



**Child
Action**

Parent Handbook

Serving our community since 1976

Approved by Child Action
Board Of Directors
Effective March 25, 2026

TABLE OF CONTENTS

ABOUT US.....	2
COMMUNITY ENGAGEMENT	3
COMMUNITY AND RELATIONSHIP ENGAGEMENT	3
ELIGIBILITY AND NEED	4
ASSESSMENT AND ENROLLMENT.....	5
CHOOSING YOUR CHILD CARE PROVIDER.....	7
PROVIDER PARTICIPATION CRITERIA FOR PAYMENT REIMBURSEMENT.....	9
YOUR RELATIONSHIP WITH THE CHILD CARE PROVIDER.....	9
CHILD ACTION’S RELATIONSHIP WITH THE PROVIDER.....	10
PARENTS’ RIGHTS TO INFORMATION ABOUT PROVIDERS	11
PROGRAM REGULATIONS & POLICIES	13
ESTABLISHING YOUR BASIC FAMILY DATA FILE	13
VERIFICATION OF ELIGIBILITY	13
VERIFICATION OF NEED.....	14
24 MONTH ELIGIBILITY (Initial Certification).....	17
ESTABLISHING ON-GOING ELIGIBILITY AND NEED (Recertification)	17
REINSTATEMENT POLICY	17
PARENT FEES	18
HOW WE PAY YOUR PROVIDER	19
ATTENDANCE REPORTING.....	19
ATTENDANCE FORM SUBMISSION	21
METHODS OF PAYMENT	21
STOP CHECK PAYMENT POLICY.....	21
CAPS	21
NON-REIMBURSABLE CHARGES	22
CAUSES FOR NONPAYMENT	22
REIMBURSEMENT FOR ABSENCES	22
HOW TO VOICE CONCERNS.....	24
FRAUD POLICY.....	25
OTHER POLICIES	25
CONFIDENTIALITY OF SERVICE	25
DISENROLLMENT FROM THE PROGRAM	26
PARENT DISENROLLMENT	26
PROVIDER DISENROLLMENT	27
SUBSIDIZED CHILD CARE PROGRAMS	28
CONTACT US.....	30

ABOUT US

OUR VISION

All children and families in Sacramento County have access to affordable, quality child care and early education services.

OUR MISSION

We empower families and child care professionals with the tools and support services they need to successfully care for children.

OUR VALUES

- Quality care for children.
- Families' right to choose services that fit their family needs.
- Support for child care professionals in providing quality care.
- Excellence and teamwork in all that we do.
- Collaborative work within the community to develop services that support children and families.

HISTORY OF CHILD ACTION

Child Action is a private, non-profit corporation created in 1976 to promote the education and social welfare of children and families and to advocate on their behalf. Our programs include resource and referral services for families seeking child-care, child-care subsidies for qualifying families, recruitment and professional development of the child care workforce, and family education and support.

Our goal is to partner with families and assist them in the care and education of their children and to advocate beside them in support of their concerns.

Child Action is primarily funded by the California Department of Social Services, Child Care and Development Division, to provide subsidies and child care and development services. Child Action adheres to all California Department of Social Services regulations governing child development programs and operates in accordance with all State of California laws governing non-profit agencies.

Child Action operates on a non-discriminatory basis, giving equal access to services without regard to race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, and military and/or veteran status.

COMMUNITY ENGAGEMENT

Child Action is your local child care resource and referral agency and is funded by the California Department of Social Services, Child Care and Development Division. We can discuss the type of child care you need, help you find child care near your home, school, or job, and determine whether you are eligible to receive financial assistance for your child care expenses. We can also give you information about selecting high-quality child care programs.

We provide parents with information on a broad range of child care services, as well as ways to assess these services, but we do not make recommendations. We believe that parents are best able to choose the child care that meets their family situation.

Parents may contact our Community Engagement Department for referrals to licensed child care providers. Staff will discuss your child's needs, strengths, and interests and ask about the type of environment you prefer. They will explain the different types of child care available to you and help you find child care based on your criteria. Our services are offered in many different languages. We also offer enhanced referrals if you are seeking care for a child with special needs.

COMMUNITY AND RELATIONSHIP ENGAGEMENT (CARE)

Child Action offers child care subsidies and services in Sacramento County through the programs we administer in our CARE Department. We receive funding from federal, state, and local governments, and each of our funding sources has its own rules and regulations regarding eligibility and approvable need for child care. The following programs are administered by our CARE Department:

- **Alternative Payment Program (CAPP):** Families are enrolled in this program from the Childcare Eligibility List (CEL), a list of eligible families maintained by Child Action. Families with children receiving Child Protective Services have priority. Families without children receiving Child Protective Services are ranked based on income adjusted for family size. When there are multiple families in the same ranking on the CEL, families with children who have exceptional needs are given priority, followed by families in which the primary home language is not English, and finally by which family has been on the CEL the longest.
- **CalWORKs Stage 2 Program:** Families are placed on Stage 2 after a parent's approved activity has stabilized or when the family is transitioning off cash aid. Clients may continue to receive child care on Stage 2 for up to 24 months after they no longer receive cash aid.
- **CalWORKs Stage 3 Program:** Families on Stage 2 may transfer to this program when they have exhausted their 24-month limit on Stage 2 (referred to as timing out). Stage 3 can continue for as long as the family remains eligible and continues to have a need for care. If a family is enrolled when 24-month eligibility is exhausted, transfer to Stage 3 will be processed internally by Child Action. No action is needed by the client to transfer to Stage 3 once timed out.

In addition to the above programs, Child Action serves as the **Single Point of Entry for Providers** to create a seamless transition from Stage 1 to Stage 2. All providers caring for families on Stage 1 (administered by Sacramento County), Stage 2, Stage 3, CAPP and Foster Care Bridge are enrolled by Child Action's CARE Department.

If you meet eligibility and need requirements, you may qualify for a child care subsidy that will cover part or all your child care costs. For your provider to be reimbursed for services, you need to be aware of and follow Child Action's policies and those of the governmental agencies which provide the child care funding. The purpose of this handbook is to explain those policies to you so that your provider can be paid for the care you are eligible to use. It is your responsibility to adhere to these set of rules and guidelines to maintain your subsidy.

ELIGIBILITY AND NEED

To be eligible for Child Action's subsidy programs, the family must reside in California. Additionally, either the family or the provider must reside in Sacramento County. Children receiving services must be under 13 years of age at certification. If a child is 13 years or older, documentation of an Individualized Education Plan (IEP) and a letter from a licensed qualified professional stating the child needs adult supervision in a child care setting are required to qualify for child care services.

Enrolling families must meet eligibility criteria and have an approved need for child care services. Once approved and certified, families will receive services for 24 months.

ELIGIBILITY

For a family to receive child care services, the parent must provide documentation of eligibility in one or more categories listed below:

- **Family is income eligible:** Gross monthly income adjusted for family size does not exceed 85% of the **State Median Income (SMI)**. The SMI chart can be found at: <https://www.cde.ca.gov/sp/cd/ci/mb2505.asp>.
- **Family is a current cash aid recipient:** The parent is currently receiving cash aid through the Department of Human Assistance.
- **Family is categorically eligible:** Parent or any member of the household is a current recipient of at least one of the following means-tested programs:
 - CalFresh
 - Medi-Cal
 - California Food Assistance Program
 - California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - Federal Food Distribution Program on Indian Reservations
 - Head Start
 - Early Head Start
- **Family is experiencing homelessness:** Family lacks a fixed, regular, and adequate night-time residence.

Family has children who are recipients of protective services, or whose children have been identified as being abused, neglected, or exploited, or at risk of being abused, neglected or exploited: Family must have a written referral form. For full documentation requirements, refer to the NEED section.

NEED

Need is defined as any approved activity that parents are engaged in that prevents them from caring for their own children. In a two-parent household, both parents must be able to document a need for care, and their need for care must overlap so neither is available to care for the children. A parent can have multiple needs for care including:

- **Employed:** You have a job or are self-employed.
- **Job Seek:** You are seeking employment.
- **Engaged in Vocational Training:** You are enrolled in a training program leading towards a recognized trade, paraprofession, or profession.
- **Engaged in Educational Program:** You are enrolled in a program to attain a high school diploma or General Education Degree/High School Equivalency (GED/HSE) certificate, or you are enrolled in an English Language Learner/English as a Second Language (ELL/ESL) program.
- **Medical Incapacitation:** You are medically or psychiatrically incapacitated, to the extent that your ability to provide care for the child is significantly limited, as verified by a legally qualified professional.
- **Seeking Permanent Housing:** Your family is homeless and needs child care services while you are looking for permanent housing.

The family may also need early learning and care services because the **child** is identified by a legal, medical, or social services agency, a local educational agency liaison for children and youths experiencing homelessness designated pursuant to 42 US 11432(g)(1)(j)(ii), a Head Start program, or an emergency or transitional shelter as:

- **A recipient of child protective services,**
- **Being neglected, abused, or exploited, or at risk of neglect, abuse, or exploitation,**
- **Experiencing homelessness.**

ASSESSMENT AND ENROLLMENT

Child Action's Assessment Unit serves as the entry point for all families requesting enrollment onto our subsidy programs. All enrolling families must speak with an Assessment Unit staff person and must submit any requested documentation before enrollment can proceed.

Enrollment onto Child Action's subsidy programs is possible through the following avenues:

- **Families currently enrolled on the CalWORKs Stage 1 program:** Families are referred to Child Action by the Sacramento County Department of Human Assistance when it determines that a parent's approved activity has stabilized or when the family has transitioned off cash aid.
- **Families discontinued from cash aid within the last 24 months:** Families who were discontinued from cash aid within the last 24 months, and who meet eligibility and need criteria, may be eligible for enrollment onto the CalWORKs Stage 2 program. Families may self-refer by contacting the Assessment Unit by calling 1-916-369-0191 or emailing AssessmentUnit@childaction.org.
- **Childcare Eligibility List (CEL):** Families who meet eligibility and need criteria and have never been on cash aid, or were discontinued from cash aid more than 24 months ago, can add their name to the Childcare Eligibility List by calling Child Action staff at 1-916-369-0191 or by completing the online application at www.childaction.org.

- **Out of County Transfer:** Families who receive services in another county and wish to transfer services to Child Action's subsidy program must submit verification of current enrollment in the other subsidy program. Once transferred, the family shall receive 24 months of services from the original date of services with the referring agency. At the end of the eligibility period, the parent shall recertify to establish continued eligibility with Child Action.

Assessment Unit (AU) staff will preliminarily assess whether you meet eligibility and need criteria and obtain your provider information. Once an enrolled provider is confirmed, if determined to be eligible, AU will schedule an appointment with a CARE Specialist to complete your enrollment. *Payment to a provider cannot begin until both the provider and parent have completed their separate enrollment processes and care has been approved by a CARE Specialist.*

CHOOSING YOUR CHILD CARE PROVIDER

PARENT CHOICE POLICY

Child Action does not place children in the care of providers. It is a parent choice program which means it is the parent's right and responsibility to select a provider for their children.

The facility chosen by the parent may be licensed or unlicensed but must be operating in accordance with applicable State of California laws or codes.

While on the program, parents may change their care setting to meet their needs. We ask that parents provide Child Action with a 10-working day notice and give their provider notice in accordance with their provider's rules. Both parents and providers are notified in writing of:

- Changes to reimbursement amounts
- Changes to certified need (hours of child care)
- Changes to certified schedules
- Rate changes
- Disenrollment from services

TYPES OF CHILD CARE PROVIDERS

All Child Action programs allow care in licensed centers, licensed family child care homes and license-exempt centers. When choosing the child care that best suits the needs of your children, please consider these types of care:

- **Child Care Center:** A licensed facility which provides child care services for an approved number of children. Each center's license indicates the number and age groups of children the center may serve. Centers are licensed to serve infants, toddlers, preschoolers or school-aged children or some combination of these age groups.
- **License-Exempt Center:** A child care center that is exempt from licensure because the center is located on school property (private or public), the center is administered by the school, and most children attending the center also attend the school.
- **Family Child Care Home (FCCH):** A private home which has been licensed for the occupant to provide child care services. The license states the number and ages of children who may be served.
- **Exempt Home:** A private home in which the occupant may provide child care services for children from one unrelated family that does not reside with the occupant. Exempt home providers must be TrustLine cleared. See section titled "Parents' Rights to Information About Providers" for more information on TrustLine.
- **Relative:** Child care provided by the child's grandparent, aunt, or uncle (by blood, marriage, or court decree) in provider's own home, and the child for whom care is provided does not reside with the grandparent, aunt or uncle. Child Action requires verification of relationship for all relative providers. Documents establishing relationship could include birth certificates, marriage licenses or court orders. Unless a relative can produce such documentation, they are required to be TrustLine cleared to be eligible for child care payments. See section titled "Parents' Rights to Information About Providers" for more information on TrustLine.

- **In-home:** Care provided by a non-licensed provider in the child's home. This includes a home in which both the provider and child reside. Provider and child may or may not be related. In-home care establishes an employer/employee relationship between the parent and the provider. The parent is considered the provider's employer and is legally responsible to pay all required taxes, to carry insurance on the provider (including Worker's Compensation), to pay required minimum wage (including possible supplementation of Child Action payments) and to abide by any other regulations regarding employment. The in-home provider is employed solely at the will of the parent and may be terminated at the discretion of the parent. The parent should contact an accountant, attorney, or federal and state tax agency to obtain the appropriate rules and regulations.

CHOOSING QUALITY CHILD CARE

The Child Action Community Engagement Department can provide support in finding and selecting the child care provider that is right for your family. We have up-to-date information about child care programs near your home, school, or job and provide support and information to help you identify the components of high-quality child. Call 1(916) 369-0911 and ask to speak to a Community Resource Specialist for more information.

PROVIDER PARTICIPATION CRITERIA FOR PAYMENT REIMBURSEMENT

State regulations specify certain criteria that providers must meet to be reimbursed for child care services. We feel it is important for you to know what these requirements are so you can assess whether your child care provider meets Child Action's requirements as well as your child care needs. These criteria are:

- Be licensed or exempt from licensure
 - For licensed providers, Child Action must have a copy of the current license.
- Provide care in Sacramento County or provide care to families residing in Sacramento County.
- Operate on a nondiscriminatory basis, giving equal treatment and access to services without regard to race, sex, color, creed, religion, national origin or ancestry.
- Have a pre-printed rate sheet showing the usual and customary rates the provider charges to all families (all licensed providers). Pre-printed rate sheets must also include the provider's policies for vacations, absences, closures and discounts.
- Allow parents, during normal business hours or when their children are in care, unlimited access to their children and written records regarding their children.
- Complete a W-9 form for Internal Revenue Reporting.
- Be at least 18 years old.
- Be free of active or contagious tuberculosis.
- Not be convicted of any crime involving violence against or abuse or neglect of children regardless of the provider's relationship to the child.
- Submit relationship verification or have TrustLine clearance (License-Exempt Providers).
- Not be a member of the child's assistance unit or counted in the family size.
- Agree to maintain confidentiality regarding all children and families receiving services.
- Report if location of care changes and/or if provider's address changes.
- Report when ownership of facility changes (child care center).
- Report when provider is no longer licensed (child care center and FCCH).
- Submit any requested documentation (e.g., address verification, employment verification). Because all documentation must be verified, it must include a contact person's name and phone number.

YOUR RELATIONSHIP WITH THE CHILD CARE PROVIDER

You have hired someone to care for your children and entrusted that provider with their care and well-being and communication is essential. We strongly recommend that you visit the child care site and discuss with the provider all issues related to your child's care, including:

- Days and times when the provider is available to provide care.
- The rate(s) the provider charges for child care for the days/hours you need.
- Additional services the provider may offer (such as meals, snacks, transportation) for which you will have to pay.
- Any additional costs the provider might expect you to pay.
- How you want discipline handled and whether the provider agrees.

- Specific needs of the child:
 - Is the child on any medication? If yes, what kind and what time do they receive the medication?
 - Does the child have any food allergies?
 - Does the child have any specific health or cognitive needs?
- Emergency information:
 - Who should be contacted in case of an emergency? If you cannot be reached, who should be notified?
 - Where should the child be taken in an emergency?
 - What type of medical insurance does your family have?
 - Who is authorized to pick up the child from care?

CHILD ACTION'S RELATIONSHIP WITH THE PROVIDER

Except for an in-home care provider who is the employee of the parent, all providers are considered independent contractors.

Providers enrolled on Child Action's program are not and will not become employees, partners, agents, or principals of Child Action. Providers are not entitled to the rights or benefits afforded to Child Action employees, including disability or unemployment insurance, workers' compensation, medical insurance, sick leave, or any other employee benefit.

Child Action does not inspect or warrant the condition of providers' facilities or the quality of supervision the children receive. Child Action assumes no responsibility for injury or damages arising from the performance of our agreement for services. Parents and providers agree to indemnify and hold harmless Child Action, its officers, and its employees from costs, suit or liability allegedly arising from the provision of child care services.

PARENTS' RIGHTS TO INFORMATION ABOUT PROVIDERS

There are laws of which you should be aware that serve to protect your child's safety and well-being. Additionally, you have certain rights as a parent on our program.

The **Americans with Disabilities Act** is a federal law which prohibits discrimination against people with disabilities. Providers are required to offer reasonable accommodations to enable children with disabilities to be fully included in their program. An accommodation is considered reasonable if it does not cause undue hardship to the provider.

Megan's Law provides the public with internet access to detailed information on registered sex offenders. Parents can visit the Department of Justice "Registered Sex Offender" database at www.meganslaw.ca.gov.

Oliver's Law requires all child care resource and referral programs and alternative payment programs to advise every person who requests a child care referral of their right to view the licensing information of a licensed child day care facility.

Parents who choose a licensed provider have the right and responsibility to view any licensing information regarding site visits to a provider's facility or records related to any substantiated or inconclusive complaints about the child care provider that they are considering to care for their children. This information is public and licensed providers are required by state law to make these records accessible to parents. In addition, state law requires licensed providers to give parents a Notification of Parents' Rights form.

For information about licensed providers, parents may call the Office of Community Care Licensing at 1-844-538-8766 (toll-free). Child Action strongly recommends that parents review a child care provider's licensing history before placing their children in care.

Parents who choose a child care program exempt from licensure (such as a parent co-op, recreation program, or community-based program) should ask the program staff about their complaint policies.

Parents who choose a non-licensed child care provider have the ongoing responsibility to see that their provider continually meets required basic health and safety standards.

Child Action does not pay any provider convicted of a crime against a child, regardless of the relationship between the provider and child being served. Child Action uses public web services such as Megan's Law and Saccourt to verify a provider's record. We also receive reports from Department of Human Assistance's Integrity Unit regarding providers convicted of crimes against children.

TRUSTLINE

State law requires all non-licensed child care providers (other than the child's aunt, uncle or grandparent by blood, marriage, or court decree) to be TrustLine cleared before they can be enrolled on Child Action's program. These providers must complete a TrustLine application form, be live scanned (electronically fingerprinted), and have a background check by the California Department of Social Services completed and cleared before being approved for payment for any services. The

background check can take as little as a few days or as long as a year or more, depending on the circumstances. TrustLine registration is granted once a provider clears the background check. State law prohibits Child Action from paying providers whose TrustLine application is in process, closed, denied, or revoked. Therefore, if your provider's TrustLine application is not cleared, no payment can be made. Additionally, Department of Social Services notifies Child Action when a provider's TrustLine clearance is subsequently closed, denied, or revoked. When that happens, payment to the provider will stop immediately.

Parents can check if a provider is registered (cleared) on TrustLine by calling 1-800-822-8490. You will need to provide the provider's full name and driver's license number.

PROGRAM REGULATIONS & POLICIES

ESTABLISHING YOUR BASIC FAMILY DATA FILE

Parents meet with a CARE Specialist to complete an application for child care services. To establish their basic family file, enrolling parents must provide Child Action with documents and forms that establish their family size, need and eligibility for child care services.

Family Size

1. Full name, address, and telephone number for each parent in the household
2. Names, gender, and birth dates of all children under the age of 18 in the family, whether they will be served by the program or not.
3. Supporting documentation regarding the number of children and parents in the family, which may include but are not limited to:
 - a. Birth certificates or other live birth records
 - b. Court orders regarding child custody
 - c. Adoption documents
 - d. Records of foster care placements
 - e. School or medical records
 - f. County welfare department records
 - g. Other reliable documentation indicating the relationship of the child to the parent.

NOTE: While the above information establishes family size, children receiving services must reside with the parent(s) on the program for any periods of time for which child care subsidies are paid.

VERIFICATION OF ELIGIBILITY

Parents must supply Child Action with documentation of eligibility. All documentation must be verifiable and must include a contact person's name and phone number, if applicable.

Income

Child Action calculates income from various sources to determine a family's eligibility for the program. Income sources may include, but are not limited to:

- Wages, tips, bonuses, commissions, and other earnings, including any self-employment earnings
- Work study
- Child and/or spousal support
- Cash aid
- Social Security Administration benefits (SSA)
- Unemployment Benefits Intercept (UBI)
- Disability benefits, worker's compensation, retirement benefits, pensions, inheritance, allowances for housing/automobiles, insurance/court settlements, etc.

Families must supply Child Action with documentation of all income sources for their family from either of the two months immediately preceding the certification appointment. Gross monthly income adjusted for family size cannot exceed 85% of the State Median Income. The 85% income ceiling, adjusted for family size, will be noted on the income worksheet you sign as part of your application.

Current Cash Aid Recipient

Child Action collects documentation of the parent's current cash aid status.

Categorical Eligibility

Child Action collects documentation that verifies the parent, or any member of the household is a current recipient of at least one of the following means-tested programs:

- CalFresh
- CalWORKS – child only
- Medi-Cal
- California Food Assistance Program
- California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start

Homelessness

Child Action collects either of the following:

- A written referral dated within three months prior to the application for services from one of the following entities, which identifies the child as experiencing homelessness:
 - A legal, medical, or social services agency;
 - A local education agency liaison for children and youth experiencing homelessness;
 - A Head Start program; or
 - An emergency or transitional shelter.
- A written parental declaration, signed under penalty of perjury, that the family is experiencing homelessness.

Child Protective Services (CPS)

Child Action collects a written referral from a county welfare department, Child Welfare Services worker that certifies that the child is receiving protective services, and that the family requires care for the child as part of the CPS case plan

VERIFICATION OF NEED

Parents must supply Child Action with documentation of need. All documentation must be verifiable and must include a contact person's name and phone number, when applicable.

Employment

If you are employed, you must submit:

- A signed release authorizing Child Action to contact your employer, which includes:
 - Employer's name, address, telephone number and usual business hours.
 - Hours of the day and days of the week worked.
- Wage stubs showing gross income and pay period dates. (A letter from an employer may temporarily substitute for a wage stub. The letter must include gross wages, pay period, work hours, and must be signed by the employer, personnel officer, or supervisor. To verify hours worked, you may also be required to submit your time sheets.)

If you are self-employed, you must submit:

- Completed Self-Employment Declaration form that includes a description of the employment and the hours of the day and days of the week worked.
- Completed Self-Employment Income Calculation form.
- Additional documentation of income and hours worked which could include appointment logs, client receipts, job/mileage logs, a list of clients with contact information, etc.
- Copy of business license or workspace lease/rental agreement (if applicable).
- Relevant business records.

If your employment is in your home, the nature of your work must preclude the supervision of your children. You will be asked to provide justification for your need for care if your children are over the age of five.

Family child care home (FCCH) providers are not eligible for subsidized services because their work does not preclude the supervision of their own children. If you are employed as an assistant in a licensed large family day care home, you must provide the following:

- Copy of FCCH license.
- Signed statement from licensee that you are the assistant.
- Proof that your fingerprints are associated with the FCCH.
- Written verification of payroll deductions taken from your wages (such as a wage stub).

To ensure program requirements and state regulations are met, parents who are receiving child care services while also providing subsidized child care services must choose **one** of the options below:

- Change their requested child care hours so they do not overlap with their child care business hours/hours they are approved to provide child care.
- Select to have their child care case closed and continue as a child care provider only.
- Select to end their participation as a child care provider and continue with their child care services unchanged.

Seeking Employment (also referred to as Job Seek)

If you are seeking employment, you must complete a Job Seek Declaration form which includes:

- A plan to secure employment.
- Days and number of hours that child care is needed.

Services as requested by the parent shall occur on no more than five (5) days per week and for less than 30 hours per week.

Vocational Training/Educational Programs

If you are a student at a vocational training institution or college or you are attending an educational program for English language learner (ELL), high school equivalency (HSE), or high school diploma (HSD), you must submit:

- A completed Vocational Training/Education Verification form which includes:
 - Name and address of the institution that provides the instruction.
 - Printed class schedule or document that includes current classes, the number of units per class, and the days of the week and times of each class, and a registration confirmation from the educational program such as the signature or stamp of the training institution's registrar.

- Report cards, transcripts or other records documenting adequate progress
 - Students who do not show adequate progress will no longer be eligible to receive child care services under this need for a period of six months. During the six-month period, they may be able to establish another need for child care. If there is no other need, the family will be disenrolled from the program.

You are eligible to receive subsidized child care while attending an educational or training program for six (6) years if you do not have a bachelor's degree or no more than 24 semester units or its equivalent taken after receiving your bachelor's degree, whichever occurs first.

Parental Incapacity

If you are unable to care for your children due to physical or psychiatric limitations, you must submit a Statement of Incapacity form completed by a legally qualified professional which includes:

- A statement that incapacitation prevents you from caring for your child for some part of the day.
- Days and number of hours that you are unable to care for the children.
- Name, address, telephone number, license or credential number, and signature of the legally qualified professional rendering the opinion of incapacitation.
- Services as requested by the legally qualified professional cannot exceed 50 hours per week.

Seeking Permanent Housing

If you are seeking permanent housing for family stability, you must submit a declaration signed under penalty of perjury that you are seeking permanent housing. The statement must include your general search plan to secure a fixed, regular, and adequate residence.

Scheduled care can be approved for less than thirty (30) hours per week and for no more than five (5) days per week.

Other Information Needed to Complete Your Family Data

- Emergency Contact Information
- Client Demographic Sheet
- Provider information

24 MONTH ELIGIBILITY (Initial Certification)

Once enrolled, families receive child care services for 24 months, based on the funding source. During this period, you are eligible to use the scheduled care approved at initial certification. Parents can voluntarily request a change to their file. If you need to increase care, we will require documentation of the increased need. If you need to decrease care, you will need to submit a form requesting the decrease.

Your CARE Specialist still needs to hear from you when:

- Your family household adjusted income exceeds 85% of State Median Income. ***You must report this change within 30 days of the change in income.**
- You want to voluntarily request a change. You may voluntarily request to reduce a family fee or increase your certified schedule. You will need to provide applicable supporting documentation for the requested change.
- You move or your contact information changes (e.g., phone, address, email).
- Care ends with your provider.

ESTABLISHING ON-GOING ELIGIBILITY AND NEED (Recertification)

To receive on-going services after your initial eligibility end date, you must be recertified to determine if you are eligible to continue child care services. This process is like the initial certification.

REINSTATEMENT POLICY

A family who has been voluntarily disenrolled may have their services reinstated if they are within the eligibility period from their initial enrollment or last certification. The family will be reinstated based on their previous eligibility without collecting any additional documentation or another application for services. The new certification period will be extended to ensure the family receives their full 24 months as applicable. Reinstatement will be based on funding availability.

PARENT FEES

Parents may be required to pay a portion of their child care costs, referred to as the parent fee. Parent fees are assessed for each month the child is enrolled in care. Parent fee amounts are established by the State of California and determined by the family's gross monthly income, adjusted for family size, and whether the child is **enrolled** for full time (130 hours or more per month) or part time (less than 130 hours per month) care as defined by the California Department of Social Services. Child Action must follow the 130 hours threshold for part-time monthly and full-time monthly family fee assessments. The definition of full-time and part-time child care used to determine provider payment differs, with part-time child care being fewer than 25 hours per week and full-time care being 25 hours or more per week.

Parent fees are billed according to the child who is scheduled to use the most hours in any enrolled month, regardless of the number of children enrolled on the program.

Parent fees are not related to the cost of care. If the parent changes their child care provider and the child remains enrolled for full time care, the parent fee will not change, regardless of the amount the new provider is charging.

Parent fees are billed and collected in advance. Bills are mailed each month during the week of the 15th and will state the next month's fee for which the parent is being billed. The balance stated on the bill is due on the first of the month. Parent fees are considered delinquent if they are not paid in full by the seventh of the month.

HOW TO MAKE PAYMENT

Child Action accepts checks, money orders and online payments; cash is not accepted. Checks and money orders must be remitted in person during regular business hours (Monday - Friday, 8:00 a.m. – 5:00 p.m.), or sent via United States Mail to our office, located at 10540 White Rock Road, Suite 180, Rancho Cordova, CA 95670-6012. To pay online, you will need a Child Action Parent Portal account. To establish this account, contact your CARE Specialist. Once you have activated your Parent Portal account, you may use it to pay your parent fees via *PayPal*[™]. Checks or *PayPal*[™] transactions that are returned for insufficient funds are subject to fees. In addition, if your check is returned, we will no longer accept checks from you for payment.

DELINQUENT PARENT FEES

If Child Action does not receive the parent fee payment in full by the seventh of the month, we will issue a Notice of Action for disenrollment from the program. The notice will state the amount of unpaid fees, the fee rate, and the period of delinquency. Disenrollment from the program will be nineteen 19 calendar days from the date the notice is issued if payment is not made. If you receive this notice, you may request to establish a reasonable Delinquent Fee Repayment Plan **prior** to the effective date on the Notice of Action to avoid disenrollment from the program. To remain on the program, you must pay all current fees when due and comply with the provisions of your repayment plan (which means that you must pay current parent fees and repayment plan payments on time).

Child Action reserves the right to submit unpaid parent fee debts to a collection agency to recover funds from parents who have been disenrolled from the program and/or who are 90 days behind in their parent fee payments.

HOW WE PAY YOUR PROVIDER

ATTENDANCE REPORTING

The California Department of Social Services (CDSS) requires parents to maintain a daily in and out record (attendance form) for each child on Child Action's program. Refer to the sample attendance form in this handbook for a paper attendance form sample (attachment A).

- Child Action issues an attendance form for each child for each month. Only care for the specified month (which is printed on the attendance form) should be documented on the attendance form. Care for two months should never overlap on one attendance form. If your provider has not received an attendance form by the time care has started, contact your Child Action CARE Specialist.
- Attendance forms should be kept with providers and are the only form of documentation accepted for billing. If the form is misplaced or not received, a new form should be requested from the CARE Specialist.
- Attendance forms must be completed daily at the actual time of drop-off and pick-up. Write the exact time on the attendance form, circling AM or PM.
- The hours recorded on the attendance form must be the exact hours the child was in care. It is a violation of state regulations for providers to ask parents to record hours in advance. It is also a violation of state regulations to record child care hours that were not provided.
- If the hours of care differ from those on the child care schedule (CCS), the appropriate reason code should be used to explain the discrepancy. If you need child care outside of the hours approved on the CCS, you can call your CARE Specialist to request the changes as needed. Additional documentation may be needed to support the requested change.
- When care has ended for the month, the provider and the enrolled parent (not an authorized pick-up person) must sign the attendance form, verifying the accuracy of the hours entered on the form. Providers and parents cannot sign for each other and should sign using their legal signatures. It is a violation of our policies for providers or parents to pre-sign attendance forms.
- If you make a mistake on the attendance form (for example, write the wrong date), you should cross out the error and initial it, and fill in the correct information. Do not use white out.
- If you use care that is not authorized on the child care schedule, you may be responsible to pay for that care.
- Providers are encouraged to bill their customary charges on the attendance form.

If a child is absent or does not use scheduled care, the parent or authorized pick-up person must fill in the “Reason Code” box with one of the codes listed below:

C	Provider was closed	S	<ul style="list-style-type: none"> • Child/family member sick, at Dr.’s appt, funeral; or absent from care for another medical reason • School-age child was sick and used more hours than scheduled on a school day
		A	<ul style="list-style-type: none"> • Child did not use care because child/parent on vacation, visiting a relative, or another non-medical reason
C-COVID	Provider was closed due to a COVID related reason	M	<ul style="list-style-type: none"> • Minimum school day

1. The “**C**” code is to be used when a provider is closed and unavailable to provide care for all or part of a scheduled day of care.
2. The “**C-COVID**” code is to be used when a provider is closed due to a COVID related reason.
3. The “**S**” code is to be used when:
 - a. A child is absent from care or uses fewer hours than scheduled due to a medically related reason.
 - b. A school-aged child is ill on a school day and is in care for more hours because of the illness.
4. The “**M**” code is to be used for school-aged children only. It explains why a school-aged child used more hours on a school day (but within the approved hours on the CCS). It can also be used to explain why a kindergartner’s school hours and child care hours change on a minimum day.
5. The “**A**” code is to be used when a child is absent from care or uses fewer hours than scheduled due to a non-medical reason, or in the best interest of the child.

SAMPLE ATTENDANCE FORM

Child Action
10540 White Rock Road Suite 180
Rancho Cordova, CA 95670-6012

|||||

Parent Smith, Jane
Child Smith, Michael

Provider Acct AX123
Child DOB 11/27/2017

Care Code 03
Fund C2AP

Sample Attendance Form

CARE Specialist
John Jones (916) 274-XXXX

September 2023 Attendance Form

AX123
Olga Doe
456 Main Street
Sacramento CA 95815

- Attendance Form is due by the 15th of the month following service
- Notify us if this child is absent for seven (7) consecutive days or more
- Do **not** use white-out

Billing Section:

Fees: If you have on record that you charge the fee types described below, you MUST bill the fee(s) when due by completing this section. If not billed in this section, they will not be considered for payment.

Registration Fee Type: Enrollment Annual Summer Other _____
Charge for this fee type is \$ _____ **and is per** Family **or** Child **(must check one)**

Other Fee Type: Materials Activity Supplies Other _____
Charge for this fee type is \$ _____ **and is per** Family **or** Child **(must check one)**

Child Care:

- Please enter your rates for child care in the appropriate categories. Bill **your** rate. Do not bill the CAPS.
- If you have fees in addition to child care rates, enter billing for those fees in the Fees section above.
- If your rate entry is different from your rates on the child care schedule, your payment may be delayed.

- Monthly Rate** \$ _____ / month
- Weekly Rate** \$ _____ / week If your weekly rate varies, e
Week 1 \$ _____ Week 2 \$ _____ Week 3 \$ _____ Wee
- Daily Rate** \$ 20 / day [X] 7 # of days \$ _____
- Hourly Rate** \$ _____ / hour [X] _____ # of hours \$ _____ / hour [X] _____ # of hours (if applicable)

PROVIDER: The provider marks the type of rate billed for the child and fills in the rate amount. In this example, the provider's rate is \$20/day when the child uses care on a school day. (Note that the amount entered as the provider's rate should always be the rate the provider charges for services and not the state CAP.)

Other Charges (if applicable) PROVIDER: The Provider enters any additional charges.

In-service Days \$ 30 / (day)hour [X] 1 # (days)hours Specify dates: 09/04/2023

Minimum Days \$ 25 / (day)hour [X] 1 # (days)hours Specify dates: 09/11/2023

YOU MUST SIGN AND DATE THIS SECTION OF THE ATTENDANCE FORM ON OR AFTER THE LAST DAY OF CARE PROVIDED DURING THE MONTH OR IT WILL BE CONSIDERED INCOMPLETE. A FULL SIGNATURE IS REQUIRED.

I (the parent/provider) declare under penalty of perjury under the laws of the United States and the State of California that the facts contained in this attendance form are true, correct, and complete for the entire month and that the provider named in this form provided the child care.

<p style="text-align: center;"><i>Olga Doe</i></p> <p>Provider Signature</p>	<p style="text-align: center;"><i>September 29, 2023</i></p> <p>Date</p>
<p style="text-align: center;"><i>Jane Smith</i></p> <p>Parent Signature</p>	<p style="text-align: center;"><i>9-29-23</i></p> <p>Date</p>

PARENT and PROVIDER: The front of the Attendance Form must be signed and dated by both provider and parent.

Providers and parents should make sure to sign at the end of the month so they can accurately verify the total hours of care used.
Child Action will not pay for days/hours that occur after the Attendance Form has been turned in or past the date of the signatures.
Providers and parents should sign just as they would a check and they must sign for themselves only.

- Batch 80 completed Staff:
- Batch 90 – Please rescan and email:
- Date Completed:

IN THIS BOX

This document must reflect **actual time in care and be entered at the time of drop-off and pick-up**. Incomplete or inaccurate attendance forms may delay or affect your payment. For each day the child does not use care as scheduled, enter one of the codes listed below in the "Reason Code" box.

C	Provider was closed	S	<ul style="list-style-type: none"> Child/family member sick; at Dr.'s appt, funeral; or absent from care for another medical reason School-age child was sick and used more hours than scheduled on a school day 			
		A	Child did not use care because child/parent on vacation, visiting a relative, or another non-medical reason			
C-COVID	Provider was closed due to a COVID related reason	M	Minimum school day			
		Use if child has split schedule				Office Use Only
	Date	Time In	Time Out	Time In	Time Out	Reason Code
M	9/4	7:05			5:15	
T	9/5	7:10	7:50	2:35	4:40	
W	9/6	7:00	7:50	2:35	4:50	
Th	9/7	7:00			7:50	
F	9/8	2:35			5:00	
Sa						
Su						
M	9/11	12:15			5:00	M
T	9/12					A
W	9/13	10:15			5:05	S
Th	9/14					S
F	9/15					C
Sa						
Su						
Refer to each example above by the date listed. The parent is Jane Smith and the provider is Olga Doe. The child is scheduled to use care every Monday-Friday, 7am-5pm on non-school days and 7am-7:50am and 2:35pm-5:00pm on school days. Each scheduled day that the child uses care must have complete times with AM or PM circled. For each scheduled day that the child is absent, a reason code must be entered for the absence.						
9/4	Non-school hours: Child must be signed both in and out of care by the adult dropping off or picking up from care each day care is provided.					
9/5 9/6	Before and after school care: The person authorized to drop off the child must complete the first "Time In" box. The provider must complete the first "Time Out" box when the child is dropped off at school and complete second "Time In" box when the child returns to care after school. The person authorized to pick up the child must complete the second "Time Out" box when the child is picked up.					
9/7	Before school only care: The person authorized to drop off the child must complete the first "Time In" box. When the child leaves for school, the provider must complete the first "Time Out" box.					
9/8	After school only care: The provider must complete the first "Time In" box. The person authorized to pick up the child from care must complete the second "Time Out" box.					
9/11	M code: Use the "M" code for a minimum school day. It explains when the child was in care at 12:15 pm on a school day when the child is usually in care at 2:35pm.					
9/12	A code: Use the "A" code when the child is absent from care for the whole day for a non-medical reason.					
9/13	S code (school-age child): Use the "S" code when the child uses more care on a school day due to medical reasons. For example, the child went to the provider's earlier than scheduled because the child left school early due to sickness. It explains why the child was in care at 10:15am on a school day when the child is usually in care at 2:35pm.					
9/14	S code (any child): Use the "S" code when the child is absent from care the whole day or uses less care than scheduled due to a medical reason. For example, the child or parent was sick, had a doctor's appointment or attended a funeral.					
9/15	C code: Use the "C" code when care is not used because the provider was closed. Do not use the "C" code if care was not used but the provider's facility was open.					

ATTENDANCE FORM SUBMISSION

The attendance form must be complete, accurate and received by Child Action **no later than 5:00 p.m. on or before the 15th of the month following service.** If the 15th of the month falls on a weekend or holiday, forms must be returned no later than the last working day before the 15th to be processed by the end of the month. Attendance forms received after the 25th of the month following services may not be paid.

Attendance forms may be submitted in person during regular business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.) or sent via United States Mail to our office, located at 10540 White Rock Road, Suite 180, Rancho Cordova, CA 95670-6012.

METHODS OF PAYMENT

Child Action makes payment to providers through our direct deposit program which electronically transfers money into the financial account of their choosing.

Providers have different choices for direct deposit:

- Checking Account
- Savings Account
- Reloadable Prepaid Debit Card Account (your personal prepaid debit account or one issued through Child Action)

The reloadable prepaid debit card allows providers who do not have a bank account to participate in the Direct Deposit Program. This card is a pre-approved bank account accessed through an ATM/debit card. The card may be used at virtually any ATM and at nearly any merchant location where PIN-based debit transactions are accepted. No credit check is necessary.

Payment by check is available to providers who do not wish to receive payment by direct deposit; however, providers are highly encouraged to enroll for direct deposit.

STOP CHECK PAYMENT POLICY

Although Child Action uses direct deposit to pay providers, occasionally circumstances require us to issue a check. If the check is lost, Child Action will only process a stop payment request 30 days after the check was issued. We will reissue a new check five days after receiving confirmation from the bank that the stop payment was processed.

CAPS

The State of California conducts regular surveys of providers throughout the state to determine the average cost of care per region. Based on these figures, they set ceilings on the amount that agencies such as ours can reimburse for child care. We refer to these ceilings as the CAPS. Child Action can pay the provider's rate if it does not exceed CAPS. If a provider's charge is over the CAP, Child Action pays the CAP and the provider may collect the difference from the parent. Child Action is not responsible for the parent's balance of payment. The payment from Child Action shall be considered the full payment obligation incurred by Child Action.

NON-REIMBURSABLE CHARGES

Your child care provider may have policies or charges for services for which Child Action cannot pay. Payment not made by Child Action is the responsibility of the parent.

Child Action does not pay for the following charges:

- Transportation charges.
- The cost of tuition, books or educational materials at private schools.
- Late fees.
- Field trips.
- Meals.
- Notice time after the confirmed last day of payment.

CAUSES FOR NONPAYMENT

Child Action is bound by the regulations that govern all alternative payment programs. The regulations stipulate the conditions under which we can or cannot reimburse child care providers. Under these regulations, Child Action may not reimburse providers:

- In advance of services rendered.
- Until they have completed all the necessary paperwork for reimbursement.
- Unless the parent has enrolled on our program and has a written child care schedule (CCS) approved by Child Action.
- If the information in the provider's file is not current.
- If attendance forms are incomplete and/or not signed.
- If the parent or provider refuses to sign the attendance form.
- If any information on the attendance form is false or inaccurate.
- If attendance forms are received after the 25th of the month following care.
- For days/hours on the attendance form that are not within the care authorized on the CCS.
- If the parent or Child Action ends the agreement for services with the provider.
- If the provider's license is revoked or suspended, or if the provider's TrustLine is denied, revoked, or closed.
- If the provider has been convicted of any crime involving violence against, or abuse or neglect of children.
- If the provider has submitted any false information or if the parent has submitted any false information for the provider.
- If the provider charges a subsidized family a higher rate than that charged to a non-subsidized family.

Child Action does not pay for any bills incurred before a family is enrolled on our program or after Child Action's services end.

REIMBURSEMENT FOR ABSENCES

Child Action hopes that children enrolled on our subsidy program use care consistently based on their scheduled care to maximize the benefits of their early learning and care experience. However, we also understand that life situations arise that may affect your child's attendance with the provider. The policies on the next page describe the payment consequences when care is not used according to the approved child care schedules.

Abandonment of Care Policy

When the family has not been using care for seven (7) consecutive calendar days and has not been in communication with the provider, the provider shall promptly notify Child Action.

Once notified, Child Action will attempt to contact parents via email, phone and/or mail to determine the reason for non-attendance and what further action is needed. If the parent does not contact Child Action or their provider within thirty (30) calendar days, a Notice of Action will be issued to disenroll the family and end services due to abandonment of care.

Non-Operational (Closure) Days

Child Action will pay the first 10 closure days, coded as "C" on the attendance form per fiscal year. The provider shall provide documentation that the closure days payment is also required of unsubsidized families. This applies to licensed providers only. Payment is not made to exempt and relative providers on days they are closed.

HOW TO VOICE CONCERNS

General concerns can be directed to the Program Integrity Unit at programintegrity@childaction.org or by following the processes outlined below.

FAIR HEARINGS (APPEAL PROCESS)

In accordance with California Department of Social Services, if child care services are changed or discontinued, parents are issued a Notice of Action in advance that states the effective date and reason for the action. If you disagree with the Notice of Action for any reason or do not agree with a judgment and/or decision we have made regarding your eligibility for services, you are entitled to a fair hearing. You can request a fair hearing by notifying a CARE Specialist or by completing the request for a fair hearing on the reverse side of any Notice of Action.

If you elect to have a fair hearing, Child Action will continue to pay for child care during the fair hearing process.

GRIEVANCE PROCEDURE

If a parent or provider has a complaint regarding any of Child Action's services, policies, practices, or staff, they are directed to discuss the matter with the appropriate department supervisor. If the grievance is not resolved at this level, it will be referred to the department manager. It is our goal to resolve grievances at the manager's level; however, parents and providers may escalate the matter to a department director, then to the Chief Executive Officer (CEO), and then to Child Action's Board of Directors or a subcommittee of the Board.

COMPLAINT PROCESS

If a community member has a complaint regarding any law or regulation enforced by the California Department of Social Services, they may submit a letter alleging the violation of the law or regulation to the Child Care and Development Division (CCDD) Appeals Coordinator.

California Department of Social Services (CDSS)
Child Care Development Division (CCDD)
Child Care Administration Bureau (CCAB)
Attn: Appeals Coordinator
744 P Street, M.S. 9-8-371
Sacramento, CA 95814
Phone: 833-559-2417
Fax: 916-654-1048
Email:
CCDDAppeals@dss.ca.gov

OTHER POLICIES

FRAUD POLICY

The California Department of Social Services requires Child Action to inform all families receiving subsidized child care services of the following:

1. **Definition of Fraud**

Fraud is the intentional deception or misrepresentation made by a person with the knowledge that the deception could result in unauthorized benefits or payments.

2. **Examples of Fraud**

Fraud may include, but is not limited to:

- a. Submitting false or inaccurate attendance records (e.g., claiming child care on days or hours when care did not occur).
- b. Providing false or misleading information about residence, income, employment, or need for care.
- c. Withholding or omitting information that affects eligibility.
- d. Falsifying documents, signatures, or using pre-signed attendance sheets.

3. **Agency Action if Fraud is Substantiated**

- a. Families or providers found to have committed fraud will be subject to disenrollment from the program.
- b. Child Action will actively pursue recovery of any funds paid due to fraudulent activity.
- c. Child Action may refer cases to appropriate State or County agencies, including but not limited to: the Department of Human Assistance, Community Care Licensing, Child Protective Services, or the District Attorney's Office.

CONFIDENTIALITY OF SERVICE

The use or disclosure of any information maintained in the basic data file is limited to purposes directly connected with the administration of Child Action's program. As a state- and county-funded program, Child Action retains the right to share information or verify documentation supplied by the parent or provider with any applicable State or County agency including, but not limited to, Department of Human Assistance, Community Care Licensing, Child Protective Services or the District Attorney's office.

No other use of this information shall be made without the parent's prior written consent unless it is subpoenaed by a court of law. Enrolled parents have access to the information in their family's file.

DISENROLLMENT FROM THE PROGRAM

PARENT DISENROLLMENT

Parents who choose to end child care services with Child Action should notify us at least two weeks in advance and should notify their child care provider in accordance with the provider's policies regarding termination of services. Parents could be responsible for payment if they end care without notice in accordance with their provider's policies.

Parents may be disenrolled from Child Action's program for any of the following reasons:

- Failure to establish an approved need for services at certification or recertification.
- Failure to submit verifiable information regarding eligibility or need for services, or any other required documentation, by the assigned due date.
- Eligibility period ends and there is no approved need for care.
- Failure to be recertified.
- Failure to adhere to any rules established by Child Action.
- Providing Child Action with fraudulent, false, or misleading information or documentation.
- Using abusive or vulgar language, attempting to bribe, coerce, extort any Child Action employee or client, or threatening any Child Action employee or client.
- Your family's gross monthly income adjusted for family size exceeds 85% of the State Median Income.
- Failure to pay parent fees by the due date or failure to fulfill the conditions of a repayment plan.
- Failure to accurately fill out attendance forms daily.
- Falsifying information on attendance forms or refusing to sign attendance forms.
- Failure to communicate your child care needs with the provider or Child Action for a total of 30 consecutive calendar days after being notified by Child Action that such communication is required. See Abandonment of Care policy.
- No approved provider.
- Child(ren) reaches State age eligibility limits.

Parents who are disenrolled from the program because they failed to report a change in income that exceeds 85% of the State Median Income, adjusted for family size, within 30 calendar days of the income change, or who reported false or misleading information, may be required to pay back money to Child Action in the amount paid out for care the family was not eligible to receive. Parents may be ineligible for continued services unless the debt is paid in full.

PROVIDER DISENROLLMENT

State laws require that Child Action must act should any of the following conditions occur:

License Expiration/Revocation/Suspension/Probation for any licensed facility

- **Revocation/Suspension:** If a provider's license is revoked or suspended, Child Action will cease to reimburse the provider as of the date of the revocation or suspension. The parent and the provider will be notified in writing that payment has been terminated and the reason for the termination. To continue receiving services from Child Action, the parent will have to select a different provider. A provider who has a license revocation or suspension cannot be reimbursed by Child Action as a non-licensed provider regardless of their relationship to the children.
- **Probation:** If a provider is placed on probation, Child Action will notify the parent of the provider's probation status and explain that the parent has the option to select another provider or remain with their current provider. Child Action will not approve services for new families with this provider during the probationary period.

Change of Location

- **Licensed Providers:** Child care licenses are not transferable. Any time a provider moves, they must apply for another license. When the new facility is licensed, Child Action requires a new Provider Information Sheet, Provider Statement of Understanding, and copy of the new license. To continue receiving subsidy payments, the provider must notify Child Action prior to moving. If there is a time gap between the provider's new and old licenses, no payment can be made for that time.
- **Non-Licensed Providers:** If care is provided in the parent's home, Child Action must be informed if/when the parent moves. If care is provided in the provider's home, the provider must notify Child Action prior to moving. In both cases, we will require that the provider update forms in their file.

Change of Ownership

- Any time a child care center changes ownership through a sale, transfer or any other means, the center must be re-licensed. The new owner must complete a provider enrollment.

TrustLine Denial/Revocation/Closure

- State law prohibits Child Action from paying a provider whose TrustLine application is denied or closed. In addition, if a provider's TrustLine is ever revoked, we will stop payment immediately. If a provider's TrustLine is denied, closed, or revoked, Child Action will not issue payment regardless of the provider's relationship to the children.
 - **Denied:** Usually indicates that the provider's application has not been approved because the provider has been convicted of a felony that would preclude her/him from safely caring for children.
 - **Revoked:** TrustLine application was previously approved but has been revoked, usually because the provider has committed a felony after the initial approval.
 - **Closed:** The application cannot be approved, usually because part of the application is missing.

Unresolved Financial Obligations

- A provider, who has incurred a debt to Child Action either as a provider or a parent on the program, will not be enrolled or reimbursed by Child Action until the debt has been paid in full.

SUBSIDIZED CHILD CARE PROGRAMS

(Programs available in Sacramento County)

- **Child Development Programs:** Full day child care programs for children, ages birth through twelve and older for children with special needs, whose families meet an income requirement and have a need for child care in order to work, attend school or complete job training programs. These developmental programs, operated by school districts and not-for-profit organizations, offer comprehensive care that meets educational, social, emotional, nutritional and health needs of children.
- **Child Action:** Programs administered by Child Action (an Alternative Payment Program) provide parents with child care certificates and allow them to select their own licensed or exempt providers. They may choose a child care center, a family child care home, or a provider who is not licensed but meets the criteria for non-licensed providers. Parents are placed on specific programs based on their need and eligibility. All parents must meet eligibility requirements and be engaged in an activity (employment, training, looking for work or medical incapacitation) that requires them to have child care. Families may also be referred for services from Child Protective Services.
 - **Stage 2 and Stage 3** are administered by Alternative Payment Program agencies under contract with the California Department of Social Services. (Child Action administers Stage 2 & 3 in Sacramento County)
 - Families are placed on Stage 2 after a parent's work or activity has stabilized or when the parent(s) is transitioning off aid. Clients may continue to receive child care in Stage 2 up to 24 months after they no longer receive aid.
 - Families transfer to Stage 3 when they have exhausted their 24-months limit on Stage 2 (referred to as timing out). Stage 3 can continue for as long as the family remains eligible for child care programs and continues to have a need for care.
- **Family Child Care Home Education Network (FCCHEN):** Beanstalk, the FCCHEN in Sacramento County, offers sliding fee and free programs in licensed centers and family child care homes. Beanstalk centers provide school readiness (preschool) with full day and part day options and before/after school programs. Beanstalk has flexible hours with sites located throughout the greater Sacramento area (income eligibility is required).
- **Migrant Child Care:** Full day child care programs for families who are migrant and seasonal agricultural workers. These programs operate seasonally and are typically located in Migrant Housing Projects.
- **Campus Child Care:** Child care for income-eligible parents enrolled at the University of California, California State University and California Community College systems. Each campus serves different age ranges.
- **State Preschool:** Program that provides part/full time preschool education to children (primarily 3- and 4-year-olds) in families with income eligibility.

- **Head Start/Early Head Start:** Early infant or preschool education and parenting education program operated by Sacramento Employment and Training Agency or the school districts. With some exceptions for children with disabilities, families must be income eligible. Head Start serves families with children between three years and the mandatory school age. Early Head Start serves families with children 0-36 months.
For a listing go to www.headstartprogram.us/city/ca-sacramento.
- **California Work Opportunity and Responsibility for Kids (CalWORKs):** Recipients of the California Work Opportunity and Responsibility to Kids (CalWORKs) grant program are required to engage in work or work preparation activities. Child care is provided with state and federal funds in three stages. Stage 1 is administered by the County of Sacramento and begins when a participant enters the CalWORKs grant program and begins a welfare-to-work plan developed by the Department of Human Assistance (DHA). DHA refers families to resource and referral agencies to assist them in finding child care providers.

CONTACT US

Free child care referrals are available online, by phone, or walk-in. Child care referrals are free to all families in Sacramento County.

Providers who are currently caring or will care for children subsidized by Child Action can contact the CARE Department at the number listed below.

Child Action

10540 White Rock Road, Suite 180
Rancho Cordova, CA 95670-6012
1-916-369-0191

Hours:

Monday – Friday
7:30a.m. – 5:00p.m.
No appointment needed.

For providers who are currently caring for children paid for through Child Action's subsidies or providers who will care for children subsidized by Child Action.

Fax Numbers

Administration	1-916-859-0361
CARE Department	1-916-859-9904
Community Engagement	1-916-859-9903

Visit us online at www.childaction.org