care providers. Resource & Referral Specialists (R&R) assist families in providing current information on available child care options in Ventura County for:

- Family Child Care Homes
- Center-based programs
- Preschool programs
- School-age programs
- Nanny services
- Camps and other recreational programs for children and families

Referral services reach parents of all income levels. Staff work closely with parents to connect them with child care providers and educate parents on choosing appropriate care. CDR's specialists can help:

- Understand the logistical, financial, and philosophical aspects of child care
- Assess, identify, and clarify your child care needs
- Get referrals to child care providers that best match your needs
- Make informed decisions that benefit the parent and their family.

CDR's Resource and Referral department assists families by phone, in person, online and in other ways that are tailored to the needs of each family. Parents can also access referrals online through <https://www.cdrv.org/cdr-programs-and-services/child-care-referrals/>

### PARENT CAFES

Parent Cafes provide a safe space for parents to talk about the joys and challenges of raising a family. Through guided discussions that encourage peer-to-peer learning, parents can develop strategies rooted in real-world experience and learn about leadership opportunities in their community. CDR provides once per quarter meetings for parents called Parent Cafes. During these meetings parents can engage in a rich roundtable conversation with other parents facing similar challenges, joys, and questions around raising children.

## WORKSHOPS/TRAININGS/EVENTS

Through the Resource & Referral Program, staff provide technical assistance and training to all child care providers to improve the quality of existing child care programs and to adults who are interested in opening a licensed family child care home or a child care center. Some of our regularly scheduled trainings are: The Business of Family Child Care, Preventative Health Practices and CPR/First Aid. CDR sponsors special countywide events such as workshops and conferences. For additional information about CDR programs, workshops, trainings, and events visit CDR's website at [www.cdrv.org](http://www.cdrv.org).

## CHILD CARE INITIATIVE PROJECT

The California Child Care Initiative Project (CCIP) is a free training and support program for individuals who are starting their first licensed family child care and for those who already operate a family child care program as well as for individuals who are providing informal care to family, friends, and neighbors. Providers receive the following support through the Child Care Initiative Project (CCIP):

- Assistance completing the application to start or expand your family child care business
- Incentives of educational materials upon reaching training goals
- Technical assistance to prepare your home for the visit from Community Care Licensing
- Professional development opportunities
- Free training and workshops
- Technical assistance to support high quality care
- Networking opportunities

CCIP workshops are based on the California Early Childhood Educator (ECE) Competencies which include a variety of topics that enhance knowledge, build skills, and support professional growth in the field of child development. A few of the ECE competencies are Child Development and Learning; Observation, Screening and Assessment, and Family and Community Engagement.