

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

**Program/Area:** CalWORKs/Supportive Services  
**Title:** CalWORKs Child Care Program  
**Number:** 301  
**Effective Date:** 01/1999  
**Approved:**

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**PURPOSE**

The purpose of this policy is to provide guidelines for child care program eligibility, application process, processing timelines, payment reimbursement, and the transfer process to Stage 2/3 child care.

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**POLICY**

CalWORKs (CW) and Cal-Learn (CL) applicants and recipients shall be **informed** about the following:

- Availability of child care services to assist participants to participate in county approved Welfare-to-Work (WTW) activities and to obtain or retain employment. CW applicants and recipients shall be given the [CalWORKs Stage 1 Child Care Informing Notice and Request Form \(CCP7\)](#) at the time of application, prior to or during appraisal, when the WTW plan is signed and at each annual redetermination. Use of the [CalWORKs 2.0 tools](#) is highly encouraged at any of the above time periods.
- Families are moved quickly and seamlessly out of Stage 1 child care into Stage 2/3 after the county determines stability.
- Families that are former recipients, or transitioning off aid, receive their child care assistance in the same manner as other low-income working families.
- Child care payments shall not be made for services provided more than 30 calendar days prior to the date the individual requested Stage 1 child care from a worker.

Child care requests shall be immediately evaluated for eligibility, processed and/or referred, and reimbursed, if client is not receiving child care services from other sources. Regulations require that clients be referred to the local child care Alternative Payment Programs (APP) to be placed in Stage 2/3 child care services. In Orange County, the APP agencies are Children's Home Society of California (CHS) and Orange County Department of Education (OCDE).

Child care services are to be seamless, with no break, during the transition between the three stages of child care. The Social Services Agency (SSA) will notify CHS at the time a client is determined stable to activate the client's eligibility for Stage 2. Clients will be enrolled for services in Stage 2/3 as space becomes available. Priority for Stage 2 is determined by the earliest activation date. Priority for Stage 3 will be based on the greatest need, which would include those clients who will be losing or will not be eligible for Stage 2 child care.

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#### **DEFINITIONS**

**Alternative Payment Provider (APP):** An agency that contracts with the California Department of Education (CDE) 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.

**Client:** An applicant for or recipient of CalWORKs cash aid, a former CW participant/timed out client, a recipient of diversion payments or services and/or

a Cal-Learn teen, who receives or is eligible to receive child care through the CW program.

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 maximum payment rate allowed.

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

Eligibility List: A waiting list for admission to state and federally subsidized child care services administered by the CDE. This list is for subsidized child care programs other than CW.

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

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

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, etc.). 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, e.g., cash advances vs. reimbursements in arrears, bus tickets and passes vs. cash transportation payment, vendor vs. direct payment, etc.

One-Time-Only Plan: A supportive service "arrangement" which is expected to last 3 calendar days or less, e.g., for Appraisal or Assessment.

Ongoing Plan: A supportive service arrangement or plan, which is expected to last 30 days or more, e.g., for work experience or OJT.

Reduction: A lowering of the Maximum Authorization 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 for the same age child in accordance with statutory ceilings currently in effect.

Registration Fee: A one-time or periodic fee charged by a child care provider.

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 CHS.

Short-Term Plan: A supportive service arrangement, which is expected to last from 4 to 29 calendar days, e.g., for Job Search/Job Readiness.

WTW/Cal-Learn Participant: A client who is participating in the Welfare-To-Work Program or Cal-Learn Program.

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**ACTIONS THAT REQUIRE TIMELY NOTICE**

The following actions require a timely Notice of Action and must be sent **prior** to effective date of change:

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

**ACTIONS THAT DO NOT REQUIRE TIMELY NOTICE**

The following actions require Notices of Action, which do not need to be timely but should be issued concurrent with or in advance of the effective date of the action whenever possible:

- 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, which do not reduce the Maximum Authorization.

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**SECTION I- CHILD CARE ELIGIBILITY & APPLICATION PROCESS**

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**AVAILABILITY OF CHILD CARE SERVICES**

Child care is available in Stage 1 to assist CW/Cal-Learn participants to participate in county-approved WTW activities and to obtain or retain employment. [The CW Stage 1 Child Care Informing Notice and Request Form \(CCP 7\)](#) will be provided to the participants at the time of application, during the annual redetermination process (RRR), and each time the participant starts/amends a WTW activity employment plan or Cal-Learn case plan.

Refer to [Policy 302](#) Child Care Services Stage 1 for additional information about the CCP7 informing notice delivery requirements.

**Short term/Temporary child care service** is also available to allow participants to attend WTW appointments and interviews and it can be approved for up to 16 hours at a time. Refer to [Policy 302B](#) for additional information.

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**SEAMLESS STAGES OF CHILD CARE**

Child care for CW clients is a seamless three-stage system.

- The County of Orange Social Services Agency (SSA) administers Stage 1 child care services. Clients will be provided Stage 1 services for up to 6 months or until the family is considered stable.
- Children's Home Society of California (CHS) and Orange County Department of Education (OCDE) administer Stage 2 and 3 child care services.

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**CONFIDENTIALITY** All client information is kept confidential and is not open to examination except for purposes directly connected to the administration of Social Services. [Refer to WT 1.](#)

Alternative Payment Providers, Resource and Referral Programs and child care providers are an integral part of Stage 1 Child Care Service delivery. Client confidentiality would not be violated as long as the communication with these entities is directly related to providing Stage 1 Child Care Services or the transition into Stage 2.

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**ESTABLISHING  
NEED**

Any time a participant is employed or participating in county-approved WTW/Cal-Learn activity or activities, the Intake Employment Eligibility Specialist (IEES), Continuing Employment Eligibility Specialist (CEES), or Welfare-to-Work (WTW) or Cal-Learn Case Manager (CM) is to review the participant/teen parent's need and eligibility for subsidized child care, and may use the [CalWORKs 2.0 tools](#) as an additional way to review the need for child care. The worker is to ask the participant if they are receiving child care subsidies from other sources.

When establishing the need, child care services are to be available to the WTW/Cal-Learn participant or former/timed out CW client to participate in the program activity to which he/she is assigned or to accept or retain employment.

Child care services are provided when a family meets the following criteria and there is no parent, legal guardian or member of the AU living in the home who can provide child care:

- The client is employed, or
- Participating in approved WTW activities, or
- Participating in other county approved activities or
- Participating in a combination of employment and WTW activities, or
- Participating in the Cal-learn Program

**Note:** CW clients are eligible to child care services regardless of the number of hours employed or the time spent in WTW activities. If a client is working or participating less than the hours outlined in the WTW plan, the IEES/CEES will notify the WTW CM.

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**ELIGIBILITY  
CRITERIA**

**The Adult:**

- Current CW recipients are categorically eligible to receive CW child care because the family receives CalWORKs cash aid. This includes parents who are penalized or sanctioned for:
  - Child Support Non-Cooperation
  - Intentional Program Violation (IPV)
  - School Attendance
  - Immunization
  - WTW Sanction (parent must be attempting to cure the sanction)

- Former CW clients are eligible for child care for up to 24 months after termination of cash aid if their family income does not exceed 70 percent of the State Median Income (SMI) and if otherwise eligible.

WTW/Cal-Learn participants or former clients who request child care must have a child who meets one condition in either of the two sections below:

**The Child:**

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

**Example 1:** A single parent in an approved WTW activity, requests CW Stage 1 child care for both her children and her sister’s unaided children who are residing with her while the sister is in jail. The children’s fathers are absent.

In this case all children meet the requirement for Stage 1 child care. The CW parent’s children are eligible as she is in a WTW activity, and the absent sister’s children are eligible as the CW parent is responsible to support them.

**Example 2:** A single mother in an approved WTW activity requests CW Stage 1 child care for both her children and the children of her unaided, unmarried boyfriend, who is living in the home. The unmarried boyfriend is employed. The parent’s aided children are eligible as she is in a WTW activity; but the boyfriend’s children do not meet the requirement as children whom the client is responsible to support.

**The Provider:**

Child care providers are selected by the parents. The child care providers are required to cooperate by providing information about themselves and in some instances about their home/facility. Refer to [Policy 302](#) for child care provider types and eligibility criteria.

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**CHILD CARE REQUESTS**

A CW applicant or recipient may request Stage 1 child care from a CW worker either verbally or in writing upon entry into the CW assistance program, or at any subsequent time, including when the CalWORKs 2.0 tools are utilized. The client’s written or verbal request for child care is to be considered a formal application.

Verbal requests can be made in person or by phone. Regardless of how the request is made, necessary actions must be taken to approve or deny child care. All requests and outcomes must be narrated in CalWIN case comments.

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**COUNTY RESIDENCE**

The parent/caretaker and the children for whom they are requesting child care must live in Orange County. If a parent moves to another county, follow the instructions in [Policy 352 Child Care Inter –County Transfers](#).

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**DIVERSION CLIENTS**

Individuals receiving Diversion payments in lieu of CW cash aid are to be referred to Stage 2 (APP) programs for child care services. The Diversion payment may include funds to cover child care services during the period of Diversion. Refer to [CW Diversion Policy 100-E1](#) for additional information.

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**FORMER CLIENTS**

- Former CW clients who are employed or in participating in a county-approved program activity are eligible for child care in Stage 2. If child care is not available in Stage 2, former CW recipients receive child care services in Stage 1.
- Requesting child care services will be evaluated for immediate need before being referred to CHS.
- Requests should be directed to CEES for completion of a referral form ([F063-41-106](#)).
- Former clients are eligible to receive child care for 24 months after termination of cash aid, if otherwise eligible. There is no time limit for Stage 3.
- The 24-month limit applies to each instance of leaving CW cash assistance.
- Former clients may be eligible for child care services if their adjusted monthly income does not exceed 70 percent of the state median income level. Income must be verified at application and monthly. Property is not an eligibility factor for former CW clients.

**Note:** Claiming former CW recipient status in another county must have that eligibility verified prior to issuance of child care benefits. The worker must contact the other county and verify when the clients received CW cash aid and the termination date.

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**CHILD CARE DURING PENALTY/ SANCTION PERIODS**

Child care may be paid when a parent is penalized ([See Eligibility Criteria](#)) or sanctioned as long as they are working or participating in a county approved WTW activity. Sanctioned clients are treated as **former clients** and must meet eligibility requirements for former clients, including the 24-month post aid time limit. Child care should be provided to a sanctioned individual in the following circumstances:

- When the client is in the process of curing a sanction
- During the months in sanction the client is working or participating in a county-approved program activity.
- Under existing regulations, a sanctioned client is eligible for Stage 1 as long as he/she is participating in county-approved WTW activities or working. However, if a sanctioned client engages in activities outside of his/her curing plan or is working, he/she may still be eligible for Stage 2



child care pursuant to the California Department of Education (CDE) regulations.

For example, a sanctioned client who fails to perform the activities specified in the curing plan, but is participating in an approvable activity should be assessed by staff, [or through the use of the CalWORKs 2.0 tools](#), to determine whether or not transfer may be appropriate. When deemed appropriate, staff is to transfer sanctioned families to Stage 2 through current established procedures.

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**CHILD CARE BETWEEN ACTIVITIES**

Child care may be paid for a period not to exceed one month where child care arrangements would otherwise be lost and an approved activity is scheduled to begin within that period. If the new activity is unknown, the worker will contact the CM for clarification.

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**CHILD CARE FOR DOMESTIC ABUSE CASES**

The CM, after consultation with the Domestic Abuse Senior Social Worker (SSW) on the client's child care needs, will work in conjunction with the IEES/CEES to determine which rate category is sufficient to meet the family's need. Staff are to work closely with the DASU SSW and use **flexibility** when determining how many hours of child care to allow. Each DASU case presents a unique situation and often will need to be evaluated individually to assist the participant in removing the barriers.

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**CHILD CARE REQUESTS FOR SLEEP TIME**

If a parent works a graveyard shift (four or more hours of a shift occurring between the hours of 11 PM and 7 AM), and it is necessary for him/her to sleep during the day, child care may be provided while he/she sleeps. Authorization for "sleep time" is determined on a case-by-case basis by the Supervisor for a period of no more than eight 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 ten years old and not in school,
  - Off track from school,
  - Home schooled (verification must be on file), or
  - Special needs child

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**CHILD CARE PLANS**

The Child Care Plan ([F063-41-18](#)) provides important information to the parent and provider regarding the child care program and must be reviewed with each of them. The Child Care Plan lists the parent and provider information and responsibilities, and contains information necessary to process the child care request and approve services.

A Child Care Plan is required when:

- A client applies for child care benefits,
- A Child Care Plan expires,
- A child is added,
- A client changes providers,
- A provider changes child care rates,

- A provider changes his/her address,
- There is a decrease in the Regional Market Rate,
- A family's circumstances have significantly changed

**STAFF  
RESPONSIBILITY**

The Child Care Plan needs to be in place prior to the WTW activity start date and must cover the anticipated duration of the activity. Child care payments are to be made within the timeframe of the approved plan and may not be withheld pending verification of actual participation hours. The IEES, CEES, WTW/Cal-Learn CM and AALLs play a major role through cooperation, communication, and facilitation to ensure that child care services are provided and/or referred in a timely manner.

**IEES/CEES and CM:**

- Follow the informing notice requirements as outlined in [Policy 302](#), and explain the child care program requirements to the individual during the face-to-face or phone interview.
- The WTW/Cal-Learn CM will complete a Supportive Services Referral and Information form ([F063-41-121](#)) and forward it as an email attachment to the IEES/CEES for processing.

**IEES/CEES:**

- Schedule a face-to-face or phone interview, based on client's availability, to explain the eligibility criteria and procedures for obtaining payments.
- Provide the required forms packet needed to process the request.
- Determine the number of days /hours of child care needed to participate in a WTW/Cal-Learn activity, and to authorize the reimbursement rate up to the RMR ceiling in the rate category appropriate for the family's need.
- Assist the parents and providers in understanding the child care program and transition into Stage 2, including their responsibilities in following the guidelines and submitting claim reports for reimbursable payments in a timely manner.
- Explain what fraud is and the penalties for committing fraud.

**APPLICATION  
PROCESS AND  
REQUIRED FORMS**

During the child care application process, the IEES/CEES will:

1. Explain the child care program requirements to the individual including:
  - Eligibility requirements,
  - 30-day retroactive payment provisions,
  - Parental choice,
  - Provider types,
  - Hours of care,
  - Payment methods,
  - Payment claims,
  - TrustLine Registration Requirements
  - Reporting requirements, and

- **The expectation to transition to Stage 2 child care as soon as the family is considered stable or within 6 months.**
  - The county's two alternative payment providers (APP), Children's Home Society (CHS) and Orange County Department of Education (OCDE), who administer Stage 2 & 3.
2. Explain to the individual any areas of difference between Stage 1 and Stage 2 programs in types of child care providers allowed. Stress that there may be a need to change providers to meet the APP requirements when they transition to Stage 2. Examples of such differences would be sectarian care or in-home license-exempt care.
  3. Explain the role of the local resource and referral agency, CHS. Refer the client to CHS staff for assistance in finding suitable child care arrangements and/or for child care consumer education.
  4. Search the CalWIN system for other open supportive service cases.
  5. Check the [TTU 106 Tracking Log](#) located in the O-drive, under Operation - Office Support folder to verify if the individual has previously been referred to Stage 2. Confirm with the appropriate agency that Stage 2 or Stage 3 is closed.

Review the appropriate child care packet with the client prior to giving him/her the forms. Provide instructions on how the forms are to be completed, and by whom, and set a date for their return.

Explain that the completed and signed forms must be returned by the provided due date, but no later than 10 days from the date of request, to allow time for processing the paperwork and ensuring that child care is in place prior to the start of the client's assigned WTW activity.

**Child Care Required Forms and Verifications:**

Child care packets for licensed and non-licensed providers contain all the required forms to process the application and a list of required verifications. Non-Licensed providers will need to provide verification of the provider's age (copy of valid driver's license or valid picture identification) while the licensed provider is required to provide a copy of the child care license and the rate sheet. Documentation shall be imaged to OnBase.

The following are links to the child care Worker Tool forms lists:

- [WT 51 Child Care Packet](#) –Licensed Providers
- [WT 52 Child Care Packet](#) – Non-Licensed Providers

If the participant does not return the completed forms by the due date, the IEES/CEES is to contact the client immediately to determine the reason and to provide any assistance to help him/her through the application process. Document the contacts in CalWIN case comments.

If the forms are not returned by the 30th day from date of request, the application is to be denied. However, if there are known barriers that the client is actively engaged in resolving, up to a 30 day extension may be granted.

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## PROCESSING RETURNED CHILD CARE PACKET(S)

The IEES/CEES will review the child care application for completeness and review the following:

### TrustLine and Licensed Exempt Providers:

- If the provider is license-exempt and TrustLine exempt, ensure the following form is completed. If not set a ten (10) day control for its return:
  - [Declaration for Exemption for TrustLine Registration \(CCP 1\)](#)
- If the provider is a license-exempt provider who does not meet the TrustLine registration exemption, the IEES/CEES will explain the TrustLine Registration requirements/ provisions, including:
  - The reason why it is required;
  - The seven calendar day deadline to return the TrustLine application;
  - Child care payments will not be made until the child care provider is granted TrustLine registration;
  - Once the child care provider has been TrustLine registered, retroactive child care payments can only be made for up to 120 calendar days from the date the provider became TrustLine registered back to the date services were requested and child care services were provided;
  - Answering any questions, the client may have;
  - Send a TrustLine Communication form ([F063-41-368](#)) to the TrustLine Coordinator via email to the TrustLine Inbox on the same day.

**Note:** All providers must have a Social Security Number (SSN) or an Employer Identification Number (EIN) in order to be paid for services.

The TrustLine Coordinator will mail the TrustLine packet to the client and verify with the Resource & Referral Network any provider's statements regarding pending or current TrustLine registration. See [CW Policy 304 -TrustLine Registration](#) for additional information.

- If the provider must comply with the Health and Safety requirements, ensure that the [Health & Safety Self-Certification \(CCP4\)](#) and the [Health & Safety Facility Checklist \(CCP 6\)](#) was completed. If incomplete, return the form and set a ten (10) day control for its return. See [CW Policy 305-Health & Safety Self-Certification](#) for additional information.

### IRS W-9:

Review the IRS W-9 form for completeness. No Child Care Plan is to be approved without a completed IRS W-9 form.

- If the provider has listed both a Social Security Number (SSN) and an Employer Identification Number (EIN), or the Taxpayer Identification Number (TIN) is incomplete or wrong, the W-9 form must be corrected or another completed to be legal. The SSN or the EIN is used for IRS reporting purposes.

- If the information is incomplete, contact the provider for clarification.

**Note:** The W-9 must be completed exactly as it appears on the child care provider's Social Security Card or the Employer Identification Number.

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## PROCESSING CHILD CARE PLANS

Review the Child Care Plan ([F063-41-18](#)) for completeness:

- Compare the provider's rates to the Regional Market Rates (RMR) to ensure that the rates are allowable for the category and age of the child. Follow the guidelines outlined in [Section II](#) for application of the RMR.
- Complete the Child Care Plan effective from and to dates for up to a maximum of six months for active clients and three months for former clients (**if immediate need for child care services has been determined**).
- Compute and enter the total monthly-authorized funds in the appropriate column of the County Use Section of the Child Care Plan ([F063-41-18](#)). The certified need for child care hours must include any appropriate commute time.

Review the provider's license to ensure that it is current and covers the ages of the children listed on the Child Care Plan. Call Community Care Licensing at (714) 703-2800 if the license is questionable or to obtain a waiver to allow the child, who is just below the age requirement, to attend the facility (e.g. the child is within a few months of the required age limit covered by the license).

Families must notify the agency if there are changes in their family circumstances, family size, income, residence, or need for child care. Updated information is to be communicated to CHS/OCDE.

**Note:** The worker shall notify the WTW/Cal-Learn CM of the status of the child care case.

## PROVIDER CONTACT WHEN CHILD CARE PLAN IS RETURNED

When the client returns the Child Care Plan the IEES/CEES must contact the provider to ensure their understanding of the CW child care assistance program, which includes the following information:

1. No child care payments will be made **prior** to the plan being approved and signed by the IEES/CEES and their supervisor.
2. Only approved hours as listed on the plan will be paid. The plan should include payment information for unscheduled need for care above the provider's standard hours or 52.5 hours (whichever is less), off-track school schedules, etc. The client is responsible for hours not authorized. The hours listed are a maximum authorized, not a guarantee that the provider will be paid based on this amount.
3. The plan is **not a contract**. The county does not act as the child care provider's employer.
4. The parent is responsible for notifying the worker and the provider when child care is no longer needed. Provider will only be paid until the end of their billing period, not to exceed a 2 week notice if applicable, when a child is removed from care and when the same documented terms apply to unsubsidized families.

5. The payment policy for absences requires that payments may only be made for temporary absences for the following verified reasons:
  - Illness of the child or client,
  - Paid provider day of non-operation, up to 10-days per fiscal year,
  - Court ordered visits with a parent or other relative of the child,
  - Family emergencies or court appearances
6. The payment process, including the submission of a completed and signed [CW Child Care Reimbursement Report \(CCP 2145\)](#) and the provider's reporting responsibilities (e.g. when a child has been absent three (3) consecutive days).
7. Reiterate that yearly payments totaling \$600 or more are reported to the IRS and a 1099 will be issued to the provider.

In-home exempt providers are employees of the parent and the parent is responsible for complying with all laws governing financial and legal reporting requirements.

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## **SUPERVISORY REVIEW**

Once the child care packet is complete and ready to be approved, the IEES/CEES will submit it to the SSSI for review and approval. When the Child Care Plan is completed and all eligibility requirements are met, the unit supervisor is to review and approve the plan for up to a maximum of six months for active clients, and three months for former clients when immediate need for child care services has been determined.

All required forms are to accompany all plans submitted for approval. The supervisor will review the provider record to ensure that the information is correct prior to the IEES/CEES or AAll developing a Child Care Plan, assigning child care services, and authorizing payments via the CalWIN Employment Services Subsystem.

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## **RESOURCE GUIDE (RG) SUPPORTIVE SERVICE PROVIDER MAINTENANCE**

The SSSI/IEES/CEES are to refer to the RG for guidelines on how to add a new provider.

SSSI is to refer to the RG for guidelines on how to change information to an existing provider.

The SSSI is to return the approved plan and required forms to the IEES/CEES with the provider ID number.

**Note:** The Taxpayer Identification Number (TIN) is either an Employee Identification Number (EIN) or a Social Security Number (SSN). The W-9 form must be completed exactly as it appears on the child care provider's social security card or EIN verification. This information must match the information on the CalWIN Search for Provider window.

The supervisor will clear the provider's Social Security Number in CalWIN to determine if the provider has any open assistance cases. If a case is open, the worker of record is to be notified that the provider will be receiving income for child care services provided and to control for income. See [CW Policy 306 - Recipients Who Are Child Care Providers](#) for additional information.

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**APPROVAL/DENIAL OF CHILD CARE PLAN**

The IEES/CEES shall determine the eligibility of the client and child care provider within ten (10) calendar days of receiving the required information. The appropriate approval or denial Notice of Action must be issued to the client.

When the Child Care Plan is approved by the supervisor, **the AAll or IEES/CEES will:**

1. Develop Child Care Plans for applicable children and assign child care services via the CalWIN Employment Services Subsystem. Send the parent CalWIN Notice of Action, NA 832 WTW/CL Child Care Approval, which will be auto generated to the Client Correspondence in Print Queue window, a copy of the approved Child Care Plan and a supply of [CCP 2145](#) reports. The original plan and all the documents required for the plan approval are to be imaged to OnBase utilizing the Child Care Document Type.
2. If the client is approved for post aid services, send the parent CalWIN notice, [Post Aid Child Care 24-Month Informing Notice \(F063-41-436\)](#).
3. Send the provider CalWIN Form, 775 0 WTW Child Care Plan Approval-Provider Notice, with a copy of the approved Child Care Plan. Child Care plan may be faxed to provider if immediate confirmation is requested.

**Note:** The Child Care Plan is not a replacement for the required Notice of Action.

3. IEES/CEES **will** Inform the client of his/her responsibilities:
  - To notify the IEES/CEES immediately when he/she changes providers or the provider's rate changes, because a new Child Care Plan must be completed to ensure that the new rates charged do not exceed the RMR ceiling, nor that the client will incur costs beyond the 30 calendar day retroactive period,
  - The parent may have to pay his/her own child care costs for unexcused absences other than the child's illness, paid provider day of non-operation (up to 10 days per fiscal year), or a reason that the worker has approved in advance,
  - The parent may have to pay his/her own child care costs when he/she is not participating in the county approved activity to which he/she has been assigned, and continue to utilize child care with the selected provider. (When the client is participating less than the required number of hours, the CEES will notify the WTW CM.)

The parent will have to repay any child care payments made by the county that he/she is not entitled to. (Refer to guidelines outlined in [Policy 320 Supportive Services Overpayments and Underpayments](#)).

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**DISCONTINUANCE S**

Prior to the Child Care Plan ending date, the IEES/CEES will remind the participant of the pending closure by phone or face-to-face contact no more than 30 nor less than 10 calendar days before the end of the approved

authorization period, and will document the reminder in the CalWIN Case Comments.

**Note:** IEES/CEES will make phone or face-to-face contact with the client to check if the client needs continued child care assistance, and mail out a child care packet as needed.

If the verbal reminder is not possible, the IEES/CEES will issue a written reminder notice with a statement to contact the worker if there is a need for continued child care.

To close before the planned ending date, the IEES/CEES will issue a timely discontinuance Notice of Action.

[Step By Step Instructions for Early Discontinuance of a Child Care Plan](#)

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## SECTION II - CHILD CARE PAYMENTS

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### REIMBURSABLE CHILD CARE HOURS

Reimbursements for child care can only be made when the [Child Care Plan \(F063-41-18\)](#) has been approved and the provider submits a [CCP2145 - CW Child Care Reimbursement Report](#) for payment for each month child care has been provided. The [CCP2145](#) report must be fully completed and signed by the provider and the parent under penalty of perjury. The Child Care Plan and subsequent [CCP2145](#) reports are to be imaged to OnBase utilizing the Child Care Document Type.

Retroactive payments are limited to no more than **30 days prior** to the applicant/recipient's verbal or written request for paid child care for each new provider. [Refer to policy 302](#) (Child Care Services – Stage One). Payments are to be made for the times the child is in care while the parent is working or attending approved WTW activities or meeting the requirements of the Cal-Learn program. Providers have the responsibility to notify the CEES when a CW child has been absent from care for 3 or more consecutive days or more than 4 days total in a two-week period.

Participants in any approved paid training activity who lose eligibility for CW due to earned income shall be eligible to receive child care payments for the duration of participation in the assignment.

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.

Child care provided in good faith when the parent did not attend his/her CW activity will be reimbursed to the provider for the time child care was provided. The payment should be evaluated as an overpayment to the client. Refer to the [Reimbursable Absences](#) section for allowable reimbursements for absences and for regular provider paid non-operation day(s).

Reimbursements can be made for a “home schooled” child during times other than:



- The times when the child, enrolled in an educational program, is receiving instruction or being supervised by a credentialed teacher.
- The regular hours of operation of a public school available to the child who is receiving instruction from the parent who is not a credential teacher.

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## NON-REIMBURSABLE HOURS

Reimbursable hours **do not** include:

- Scheduled instruction time of a public education program available to school age children; or
- Private school hours in which the child is enrolled and attending, including kindergarten, with an extended day program; or
- Receiving any other child care services except under the provisions of reimbursable absences outlined in the [Reimbursable Absences](#) section; or
- Days on which the provider is not open to provide services except for paid day of non-operation

Reimbursements are not allowed for child care services that are exempt from licensure if the child care case contains credible information that the provider has been convicted of a crime such as assault with intent to murder, sexual abuse, and child neglect/abandonment.

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## OTHER REIMBURSABLE FEES

Other fees charged by the provider such as registration, materials and insurance can be reimbursed either in a single payment or prorated over a 12-month period, as long as the provider documents that the same contractual terms used for serving unsubsidized families applies to subsidized (child care) families as well.

**There is no limit to how often fees can be paid, provided the fees, plus the provider's rate, does not meet or exceed the regional market rate.**

Registration fees charged by a provider for both their regular session and summer session are allowable. Registration fees charged by a new provider when the family changes providers are also allowable.

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 parent 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 parent will be responsible for paying the fee.

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## REIMBURSABLE ABSENCES

Reimbursable hours for absences include:

**Regular provider:**

- Child/client absence due to illness.
- Time the provider has a paid day of non-operation - limited up to ten (10) days per fiscal year, per provider.
- Court ordered visits with a parent or other relative of the child.
- Family emergencies or court appearances.

- Other reasons approved by the unit supervisor.

**Alternate provider:**

- Child is ill and unable to go to the regular provider - limited up to ten (10) days 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, and is limited up to a maximum of ten (10) days per fiscal year.

The following are not reimbursable absences:

- Drop-in hourly or daily rate
- Unscheduled hours
- Hours that exceed 52.5 per week

Providers must establish that they have similar agreements with unsubsidized families regarding reimbursement for child's absence due to illness or for an authorized day of non-operation. This same rule applies to license exempt providers such as relatives or public schools.

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**REGIONAL  
MARKET RATES**

Reimbursements for Stage One Child Care are based on the Regional Market Rate (RMR) Ceilings issued by the California Department of Education. Providers are to be reimbursed the lesser of the RMR ceiling rate or the provider's requested rate.

- The RMR ceilings represent the maximum that can be paid.
- Limitations are placed on the uses of hourly and daily rates and define part-time and full-time rates.
- Licensed providers who establish a rate will be reimbursed up to their established rate for the appropriate category but not to exceed the RMR ceiling plus any applicable adjustments (maximum payment), which include registration fees and material fees charged by the child care provider.

Co-payments are established when the parent chooses a provider whose established rate exceeds the regional market rate ceilings.

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**APPLICATION  
OF RMR CEILINGS**

The IEES/CEES will use the age of the child, the certified need for child care and the facility type to identify the applicable RMR ceiling. Refer to [Regional Market Rate Ceilings Worker Tool F063-41-WT17](#) The applicable facility type shall be determined for providers:

**Child Care Centers:**

- Licensed centers
- Public or private schools operating extended day programs
- Centers operated on tribal or federal lands
- Recreation programs exempt from licensure and meet all the following requirements:
  - Use sign-in/sign-out sheets

- Provide adult supervision for children during all hours of operation
- Criminal history background checks have been completed on all employees who have contact with children

**Family Day Care Homes:**

- Licensed family home
- A child care business in a home setting operated on tribal or federal land

**Trustlined-Relative (License Exempt/In-Home):**

- This rate is to be used by all other providers. If no ceiling is provided for the applicable rate category, a rate is to be determined by multiplying the RMR hourly rate by the hours of certified need

**Notes:**

- Use the 2 -5 Yrs. category when the child is in a program/classroom that is licensed as a preschool program.
- Use the 6+ Yrs. category when the child is in a program/classroom that is licensed as a school-age program.

**RATE CATEGORIES**

Providers cannot be reimbursed at a rate higher than the rate charged to an unsubsidized family and in excess of the applicable RMR ceilings. Providers shall be reimbursed in accordance with the following permissible rate categories up to the RMR ceiling for each category. Staff is to use 52.5 hours as the provider’s normal full-time hours of service when the provider does not have standard hours of business such as a day care center open 6:00 am to 6:00 pm.

Staff is to identify and establish which rate category best corresponds to the certified need of the family, in accordance with the provider’s rate sheet.

**Hourly Rate:**

- Hours of care are less than 30 hours per week and less than 6 hours on any day; or
- An unscheduled but documented need of less than 6 hours per occurrence that exceeds the certified need for care (overtime, work related training, other irregular events) or,
- That portion of the certified need for child care that exceeds 52.5 hours per week and the hours are not during the provider’s normal operating hours and is not included in the provider’s full-time weekly or full-time monthly rate. This provision applies only if the family utilizes no more than one provider to meet the entire need for child care.

**Daily Rate:**

- A certified need for child care of 6 hours or more per day; or
- An unscheduled but documented need of 6 hours or more per occurrence such as the parent’s need to work on a regularly scheduled day off, that exceeds the certified need for care.

**Note:** Unscheduled need for additional hours must be documented with verification such as paystubs, timesheet, etc.

**Part-time Weekly Rate:**

- A certified need for care is less than 30 hours per week

**Full-time Weekly Rate:**

- A certified need for care is 30 hours or more per week

**Part-time Monthly Rate:**

- A certified need for care of less than 30 hours per week and that need occurs in every week of the month; or
- A certified need for care averages less than 30 hours per week when calculated by dividing the total number of hours of need in the month by 4.33 and the need occurs in every week of the month

**Full-time Monthly Rate:**

- A certified need for care of 30 hours or more per week and the need occurs in every week of the month
- A certified need for care averages 30 hours or more per week when calculated by dividing the total number of hours of need in the month by 4.33 and the need occurs in every week of the month

**Example 1:** An hourly rate would be used but a part-time weekly or part-time monthly rate is permissible for a child in school age care from 7:30 to 8:30 am and 2:30 to 5:00 pm (3.5 hours daily) five days a week for a total of 17.5 hours of care per week.

**Example 2:** A full-time monthly rate is permissible for a family who has a variable work schedule (divide total number of hours of need in the month by 4.33) averaging 34 hours per week and the need for care occurs in every week of the month.

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**STANDARD RATE HOURS**

The Standard hours of child care are defined as Monday through Friday 6:00 AM to 6:00 PM.

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**EVENING AND WEEKEND ADJUSTMENT RATE**

Evening and/or weekend rate adjustments apply only to **licensed** providers and do not apply to hourly/daily rates. It is to be used when the licensed provider is meeting the certified need for child care that includes hours 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, even if after 6:00 pm or before 6:00 am.

Reimbursement to the provider is the maximum amount calculated above or the amount charged to unsubsidized families for the same hours, whichever is less.

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**ADJUSTMENT RATE FOR CHILDREN WITH EXCEPTIONAL NEEDS**

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

- 1.2 for children with exceptional needs who have an active individualized education plan (I.E.P.) or individualized family service plan (I.F.S.P.)
- 1.5 for children who are severely disabled who require intensive training in programs serving pupils with the following profound disabilities: autism, blindness, deafness, severe orthopedic impairments, serious emotional disturbances and severe mental disability. It also includes those individuals who have been eligible for enrollment in a development center for handicapped pupils.

**Note:** While a child with a severe illness, such as cancer, may need additional services from the provider, this child would only be eligible if he/she had an IEP or IFSP.

This rate adjustment is to be applied only when there is documentation that additional services and/or accommodations for that particular child are being provided and they result in an on-going financial impact on the provider such as a special diet, hiring of a special aide, or reduced capacity due to increased need for care.

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**PROVIDER RATE DOCUMENTATION**

Staff may use the provider's published rates and terms available to the general public as acceptable documentation of the providers established rates and terms for Stage One families.

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**LIMITATIONS ON REIMBURSEMENT RATES**

Providers will only be reimbursed using a single rate. However, a provider can be reimbursed using both a daily and hourly rate when all of the following conditions are met:

- No single rate established by the provider corresponds to the family's need; and
- The provider has established a rate in both daily and hourly categories; and
- Using both rates is consistent with what the provider charges unsubsidized families needing similar hours of care

Generally, the rate at which a provider is paid cannot exceed the RMR ceiling. The only exception is where there are only two providers or less in a region that meet the needs of the family for care and the provider has established a rate that exceeds the ceilings.

Multiple providers can be reimbursed for child care when the first provider's hours of operation cannot accommodate all the family's need for care or if the first provider is not licensed **and** the parent chooses a licensed center for the

specific purpose of providing the child with school readiness experience. However, more than one provider cannot be paid for the same portion of the child's certified need, unless a situation exists with the conditions and limitations shown below.

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## CHANGE OF PROVIDERS

When the parent 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 such as suspected child abuse, provider's arrest or damage to the provider's facility. Workers shall request supporting documentation warranting the change, however documentation is not mandatory. Document request in CalWIN case comments.
- The new provider must meet regulatory criteria
- The 30-day retroactive rules apply with a signed CW Stage One Child Care Informing Notice and Request Form [CCP7](#)

In the above situations, the new provider will be approved effective the date the child care services began, but not prior to the 30-day retroactive period, if applicable, even if the prior authorized provider will also be paid for the transitional time period, if conditions and limitations stated above apply.

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 30-day retroactive period, if applicable, to avoid duplicate payments. The parent 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 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.

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## FAMILY CO-PAYMENTS

A parent may choose a provider who charges a higher fee than the applicable RMR ceiling. The difference between a provider's rate and the applicable RMR ceiling when the provider's rate exceeds the RMR ceiling is the parent's co-payment. The parent is responsible to pay the provider the co-payment. The co-payment cannot be offset against a family fee.

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## FAMILY FEE

The family fee is the amount the parent is required to pay towards his/her own child care costs based on the fees established by the State. All families, including categorically eligible, must be assessed for family fee responsibility. **Families receiving CalWORKs cash aid shall not be required to pay a family fee.**

Pursuant to the California Department of Education's Education Code, the family fee will be calculated using income and family size per the Family Fee Schedule. Refer to [Family Fee Schedule Worker Tool F063-41-WT30](#).

Whenever a family fee is assessed or changed, a Notice of Action must be sent. The worker will need to re-assess the family fee and send a Notice of

Action as appropriate when the parent reports a change in family size and/or income. A new Child Care Plan will be completed when additional children are in need of child care.

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**INCOME  
DETERMINATION  
FOR FAMILY FEE**

If a family is Post-Aid, the family must meet income requirements for the child care program and the income must be verified. The family's adjusted monthly income will be used to calculate the family fee. This income figure may be different than that used for the cash assistance grant. A family is income eligible if the family's adjusted monthly income based upon the family size is at or below 70% of the state median income at Initial enrollment and 85% for recertification eligibility.

Income used in the determination of post aid child care includes, but is not limited to:

- 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 education purposes made or insured by a state or federal agency
- 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.

Income fluctuations are changes in income due to bonuses, commissions, overtime, and lottery winnings or migrant and seasonal employment. When regular fluctuations occur, the income will be averaged over a 12-month period.

**Example 1:** Parent is paid weekly and regularly receives overtime pay. Parent received two checks for \$280 and \$385. Average the income to obtain a monthly income amount as follows:

Computation

$\$280 + \$385 = \$665 \div 2 = \$332.50$  (weekly income)

$\$332.50 \times 52 \text{ weeks} =$  (yearly income)

$\$17290 \div 12 \text{ months} = \$1440.83$  (monthly income)

The monthly amount is used to compute the family fee.

**Example 2:** Parent is paid weekly but has received periodic commissions during the last four months totaling \$700. Parent's weekly pay is \$250.

Computation

$\$700 \div 12 = \$58.33$  (monthly averaged commission)

$\$250 \times 52 = \$13,000$  (yearly income)

$\$13,000 \div 12 = \$1083.33$  (monthly income)

$\$58.33$  (commission) +  $\$1083.33$  (monthly income) =  $\$1141.66$  (new monthly income with commission)

Average the commissions over a 12-month period and add to the monthly income amount. For more examples on calculating family fee for different payment frequencies, see the attached [Guidelines Child Care Family Fee/CEES/AAll](#) is to follow the [CalWIN Child Care Plans RG](#) to establish the Family Fee.

The IEES/CEES/AAll is to follow the [CalWIN Supportive Services Payment Authorization RG](#) to have the Family Fee authorized.

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## FAMILY SIZE

The family size is determined by the number of adults and children related by blood, marriage or adoption that comprise the household in which the child receiving child care services is living.

Adults in the household, excluding needy caretakers, who are not the parent of the child receiving child care services (i.e., unrelated adult, aunt, uncle, boyfriend-not the father of child receiving care) or are not the spouse of the parent of the child receiving child care shall be excluded from the family size calculation.

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## CHILD CARE PLAN EXTENSION

A current Child Care Plan may be extended for up to 30 days, or through the end of the current month, to avoid the necessity of writing a new Child Care Plan when client changes an activity quickly or when current activity lasts longer than expected. The client may also request an extension of the current approved Child Care Plan. The IEES/CEES will evaluate and determine if an extension is appropriate based on the approved activity status.

If the extension is approved by the supervisor, the IEES/CEES will issue the:

- Manual extension notice, [F063-41-790](#) Child Care Plan Extension, showing the new end date if no change in Maximum Authorization or provider is involved.
- CalWIN Form, F063-41-252 Child Care Plan Extension Notice for Provider, to the provider.
- Document the extension in CalWIN case comments.

**Note:** Child Care extension is to be approved by the SSSI.

If the extension requested by the client is not approved, the IEES/CEES will:

- Issue Notice of Action, [F063-41-776](#) Child Care Denial



- The IEES/CEES/AAll is to follow the [CalWIN Child Care Plans RG](#) to establish the Family Fee.

The IEES/CEES/AAll is to follow the [CalWIN Supportive Services Payment Authorization RG](#) to have the Family Fee authorized.

**REIMBURSEMENT CLAIMS**

The [CCP2145 -CW Child Care Reimbursement Report](#) is to be used to claim reimbursable child care payments and to report changes affecting family size or income.

Parents and providers are to complete and sign the [CCP2145](#) report and submit to the IEES/CEES by the **5th working day of the month following the month** care was provided. The **IEES/CEES** is to:

- Control for receipt of the [CCP2145](#) on a monthly basis.
- Send CalWIN Form, 779 - Notice of Incomplete [CCP2145](#) to the client and provider if the [CCP2145](#) is incomplete.
- Process child care payments timely and accurately within 20 calendar days after receipt of the completed [CCP2145](#) report.
- Complete county section to include total reimbursable hours and payment rates (FT or PT). Include in the county section any other significant changes that occurred during the reimbursement month.
- Submit a request to the AAll HUB to process the payment.
- Communicate any reported variation in hours to the WTW Case Manager on the CW Communication Document [F063-41-70](#).

Reimbursements are to be made on a monthly basis. Partial weeks in a calendar month for a five-day work week can be calculated using this formula to issue monthly payments in CalWIN:

Number of Days in partial week	Proration Factor *Based on 5 wor days in the weel
1 day	0.2 weeks
2 day	0.4 weeks
3 day	0.6 weeks
4 day	0.8 weeks

**ADVANCE PAYMENTS**

Reimbursements are typically made in arrears and on a monthly basis. Payments can be made in advance if the provider insists on prepayment. However, the worker should explain the disadvantages of advance payment such as increasing the potential for overpayments to the parent, and attempt to encourage the provider to accept payment in arrears.

In the event that an agreement cannot be made with the provider to accept payment in arrears, the following steps are to be taken:

1. The Child Care Plan must be completely filled out, signed by the parent, provider, IEES/CEES and SSSI. *Advance Payment Required* is to be written in the section of the plan entitled “Any other policies affecting payments.”
2. The IEES/CEES must inform the parent and the provider that subsequent advance payments are contingent upon receipt of the completed [CCP2145](#) no later than the 10th day of the month following the month for which the advance payment was made.

**Example:**

An advance payment was made for August, the [CCP2145](#) must be returned by September 10th.

3. The SSSI will review and approve the [F063-41-18](#) Child Care Plan.

The SSSI will search CalWIN records for the corresponding child care provider and notate Provider ID number in the [41-18](#) County Use Section before returning to the worker. If no record exists, the SSSI will complete the CalWIN Provider Request Document/Template and forward to the Provider Table Coordinator at [Calwinprovidersupport@ssa.ocgov.com](mailto:Calwinprovidersupport@ssa.ocgov.com)

4. The IEES/CEES/AAll authorizes the payment.

Advance payments must be issued within seven (7) calendar days after approval of the advance has been made. An unused portion of an advance payment is the amount of an advance payment received and not subsequently supported by proof of costs. When an advance payment is not supported by proof of costs, refer to [CW Policy 319 Unused Advance Payments](#).

The IEES/CEES/AAll is to follow the [CalWIN Supportive Services Payment Authorization RG](#) for any child care payments.

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**REQUIRED NOTIFICATIONS**

CW parents are to be notified with a CalWIN Notice of Action, [NA 833](#) Child Care Change or [NA 835](#) Child Care Discontinuance, when reimbursements are reduced, changed or discontinued.

Providers are to be informed with CalWIN Form, 717 0 WTW Child Care Provider-Termination Notice, when a parent’s reimbursement rate has been discontinued.

**Note:** Provider notifications must **not** contain the state hearing information on the back of the notice.

If this action occurs during a billing cycle and the terms of the Child Care Plan require full payment, the provider will be eligible for payment until the end of the billing cycle. An example would be a licensed center’s eligibility for the full monthly payment amount, when contractual charges are monthly.

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**AID PAID PENDING FOR FAIR HEARINGS** When a parent requests a fair hearing **before** an action takes place 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 or form pending the fair hearing decision, and as authorized by the Appeals Representative.

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**INFORMATION SHARING WITH OTHER ASSISTANCE PROGRAMS** The IEES/CEES is to use the [CW Communication Document F063-41-70](#) to communicate decreased employment hours, obligated monthly child care co-payment fee, or family fee to the other assistance workers of record (Case Manager (CM), CalFresh Worker and/or the Medi-Cal Worker).

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**PROBATIONARY STATUS OF CHILD CARE LICENSE** FSS Program will notify Regional staff when a licensed child care provider's license has been placed on probation.

The IEES/CEES will notify the client within two business days in writing, using the [Notification of Child Care Provider Placed on Probation, F063-41-231](#), that his/her child care provider has been placed on probation and that he/she has the option to locate alternate child care or remain with the current provider without payments being terminated.

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**TEMPORARY SUSPENSION ORDER (TSO) OR REVOCATION OF CHILD CARE LICENSE** FSS Program will notify Regional staff when a licensed child care provider's license has been temporarily suspended or revoked.

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

The IEES/CEES will terminate payments to the child care provider as of the effective date of the TSO or license revocation.

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

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

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### **SECTION III - CHILD CARE STAGE 2 & 3 REFERRAL & TRACKING**

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**DETERMINING CLIENT STABILITY** The IEES/CEES will notify and make a referral to CHS immediately when a current Stage 1 child care recipient is determined stable, in order to activate the client's eligibility for Stage 2 child care services. This includes when a former client applies for child care, and when a diversion client requires Stage 2 child care.

A client's WTW **activity** is to be considered stable when he/she:

- Is working or in an approved non-employed WTW activity, except job search (JSR), and the job or the activity is expected to last at least **60 days** or more, or

- Is employed in a job that is not temporary and is expected to last **30 days** or more.

A client's **child care** is to be considered stable when he/she:

- Has identified a legal provider and the required paperwork is completed authorizing child care. If the provider is license-exempt, the Health & Safety paper work and the receipt for the TrustLine application must have been received.

**Note:** Clients involved in good cause determinations for non-participation should remain in Stage 1 until resolution of good cause.

**Stage 2 Referral Process:**

When the IEES/CEES determines a client to be **stable**, the following actions need to be taken:

Complete the Stage 2 Child Care Referral Request Form, [F063-41-106](#) and send this form via email to CHS ([Stage2Referral@chs-ca.org](mailto:Stage2Referral@chs-ca.org)) and [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) attaching copies of the following documents: Completed Child Care Plan ([F063-41-18](#))

- Any other supporting documents such as paystubs, work/school schedule, TrustLine clearance letter, etc.
2. Enter in CalWIN Child Care Stage tab “**Stage 2**” in the “**Next Stage**” field for stable participants when the [Stage 2 Child Care Referral Request form 106](#) is being submitted.
  3. Send CalWIN Form, 793 Client Referred to Stage 2 Child Care, to inform the client that CHS/OCDE will be contacting him/her and the importance of cooperating in order to retain child care assistance.
  4. Advise client that during the transition from Stage 1 to Stage 2 IEES/CEES will be available to provide assistance.
  5. Narrate your actions in CalWIN case comments.

**TTU Worker:**

1. Records client’s information on the [TTU Tracking Log](#) indicating that client was referred to Stage 2.

**CHS**

1. Sends a weekly list with all the referrals they received to TTU via e-mail.
2. Receives referrals and disburses to CHS APP and OCDE APP.

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**RESOURCE GUIDE  
(RG): CHILD CARE  
PLANS**

The IEES/CEES/ AAIL are to follow the Child Care Plans Resource Guide (RG) to enter in the Child Care Stage Tab “**Stage 2**” in the “**Next Stage**” field.

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## **REPORTING CLIENT NON RESPONSIVE AND TRACKING CHANGES IN CLIENT STATUS**

The IEES/CEES and CHS/OCDE staff will communicate with each other when they become aware of a change in the eligibility status for a client receiving Stage 2 & 3 child care services, or when a client is non responsive to CHS or OCDE program requirements. A change in status can include a renewal of eligibility for child care as well as a cessation of eligibility.

The Change in Status CW Child Care Stage 2 & 3 Form, [F063-41-108](#), is to be used by the IEES/CEES and CHS/OCDE to communicate any change in eligibility status.

If there are changes that affect the client's eligibility and/or need for child care, the following actions must be taken by:

### **IEES/CEES**

- Completes a Change in Status CW Child Care Stage 2 & 3 Form, [F063-41-108](#), for each affected client and sends it via e-mail to CHS/OCDE staff with a cc: to TTU Inbox within 10 days following receipt of information.
- Follow up with CHS/OCDE within 1 day from receipt of a [108](#) from CHS/OCDE requesting follow up information on client.

The following are examples of changes in status to be reported by the IEES/CEES via e-mail template [108](#) to CHS/OCDE with a cc: to TTU

- Client has been sanctioned for non-participation in WTW
- Client has been exempted from WTW participation
- Client is not within 24-month post aid eligibility time limit
- Client is no longer in a CW activity, seeking employment, or working
- Other status changes that would affect need and/or eligibility for Stage 2 & 3 child care
- Client has gone off aid (provide date)
- Client's address
- Client's phone number
- Client's participation hours

### **CHS/OCDE**

- Reports any change in client status or when a client is non responsive to their program requirements via e-mail template, Change in Status CW Child Care Stage 2 & 3 Form, [F063-41-108](#) to IEES/CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI within 10 days following receipt of change in status information.
- Completes and sends [105](#) via email to CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI if the client does not meet the requirements by the due date on the [108](#).

### **TTU**

- Records any change in status on TTU Tracking Log when receiving a [108](#).

- Reviews the eligibility status of each CW client on tracking log to ensure that client is still eligible to Stage 2 & 3 Child Care.

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**CLIENT NON RESPONSIVE TO CHS/OCDE**

**CHS/OCDE**

- If client does not respond or comply with CHS/OCDE for Stage 2, CHS/OCDE will complete Section 1 of the [F063-41-105](#), Stage 2/3 Child Care Enrollment Referral Form and will send it via email to IEES/CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI.

**IEES/CEES**

- Receives [105](#) via e-mail, prints copy of [105](#) and images document to OnBase.
- Sends CalWIN Correspondence, 792 0 WTW Child Care Problem Transition to Stage 2 Notice.

**TTU**

- Updates tracking log to reflect that client was non-responsive.

**Note:** The Stage 2 referral tracking log is located in the [O-drive TTU log folder, under Operation – Office Support folder.](#)

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**CLIENT APPROVAL IN STAGE 2**

**CHS/OCDE**

When a client is approved in Stage 2, CHS completes Section 1 of the [F063-41-105](#), Stage 2/3 Child Care Enrollment Referral Form and sends it via e-mail to IEES/CEES with a cc: to TTU and SSSI.

- Clients who are accepted into Stage 2 between the 1st and the 14th of the month will start with CHS/OCDE Child Care Program the 15th of the current month.
- Clients who are accepted in Stage 2 between the 16th and the 31st of the month will start with CHS/OCDE Child Care Program the 1st of the following month.
- Clients can be picked up prior to the dates indicated above with communication from CHS/OCDE to IEES/CEES via telephone call or e-mail. IEES/CEES will narrate communication in CalWIN case comments the date the client was picked up for Stage 2.

**Note:** Worker can discontinue Stage 1 child care by sending CalWIN Correspondence, 791 0 WTW *Transition Child Care from Stage 1 to Stage 2/3 Notice*, if being picked up in Stage 2. A timely notice is **not** required.

**IEES/CEES**

When the IEES/CEES receives the Stage 2/3 Child Care Enrollment Referral Form ([F063-41-105](#)) with the Stage 2 or 3 acceptance, the following should be completed:

- Sends CalWIN Correspondence, 791 0 WTW Transition Child Care from Stage 1 to Stage 2/3, to discontinue the client's existing child care benefits from Stage 1 to avoid duplicate payments.
- Sends CalWIN Form, WTW Child Care Provider-Termination Notice 717 0, to the Child Care Provider.
- Completes approval process Section 2 of the [F063-41-105](#), Stage 2/3 Child Care Enrollment Referral Form to discontinue payment of Stage 1 and sends [105](#) via e-mail to CHS/OCDE within 5 calendar days following the receipt of the [105](#).

**Note:** IEES/CEES can contact CHS/OCDE to determine best date of discontinuance if there is a problem with the discontinuance date in order to avoid duplicate payments.

### TTU

- Updates tracking log to reflect that the client was picked up in Stage 2 and the effective date.

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## POST AND CLIENTS

When a former client, who is employed, applies for child care services during his/her twenty-four (24) months post-aid eligibility, the CEES will first assess if an immediate need exists or if the former client can be referred directly to CHS for Stage 2 services via the Stage 2 Child Care Referral Request form [F063-41-106](#).

### FORMER CLIENT WITH IMMEDIATE NEED FOR STAGE 1

If it is determined that the former client has an immediate need (i.e., at risk of losing his/her provider for non-payment or unable to continue employment without child care services) and Stage 2 is unable to pick up the former client within a few days, the CEES will process the application for Stage 1 child care services.

#### Notes:

- Stage 1 Child Care Plans can be initially approved for 3 months and then up to 6 months for employed families who are not eligible to be referred to Stage 2.

**Example:** Client is currently using grandma as his/her provider. Grandma lives in the home with the family, therefore it is considered in-home child care and is not eligible for Stage 2 unless there are 5 children in care at the same time. A Stage 2 referral should not be made until the client selects a new provider. If the client decides to continue using grandma, he/she shall be informed about the 24-month time period, and notified in advance through a NA 835 WTW/CL Child Care Discontinuance, when he/she is approaching the end of the 24 months of eligibility.

- Paystubs or other forms of employment verification are required at application and on a monthly basis for Former Clients.

- CalWIN notice, [Post Aid Child Care 24-Month Informing Notice \(F063-41-436\)](#), must be sent to client to notify him/her of his/her 24-month post-aid eligibility period.
- CalWIN Notice of Action, NA 835 WTW/CL Child Care Discontinuance (selecting reason code NM0423) and CalWIN Provider Form, 717 0 WTW Child Care Provider-Termination Notice, must be sent to notify clients and providers when child care services will end for the former client, allowing advance notice of **90** days, before the end of the approved authorization period.

### **Examples:**

- Client is a single parent and is attending school and employed. Child care should only be approved for employment and commute time for employment, unless school was part of previously approved WTW activity.
- Client is married and employed from 9am-5pm, Monday-Friday. Client's spouse is attending school 9am-12p, Monday-Friday. Only the time that overlaps between client's employment and spouse's school would be approved. The hours of child care would be 9am-12pm, Monday-Friday and commute time.

### **CEES**

1. Completes the Stage 2 Child Care Referral Request Form, [F063-41-106](#) and sends this form via encrypted email to CHS and TTU mailboxes with copies of the following documents:
  - Completed Child Care Plan ([F063-41-18](#))
  - Any other supporting documents such as paystubs, work schedule, TrustLine clearance letter, etc.
2. Enters in CalWIN Child Care Stage tab "**Stage 2**" in the "**Next Stage**" field for former participants when the Stage 2 Child Care Referral Request form 106 is being submitted.
3. Sends CalWIN Form, 793 Client Referred to Stage 2 Child Care, to inform the client that CHS/OCDE will be contacting him/her and the importance of cooperating in order to retain child care assistance.
4. Advises client that during the transition from Stage 1 to Stage 2, CEES will be available to provide assistance.

Narrates this contact in CalWIN case comments.

### **Client responds and complies:**

#### **CHS/OCDE**

- Completes and sends [105](#) via email to CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI when the client is picked up in Stage 2.

#### **CEES**



- Sends CalWIN Correspondence, 791 0 WTW Transition Child Care from Stage 1 to Stage 2/3, to discontinue the client's existing child care benefits from Stage 1 to avoid duplicate payments.
- Sends CalWIN Form, 717 0 WTW Child Care Provider-Termination Notice, to the Child Care Provider.
- Completes approval process Section 2 of the [F063-41-105](#), Stage 2/3 Child Care Enrollment Referral Form to discontinue payment of Stage 1 and sends [105](#) via e-mail to CHS/OCDE within 5 calendar days following the receipt of the [105](#).

**Client does not respond or comply:**

**CHS/OCDE**

- Completes Section 1 of the [F063-41-105](#), Stage 2/3 Child Care Enrollment Referral Form and will send it via email to IEES/CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI.

**IEES/CEES:**

- Receives [105](#) via e-mail, prints copy of [105](#) and images document to OnBase.
- Sends timely CalWIN Notice of Action, [NA835](#) WTW/CL Child Care Discontinuance, to the client to discontinue Stage 1 child care services for failure to cooperate with Stage 2.
- Sends CalWIN Form, 717 0 WTW Child Care Provider-Termination Notice, to the Child Care Provider.

**TTU**

1. Records client's information on the TTU Tracking Log indicating that client was referred to Stage 2.
2. When the client is picked up in Stage 2, updates tracking log to reflect that the client was picked up in Stage 2 and the effective date.

**FORMER CLIENT WITH NO IMMEDIATE NEED FOR STAGE 1**

If it is determined that the former client has **no** immediate need:

**CEES**

Completes the Stage 2 Child Care Referral Request Form, [F063-41-106](#) and sends this form via email to CHS and TTU mailbox – No other forms are required.

**CHS/OCDE**

Sends [105](#) via email to CEES with a cc: to [TTU@ssa.ocgov.com](mailto:TTU@ssa.ocgov.com) and SSSI when the client is picked up in Stage 2.

## TTU

Records client's information on the TTU Tracking Log indicating that client was referred to Stage 2.

When the client is picked up in Stage 2, updates tracking log to reflect that the client was picked up in Stage 2 and the effective date.

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**DIVERSION CLIENTS REFERRALS TO CHS** Clients receiving Lump-Sum Diversion Payments or Services are eligible for child care services in Stage 2. Diversion clients are not eligible for Stage 1. Diversion clients should be referred to CHS with a copy of the Stage 2 Child Care Referral Request from ([F063-41-106](#)). These clients cannot be tracked on the system. A copy of the referral form is to be sent to the TTU who will manually track the referral of these clients on a tracking log. The only information to be tracked is the referral process and whether or not the client received child care services. Obtaining information as to whether the client was enrolled in Stage 2 will require telephone contact with CHS staff. No other tracking is required.

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**CONFIDENTIALITY BETWEEN AGENCIES** **IMPORTANT:** All word templates will be "Password" protected upon sending or receiving communication documents to and from CHS/OCDE. This will ensure confidentiality for our clients when sending the word documents via e-mail.

The "Password" will be established by Program for the CEES, IEES, CHS, OCDE, & TTU to use. The "Password" will be universal for all the word templates.

Stage 2 Child Care Referral Request Form [F063-41-106](#) is to be sent via encrypted and secured email to CHS Stage 2 mailbox.

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**MONTHLY TRACKING REPORT** No later than the 5th calendar day of each month the TTU worker, the designated CHS staff member, and the OCDE staff member will prepare a report which will include information on all the stage 2 & 3 referrals and tracking data from the previous month. TTU will compare the TTU Referral & Tracking Report with the CHS & OCDE report to reconsolidate the data. TTU will submit the Referral & Tracking Report to the designated Program staff, CHS, and OCDE no later than the 10th calendar day of the month.

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**FRAUD IN STAGE 2** Reference Policy [100-H4](#) for fraud procedure.

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**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 8350 of the California Education Code  
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.

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**Child Care CalWIN Resource Guides**

- [CalWIN Child Care Plan RG](#)
- [Child Care Services](#)
- [CalWIN Supportive Services Payment Authorization RG](#)
- [Child Care Services –Post aid](#)

- [Supportive Services Provider ID Numbers](#)
- [Supportive Services Provider Maintenance](#)
- [TrustLine](#)

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**ATTACHMENTS**

- [Child Care Flow Chart](#)
- [CCP7 CW Stage One Child Care Request Form and Payment Rules](#)
- [F063-41-18 CW Child Care Plan](#)
- [F063-41-121 Supportive Service Referral & Information](#)
- [W-9 Internal Revenue Service Request for Taxpayer Identification Number and Certification](#)
- [W-9 \(SP\) Internal Revenue Service Request for Taxpayer Identification Number and Certification](#)
- [F063-41-105 Stage 2/3 Child Care Enrollment Referral Form](#)
- [F063-41-106 Stage 2/3 Child Care Referral Request Form](#)
- [F063-41-108 Change in Status CW Child Care Stage 2 & 3 Form](#)
- [TrustLine Communication Form \(F063-41-368\)](#)
- [CW Communication Document F063-41-70](#)
- [F063-41-WT30 Family Fee Schedule](#)
- [F063-41-WT17 Regional Market Rates \(RMR\) Ceilings](#)
- [CCP 2145 CW Child Care Reimbursement Report](#)
- [F063-41-230 Notification of Suspended or Revoked Child Care License](#)
- [F063-41-231 Notification of Child Care Provider Placed on Probation](#)