

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKs/Supportive Services

Title: CalWORKs Stage One Child Care Program

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PURPOSE

The purpose of this policy is to provide guidelines for the California Work Opportunity and Responsibilities to Kids (CalWORKs) child care program, so families can access immediate child care while the parent(s) participates in Welfare-to-Work (WTW) activities.

POLICY

The CalWORKs child care program provides families with access to immediate, safe, and quality child care as they move through their WTW activities towards unsubsidized employment. It ensures parental choice and supports parents as they transition to stable, long-term child care necessary for the family to leave and remain off aid.

The CalWORKs child care program is administered in three (3) stages and defined as:

Stage One Child Care

Administered by the County Welfare Department (CWD), Stage One begins when a family receives CalWORKs cash aid. The CalWORKs participants will remain in Stage One until the county determines that the family is stable.

Key Items:

- Immediate and continuous Stage One Child Care shall be approved on a full-time basis for CalWORKs recipients expected to be referred to Welfare-to-Work (WTW), mandated WTW participants, exempt volunteers who sign a WTW plan, and sanctioned participants who intend to cure their sanction.
- Stage One Child Care shall be immediately authorized after CalWORKs approval for 12 months or until the participant is transferred to Stage Two.
- Federal and state law allows eligible children access to Stage One child care through age 12.
- Children, whose initial certification or recertification occurs prior to the child's thirteenth birthday, may receive subsidized child care services for the duration of the 12-month eligibility period.
- License-exempt child care providers who are not the aunt, uncle, or grandparent, by blood, marriage, or court decree must pass a criminal background check and be TrustLine registered to receive payment.

Stage Two Child Care

Administered by the California Department of Social Services (CDSS) through contracts with the Alternative Payment Program (APP), Stage Two serves CalWORKs participants, who are stable or transitioning off aid.

Key Items:

- The APPs for Orange County are Children's Home Society (CHS) and Orange County Department of Education (OCDE).
- Participants leave Stage Two after being off cash aid for 24 months.

Stage Three Child Care

Administered by the California Department of Social Services (CDSS) through contracts with the Alternative Payment Program (APP), Stage Three provides child care to former CalWORKs families.

Key Items:

- Participants are eligible after being off aid for 24 months.
- Participants, who receive lump-sum diversion services.
- Eligible until the participant's income exceeds 85% of the State Median Income (SMI).
- Eligible until the child is over the eligibility age.

DEFINITIONS

Alternative Payment Provider (APP): An agency that contracts with the California Department of Social Services (CDSS) to make payments to another agency or child care provider for the provision of child care and development services.

Application: A verbal or written request from a WTW participant for supportive services related to participation in a WTW activity.

Approval: The act of granting a formal certification of eligibility to supportive services, and of establishing both a maximum authorization payment amount and a fixed duration period.

Assistance Unit (AU): A group of related persons living in the same home who have been determined eligible for CalWORKs cash aid.

Certified Need for Care: The number of days and hours of care approved and documented to meet the family's need for child care, while participating in a WTW/Cal-Learn activity.

Child Care Provider: A person or organization that provides child care services.

Commute Hours: The time it takes the participant to travel between the child care provider and the WTW activity/employment and return to the child care provider.

Co-Payment: The amount the family is responsible to pay if the family chooses a child care provider who charges a fee higher than the Regional Market Rate (RMR) ceiling.

Effective Date: The date upon which an action or authorization is in effect.

Eligibility List: A waiting list for admission to state and federally subsidized child care services administered by the CDSS. This list is for subsidized child care programs excluding CalWORKs.

Family Fee: The amount that a family is required to pay towards the family's child care costs based on the fee schedule established by the state.

Former CalWORKs Participant/Timed Out Participant: An individual who received cash aid under CalWORKs in the prior 24 months and needs child care to continue his/her employment, attend education/training or fulfill his/her county-approved program activity.

Full-time child care: Care provided that exceeds 25 hours per week.

Immediate Child Care: Concurrent approval of CalWORKs and authorization for 12 months of full-time CalWORKs Stage One Child Care services

Maximum Authorization (MA): The dollar amount shown in the computation part of a notice, which is the result of multiplying the units of approved activity (hours, weeks, day). The MA is the base amount against which future changes in supportive service arrangements are measured when determining the impact of those changes (increases, decreases, etc.).

Maximum Subsidy Amount: The regional market rate (RMR) ceiling plus any applicable adjustments.

Method of Payment: The form, in which a supportive service payment is issued that include cash advances, reimbursements in arrears, bus tickets and passes, cash transportation payment, vendor payment, and direct payment.

Participant: An applicant or recipient of CalWORKs cash aid, a former CalWORKs participant/timed out participant, a recipient of diversion payments, or services and/or a Cal-Learn teen, who receives or is eligible to receive child care through the CalWORKs program.

Part-time Child Care: Care provided less than 25 hours per week.

Reduction: A lowering of the Maximum Authorization (MA) due to a change in arrangements.

Regional Market Rate Ceilings (RMR): The maximum amount that providers in different regions of the state may be reimbursed for the same type of child care.

Registration Fee: A fee charged by a child care provider during enrollment or re-enrollment in program.

Resource & Referral Program (R&R): A program that provides information and referrals for child care, community services, and coordination of community services. The R&R for Orange County is Children's Home Society of Orange County (CHS).

Welfare-to-Work (WTW) / Cal-Learn Participant: A individual who is participating in the Welfare-To-Work (WTW) Program or Cal-Learn Program.

POLICY SECTIONS

SECTION I - CHILD CARE ELIGIBILITY

- [Establishing Need](#)
- [Eligibility Criteria](#)
- [Informing Notice](#)
- [CalWORKs Approved at Intake](#)
- [Child Care Requests](#)
- [County Residence](#)
- [Diversion Clients](#)
- [Child Care During Penalty/Sanction Periods](#)
- [Child Care Plans](#)
- [Application Process and Required Forms](#)
- [Providers](#)
- [Resource & Referral \(R&R\)](#)
- [Approval/Denial of Child Care Plan](#)
- [Discontinuances](#)

SECTION II - CHILD CARE PAYMENTS

- [Reimbursable and Non-Reimbursable Child Care Hours](#)
- [Other Reimbursable Fees](#)
- [Reimbursable Absences](#)
- [Regional Market Rates](#)
- [Evening and Weekend Adjustment Rate](#)
- [Adjustment Rate for Children with Exceptional Needs](#)
- [Child Care Request for Sleep Time](#)
- [Change in Providers](#)
- [Family Co-Payments](#)
- [Family Fee](#)
- [Family Size](#)
- [Child Care Payment](#)
- [Standard Method for Calculating Child Care Payments](#)
- [Advance Payments](#)
- [Required Notifications](#)
- [Aid Paid Pending for Fair Hearing](#)
- [Probationary Status of Child Care License](#)
- [Temporary Suspension Order \(TSO\) or Revocation of Child Care License](#)

- [Complaints Regarding Child Care Providers](#)

SECTION III - CHILD CARE STAGE Two/Three REFERRAL & OTHER INFORMATION

- [Determining Participant Stability](#)
- [Stage Two Referral Process](#)
- [Participant Non-Responsive and Tracking Changes in Participant Status](#)
- [Participant Approved/Denied in Stage Two/Three](#)
- [Post Aid](#)
- [Confidentiality Between Agencies](#)
- [Children's Home Society \(CHS\) Co-Location Services](#)
- [Frequently Asked Questions](#)
- [Fraud in Stage One](#)

SECTION I - CHILD CARE ELIGIBILITY

ESTABLISHING NEED

Child care services are available to families that meet one of the following criteria and there is no other parent, legal guardian, or member of the Assistance Unit (AU) living in the home who can provide care:

- Participating or expecting to participate in a County approved WTW activity,
- Participating in the Cal-Learn Program,
- Sanctioned participant, who communicates an intent to cure their sanction,
- Exempt volunteer, who communicates an intent to participate in WTW.

Immediate and continuous Stage One Child Care must be approved on a full-time basis for 12 consecutive months unless the participant requests part-time care. Refer to the [Immediate and Continuous Stage One Child Care Decision Tree](#).

Note: CalWORKs participants are eligible for child care services regardless of the number of hours employed, or the time spent in WTW activities. If a participant is working or participating less than the hours outlined in the Activity Agreement, the Intake Employment & Eligibility Specialist/Continuing Employment & Eligibility Specialist (IEES/CEES) will notify the WTW Case Manager (CM).

ELIGIBILITY CRITERIA

The Adult:

CalWORKs participants are eligible to receive child care services when all the following conditions are met:

- The participant receives CalWORKs cash assistance,

- The participant is expected to be referred to WTW, a mandated participant, an exempt volunteer who intends to participate and/or is employed,
- There is no parent, legal guardian, or adult members of the AU living in the home who can provide child care, **and**
- The participant has an eligible child.

Former CalWORKs participants are eligible for 24 months of child care after termination of cash aid, if their family income does not exceed 85% of the State Median Income (SMI), and:

- If child care services in Stage Two are waitlisted, former CW recipients should be re-enrolled in the Stage One program. **Note:** The 24-month limit resets each instance the participant is on aid.

Sanctioned participants are eligible for child care services if they are working, or participating in a County-approved WTW activity, and are in the process of curing their sanction.

Domestic Abuse (DASU) participants are eligible for continuous child care regardless of their enrollment in WTW. Staff are to work closely with the Domestic Abuse Services Unit (DASU) Senior Social Worker (SSW) to approve full-time child care.

The Child:

The child must meet one of the following criteria:

- Is in the CalWORKs AU or excluded because they are:
 - Receiving benefits under federal foster care,
 - Receiving benefits under Supplemental Security Income/State Supplementary Payment (SSI/SSP) program,
- Is the child of a Cal-Learn participant,
- A member of a family with a former CalWORKs participant, who has become employed,
- Under the age of 13,
- Incapable of caring for himself/herself based on a written statement from a physician, or a licensed psychologist.
- Meets the CW age requirements (under age 18 or 18 years old and will graduate from high school prior to age 19).
- Under court supervision for probation or parole and meets the CW age requirements.
- The child is not in the AU; however,
 - The participant is responsible for support of the child, or
 - The lack of child care would prevent the caretaker from participating in County approved WTW activities, or employment.

of application, when signing an original or amended WTW plan, when they express a need for child care, or at redetermination (RE).

The intent of this notice is to ensure that participants, especially participants who are not utilizing CalWORKs Stage One, are fully informed of the child care options available to them. The [CCP 7](#) notice shall inform participants:

- Paid child care is available to allow them to be employed or participate in WTW activities or program activities,
- The name and contact information for the local child care resource and referral program ,
- Assistance in finding and choosing a child care provider is available,
- The participant is required to inform the County of the participant's need for paid child care as soon as that need arises,
- The participant is required to request a child care subsidy from the county within 30 days from the first day child care services are received from each different provider, to be fully reimbursed for child care services, dependent on provider eligibility.

If the participant indicates they need child care services, refer to the Child Care Request section below and the Child Care Request Processing Guide.

CALWORKS APPROVED AT INTAKE

The Intake Employment and Eligibility Specialist (IEES) must assist WTW participants with securing stable child care in order for participants to fully engage in the WTW program.

Upon approval of CalWORKs or known approval date is expected, the IEES **must** reach out to the applicant via telephone or in-person (if CalWORKs is approved the same day) and offer child care assistance.

- If Child Care **is not** needed:
 - Remind participant to reach out to the County once they need child care assistance.
 - Create a Journal entry of outreach attempt and reason why care is not needed.
- Child Care **is requested**:
 - Refer to [Child Care Request Processing Guide](#)
 - Offer and go over [Child Care Packet Licensed Provider – WT 51](#) and/or [Child Care Packet Non-Licensed Provider – WT 52](#) at intake to ensure client starts the process before they are referred to their WTW Case Manager.

If needed, refer client to CHS co-located staff for assistance in finding child care providers or additional resources. Please refer to [Children's Home Society \(CHS\) Co-Location Referral Processing Guide](#).

CHILD CARE REQUESTS

A CalWORKs participant may request Stage One child care services at the time of entry into the CalWORKs Program, or at any subsequent time. The participant's written or verbal request for child care is considered a formal application.

Participants are given the [CalWORKs Child Care Request Form and Care Payment Rules - CCP 7](#) and the [CalWORKs Stage One Child Care Authorization Form - CCP 8](#), and informed that they are authorized for full-time child care.

Eligible participants may request reimbursement for child care services rendered within 30 days prior to the date of request or date of eligibility for child care, whichever is later.

When a former participant applies for child care services during their 24-month post-aid eligibility, determination for immediate need must be completed.

See [Child Care Flow Chart](#) more information.

COUNTY RESIDENCE

The parent/caretaker and child must reside in Orange County to be eligible for child care services. If a parent moves to another county, follow the instructions in [Policy 352 - Child Care Inter-County Transfers](#).

Note: Child care providers do not have to provide child care services in Orange County to be paid for services.

DIVERSION CLIENTS

Individuals receiving Diversion payments in lieu of CalWORKs cash aid should be referred to Stage Two programs for child care services. Diversion clients are not eligible to Stage One. The Diversion payment may include funds to cover child care services. Refer to [Policy 100-E1 - Diversion](#) for additional information.

CHILD CARE DURING PENALTY / SANCTION PERIODS

Child care may be paid when a parent is penalized or sanctioned. The participant must be working, be participating in a County approved WTW activity, or have communicated an intent to cure their sanction.

CHILD CARE PLANS

The [Child Care Plan - F063-41-18](#) provides important information to the parent and provider regarding the child care program.

A Child Care Plan is required when:

- A participant applies for child care benefits,
- A Child Care Plan expires,
- A child is added,
- A participant changes provider,
- A provider changes child care rates,
- A provider changes address,
- There is a change in the Regional Market Rate (RMR),

- The family's circumstances have significantly changed.

APPLICATION PROCESS AND REQUIRED FORMS

All staff will follow the established guidelines in the [Child Care Request Processing Guide](#). During the child care application process, the IEES/CEES will follow the guidelines in the Developing a Child Care Plan.

Note: Prior to child care approval verify if the participant has active child care with Stage Two or Three by emailing the TTU inbox, TTU@ssa.ocgov.com

There are two child care packets available for participants, [Licensed Providers \(WT51\)](#) or [Non-Licensed Providers \(WT 52\)](#). The participant is eligible to apply when the following conditions are explained:

- Eligibility requirements,
- 30-day retroactive provisions,
- Parental choice,
- Provider type,
- Required provider documentation,
- Hours of care,
- Payment methods,
- Payment claims,
- TrustLine requirements for non-licensed providers,
- Reporting requirements,
- Transition to Stage Two child care,
- Partnership with Alternative Payment Providers (APP),
- 15-day completion deadline.

Note: Child care packets are also available via DocuSign for utilization. This is the only acceptable electronic version that should be emailed to participants.

PROVIDERS

Participants have parental choice when selecting a child care provider. They have two options, licensed or licensed-exempt providers.

Types of Providers

Licensed Providers, who are licensed by Community Care Licensing (CCL) include:

- Child care centers,
- Family child care homes, where children are cared for in the provider's home:
 - Large family child care homes with a capacity up to 14 children,
 - Small family child care homes with a capacity of up to eight (8) children.

License-exempt Providers, who are not licensed by CCL, include:

- Friends,
- Relatives,

- Neighbors,
- Child care centers that operate on school sites and provide before or after school child care programs .

A license-exempt child care provider who is not the child's aunt, uncle, or grandparent by blood, marriage, or court decree are required to complete the TrustLine Registration process prior to child care approval. Refer to [Policy 304 - TrustLine Registration](#) for further guidance.

Note: License-exempt providers who provide child care in the participants home are called in-home providers. The participant must be informed that with the choice of an in-home child care provider, the participant takes on employer responsibilities for withholdings of state and federal taxes on behalf of the provider and compliance with the federal wage laws governing domestic workers under the Fair Labor Standards Act (FLSA).

Public Recreation Programs are exempt from licensure and are operated by state, county, city, or school district.

Questions regarding licensing should be directed to the Community Care Licensing office at (714) 703-2800.

Provider Eligibility

The child care provider must meet all of the following requirements:

- 18 years of age or older,
- Licensed or exempt from licensing requirements,
- Meet or be exempt from Health and Safety requirements,
- Meet TrustLine or be exempt from TrustLine registry,
- Be a U.S. citizen or U.S. person as identified on the [W-9](#),
- Have a valid Social Security Number (SSN), or an Employer Identification number (EIN).

Note: No reimbursements will be made for child care services when the child's parents, legal guardians, or members of the AU provide care.

The child care provider must complete a [W-9](#). The information entered on the [W-9](#) must be match the provider's Social Security Card or the Employer Identification Number.

When adding or updating child care provider information in CalSAWS, ensure that the [Resource Databank \(RDB\) Request Form](#) is thoroughly completed prior to sending to Social Services Supervisor I (SSSI) for review.

Recipient as Child Care Providers

The IEES/CEES is responsible for identifying any child care provider who is receiving public assistance.

The IEES/CEES must obtain all required information necessary to process the child care application. Once approved, the case will be submitted to the SSSI for review and approval.

The SSSI is responsible for the following:

1. Clearing the provider's Social Security Number in CalSAWS,
2. Completing the Recipients as [Child Care Providers Notification Form - F063-41-195](#), if a match is found.
3. Imaging a copy to Hyland Perceptive Experience (HPE) of the notification form along with the [Child Care Plan - F063-41-18](#).

The IEES/CEES is responsible for the following:

1. Sending a copy of the notification form and the child care plan to the provider's worker of record including CalWORKs, CalFresh, Medi-Cal, or General Relief.
2. Informing the provider's worker via email when the initial child care payment has been issued.

The Worker of Record is responsible for the following:

1. Reviewing the notification form and child care plan,
2. Utilizing information to evaluate and determine the grant calculation for the upcoming payment period in accordance with program rules.

Note: Child care payments issued to the child care provider can be viewed in CalSAWS.

RESOURCE & REFERRAL (R&R)

Children's Home Society of California (CHS) is the local child care Resource and Referral (R&R) Agency in Orange County.

Participants may call the dedicated CHS child care hotline at (714) 543-2273 for assistance and referrals, or visit their website at: www.chs-ca.org

APPROVAL/DENIAL OF CHILD CARE PLAN

Refer to the [Child Care Request Processing Guide](#) or [Post Aid Child Care Processing Guide](#).

DISCONTINUANCES

Child care services will continue until the end of the 12-month authorization period unless one of the following occur:

- Participant is transferred to Stage Two, and the County receives confirmation from the Stage Two contractor of enrollment.
- Participant exceeds income eligibility of 85% of the (SMI)
- Exempt volunteer does not sign an Activity Agreement within 30 days.
- Sanctioned participant does not sign a [Curing Plan - WTW 29](#) within 30 days.

- Eligible child turns 13 years old and is not disabled, under court supervision, and does not provide documentation to continue child care services.

Note: Do not discontinue a child when they turn 13 during the 12-month eligibility period. Allow the child to continue in subsidized child care until the family's next recertification.

- Participant is no longer an Orange County or California resident,
- Participant's child care authorization will end,
- Participant's request.

Refer to the [Child Care Request Processing Guide](#) or [Post Aid Child Care Processing Guide](#).

SECTION II - CHILD CARE PAYMENTS

REIMBURSABLE / NON-REIMBURSABLE CHILD CARE HOURS

Reimbursements are determined by reviewing the number of hours the participant worked and/or participated in a County-approved WTW activity, including commute hours. Reimbursements for child care will be made in arrears and processed after the provider submits a CCP 2145 - CW Child Care Reimbursement Report / CSF 141. CCP 2145/CSF 141 report must be completed and signed by the parent, as well as the provider.

The following are allowable child care reimbursements:

- When child care is provided while the participant works, or attends a County-approved WTW activity,
- Meeting the requirements of the Cal-Learn program,
- If a participant works the graveyard shift (four or more hours between 11:00 pm and 7:00 am), and it is necessary for the participant to sleep during the day,
- In between WTW activities,
- Absences due to child illness, non-operation days for provider, court ordered visit, court appearance, or family emergency.
- Home schooled children outside the hours of operational instruction.

Non-reimbursable child care hours:

- Scheduled instruction time of a public education program available to school aged children,
- Private school hours in which the child is enrolled and attending, including kindergarten, with an extended day program,
- Receiving any other subsidized child care services,
- Non-operational day for providers except for 10 paid, non-operational days.
- Hourly rates that exceed 52.5 per week,

- Unscheduled hours (i.e. if child care is only approved for weekend care, child care should not be utilized during the weekday).

Note: If the provider submits a CCP 2145/CSF 141 without a parent signature and has made good faith attempts to contact parent for signature, the provider may submit their own sign in/out sheet to verify the attendance. The provider may be paid based on the sign in/out sheet submitted.

The parent is responsible for notifying the worker and the provider when child care is no longer needed. Providers will only be paid until the end of their billing period, not to exceed a two (2) week notice if applicable, when a child is removed from care and when the same documented terms apply to unsubsidized families.

Reimbursements are not allowed for providers that have been convicted of a crime, including sexual abuse, child neglect, and abandonment.

OTHER REIMBURSABLE FEES

Registration, materials, and insurance fees can be reimbursed if the fees apply to subsidized and non-subsidized families. There is no limit on the fees or frequency charged.

If provider's rate is below the Regional Market Rate (RMR), the registration fee and other fees should be paid.

If the registration fee is **allowable**, the IEES/CEES will authorize the payment and the Accounting Assistant II (AAll) will issue the payment.

If the registration fee or other fees are **not allowable**, the participant and provider are to be contacted and informed that the fee is not allowable. Notate the same on the Child Care Plan. If the provider insists on the fee, the participant will be responsible for paying the fee.

ABSENCES

Reimbursable hours for absences include:

Regular provider:

- Child/participant absence due to illness,
- Time the provider has a paid day of non-operation as indicated in their policy – limited to a maximum of 10 days per fiscal year, per provider,
- Payment for absences may include payments to the child care provider who has a policy that payment is due in full whether the child attends or not. Documentation needs to be on file,
- Court ordered visits with a participant or other relative of the child
- Family emergencies or court appearances,
- Other reasons approved by the supervisor.

Alternate provider:

- Child is ill and unable to go to the regular provider - limited to a maximum of 10days per fiscal year per child, unless the parent provides a doctor's statement verifying need beyond 10 days.
- Child care is provided when the regular provider has a paid day of non-operation as indicated in their policy and is limited to a maximum of 10days per fiscal year.
- Allowable when the primary provider is not able to meet the needs of the child(ren) requesting care.

Note: License-exempt providers are not reimbursed for absences and are paid for actual care used.

REGIONAL MARKET RATES (RMR)

The [Regional Market Rate \(RMR\)](#) ceiling is the maximum amount that child care providers can be reimbursed from the County for Stage One child care services. Providers are to be reimbursed the lesser of the RMR ceiling, or the provider's requested rate. The RMR ceilings are different and dependent on facility type, which include:

Child Care Centers

- Licensed by Community Care Licensing (CCL),
- Public schools operating extended day programs,
- Centers operated on tribal or federal land,
- Recreational programs exempt from licensure,

Family Home Day Care

- Licensed by Community Care Licensing (CCL),
- Operated on tribal or federal land,

Licensed-Exempt Providers

- Exempt from licensure,
- TrustLine registration may be required,

Note: Orange County's RMR must always be used regardless of the provider's county of residence.

EVENING AND WEEKEND ADJUSTMENT RATE

Evening and/or weekend rate adjustments apply only to **licensed** providers and are **not** applicable to hourly/daily rates. Adjustments are used when the licensed provider is meeting the certified need for child care from 6:00 pm to 6:00 am on any day of the week, or from 6:00 am Saturday to 6:00 am Monday. The adjustment factor is the RMR ceiling rate for the applicable category multiplied by:

- 1.125 when at least 10% but less than 50% of the certified need for child care occurs during this period.

- 1.25 when 50% or more of the certified need for child care services occurs during this period.

The rate adjustment is applied to the total hours of care, not just the evening and weekend hours of care.

Note: If the evening care is less than 10%, there is no premium time.

ADJUSTMENT RATE FOR CHILDREN WITH EXCEPTIONAL NEEDS

When child care services are provided by **licensed** providers, to a child with exceptional needs, the provider's established rate or the RMR ceiling should be multiplied by one of the following:

- 1.2 for children with exceptional needs, who have an active individualized education plan (IEP), or individualized family service plan (IFSP).
- 1.5 for children who are severely disabled and require intensive training. This includes autism, blindness, deafness, severe orthopedic impairments, serious emotional disturbances, handicap, and severe mental disability.

Note: While a child with a severe illness may need additional services from the provider, this child would only be eligible if they have an IEP or IFSP.

CHILD CARE REQUEST FOR SLEEP TIME

If a participant works a graveyard shift (four or more hours of a shift occurring between the hours of 11:00 pm and 7:00 am), and it is necessary for them to sleep during the day, child care may be provided while they sleep.

Authorization for "sleep time" is determined by the Supervisor for a period of no more than eight (8) hours of sleep time per day. The following guidelines are used when making this determination:

- There is no other parent or adult in the home who is able or available to care for the child(ren), **and**
- The child(ren) is:
 - Less than 10 years old and not in school,
 - Off track from school,
 - Home schooled (verification must be on file), **or**
 - Special needs child.

CHANGE IN PROVIDERS

When the participant changes providers **without prior** notification to the worker, reimbursements are subject to the following conditions and limitations:

- The change must be due to an emergency or exceptional situation,
- The new provider must meet regulatory criteria,
- The 30day retroactive rules apply with a signed CalWORKs Child Care Request Form and Child Care Payment Rules - CCP 7.

If the participant changes providers, the new provider will be approved effective the date that child care services began, not prior to the 30day retroactive period. The previous authorized provider will be paid for the transitional period.

If the change was not due to an emergency or exceptional situation, the new provider is approved effective the end of the prior authorized provider's billing cycle, not to exceed a 30day retroactive period. The participant is responsible for amounts due during the transition period, if any. If the new provider is not approved, the IEES/CEES will issue a child care denial Notice of Action (NOA).

If the prior authorized provider's contractual terms do not require full payment, or a notice period as would be required of an unsubsidized family, the worker does not need to wait until the end of the billing cycle to approve the new provider.

**FAMILY
CO-PAYMENTS**

Co-payments are required when the participant chooses a provider that bills a rate exceeding the RMR ceilings. The family is responsible to pay the difference. The difference, or co-payment, is paid to the provider.

FAMILY FEES

The family fee is the family's share of their child care costs. The family fee is a calculated amount the participant is obligated to pay for child care based on the fees established by the State.

Note: Families receiving CalWORKs cash aid shall not be required to pay a family fee.

Income Determination for Family Fee for Post Aid

The family must meet income requirements for the child care program. The number of family members and adjusted monthly income will be used to calculate the family fee. The determination of family fees is completed at initial enrollment and at recertification or when a family requests a reduction to their family fees.

Income to be considered for eligibility and/or family fees include:

- Earnings from employment,
- Earnings from self-employment,
- CW grant/Foster Care grant,
- Social Security/Survivor benefits,
- Disability payments/Workers Compensation,
- Child Support/Spousal Support,
- Unemployment,
- In-kind Income,
- Pension/Annuity.

The total countable income includes all income, **except:**

- Earnings of a child under 18 years,
- Loans, grants, and scholarships that preclude their use for living expenses,
- Grants or loans for educational purposes,
- Allowances for uniforms or other work required clothing, food, and shelter,
- Business expenses for self-employed family members,
- Social Security Income/State Supplemental Program (SSI/SSP).

Adjusted monthly income is the **total** countable income received by members of the family **minus** child support payments made by the parent of the child receiving child care services. Income shall not be adjusted for any other voluntary or involuntary deductions.

Family fees shall not exceed 1% of the family's adjusted monthly income and a family with an adjusted monthly family income below 75% of the State Median Income (SMI) shall not be charged or assessed a family fee.

Income fluctuations that include commission, overtime, lottery winnings, migrant and seasonal employment, or bonus should be averaged for a 12-month period.

The family fee will be calculated using income and family size based on the [WT 30 - Family Fee Schedule](#).

For more examples on calculating family fee for different payment frequencies, reference the [Guidelines for Child Care Family Fee and Calculation](#)

FAMILY SIZE

The family size is determined by the number of adults and children related by blood, marriage, or adoption living in the household.

Adults residing in the household, who are not the parent of the child receiving child care services (unrelated adult, aunt, uncle, boyfriend-not the father of child receiving care) shall be excluded from the family size calculation.

CHILD CARE PAYMENT

Participants and providers are to complete and sign the CCP 2145/ CSF 141. The signed CCP 2145 / CSF 141 is due to the IEES/CEES by the **5th working day of the month** following the month care was provided.

The **IEES/CEES** must:

- Process child care payments timely and accurately within **20** calendar days after receiving the completed CCP 2145 / CSF 141 form
- If the CCP 2145/CSF 141 form is incomplete, contact the participant and/or provider.
- Submit a request to the AAll HUB to process the payment. Refer to [AAll Hub Processing Guide](#) for more information.

- Refer to the [Child Care Request Processing Guide](#) and [WT 91 - Child Care CCP 2145 and CSF 141 Reimbursements](#) for more information.

STANDARD METHOD FOR CALCULATING CHILD CARE PAYMENTS

The following instructions and examples provide a standardized practice for calculating monthly child care payments. Flexibility is required, as some child care payments are issued based on the documented agreement with the provider, and the unique circumstances of the participants. Communication and collaboration between the AAIIs, IEESs/CEESs and Supervisors is highly encouraged.

Refer to [Child Care Payment Guide](#)

ADVANCE PAYMENTS

Monthly reimbursements are typically made in arrears. Payments can be made in advance if the provider insists on prepayment however, the IEES/CEES should explain the disadvantages of advance payments. This includes the potential for overpayments to the participant.

If the provider does not accept payment in arrears, the following steps must be taken:

1. The Child Care Plan must be completed and signed by the participant, provider, IEES/CEES, and SSSI.
2. "Advance Payment Required" is to be written in the section of the plan entitled "Any other policies affecting payments."
3. The IEES/CEES must inform the participant and the provider that subsequent advance payments are contingent upon receipt of the completed CCP 2145/CSF 141 form.
4. The completed CCP 2145/CSF 141 form is due on the **10th** day of the month.

Advance payments must be issued within seven (7) calendar days after approval of the advance has been made.

REQUIRED NOTIFICATIONS

Participants are to be notified when reimbursements are reduced, changed, or discontinued using CalSAWS Notice of Action Child Care Services Discontinuance NA 835 or Child Care Services Change NA 833. The following actions require a timely Notice of Action (NOA) and must be sent **prior** to the effective date of change:

- Reductions in the Maximum Authorization resulting from either changes in state/county policy, or changes the participant initiates,
- Discontinuances of child care services resulting from either changes in state/county policy, or changes the participants initiates,
- Changes in the method of payment, which reduces the value of child care payment.

The following actions require a NOA which does not need to be timely but should be issued concurrent with or in advance of the effective date of the action:

- Approvals or denials of requests for services,
- Increases in previously approved Maximum Authorization,
- Payments within a previously authorized Maximum Authorization,
- Changes in the method of payment that do not reduce the Maximum Authorization,
- Notification of Stage One to Stage Two transfer.

**AID PAID PENDING
FOR FAIR
HEARINGS**

When a parent requests a fair hearing to appeal a suspension, reduction, or termination of child care, the parent shall be entitled to the continuation of child care in the same amount pending the fair hearing decision, as authorized by the Appeals Representative.

**PROBATIONARY
STATUS OF CHILD
CARE LICENSE**

Family Self-Sufficiency & Adult Services (FSS-AS) Policy & Quality Assurance (PQA) will notify regional staff if a licensed child care provider's license has been placed on probation.

The IEES/CEES will notify the participant within two (2) business days in writing, using the [Notification of Child Care Provider Placed on Probation - F063-41-231](#), that their child care provider has been placed on probation. Opportunities to secure an alternative child care provider is available.

**TEMPORARY
SUSPENSION
ORDER (TSO) OR
REVOCATION OF
CHILD CARE
LICENSE**

FSS-AS PQA will notify regional staff when a licensed child care provider's license has been temporarily suspended or revoked.

The IEES/CEES will notify the participant within two (2) business days in writing, using the [Notification of Suspended or Revoked Child Care License – F063-41-230](#), that their child care provider's license has been temporarily suspended or revoked.

The IEES/CEES will terminate payments to the child care provider.

If the child care provider has any questions, they can contact Community Care Licensing at (714) 703-2800.

Note: The participant should be referred to the CHS Resource and Referral Hotline at (714) 543-2273 or www.chs-ca.org for assistance in locating an alternate child care provider.

**COMPLAINTS
REGARDING CHILD
CARE PROVIDERS**

Complaints received about licensed family day care homes and centers should be referred to the Community Care Licensing Division of the California Department of Social Services (714) 703-2800.

SECTION III - CHILD CARE STAGE Two & Three REFERRAL & OTHER INFORMATION

DETERMINING PARTICIPANT STABILITY

A participant is considered stable when they are working or participating in an approved non-employed WTW activity, except job search (JSR), and the activity is expected to last at least **60 days**.

When a participant is stable, the IEES/CEES will complete a referral to CHS and activate the participant's eligibility for Stage Two child care services. This includes former participant and diversion clients requesting child care services.

STAGE Two REFERRAL PROCESS

When the IEES/CEES determines that a participant is stable, the following documents must be emailed to CHS (Stage2Referral@chs-ca.org) and TTU (TTU@ssa.ocgov.com):

- The [Stage Two Child Care Referral - F063-41-106](#),
- Completed [Child Care Plan - F063-41-18](#),
- Supporting documents including paystubs and TrustLine clearance letter, and
- Add a Journal entry documenting actions taken using:
 - Journal Category: Child Care
 - Journal Type: Narrative

A family with a license-exempt provider can be transition to Stage Two regardless of the number of children in the home receiving child care.

Note: Allow **45** days for processing and ensure the child care plan is active to prevent interruption of child care services.

Inform participant that Children's Home Society (CHS) or Orange County Department of Education (OCDE) will be contacting them to complete the enrollment process for Stage Two child care services.

PARTICIPANT NON-RESPONSIVE AND TRACKING CHANGES IN PARTICIPANT STATUS IN STAGE Two

The IEES/CEES and CHS/OCDE will notify each other when they become aware of a change in the eligibility status for a participant or when a participant is non responsive to CHS or OCDE program requirements. A change in status can include a resumption of eligibility for child care as well as a cessation of eligibility. If there are changes that affect the participant's eligibility and/or need for child care, the following actions must be taken.

Information from the **IEES/CEES**:

The IEES/CEES must complete a [Change in Status Form F063-41-108](#) and send to CHS (Stage2Referral@chs-ca.org) and TTU (TTU@ssa.ocgov.com).

The following are examples of changes in status to be reported by the IEES/CEES to CHS/OCDE:

- Participant is within the 24month time limit,
- Participant has gone off aid (provide date),
- Participant's address,

- Participant's phone number,
- Case transferred (provide new worker information),
- Other status changes that would affect need and/or eligibility for Stage Two/Three child care.

Information from **OCDE/CHS**:

CHS/OCDE will complete a [Change in Status Form F063-41-108](#) to report any change in participant status, when additional information is needed or when a participant is non responsive and send it via e-mail to the IEES/CEES, SSSI and TTU with a 10 day due date.

Upon receipt of a [Change in Status Form F063-41-108](#) from CHS/OCDE the **IEES/CEES must:**

1. Follow up within 10 days from receiving the [108](#), by providing CHS/OCDE with the requesting information or by assisting the participant in providing the information.
2. If participant is non-responsive, contact the participant via phone call or send the Electronic Forms Management System (EFMS) [WTW Child Care Problem Transition to Stage Two Notice \(792\) to the participant](#).
3. Image the [Change in Status Form F063-41-108](#) and if sent the [WTW Child Care Problem Transition to Stage Two Notice \(792\) to the participant](#) in HPE
4. Enter a Journal entry using:
 - Journal Category: Child Care,
 - Journal Type: Narrative.

TTU:

Updates tracking log to reflect the participant was approved or denied.

**PARTICIPANT
APPROVED OR
DENIED IN
STAGE Two/Three**

When a participant is approved or denied for Stage Two/Three child care, CHS/OCDE completes Section one (1) of the [Stage Two/Three Child Care Enrollment Referral Form - F063-41-105](#), and e-mails it to the IEES/CEES, SSSI, and TTU.

Participants, who are accepted into Stage Two/Three between the 1st and the 14th of the month, will start with CHS/OCDE Child Care Program the 15th of the current month.

Participants, who are accepted in Stage Two/Three between the 16th and the 31st of the month, will start with CHS/OCDE Child Care Program the 1st of the following month.

Participants can be enrolled in Stage Two prior to the dates mentioned with approval from CHS/OCDE and IEES/CEES. Journal entry detailing the effective dates should be entered by the IEES/CEES.

When the IEES/CEES receives the [Stage Two/Three Child Care Enrollment Referral Form - F063-41-105](#), from CHS/OCDE, the following actions must be completed:

APPROVED:

1. Send EFMS [WTW Transition Child Care from Stage One to Stage Two/Three - 791](#) form to the participant.
 - A timely Notice of Action is **not** required.
2. Send EFMS [WTW Child Care Provider Termination Notice - 717](#) form to the child care provider.
3. Complete Section 2 of the [Stage Two/Three Child Care Enrollment Referral Form](#) to discontinue payment in Stage One and send via email to CHS/OCDE within five (5) calendar days following receipt of the 105.
4. Enter CalSAWS Journal entry regarding Stage Two approval date, APP Agency, and notices sent to the participant and provider using:
 - Journal Category: Child Care
 - Journal Type: Narrative
5. Image the [Stage Two/Three Child Care Enrollment Referral Form](#) and Termination Notices [791](#) and [717](#) to HPE.
6. Discontinue the Child Care Program Block in CalSAWS.

Note: SSA staff will contact CHS/OCDE staff to determine an alternative date of discontinuance, if there is an issue with the original discontinuance date given by CHS/OCDE. This will avoid duplicate payments between agencies.

DENIED:

1. Image the [Stage Two/Three Child Care Enrollment Referral Form - F063-41-105](#) in HPE
2. Enter CalSAWS Journal entry regarding the Stage Two/Three denial using:
 - Journal Category: Child Care
 - Journal Type: Narrative
3. Evaluate to see if a new [Stage Two Child Care Referral Form F063-41 106](#) should be submitted.

TTU:

Updates tracking log to reflect the participant was approved or denied.

**POST AID
SERVICES**

If a former participant, who is employed or attending school/education applies for child care services during their 24 months of post aid eligibility, the CEES will first assess if an immediate need exists or if the former participant can be referred directly to CHS for Stage Two services via the [Stage Two Child Care Referral - F063-41-106](#).

If a former participant has an immediate need, is at risk of losing their provider for non-payment, or is unable to continue employment or attend

school/education without child care services, and Stage Two is unable to pick up the former participant within a few days, the CEES will process the child care request in Stage One. Refer to [Post Aid Child Care Referral Processing Guide](#) and [Child Care Request Processing Guide](#).

Note: Post aid child care plans **should not** be approved for **12-month** durations. They should be approved for six (**6**) months, and a [Stage Two Child Care Referral - F063-41-106](#) should be completed accordingly.

Paystubs and other forms of employment verification are required at application.

The Post Aid Child Care 24-Month Informing Notice [Post Aid Child Care 24-Month Informing Notice - F063-41-436](#) **must be** sent to the former participant upon approval notifying them of their post aid eligibility period.

CONFIDENTIALITY BETWEEN AGENCIES

Alternative Payment Providers, Resource and Referral Programs, and child care providers are an integral part of Stage One Child Care Services. Participant confidentiality must be maintained. Communication between the mentioned agencies should be directed towards providing Stage One Child Care Services, or the transition into Stage Two. Refer to [WT 1 Release of Information Guidelines](#).

CHILDREN'S HOME SOCIETY OF CALIFORNIA (CHS) CO-LOCATION SERVICES

CHS staff are co-located at the regions to assist participants with child care resources with the goal of removing barriers and help participants become self-sufficient. In addition to assisting CalWORKs families, CHS will provide assistance to CalFresh and/or Medi-Cal, or non-public assistance cases. CHS staff will provide resources and assistance in locating providers and consumer education. Refer to [Children's Home Society \(CHS\) Co-Location Referral Processing Guide](#) for further information and [Child Care and Post Aid Referral Form - F063-41-121](#).

FREQUENTLY ASKED QUESTIONS

For more information regarding immediate and continuous child care, reference the [CalWORKs Stage One Child Care Immediate and Continuous Eligibility Frequently Asked Questions](#), and [CalWORKs Stage One Child Care Immediate and Continuous Eligibility Implementation Frequently Asked Questions Second Edition](#). For information regarding child care in CalSAWS, reference the [Child Care Roadshow Questions and Answers](#).

FRAUD IN STAGE ONE Reference [Policy 100-H4 - Fraud Referrals](#) for fraud procedure.

REGULATIONS

EAS Manual Sections 47-101, 47-110, 47-120, 47-201, 47-220, 47-230, 47-240, 47-260, 47-301, 47-320, 47-430, 47-601, 47-610, 47-620, 47-630, 42-711, 47-750, 47-401, 47-420, 47-430, 47-750, 47-220.34, 47-610, 47-630.

Section 11323.2 of the California Welfare & Institutions Code
AB 1542, Sections 11323.2 and 11325.23(d)

ACL 97-72 (Section VII), ACL 03-41, ACL 04-54, ACL 06-28, ACL 06-29, ACL 09-03, ACL 92-93, ACL 08-04, ACL 08-36, ACL 15-53, ACL 19-99, ACIN I-26-20, ACIN I-15-20, CCB 22-04, CCB 22-13, CCB 23-22, CCB 23-25

PROCESSING GUIDES

- [AAll Hub Processing Guide](#)
- [Child Care Request Processing Guide](#)
- [Child Care Post Aid Processing Guide](#)
- [Children's Home Society \(CHS\) Co-Location Referral Processing Guide](#)

ATTACHMENTS

- [CalWORKs Child Care Plan - F063-41-18](#)
- [CalWORKs Child Care Request Form and Child Care Payment Rules - CCP 7](#)
- [CalWORKs Stage One Child Care Authorization Form - CCP 8](#)
- [CalWORKs Stage One Child Care Immediate and Continuous Eligibility Frequently Asked Questions](#)
- [CalWORKs Stage One Child Care Immediate and Continuous Eligibility Implementation Frequently Asked Questions Second Edition](#)
- [Child Care Roadshow Questions and Answers](#)
- [Child Care and Post Aid Referral Form - F063-41-121](#)
- [Child Care Flow Chart](#)
- [Curing Plan - WTW 29](#)
- [Developing a Child Care Plan](#)
- [Immediate and Continuous Stage One Child Care Decision Tree](#)
- [Internal Revenue Service Request for Taxpayer Identification Number and Certification W-9](#)
- [Notification of Child Care Provider Placed on Probation - F063-41-231](#)
- [Notification of Suspended or Revoked Child Care License - F063-41-230](#)
- [Post Aid Child Care 24-Month Informing Notice - F063-41-436](#)
- [Referred to Stage Two Child Care - 793](#)
- [Resource Databank \(RDB\) Request Form](#)
- [Stage Two Child Care Referral Request Form - F063-41-106](#)
- [Stage Two/Three Change in Status Form - F063-41-108](#)
- [Stage Two/Three Child Care Enrollment Referral Form – F063-21-105](#)
- [WT 1 Release of Information Guidelines](#)
- [WT 17 - Regional Market Rates \(RMR\) Ceilings](#)
- [WT 30 - Family Fee Schedule](#)
- [WT 91 - Child Care CCP 2145 and CSF 141 Reimbursements](#)
- [WTW Child Care Provider – Termination Notice - 717](#)
- [WTW Transition Child Care from Stage One to Stage Two/Three - 791](#)
- [WTW Child Care Problem Transition to Stage Two Notice - 792](#)