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 anyother 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 agenciesunder 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.