



CDE Family Handbook Addendum



State funded Child Development Programs

How Families Qualify for the Program

CAPC's early care and education programs serve eligible pregnant women and children (birth through five years) and their families. Eligibility is determined by factors that vary based on the specific program being considered. Eligibility factors may include child's age, family income, parent employment status, housing situation, school status, and so forth. Enrollment policies guarantee non-discrimination. In accordance with state and federal law, including full compliance with the Americans with Disabilities Act, the program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served (ADA of 1990; 42USC12101 et seq. [2000], Title 5 4900 et seq). Our programs are made available to eligible families of children receiving disabilities services, directly or in cooperation with other agencies, in the least restrictive environment in accordance with an Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP). For questions regarding the eligibility requirements for the program in which your child is enrolled or seeking to be enrolled, please contact the Eligibility Recruitment, Selection Enrollment and Attendance (ERSEA) department.

Contract hours for full-day programs are based on the actual documented need of the parent and take into consideration such issues as work hours, school hours, training program hours, study time, travel time and sleep time. Children may only attend the program in accordance with the contract hours.

Parents enrolled in the state funded programs will be required to provide:

Eligibility (Criteria and Required Documentation)

- Documentation of total countable income
- Documentation of family size
- Proof of child's age
- Immunization history

Family Size (Required Documentation)

- Proof of siblings and ages (i.e., birth certificates)

Need (Criteria and Required Documentation)

- CPS Referral from legally qualified professional (if applicable)
- Employment verification (if applicable)
- Documentation of training toward vocational goal (if applicable)
- Documentation of homelessness and or seeking permanent housing (if applicable)
- Documentation of incapacity signed by a physician (if applicable)
- Documentation of child's exceptional needs (if applicable)

The application for services and all required documentation to establish eligibility must be completed prior to enrollment. Once certified, families remain eligible for no less than 12 month. If the basis of



eligibility is income, the family is required to report to CAPC ERSEA staff within 30 days if their income exceeds 85% of the state medium income. A copy of the most recent Schedule of Income Ceilings is provided as required.

Schedule of Income Ceilings (85 percent SMI) for Recertification Child Care and Development Programs*

Family Size	Family Monthly Income	Family Yearly Income
1-2	\$5,343	\$64,120
3	\$5,802	\$69,620
4	\$6,719	\$80,623
5	\$7,794	\$93,522
6	\$8,869	\$106,422
7	\$9,070	\$108,841
8	\$9,272	\$111,259
9	\$9,473	\$113,678



10	\$9,675	\$116,096
11	\$9,876	\$118,516
12	\$10,078	\$120,934

Schedule of Income Ceilings (85% SMI)
for SFY 2019-20 Child Care Development Programs
Updates based on 2017 ACS from California Department of Finance
Source: 2017 American Community Survey (ACS) Public Use Microdata
Sample File

* Ceilings may revised yearly to reflect most current ACS information.

Family Fees

Some CAPC program options require a family fee to be collected depending upon income and family size. Each family’s income is assessed to determine if a fee is required. Families will be notified with a Notice of Action if family fee is required. ERSEA staff will explain the requirements to the family and provide a written agreement to clarify the family’s responsibilities. Parents who require a family fee will be billed each month. *Families receiving California Work Opportunity and Responsibility Program (CalWORKs) cash aid and families enrolled in CSPP part day programs are not assessed a fee. Families with children who have been identified as at-risk of abuse may be exempt from paying a fee for 12 months. Families whose children are receiving services from Child Protective Services may be exempt from paying a fee for 12 months.*

- Family fees are assessed for families of infants, toddlers and preschool age children served with full-day General Child Care (CCTR) and California State Preschool Program (CSPP) funds.
- CAPC uses the current fee schedule prepared and issued by the California Department of Education for childcare programs funded by the State when assessing daily fees for children receiving services.
- Fees are assessed based on the following factors: family’s gross monthly income, family size, and children enrolled in other programs that have assessed a family fee.



- Fees must include the full portion of the family's cost for service. No adjustment may be made for excused or unexcused absences.
- A family may voluntarily request a reduction to their family fee if there is a change to their family income, size, days and hours of care needed. This request will not be used to make any other changes to the service agreement.
- The fee shall be assessed and collected according to the family's child who is enrolled for the longest period of time.
- A family being assessed a fee, can be provided with a copy of the contractor's fee assessment and policies, including the consequences for payment of fees that are delinquent.
- Payments may be made by cash, check or money order paid to the order of Child Abuse Prevention Council. Upon receipt of payment, clients will receive a receipt. The receipt shall contain the following information; the amount paid the date of the payment, the rate of payment, and the period of service.

Returned check fee:

If your check is returned, we reserve the right to no longer accept a check as a form of payment.

Refund Policy:

All child care fees are collected before the receipt of services. The only time that refunds will be issued to clients is if services are dropped or terminated during a period when fees have already been collected for that time period. For example: *If a client paid \$40 on the 27th of February for the month of March which included 20 scheduled days of services at \$2/day, but then the client dropped services on the 13th of March which left a remainder of 11 scheduled days, then the client will receive a refund check of \$22 which is the fee assessed for the remaining 11 days that the client will not be utilizing our program.*

Fee Waiver:

Child Protective Services workers can suggest a fee waiver for families. If families receive a fee waiver this is limited to the period of no more than one year.

Delinquent Fee Payment Plan

Fees are due in advance of service and considered delinquent if not paid by the 7th of the month. If account is delinquent at the close of business on the seventh calendar day, a Notice of Action shall be issued to inform the family of the following:

- The total amount of unpaid fees
- The fee rate
- The period of delinquency

Services shall be terminated fourteen (14) to nineteen (19) calendar days (depending on method of issuance) from the date of the Notice of Action unless all delinquent fees are paid and/or



documentation of credit for fees paid to other service providers is collected before the end of the 14-19 day waiting period. The 14 day period pertains to NOAs that are hand delivered to the parent; the 19 day period pertains to NOAs that are delivered to the parent via the US Postal Service.

If the family is unable to pay their fee CAPC shall accept a reasonable plan from the parents for payment of delinquent fees. The plan must be developed before the end of the 14-19 day waiting period and shall not exceed 4 months to repay the full amount of delinquent fees. CAPC shall continue to provide services to the child provided the parents make a minimum “good faith” payment of at least 10% of the total delinquent fees at the time the plan is developed, pay their full assessed monthly fees when due and comply with the provisions of the repayment plan.

- Agency staff shall submit the repayment plan to their Director for approval before finalizing the plan. Once approved, the originals of the termination NOA and repayment plan shall be filed in the family file and copies shall immediately be provided to CAPC Fiscal Department.
- Upon termination of services from non-payment of delinquent fees, staff shall make this indication in ChildPlus, and the family shall be ineligible for childcare services until all delinquent fees are paid.

Voluntary Request of Reduction of Family Fee

A family may request a reduction to their family fee by reporting a change in family income, hours of care needed, or family size. The family must provide documentation to support the reported change. If the reduction is approved, the fee change will take effect on the first of the month following the receipt and approval of the supporting documentation. A notice of Action (NOA) will be issued immediately upon receipt and approval of the required supporting documentation. The documentation provided may not be used to make any other changes to the service agreement.

Credit for Fees Paid to Other Service Providers

This section shall apply only to State-funded child care programs.

When CAPC cannot meet all of the family’s needs for child care for which eligibility and need have been established, CAPC shall grant a fee credit equal to the amount paid to the other provider(s) of these childcare and development services. CAPC shall apply the fee credit to the family’s subsequent fee billing period. The family shall not be allowed to carry over the fee credit beyond the family’s subsequent fee billing period.

CAPC shall obtain copies of receipts or cancelled checks for the other child care and development services from the parent. The copies of the receipts or cancelled checks and a complete and signed CAPC Fees Rendered Form shall be maintained in the family file.

The copies of the receipts or cancelled checks and a complete and signed CAPC Fees Rendered Form are due by the first day of the month. Fees due shall be considered delinquent if this documentation and any remaining fees owed are not collected within seven (7) calendar days.

Copies of the receipt or cancelled check shall include the following: name of the other service provider, amount of payment, date of receipt or payment, the period of child care services covered



by the payment, name of the parent, and name of the child who received childcare from the other service provider.

Part Day and Head Start programs are not assessed a family fee.

How Families are Selected

CAPC employs a variety of recruitment strategies to ensure that the neediest children from low income families have access to services.

Waiting List

CAPC maintains a waiting list of families who have provided their basic pre-registration information. To be eligible for placement, families must submit proof of eligibility as described above. After the eligibility determination, families who qualify are moved to an eligibility waiting list for placement. Families on both lists may be removed due to non-responsiveness, but only after adequate attempts have been made to contact the family and a no contact letter has been sent to the home.

Priorities

To ensure that the neediest children from low-income families are selected for CAPC's services, CAPC implements its Selection Criteria/Admissions Priorities to prioritize neediest families, which is aligned with the state's priorities by a strong community need for child care for working families. At least 10% of the total number of enrollment opportunities at CAPC is designated for children with disabilities. Families of children with disabilities are asked to provide documentation from the doctor or a copy of the child's IFSP or IEP.

First Priority: Three or Four year olds who are recipients of Child Protective Services, or who are identified as at risk of abuse.

Second Priority: Eligible 4 year old children who are not enrolled in transitional kindergarten. Third

Priority: Eligible Three year old

Fourth Priority: Children in families whose income is no more that 15% above the income eligibility threshold.

The Enrollment Process

Notification Process

When an opening occurs in the center, the ERSEA Department will call the parent with the highest rank on the eligible list for an appointment for processing eligibility documents, noting any change in income and need for service.



All openings must be filled immediately after a child exits the program. For this reason, a family who is non-responsive to notifications may be passed over for the next most eligible family on the list. Families will remain on the eligible list and may be contacted for the next opening.

Notice of Action

Families enrolled in a state funded program will be issued a Notice of Action for program acceptance, termination, determination of or change in fees, late fees, change in contracted hours, change in program and/or other action as applicable. Parents/guardians have the right to appeal an action up to the date indicated on the Notice. Appeal rights and information about how to complete the appeal process are outlined on the back of every Notice of Action.

How Families Continue in the Program

Recertification

All families are expected to respond to requests for information that is required for recertification. Each family in the State funded infant/toddler Child Development or full day State Preschool programs are re-certified no less than 12 months. CAPC's ERSEA department will let you know when your recertification is due. It is important that the information provided during recertification be accurate to avoid any errors in determining continued eligibility and the calculation of parent fees as applicable. Parents will be held responsible for any underpayment of fees resulting from erroneous information provided.

Each family in the State funded part-day pre-school program is re-considered for enrollment at the end of each school year in accordance with the State's priorities for enrollment eligibility. Returning children who continue to meet eligibility criteria have priority for placement.

Continuation of services is not guaranteed.

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