



Provider Guide Notice of Changes

Effective August 1, 2024

This notice will only highlight policy changes.

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

Provider Grievance Procedures – Pages 8-9

This policy has been updated to identify informal grievance policy and procedure.

Current

The provider may submit a grievance in writing to the Child Care Services Manager, at 221 E. Ventura Boulevard, Oxnard, CA 93036, no later than ten (10) business days from the date the Notice of Communication was issued. The written grievance must include a clear and concise statement of the action being questioned, the reason the action is unwarranted, and any written documentation in support of the grievance.

The Child Care Services Manager or designee will respond to the grievance, in writing, within ten (10) business days. If the provider disagrees with the decision, the provider may write a grievance petition to CDR's Program Operations Analysis Officer, at 221 E. Ventura Boulevard, Oxnard, CA 93036.

The Program Operations Analysis Officer will review the issue involved and render a decision, in writing, to the provider within ten (10) business days of receiving the request for review. If the provider disagrees with the decision of the Program Operations Analysis Officer, the provider may petition to the Chief Executive Officer for review, at 221 E. Ventura Boulevard, Oxnard, CA 93036, who will render a decision within ten (10) business days of receiving the request for review. If still dissatisfied, the provider may petition the Board of Directors for a review via the President of the Board in writing, at 221 E. Ventura Boulevard, Oxnard, CA 93036.

If the provider requests a review by the Board of Directors, it will be held within sixty (60) days from the date the grievance is received. The decision will be sent by certified mail or delivered personally to the provider. The decision rendered by the Board of Directors will be the final administrative action afforded the provider within CDR.

Changed to:

Providers have the right to dispute the decision by filing a written request for a grievance hearing within ten (10) business days from the date the Notice of Communication was issued. The written grievance request must include a clear and concise statement of the action being questioned, the reason the action is unwarranted, and any written documentation in support of the grievance. Grievances can be submitted via mail, email, or in person. Mailed grievances can be sent to:

Child Development Resources of Ventura County, Inc.
221 E. Ventura Blvd. Oxnard, CA. 93036
Attention: Child Care Services Manager

CDR's Child Care Services Manager will review written grievance requests within thirty (30) calendar days of receipt of the request for such a hearing. The Child Care Services Manager will notify the Provider in writing of the hearing date. If the Provider fails to appear, the Provider grievance will be terminated, and the removal or original decision will remain in effect.

The Child Care Services Manager will compile statements by interested parties and will review any pertinent documents presented to the committee. The committee will then render a decision by majority vote within ten (10) business days of the hearing. The committee is comprised of the Chief Executive Officer, Program Operations Analysis Officer, and/or their representatives. The Child Care Services Manager will communicate the decision in writing to the Provider within ten (10) business days of his/her receipt of the committee decision. All action taken and all interpretations and determinations by CDR shall be final and binding.

If the provider does not agree with the decision from CDR, a formal grievance can be submitted which will include the Child Care Provider Union and CalHR. Process regarding this will be relayed at the time in which CDR issues its final decision.

Eligible Alternate Provider – Page 9 (added to the Childcare Overview section)

This policy has been added to clarify policy in compliance with CCR 5 18076.2 (c).

New

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

Religious Instruction – Page 10

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 – Page 11

As required by the CDSS to receive reimbursement, the 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.

Exempt Child Care Providers – Page 13 (added to list A-D)

New

Added the following to the list

- E. Copy of signed Parent Self-Attestation for Exempt In-home Child Care (when applicable)

Notice to Providers Regarding Shared Information – Page 15

The following section is updated to include current regulations and law including WIC code and additional data elements collected.

Current – Page 16

Pursuant to Senate Bill (SB) 75, Chapter 51, Statutes of 2019, effective July 1, 2019, there are changes to California law regarding the sharing of the providers personal information. Pursuant to these changes, the providers business and/or personal contact information will be shared with specified provider organizations as defined in the law. Relevant changes can be found in sections 8431 and 8432 of the Education Code, section 6253.21 of the Government Code, and section 1596.86 of the Health and Safety Code. Beginning July 1, 2019, the California Department of Education (CDE) is required to collect the following information from licensed family child care providers and license exempt individual providers who participate in any state-funded early care and education program:

- Provider Name
- Provider's home address*
- Provider's mailing address
- County
- Work and cellular telephone numbers
- Email address, if known
- Agency, contractor, subcontractor, or political subdivision administering the program
- State facility license number, if applicable
- The date the provider began subsidy care
- The date the provider ended subsidy care, if applicable
- The unique provider identification number, if applicable.

Changed to:

Providers business and/or personal contact information will be shared with specified provider organizations as defined in the law. Relevant changes can be found in WIC Code 10421(b) s. The following information is required from licensed family child care providers and license- exempt individual providers who participate in any state-funded early care and education program:

- Provider Name
- Provider's home address*

- Provider's mailing address
- County
- Work and cellular telephone numbers
- Email address, if known
- Primary language, if known
- Agency, contractor, subcontractor, or political subdivision administering the program
- State facility license number, if applicable
- The date the provider began subsidy care
- The date the provider ended subsidy care, if applicable
- The unique provider identification number, if applicable
- The amounts of all subsidies paid to each provider in the report month

Provider Rates – Page 18

Update on how CDR will share providers rates received within our organization between the Resource & Referral and the Provider Agreement departments.

Current – Page 19

The Provider Agreement Specialist will compare the provider's submitted rates with CDR's Resource and Referral database to verify that all parents, regardless of subsidy eligibility and/or participation, are charged equally.

Changed to:

The Provider Agreement Specialist will forward the provider's rates to CDR's Resource and Referral Specialist to update the Resource and Referral database.

Rate Changes – Page 18

Update on how CDR will share providers rates received within our organization between the Resource & Referral and the Provider Agreement departments.

Current – Page 19

The Provider Services Unit (PSU) and the Resource & Referral (R&R) Units are two separate divisions of CDR. Licensed providers that want to change or update rates with PSU, must submit a copy of the typed rate sheet. It is recommended that a copy of the typed rate sheet is submitted to both the Provider Service Unit and the R&R unit.

Changed to:

The Provider Agreement Specialist will forward the provider's typed rates to CDR's Resource and Referral department to update the Resource and Referral database.

Reimbursement Schedule – Page 18

Changes to policy and information to align with direction from CCB 23-34E.

Current – Page 19

Any missing reimbursements must be reported to CDR within thirty days of the original due date of the attendance record with an exception to April, May, and June reimbursements. April,

May, and June reimbursements must be reported missing no later than the end of year deadline which is mailed to the provider each year.

The release date of reimbursement disbursement may also be impacted by the CDSS, County of Ventura, and the state budget. Any delay in the distribution of funds from our funders to CDR may result in delays in reimbursement distribution to the provider.

Providers are encouraged to review reimbursement amounts as soon as it is received and notify CDR immediately if there are any discrepancies.

Changed to:

Any missing reimbursements must be reported to CDR as soon as possible to the Provider Services Unit. Any reimbursement discrepancies not resolved are highly encouraged to be reported again no later than the end of fiscal year deadline which is mailed to the provider each year.

Timely reimbursement to all providers who submit accurate and completed electronic child care attendance records shall take place within 21 calendar days of the date received by CDR. If a provider submits attendance records for multiple children and not all attendance records within the submission are accurate or complete, reimbursement will not be delayed for those records that are accurate and complete to process.

For those attendance records that need follow-up due to being inaccurate, the reimbursement may be delayed. When a reimbursement is deemed to be delayed beyond 21 days, the provider will be notified by either phone, email, and/or letter.

The release of reimbursement disbursement may also be impacted by extenuating circumstances unforeseen by California Department of Social Services, County of Ventura, and/or the State budget. Any delays in the distribution of funds from our funders to CDR may result in reimbursement beyond the 21 days to the provider. Extenuating circumstances include, but are not limited to, an emergency or payment system malfunction. If any extenuating circumstances delay reimbursement beyond 21 days, the provider will be notified by either phone, email, and/or letter.

Providers are encouraged to review reimbursement amounts as soon as it is received and notify CDR immediately if there are any discrepancies.

Overpayments – Page 19-20

Title change to Overpayments and Underpayments

Changes to policy and procedure to align with direction from CCB 23-34E. Title updated to include underpayments.

Current:

OVERPAYMENT DUE TO ACCOUNTING ERROR

Providers are responsible for reimbursing CDR for any overpayment made as a result of an accounting or processing error. CDR may deduct any overpayment amount from future reimbursements owed to the provider.

OVERPAYMENT DUE TO FALSE INFORMATION

The provider's failure to meet the conditions of the Provider Subsidized Child Care Agreement due to incorrectly or improperly claimed reimbursement must be repaid to CDR.

Changed to:

OVERPAYMENT DUE TO ERROR

If a negative adjustment, due to an overpayment, is required (CDR error, provider error or other reason), the provider will be contacted to provide written consent for the negative adjustment to be applied to a future child care reimbursement. If the provider fails to give consent within 15 calendar days, the provider will be required to repay CDR directly via a check, or money order. Repayment plans are available upon request and approval.

OVERPAYMENT DUE TO FALSE INFORMATION

The provider's failure to meet the conditions of the Provider Subsidized Child Care Agreement due to incorrectly or improperly claimed reimbursement must be repaid to CDR.

UNDERPAYMENT DUE TO ERROR

Providers are encouraged to review their reimbursements upon receipt for accuracy. If the provider notices a discrepancy with their reimbursement, they must contact CDR immediately. If an underpayment is found, an adjustment will be calculated and processed within the next reimbursement period.

Adjustments When Care Exceeds More than 52.5 Hours – Page 20 (added to the Provider Reimbursement section)

Added this policy to clarify the use of this type of adjustment.

New

For child care that exceeds 52.5 hours per week and is not included in the provider's full-time weekly or full-time monthly rate an hourly rate can be applied. Provision applies only when the family uses no more than one provider to meet the child's entire need for child care. This additional payment made under the hourly rate cannot exceed the provider's full-time weekly or full-time monthly rate.

For adjustment to be applied, provider must include hourly rate in rate sheet for care that exceeds 52.5 hours per week.

Evening/Weekend Adjustments – Page 20-21

Added language to clarify, underlined below, to clarify on this type of adjustment.

Current – Page 21

If the provider's evening, weekend, or usual and customary rates do not exceed the RMR ceiling, the provider will be reimbursed with the appropriate rate submitted. NOTE: Since after-

hour adjustments are calculated based on the Regional Market Rate (RMR) ceilings, a provider who does not charge extra for evening or weekend care may still see an adjustment applied if their usual and customary rates exceed the RMR ceiling. If this occurs, the adjustment will be made, not to exceed the RMR ceiling.

Changed to:

If the provider's evening, weekend, or usual and customary rates do not exceed the RMR ceiling, the provider will be reimbursed with the appropriate rate submitted. NOTE: Since after-hour adjustments are calculated based on the Regional Market Rate (RMR) ceilings, a provider who does not charge extra for evening or weekend care may still see an after-hours adjustment applied if their usual and customary rates exceed the RMR ceiling. If this occurs, the after-hours adjustment will be made, not to exceed the RMR ceiling.

Adjustments for Children with Exceptional Needs – Page 21-22

Updated the policy and procedures to clarify what is needed for this type of adjustment to apply.

Current:

When child care is provided to a child with exceptional needs, an adjustment can be made by 1.2 % or by 1.5 % when the child is severely disabled if:

- A. The child care has been determined to have special needs by an active Individualized Family Service Plan (IFSP) or an Individualized Education Program (IEP) on file and
- B. Provider must submit documentation to prove on-going financial impact.

License-exempt providers are not reimbursed for evening/weekend adjustments, non-operational days, or absences without proper documentation. Proper documentation should show that the contractual terms used by the provider for services to a non-subsidized family has required reimbursement for such terms. CDR reserves the right to determine what documentation is sufficient proof.

Changed to:

An adjustment can be made by 1.2 % for a child with exceptional needs or by 1.5% for a child that is severely disabled when child care is provided up to the age of 21, and the following documentation is received and on file:

- A. An active Individualized Family Service Plan (IFSP) or an Individualized Education Program (IEP); and
- B. Documentation submitted by the provider showing an on-going financial impact for additional services and/or accommodations made for that particular child.

License-exempt providers are not reimbursed for adjustments, non-operational days, or absences without proper documentation. Proper documentation should show contractual terms used by the provider for services to a non-subsidized family that has required reimbursement for such terms. CDR reserves the right to determine what documentation is sufficient proof.

Co-Payment – Page 21

Added statement for pertaining to Co-Payment unallowed for parents enrolled in the Infant Toddler Program (Family Child Care Home Education Network).

New:

Families enrolled in the Infant and Toddler Program (Family Child Care Home Education Network program) are not to be billed a co-payment.

Registration/Materials/Transportation/M Meal Fees – Page 22

New:

Families enrolled in the Infant and Toddler Program (Family Child Care Home Education Network) are limited in their ability to be billed for additional fees. For more detail, please review the Co-Payment and Other Fees section in the Infant and Toddler Provider Requirements section on Page 31.

Completing Child Care Attendance Records – Page 24-25

Update language on definition of completed attendance record for reimbursement.

Current – Page 25

The provider must note on the attendance record any day of non-operation, registration fees, material fees and/or any other required fees listed in their personal parent contract. Attendance records that are incorrectly filled out or missing signatures will be delayed, and a reimbursement may not be issued.

At the end of the service month both the parent and provider MUST sign and date full signatures in the designated signature box certifying under the penalty of perjury, that the information is true and correct.

If there is difficulty in obtaining the parent to digitally sign the electronic attendance record at the end of the month, the provider must note their efforts and the parent's refusal to cooperate directly on the attendance record. Reimbursement may be delayed until CDR can secure the parent's signature.

Changed to:

For the Infant and Toddler Program Attendance Records must be completed with daily in and out along with the signatures of the parent or authorized individual. Parent or guardian must also sign Attendance Record at the end of the month attesting that the information is true and accurate.

The provider must note on the attendance record any day of non-operation, registration fees, material fees and/or any other required fees listed in their personal parent contract. Attendance records that are incorrectly filled out or missing signatures may delay reimbursement.

At the end of the service month both the parent and provider MUST electronically sign with full signatures in the designated signature box certifying under the penalty of perjury, that the information being submitted is true and correct.

If there is difficulty in obtaining the parent to digitally sign the electronic attendance record at the end of the month, the provider must note their efforts and the parent's refusal to cooperate directly on the attendance record.

Submission of CDR Attendance Record Due Dates – Page 25

Update on policy for receiving attendance sheets for all programs.

Current – Page 26

CalWORKs Stage 1 and Emergency Child Care Bridge program attendance records are due to CDR by the third (3rd) working day of each month, as outlined on the Submission of CDR Attendance Record Due Dates, available on CDR's website located at www.cdrv.org. Attendance records received after the due date will be processed with the next reimbursement period. This applies to CalWORKs Stage 1 and Emergency Child Care Bridge programs only.

Changed to:

All attendance records are due to CDR by the third (3rd) working day of each month, as outlined on the Submission of CDR Attendance Record Due Dates, available on CDR's website located at www.cdrv.org.

Child Absence Policy – Page 26

Updates policy for absences and abandonment of care.

Current – Page 27

CDR recognizes that family circumstances or child illness may on occasion prevent a child from attending child care. Absences are defined as either excused or unexcused. If a provider is requesting reimbursement for anything other than actual child care provided, then documentation must be submitted that clearly states the provider's policy regarding absences, holidays, vacations, or any other payment conditions that private pay clients are also required to pay for.

Child Absences (child illness, parent illness, best interest, family emergency, and other types of excused absences) shall only be reimbursed when the provider submits documentation showing that all families (subsidized and private pay) are required to pay for when the child is absent.

Reimbursement for absences is limited by:

- A. The Provider must have on file with CDR, verification that non-subsidized families pay for absences and days of non-operation.
- B. If the submitted attendance record shows a consistent absence pattern or the utilization of less than 25% of approved child care, the Parent Specialist will contact the parent and may update the parent's file and issue a new Notice of Communication reflecting the updated need of child care services.
- C. Excessive absences from child care that are more than thirty consecutive days may indicate the parent may no longer have a need for child care or may have a change in their family situation. Parents who do not report these changes to their CDR Parent Specialist will have their child care services disenrolled due to

abandonment of services. CDR will make three attempts to contact the parent prior to disenrolling.

Changed to:

CDR recognizes that family circumstances or child illness may on occasion prevent a child from attending child care. If a provider is requesting reimbursement for anything other than actual child care provided, then documentation must be submitted that clearly states the provider's policy regarding absences, holidays, vacations, or any other payment conditions required for private pay clients are also required to pay for.

Child Absences shall only be reimbursed when the provider submits documentation showing that all families (subsidized and private pay) are required to pay for when the child is absent.

If a child is not going to attend child care the parent must inform the provider. The provider is encouraged to note the specific reason for the absence (example: flu, high temperature, chicken pox) on the attendance record.

If a child is absent for seven consecutive days and the family has not been in communication with the provider regarding the reason the family is not using services, the provider shall promptly notify the CDR Parent Specialist noted on the Notice of Communication.

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.

Reimbursement for absences is limited when the Provider does not have on file with CDR, verification that non-subsidized families pay for absences and days of non-operation.

Temporary Suspension of Services – Page 26

Moved to the Absences and Days of Non-operation section and one update on the duration.

Current:

TSOS shall not exceed 6 months in duration. 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.

Changed to:

TSOS shall not be approved for more than 6 months at a time. 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.

Inactive Providers/Licensed Providers – Page 27

Update to the policy.

Current – Page 28

The agreement will be terminated after 12 months from the last date of service provided. Once the agreement is terminated, the Licensed provider will need to repeat the agreement process and attend an updated provider orientation.

Changed to:

The agreement may be terminated 12 months from the last date of service provided. Once the agreement is terminated, the Licensed provider will need to repeat the agreement process and attend an updated provider orientation.

Parent Involvement – Page 29 (added under the Infant Toddler Program Provider Requirements – Family Child Care Home Education Network section)

New:

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

Attendance Records – Page 30

New:

Attendance Records must be completed with daily in and outs along with the signatures of the parent or authorized individual. Parent or guardian must also sign Attendance Record at the end of the month attesting that the information is true and accurate.

Co-Payment and Other Fees – Page 30

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 CO-PAYMENT section of this guide.

Families enrolled in the Infant and Toddler Program (Family Child Care Home Education Network), the Provider may not charge the family additional fees except for 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.

Child Care Referrals Through MyChildCarePlan.org – Page 31 (added to the Provider Resources section)

New:

Online referrals are also available through MyChildCarePlan.org. MyChildCarePlan.org relies on data collected by CDR through quarterly updates. The site uses this data to make

information available to families about each provider's licensing history, services offered, availability information, and more. MyChildCarePlan.org helps California families use this reliable data to find child care that meets their needs.

On MyChildCarePlan.org, most providers will have free access to a customizable page where they can add an image and share information about their offerings. You can sign up for updates through your account on MyChildCarePlan.org. If you have any questions on claiming your profile, please contact a Resource and Referral Specialist.

Preventative Health and Safety Trainings - Page 32-33 (added to the Provider 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.