



Provider Guide Notice of Changes Effective June 1, 2023

The following changes have been made to the CDR Provider Guide

Religious Instruction

Page 11

Policy has been added per clarification from CDSS.

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.

Notice of Communication

Page 17

Current:

When a child is successfully enrolled in a CDR program with a provider having an active Provider Subsidized Child Care Agreement, CDR will send the provider a Notice of Communication (NOC). The NOC is the official authorization for the use of child care services and reimbursement. The NOC contains the following information for each child which serves as part of the agreement for child care services for the children:

- A. Effective start date and end date of care
- B. Parent name
- C. Provider's name
- D. Child's name and date of birth
- E. Approved child care hours and schedule
- F. Provider rate information and the Regional Market Rate ceiling information
- G. Applicable Family Fee
- H. Mailed Date

If there is a discrepancy on any information provided on the Notice of Communication, it is the provider's responsibility to discuss it with the parent. It is in the provider's best interest to advise the parent to follow-up with their CDR Parent Specialist listed on the Notice of Communication.

The Notice of Communication and the Provider Subsidized Child Care Agreement stand as the authorization for childcare and reimbursement agreement for the specified child(ren).

It is the responsibility of the parent to pay the provider directly for any extra or added childcare costs that exceed the approved certified days and hours for service. The provider may collect fees for services rendered outside of the contract period if a parent uses services for personal business (for example, going out at night, shopping, etc.).

Should the Parent Specialist authorize any changes reported by the parent, an updated Notice of Communication will be sent to the provider for their records.

Providers are advised to review the Notice of Communication as soon as it is received to ensure the rates that are listed accurately reflect the rates that were submitted and are current.

Page 18-19

Changed to:

When a child is successfully enrolled in a CDR program with a provider having an active Provider Subsidized Child Care Agreement, CDR will send the provider a Notice of Communication (NOC). The NOC is the official authorization for child care services and reimbursement. The NOC contains the following information for each child which serves as part of the agreement for child care services:

- A. Effective start date and end date of care
- B. Parent name
- C. Provider's name
- D. Child's name and date of birth
- E. Approved child care hours and schedule
- F. Provider rate information and the Regional Market Rate ceiling information
- G. Applicable Family Fee, if applicable
- H. Mailed Date

If there is a discrepancy on any information provided on the Notice of Communication, it is the provider's responsibility to discuss it with the parent. It is in the provider's best interest to advise the parent to follow-up with their CDR Parent Specialist listed on the Notice of Communication.

The Notice of Communication and the Provider Subsidized Child Care Agreement stand as the authorization for childcare and reimbursement agreement for the specified child(ren).

It is the responsibility of the parent to pay the provider directly for any extra or added childcare costs that exceed the approved certified days and hours for service. The provider may collect fees for services rendered outside of the contract period if a parent uses services for personal business (for example, going out at night, shopping, etc.).

Should the Parent Specialist authorize any changes reported by the parent, an updated Notice of Communication (NOC) will be sent to the provider for their records. A NOC will be issued when the following actions take place:

- A change in reimbursement amounts for child care services
- A change in the hours of care, rates, or schedules
- An increase or decrease in parent fees
- A disenrollment of services, including, but not limited to a family's disenrollment from the program, or family's change in provider
- Any change to the family's eligibility status that may impact reimbursement.

Providers are advised to review the Notice of Communication as soon as it is received to ensure

therates that are listed accurately reflect the rates that were submitted and are current.

Termination of Subsidized Agreement by Provider

Page 28

Current:

If a provider chooses to terminate their Subsidy Agreement with CDR, the provider must give parents and Specialist advance notice of terminating the agreement to provide child care. If the provider discontinues services without advance notice, reimbursement will end the same day as the last day of care provided.

Page 29

Changed to:

If a provider chooses to terminate their Subsidy Agreement with CDR, the provider must give parents and Specialist advance written notice of terminating the agreement to provide child care. If the provider discontinues services without advance notice, reimbursement will end the same day as the last day of care provided.

Withdrawal Of Child Care Services

Page 28

Current:

PARENT REQUEST TO WITHDRAW CHILD FROM CARE

Parents may choose to discontinue services with their provider at any time. Parents are encouraged to notify their providers and CDR in accordance with the provider's rules and policies regarding discontinue of services. Parents are encouraged to notify CDR at least 19 calendar days prior to the change to allow time for the change to be processed.

CDR will discontinue services on the date the parent notifies us 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

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 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.

Page 29

Changed to:

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 and CDR in writing according to the provider's rules and policies regarding the discontinuing of services. Parents are strongly encouraged to notify CDR

in writing at least 19 calendar days 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.

Infant Toddler Program Provider Requirements – FCCEN Network

Page 30

Section has been added to clarify Parent participation in the Infant and Toddler Program:

PARENT INVOLVEMENT

Families enrolled in the Infant and Toddler Program (ITP) are encouraged to participate in the following to meet program requirements along with the Family Child Care Home provider to ensure parents and providers support the child's learning and development:

- Provider must complete at least two individual conferences with the parent to discuss the development and growth of the child per year.
- Parents are encouraged to participate in daily activities whenever possible at the Family Child Care Home, therefore providers have an open-door policy to allow the parent to participate when activities take place at the facility.
- Provider, parent, and CDR staff shall maintain open communication regarding the child's progress.

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.

DESIRED RESULTS DEVELOPMENTAL PROFILE

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

FAMILY CHILD CARE ENVIRONMENT RATING SCALE

CDR staff will complete an environment rating scale annually for each FCCEN provider that is appropriate for the type of setting and age children served to measure program quality. Every three years an environment rating scale must be completed as part of the program compliance review with CDSS.

QUARTERLY MEETINGS

Providers must attend at least 3 FCCEN meetings per fiscal year. FCCEN provider meetings are held quarterly each fiscal year (September, December, March, and June).

NUTRITION PROGRAM

Family Child Care Home providers are required to be part of the California Food Program. This ensures that children have nutritious meals and snacks when in the family child care home.

Resource and Referral Lending Library

Page 29

Section has been removed.