

If the provider is providing care that is outside of the approved schedules, encourage the parent to contact his/her CARE Specialist to make a voluntarily request to change the CCS, if needed. Care provided outside of the approved schedules may result in underpayment or non-payment.

Non-Operational (Closure) Days

Child Action will pay the first ten (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.

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 for non-attendance and what further action is needed. If parent does not contact Child Action or 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.

FRAUD POLICY

The California Department of Social Services (CDSS) requires Child Action, Inc. (CAI) to inform all providers participating in subsidized child care programs 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 the child’s attendance, the parent’s employment or school status, or any other eligibility factors.
- c. Withholding or omitting information that affects program eligibility.
- d. Falsifying documents, signatures, or using pre-signed attendance sheets.

3. Agency Action if Fraud is Substantiated

- a. Families found to have committed fraud will be terminated from the program, and CAI will pursue recovery of any funds paid.
- b. Providers found to have participated in or contributed to fraudulent activity may be:
 - i. Disenrolled from CAI’s provider network.
 - ii. Held liable for repayment of improperly obtained funds.
 - iii. Referred to the Department of Human Assistance, Community Care Licensing, Child Protective Services, or the District Attorney’s Office for prosecution.