



Parent Guide Notice of Changes  
Effective August 1, 2024  
This notice will only highlight policy changes.

The following changes have been made to the CDR Parent Guide. Pages referenced are from the Rev June 2023 guide.

#### **Parental Choice – Page 14**

This policy has been updated to align with Title 45 Code of Federal Regulations Sections 98.20 and 98.54 as federal portion of State funded voucher programs allows for religious instruction. This does not apply to Stage 1 or Foster Bridge programs as they are under separate funding through the County which restricts funds being used for religious purposes.

##### *Current:*

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.

##### *Changed to:*

For families participating in CalWORKs Stage One or the Emergency Child Care Bridge Program for Foster Children, the provider chosen to provide care will not be reimbursed during religious instruction or worship as required by the County of Ventura.

#### **Provider Changes/Multiple Child Care Providers – Page 16**

Clarification of policy regarding parent ability to change provider.

##### *Current:*

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.

##### *Changed to:*

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.

When a parent requests a change in child care provider, CDR recommends the parent give the current provider proper notice according to the provider's personal parent contract or agreement. Parents are responsible for any additional fees required by the current child care provider that CDR does not reimburse.

### **Certification – Page 20**

Updated the policy and procedures to clarify process for children who are 12 years of age.

#### *Current:*

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.

#### *Changed to:*

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

*\* Children who are 12 years old when certified will be certified for not less than 12 months. Therefore, if a child turns 13 within the first 12 months of the certification, they are only eligible for 12 months of care.*

### **The Family's Right to Voluntarily Report Changes – Page 21**

Clarification of policy regarding parent rights to voluntarily report changes.

#### *Current:*

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.

*Changed to:*

When requesting changes to services the parent must report them in writing to their assigned specialist. These changes may include a voluntary request to reduce a family fee or increase their certified schedule and shall include applicable supporting documentation for the requested change. 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 made voluntarily.

**Temporary Suspension of Services – Page 21**

Updated the policy and procedures to clarify process.

*Current:*

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.

*Changed to:*

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 may include medical leave and family leave, and may include, but are not limited to, 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 will be approved for up to 6 months. The parent will be contacted 30 days prior to the expected end date, to determine need for care or continue the TSOS. The TSOS cannot be approved for an end date greater than the end of the certification period.

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

### **Recertification – Page 21-22**

Updated the policy and procedures to clarify process.

#### *Current:*

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 reevaluated) 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.

#### *Changed to:*

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 writing in the final 30 days of the current certification period. The notification will include the requirement to recertify to receive ongoing services, the date the recertification must be completed by, the recertification appointment date, information on the process including required documentation, and Specialist contact information if needed.

### **Parent Involvement – Page 23**

Updated language to account for attendance record requirement of daily signatures requirement along with in and outs.

#### *Current:*

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.

#### *Changed to:*

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.
- Parents or approved adult must sign their child in and out daily.

**Co-Payment and Other Fees – Page 23-24**

New section added to the policy and practices.

*New:*

Families enrolled in the Infant and Toddler Program (Family Child Care Home Education Network Program) are not to be billed a co-payment as described in the PROVIDER RATE AND FAMILY CO-PAYMENT FOR ALTERNATIVE PAYMENT PROGRAMS section of this guide.

The Provider may not charge the family additional fees except published late fees when parent does not pick up the child during the provider’s operational hours. Registration fees can be reimbursed by CDR when the Regional Market Rate Ceiling is higher than the provider’s rate. The registration fee will be reimbursed incrementally until paid in full.

The provider may require parents to provide diapers. Arrangement for the supplying of diapers shall be arranged between the parent and the provider.

If a provider is providing field trips, they may charge the parent the cost of the field trip. However, no child can be denied participation due to the parent’s inability or refusal to pay and no adverse action should be taken against the parent.

**Broadly Consistent Child Care Usage – Page 24**

Update on procedure for broadly consistent

*Current:*

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

*Changed to:*

Broadly consistent use of child care is defined as the child attending at least 25% of the time authorized for subsidized child care services. A specialist may contact family to provide support if usage of services is broadly inconsistent.

**Abandonment of Care – Page 24-25**

Updated the policy and practices.

*Current:*

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.

*Changed - Page 25-26:*

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. CDR will make three attempts to contact the parent, if the parent fails to respond, services will be disenrolled.

**Child With Exceptional Needs – Page 27 (Added to the Parents Responsibility for Portion of Child Care Reimbursement section)**

*New:*

Providers are eligible for additional reimbursement to cover extra costs of serving children with exceptional needs. The parent is responsible for providing an Individualized Education Program (IEP) or Individualized Family Service Program (IFSP) to their Specialist for the provider to receive additional reimbursement.

**Preventative Health and Safety Trainings – Page 33 (Added to the Parent Resources section)**

*New:*

The Preventive Health Training and Technical Assistance Program, developed by CCHP with support through the California Department of Social Services (CDSS), improves access to EMSA-approved, eight-hour Preventive Health training required for licensing.

All staff, including aides, teachers, site supervisors, directors, family child care homes and license exempt providers (including in-home providers) shall have sixteen (16) hours of health and safety training.

Resource and Referrals provide a total of 8 trainings each fiscal year in both English and Spanish free of cost.

The training curriculum provides eight hours of EMSA approved; Preventive Health training required for child care licensing. The core content of the Preventive Health and Safety training curriculum (excluding Pediatric CPR and First Aid) is arranged into three modules:

Module 1: Prevention of Infectious Disease;

Module 2: Prevention of Injuries; and

Module 3: Nutrition.

The curriculum may be used for training child care providers who are new to the field or experienced early care and education professionals who are taking the course to refresh their knowledge and assure they are up to date.

Training courses are open to individuals who are or are looking to become licensed child care providers or center-based child care staff.