



Serving People  
Strengthening Families  
Uplifting Communities

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## Child Care Resource & Referral Child Care Payment Program

# PARENT/PROVIDER HANDBOOK

Please keep this handbook as a reference.  
The policies and procedures outlined in this handbook  
will remain in effect until notification from PRS that  
changes, additions, or deletions have been made.

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# Welcome to the Child Care Payment Program!

The Child Care Payment Program is here to help families wherever and whenever we possibly can.

We are located at 711 East Main St., Quincy CA. 95971. Our contact phone number is (530) 283-4453.

**Listed in this Handbook is some information for parents about the Child Care Payment Program.**

## **Who Can Apply?**

The Child Care Payment Program, funded through the California Department of Social Services, is available to parents and guardians who meet at least one criterion in BOTH the Eligibility and Need areas described below. In addition, participating parents or guardians must either live or work in Plumas County, and be able to offer residency documentation. The program can pay for child care for children ages from birth up to 12 years of age. If the child turns thirteen during the parents' certification, the child will be unenrolled the day after the twelfth month of the parents' initial certification date. Additionally, children with special needs can receive child care up to the age of 21 with required documentation.

## **How to Apply**

Contact Plumas Rural Services' Child Care Payment Program office at (530) 283-4453, visit our office at 711 E. Main St. Quincy, CA to request information about the program or visit our website [plumasruralservices.org](http://plumasruralservices.org) – under “Family” – “Child Care Payment Program” and you can print up our Brochure or complete the online questionnaire. The Child Care Payment Program will determine if a family qualifies for child care payment assistance. Some families are referred by the Department of Social Services or other qualified professionals. All families who apply for services are asked to complete an Eligibility Form. This form contains information which outlines a family's Eligibility and Need for childcare. This information can also be given to the Child Care Payment Program staff over the phone at (530) 283-4453. Once it is determined that a family qualifies for the program, after receiving their required information, an enrollment appointment is made. If funds are not readily available, the family's name is placed on the Eligibility List. The Eligibility List will rank a family according to need, family size and income. As funds become available, families are enrolled according to the priorities of the particular funding source.

The Child Care Payment Program is open Monday-Friday, 8am-4:30pm. We allow walk-in's, however, if we are meeting with someone or have a meeting coming up, we may not be able to meet with you at that time. You are always welcome to come during our hours of operation. There are days we will be closed for Holidays and possible snow days.

## **Eligibility**

Depending on the funding source, a family is eligible if one of the following applies:

- A child is referred by Child Protective services, or is at risk of being abused, neglected or exploited as determined by a qualified professional.
- The Family is a CalWORKS participant.
- The Family is Homeless
- The Family is income eligible.
- The parent/child(ren) in the home are Categorically Eligible. (Information on Page 3)

## **Need**

Depending on the funding source, the program serves eligible families who have one or more of the following needs:

- Employment/Self Employment
- Seeking Employment (allows up to 29.75 hours per week)
- Parental Physical or Psychiatric Incapacity (specific restrictions apply).
- Child Protective Services/At Risk
- School/Training
- Homelessness/Seeking Permanent Housing (Time given to find a home. Allows up to 29.75 hours per week)
- Participating in an approved CalWorks activity

## **Enrollment Priorities**

Families who are placed on the Eligibility List will be enrolled according to the following priorities as funding becomes available:

- **First Priority:**
  1. Children receiving Protective Services through the Plumas County Department of Social Services.
  2. Children referred by a qualified professional because of risk of abuse or neglect.
- **Second Priority:**

For eligible children and families who are not in the first priority. These families will be enrolled in order of the lowest gross monthly income adjusted for family size or Family Rank. If two or more families have exact income, the family with special needs children will be enrolled first or who was placed on the Eligibility List. (WIC 10271) If there is no

family of the same priority with a child with exceptional needs, the family of the same priority in which the primary home language is a language other than English shall be admitted first. If there is no family of the same priority in which the primary home language is a language other than English, the family of the same priority that has been on the waiting list for the longest time shall be admitted first.

## **Categorical Eligibility Policies and Procedures**

**Purpose:** To extend eligibility for childcare services to families in which a member of the family has already been certified as eligible to receive benefits from certain means-tested government programs.

- Medi-Cal
- CalFresh
- California Food Assistance Program
- California Special Supplemental Nutrition Program for Women, Infants & Children (WIC)
- The Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start
- CalWorks

Families may be enrolled under the Categorical Eligibility. In addition to the current eligibility categories, (income eligible, family experiencing homelessness, one whose children 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), a member of the family, as defined in 5 CCR 18078(j), who meets either of the two following criteria, are considered to be categorically eligible for the child care payment program services:

1. A member of the family has been certified as eligible to receive benefits or services in any of the above-mentioned means-tested government programs; or
2. A contracting agency has determined a member of the family is eligible for Head Start or Early Head Start services.

The family must provide documentation of current enrollment in any one of the means tested programs listed above unless the contacting agency has, and elects to use, other means of obtaining verification of that enrollment. Even though the family is categorically eligible to receive services, the family is still required to provide income documentation for the purposes of calculating income and family fees.

Families who qualify for subsidized services through this new categorical eligibility are not subject to the 85% SMI restriction. If a family indicates on a self-certification form that their income is above the 85% SMI, the highest level of Family Fees will apply.

The family can supply this income information in two ways:

1. By submitting the application for the means-tested government program indicating the income declared at the time of enrollment; or
2. If the application for the means-tested government program is not available, by submitting a self-declaration , under penalty of perjury, indicating that they do not have access to the application for the means-tested government program and to the best of their recollection, the income declared on the application for the means-tested government program accurately determined eligibility. **(See the Categorical Eligibility Self-Declaration Form)**

**Documentation to collect for Categorical Eligibility:**

- Parent/Guardian provides copy of the application for the means-tested government program indicating the income declared at the time of enrollment.
- Proof of current enrollment.
  1. Passport to Services documenting that they are currently enrolled in a means-tested government program (i.e. CalFresh, Medi-Cal, TANF, etc...)
  2. Notice of Action or letter from the mean-tested government program (i.e., CalFesh, Medi-Cal, TANF, WIC, etc...)
  3. Proof of current enrollment in a Head Start Program, Early Head Start
- If the parent/guardian cannot provide a copy of the application for the means-tested government program, the parent/guardian must complete the **Categorical Eligibility Self-Declaration Form**.

**Please remember, families who have met the categorical eligibility requirements also must meet at least one of the need requirements to qualify for child care services. In addition, when reviewing income eligibility requirements with the enrolling family, they are still required to report if their current total gross household income exceeds 85% of the State Median Income (SMI).**

# Income Guidelines

Income eligibility is determined by current total countable income and family size and then compared to State guidelines.

**“Total Countable Income”**: means all income of the individual(s) counted in the family size that includes, but is not limited to, the following:

- Gross wages or salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings;
- Wages from migrant, agricultural, or seasonal work;
- Public cash assistance;
- Gross income from self-employment, minus any business expenses with the exception of wage draws;
- Disability or unemployment compensation;
- Workers compensation;
- Spousal support, child support received from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support;
- Survivor and retirement benefits;
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties;
- Rent for room within the family’s residence;
- Financial assistance received for the care of child living with an adult who is not the child’s biological or adoptive parent;
- Veterans pensions;
- Pensions or annuities;
- Inheritance;
- Allowances for housing or automobiles provided as part of compensation;
- Portion of student grants or scholarships not identified for educational purposes as tuition, books, or supplies;
- Insurance or court settlements for lost wages or punitive damages;
- Net proceeds from the sale of real property, stocks, or inherited property; or
- Other enterprise for gain.

# Employment

- A parent must submit their most current consecutive months' paystubs that show the hours that were worked and an employment verification form. If the parent just began a new job and does not have paystubs yet, the employment verification form will be used to verify the days, hours and pay to determine the parents' need for child care.
- At the initial enrollment of a parent, the parent must be at or below the 85% of the State Median Income.
- At the recertification appointment, the parent must be at or below 85% of the State Median Income. Requirement to report per 5 CCR 18082.2
- Hours allowed for child care will be based on the income documentation supplied to the Child Care Payment Program. For example: If a parent wants 40 hours of child care a week, however, their paystubs only show 25 hours per week, the Child Care Payment Program will only authorize child care hours the parent can prove they worked.
- The Child Care Payment Program specialist will verify a parents' employment.
- Commute time can only be half of the eligible parents need, up to 4 hours per day maximum. Example: if a parent works in Reno for 4 hours per day and the commute time will be 3 hours total, the Child Care Payment Program can only authorize 2 hours of commute time. Based on this example, the parent would then be allowed up to a 6 hour day. Any charges by the child care provider beyond what the Child Care Payment Program can reimburse will be the responsibility of the parent.
- Once a parent has been enrolled, they may receive child care services for no less than 24 months. A parent does not have to update their child care need (or eligibility until recertification) unless they have a need for increased hours/days or their income exceeds 85% of the State Median Income guidelines. They may volunteer to update their income to lower their Family Fee, but their Family Fee will not increase and their child care hours will not decrease during their certification.
- The Child Care Payment Program will not pay for volunteer work.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.

# Self-Employment

- A declaration of need (under penalty of perjury) that describes the type of employment and an estimate of the days and hours worked per week.
- In order to prove the amount of days and hours worked, you must provide a copy of one or more of the following documents: appointment logs, job logs, mileage logs, a list of clients/customers with contact information, or similar records for the Child Care Payment Program Specialist to view.
- A copy of a business license, a workspace lease, or a workspace rental agreement if applicable.
- The parent shall provide a release to enable the Child Care Payment Program to obtain the information it deems necessary to support the parent's need for days and hours worked per week.
- If additional services are requested for travel time or sleep time to support Self-Employment or regular employment, the Child Care Payment Program shall determine, as applicable, the time authorized for:
  - Travel to and from the location at which services are provided and the place of employment, not to exceed half of the daily hours authorized for employment to a maximum of four hours per day; (Divide authorized work hours per day by 2. Not to exceed more than 4 hours per day)
  - Sleep, if the parent is employed anytime between **10:00 p.m. and 6:00 a.m.**, not to exceed the number of hours authorized for employment and travel between those hours. (*Sleep time hours are only if the parent works and travels between the hours of 10:00 p.m. and 6:00 a.m.*)
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.

# Seek Work

- Seek Work allows a parent to find employment.
- Seek Work is allowed up to 29.75 hours per week and 129.75 hours per month.
- The first 29.75 hours on the Daily Attendance sheet will be reimbursed. Any days or hours after the 29.75 hours have been used; it will be the responsibility of the parent for additional charges by the child care provider.
- It is the parents' responsibility to pay the child care provider for any days or hours not reimbursed by the Child Care Payment Program.
- Once a parent is enrolled in the Child Care Payment Program, the parent shall receive not less than 24 months of child care services.
- If a parent receives employment during their 24 months' of eligibility, they do not need to report it to the Child Care Payment Program Specialist unless their days and hours for child care have increased or their income exceeds the 85% of the State Median Income guidelines.
- If a parent is working less than 10 hours per week, we may allow additional time for Seek Work.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they may be unenrolled immediately.
- If a parent is declaring zero income, that parent MUST complete our "Self-Declaration of Zero Income" form.

# Incapacity

- The incapacity form given by the Child Care Payment Program must be completed by a legally qualified licensed professional.
- Incapacity only allows up to 50 hours per week for reimbursed child care.
- The legally licensed professional shall state how many hours per week each child is eligible for child care. The legally qualified licensed professional must take into account the type of incapacity and the age of the child(ren) before allowing hours for child care.
- Once the parent has established his/her need for child care based on incapacity, the parent shall receive no less than 24 months of child care
- The Child Care Payment Program specialist may contact the legally qualified licensed professional to verify the incapacity form is applicable.
- The legally qualified licensed professional must include their name, business address; phone number and professional license number on the incapacity form then sign the form and submit it to the Child Care Payment Program specialist.
- A parent does not need to update their incapacity information until their recertification.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they will be unenrolled immediately.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.

# Child Protective Services (CPS)

- A referral from a legally qualified medical, social or emergency shelter worker is required. The referral must state that the parent(s) are receiving child protective services.
- The referral must state that the child(ren) are at risk of abuse or neglect and that child care services are needed to reduce or eliminate that risk.
- The legally qualified professional must state if the family income shall be waived or not. This waiver allows the family to have no Family Fee or to qualify for the Child Care Payment Program. The family income can only be waived for the first 12 months.
- The legally qualified professional must state how many hours per week each child is eligible for child care.
- At the 24 month recertification, depending on enrolled program, if the family remains eligible for CPS, a families' income shall be reviewed to ensure the family is under the 85% State Median Income guideline to remain income eligible.
- Once a family has enrolled for child care, they shall receive no less than 24 months' of child care for their CPS need.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they will be unenrolled immediately.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.
- The Child Care Payment Program may only reimburse a Licensed child care provider if a family is enrolled for CPS needs.

# Education or Training

- The parent shall provide a current Education/Training Form, completed by their Education/Training institute and a sealed stamp if applicable, with a current copy of their Detailed Class Schedule.
- A General Education Plan (GED) or English as a second language certification will be reimbursed for a family.
- When a parent has an incomplete class, the Child Care Payment Program will check your academic progress at recertification.
- Two hours per core unit is given to the parent for study time. If class time is requested for online courses, an online syllabus is required to be submitted to us to verify the requirement of attending a class online.
- Childcare and development services shall be limited in total to six consecutive years from the initiation of services based on enrollment in educational programs.
- Once the parent has been enrolled, they may receive child care services for no less than 24 months. A parent does not have to update their child care need unless they have a need for increased hours/days or their income exceeds 85% of the State Median Income guidelines.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they will be unenrolled immediately after at least 2 attempts to contact the parent has been made.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program

*If a parent's need was school, at the time of their recertification, the parent must provide a copy of their grades. If at recertification the parent has not made adequate progress, the parent shall be recertified to receive services for another 12 months. At the conclusion of this 12-month certification period, the parent shall have made adequate progress (2.0 GPA or higher) to be recertified for services based on enrollment in an educational program. If the parent has not made adequate progress (2.0 GPA or higher) and cannot establish another basis of need for services, the family shall be:*

- (1) Disenrolled from services; and
- (2) Once disenrolled, the parent shall be ineligible to be certified for services based on enrollment in educational programs for six months from the date of disenrollment.

# Seeking Permanent Housing

OR

## Homelessness

- A written parental declaration signed under the penalty of perjury that the family is seeking permanent housing can be accepted. The parent shall include on their declaration form their search plan for finding permanent housing.
- Seeking Permanent Housing allows up to 29.75 hours per week.
- Seeking Permanent Housing is based on a drop-in schedule only. Any additional charges from the child care provider are the responsibility of the parent.
- The first 29.75 hours of child care used are the hours that will be reimbursed. Any additional days or hours beyond the first 29.75 hours will be the responsibility of the parent.
- For Homelessness, we must receive a written referral from an emergency shelter or other legal, medical or social service agency. If this referral is not available, a written parental declaration under the penalty of perjury describing the families' current living situation may be accepted.
- Once the parent has been enrolled, they may receive child care services for no less than 24 months. A parent does not have to update their child care need unless they have a need for increased hours/days or their income exceeds 85% of the State Median Income guidelines.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they will be unenrolled immediately.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.
- If a parent is declaring zero income, that parent MUST complete our Self-Declaration of Zero Income form.

# CalWorks Participant

- A parent may be eligible for Stage 1 child care if they are currently receiving Temporary Aid for Needy Families (TANF) and are in an approved CalWorks activity that has been authorized by their Department of Social Services case worker.
- A parent is eligible for Stage 2 funding if that parent has received TANF within the last 24 months and met the eligible needs requirements for the Child Care Payment Program.
- No Family Fees are assigned to a family enrolled in Stage 1 child care.
- All documentation listed in this Handbook is required before an enrollment appointment is made with the parent. The documentation required depends upon the eligible need of the parent(s). Please contact Child Care Payment Program at 283-4453 to inquire about the documentation needed by Child Care Payment Program.
- If the parent has been enrolled in the CalWorks Stage 2 program, the enrolled parent will be moved into the CalWorks Stage 3 program on the first day of the 25<sup>th</sup> month. The parent will be eligible for CalWorks Stage 3 when their 24 months of CalWorks Stage 2 eligibility ends. The parent has 24 months of eligibility in Stage 2 beginning the day after the last month the parent received TANF, even if they were not enrolled in the Child Care Payment Program. Recertification for the CalWorks programs shall be completed no less than 24 months, but within 60 days of their 24 month recertification date.
- When a parents' funding is moved to the CalWorks Stage3 program, that parent will remain in the CalWorks Stage 3 program until they are no longer eligible for the Child Care Payment Program.
- A parent cannot be enrolled directly into the CalWorks Stage 3 program.
- If the parent no longer uses child care and has not notified their child care provider or the Child Care Payment Specialist, it will be considered Abandonment of Child Care and they will be unenrolled immediately.
- If a parent moves out of the State of California or they no longer have custody of their child(ren), the parent will no longer be eligible for child care services and will be unenrolled from the Child Care Payment Program.

## **The Enrollment Appointment**

An enrollment appointment is where a family will meet with a Child Care Payment Specialist to review documents, sign required paperwork and learn about the rules and regulations of the Child Care Payment Program. The parent/guardian must attend and complete the enrollment appointment to enroll for child care assistance. If an Exempt Child Care Provider will be providing child care, that provider will have to set up a separate enrollment appointment. Child Care may begin the day of your enrollment into the Child Care Payment Program if you have chosen a licensed child care provider or an exempt child care provider who has already been Trustline cleared. The Child Care Payment Program can reimburse a Trustline child care provider the day they receive a clearance. If a parent misses their enrollment appointment, that parent will be removed from the eligibility list in the Child Care Payment Program. The required documents to be submitted to Child Care Payment Program before an enrollment appointment is scheduled may include:

- Current months' paystubs, (within the previous 2 months), and/or the Employment Verification Form and any other income listed under **"Total Countable Income"** on page 3.
- ALL birth records of children living in the household, even if children only reside there occasionally.
- Current document showing physical address. A current utility bill, lease/rental agreement, etc.... will be acceptable.
- A Passport to Services or the Notice of Action from the parents' Department of Social Services counselor showing the last month TANF was received, if applicable.
- Education/Training form and a Detailed Schedule document if the parent needs child care for school/training. At the recertification appointment, school grades must to be submitted to Child Care Payment Program for the enrolled semester that child care was reimbursed for.
- Incapacity form, if the parent needs child care for Incapacity.
- Self-Employment documentation **(as listed under the Self-Employment section on page 5)**. The Child Care Payment Program also has Self-Employment documents that can be used by the parent. ALL Self-Employment must be signed under the penalty of perjury by the parent.
- Other documentation may be required depending upon the parents' child care need. A list of required documents is sent to the parent, and must be returned to Child Care Payment Program before an enrollment/ recertification appointment will be scheduled.

## **Recertification Appointment**

Documents due to the Child Care Payment Program for the recertification appointment:

- Current utility bill, rental agreement or a document that shows the physical address.
- Current consecutive paystubs within the previous two months. A family's days and hours will be determined by the current paystubs if they have been at the same employer when they were first enrolled/recertified. **Example:** If a parent has been using full time care and their paystubs show that they have only been working 20 hours per week, the parent(s) hours allowed for child care will reflect their current paystubs.
- Current Self-Employment documents if the parent(s) is self-employed. A minimum of the three current months' self-employment documents showing profit/loss and work schedule will be required. If the parent has just started their self-employment business, the parent will have to give documentation/statements showing their need for child care (*Hours allowed will be based on the need for the first year of Self-Employment*). We must have a copy of the business license if it applies to the parents' self-employment..
- If the parent is earning "cash" for their employment, the parent(s) must complete the Self Declaration of Employment stating the amount of cash they earn per month and the days and hours they work per week. The Child Care Payment Program has a Self-Declaration Form the parent must complete. The parents' income and authorized hours of child care will be based on the hours of employment.
- Required documentation if the parent has been paying out child support to another parent.
- Foster Parents: A current Foster Care placement document is required if the child(ren) are in the Foster Family's custody.
- Updated child custody agreement, if applicable.
- A new Incapacity form if the parent(s) are continuing to receive child care based on a parent(s) incapacity.
- Education/Training forms if the parent(s) is receiving child care for this need. Must have a current Detailed Schedule.
- Any other documentation the Child Care Payment Program staff may require.

# Documents in the Family File

**All information is confidential. To release information to someone other than the enrolled parent(s) requires a Subpoena.**

- The original eligibility form
- Income/Employment Documents (paystubs, employment verification form, child support, or any other **Total Countable Income** as listed on page 3)
- The Application Form (CD-9600)
- Notices of Action
- The Parent Participation Agreement
- The Family and Child Needs Assessment Form
- Emergency and Identification information
- The selected Child Care Provider
- Authorization to Release Information from the Department of Social Services, if applicable
- Child Care Certificate
- Court-ordered visitation rights, if applicable
- Custody rights, if applicable
- Case notes
- Tracking documents for internal use
- Immunization records when using a license-exempt provider and the child is 0-5 years of age and not attending school.
- Income Limits, Hour Changes and Seek Work form
- Copies of Birth Certificates or Birth Records of children in the household
- Physical address document (utility, rental/lease agreement, etc..)
- Other documentation as requested or required depending on Need and Eligibility

## **Child(ren) Age Limits**

Age of child(ren) and when they are no longer counted in family size or when we will no longer be able to reimburse for their child care are as follows:

- If a child turns 13 years of age during the parents' certification, they will no longer be age eligible after the 12<sup>th</sup> month of that parent's certification.
- If a child turns 18 years of age during the 24 months of service, the child will be included in the family size until the parents'/guardians' recertification
- The child(ren) may be eligible up to the age of 21 years if the child has a severe disability

## **Family Size**

Family Size is determined by counting the number of adults and children related by blood, marriage or adoption who reside in the household in which the child is living. When a child is living with a guardian or foster parent, only that child and their siblings, if any, are counted in the family size. The guardian or foster parent must meet one of the needs as listed on Page 2. The foster care payment(s) are counted in the total income.

***“Parent” means a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, or any other adult living with the child who has responsibility for the care and welfare of the child.***

## **Child Care Certificates**

The Child Care Certificate is a document given to a provider that certifies the amount of authorized child care hours and the reimbursement that the provider may expect from PRS. The Child Care Certificate is a required document to be in the Family file and must be signed by a PRS representative, the parent/guardian, and the child care provider. A Certificate must be issued to a provider before child care reimbursement can begin. A parent is responsible for child care charges that exceed the authorized amount on the certificate. Therefore, it is very important that a parent notify us of any changes affecting the amount of child care that they need.

***Note: If a provider fails to submit the Child Care Certificate with the required signatures back to this office within 30 days of initial enrollment/recertification, child care services with that provider may end and a new provider must be enrolled.***

## **Additional Child Care Costs**

A parent may have to pay child care costs that is more than what the Child Care Payment Program can reimburse. A parents’ share of the child care cost depends on two things: 1) The parent(s) income in relation to family size, and; 2) The child care provider’s fees in relation to the State of California’s reimbursement ceilings. The first thing is known as Family Fees and the second thing is known as Co-payments. You may be responsible for one or both of these payments. *If a child(ren) are attending school or an afterschool program, we will not reimburse the child care provider on behalf of the parent. It will be the responsibility of the family for reimbursement.*

If a parent chose to “home-school” their child(ren), child care used during the days/hours of school session will be the responsibility of the parent without proper documentation.

**The Child Care Payment Program will not reimburse for a two weeks’ notice unless the child(ren) are still attending the child care that the two week notice was given to.**

## **Family Fees**

Family Fees are a portion of the Child Care Payment for which the family is responsible. The California Department of Social Services publishes a schedule based on family income and size. If the parents' income is at 75% or above the State Median Income, the family will be assigned a Family Fee. The Family Fee is assessed per family, not each child, and is charged only for the child who needs the most hours of child care. Family Fees can range anywhere from \$35.00 for a part time month (under 29.75 hours per week) to \$71.00 for a full time month (30+ hours/week). ***Example: If a family establishes a need for child care that will be 30 hours or more per week, a Full Time Monthly Family Fee will be assessed. If the Family is approved for less than 29.75 hours per week, the Part Time Monthly Family Fee will be assessed.*** It is the parents' responsibility to inform the Child Care Payment of any changes in their child care need that may decrease the Family Fee. The child care hours will not change. A Family Fee receipt is attached to the Attendance Form and sent to the Child Care Provider with the Daily in/out form(s). Family Fees are paid directly to the child care provider on a monthly basis. When the Family Fee has been paid in full to the Child Care Provider, a signature from the parent/guardian and the provider is required on the Family Fee receipt. Failure to pay the Family Fee will result in a termination Notice of Action sent to the parent giving the parent 19 days to pay the Family Fee to their child care provider. Failure to do so will result in termination from the Child Care Payment Program unless a payment plan has been established with the child care provider. If a parent is enrolled in the middle to end of the month that will result in part time care for that month, but the family has established a need for child care that will be more than 30 hours per week, the full time Family Fee will begin the first day of the following month.

## **Co-payments**

A co-payment is the amount of child care that exceeds the amount of what the Child Care Payment Program can reimburse the child care provider. **Example:** If a child care provider's charges are \$500 for the month and the Child Care Payment Program can only reimburse \$400, the parent is responsible for the \$100 difference. That difference is known as the co-pay. Child Care Payment Program is not responsible for co-payments.

## **Registration Fee's**

The registration fee may be a charge by a child care provider when a parent attends that child care. Some child care providers charge a registration fee. The child care provider may charge a one-time registration fee or yearly registration fee. Please see the child care providers' contract to see if they have a registration fee. The Child Care Payment Program may be able to reimburse the registration fee if the child care providers' charge is less than the Regional Market Rate (RMR).

## **Unauthorized Costs**

Providers who charge for their vacations, late pick-up fees, hourly rates above their full time daily charges, registration fees, etc. may not always be a reimbursable expense. If a child(ren) are attending school or an afterschool program, we will not reimburse the child care provider on behalf of the parent. It will be the responsibility of the family for reimbursement. Ask your subsidy counselor regarding any of these charges made by the child care provider.

***Note: We do not reimburse if a child care provider has given a family a two week notice.***

## **Non-Attendance**

Reimbursement for child care providers, including license-exempt providers, shall be based on families' certified need, as follows:

*(i) Providers shall be reimbursed based on the maximum authorized hours of care, regardless of attendance.*

*(ii) For families certified for a variable schedule, providers shall be reimbursed based on the maximum authorized hours of care.*

*(iii) For license-exempt providers that provide part-time services, providers shall be reimbursed based on the maximum authorized hours of care.*

A child care provider must contact us within 7 days if the family is a no call/no show. Two attempts will be made within 3 days to contact the family regarding the absences. If we do not hear from the family, a termination Notice of Action may be sent to the parent regarding **ABANDONMENT** of child care. They will have 30 days to notify us if they still need child care. If we do not hear from the family, the parent will be unenrolled from the Child Care Payment Program.

***Note: If there has been an emergency or a pandemic declared by the State of California, the Child Care Payment Program may be able to reimburse on a families behalf if the family is not attending childcare due to the emergency/pandemic. Payment to a family's childcare provider will also depend on what the State of California has set forth as rules and regulations regarding these type of instances. New family enrollments and recertifications may have to be completed via mail, temporarily, in these circumstances.***

## **Child Care Provider Closures**

The Child Care Payment Program may reimburse a licensed child care provider for up to 10 days per fiscal year (July 1<sup>st</sup>- June 30<sup>th</sup>) if it is stated in their Policy/Contract.

## **Unenrollment from the Child Care Payment Program**

The parent may volunteer to be un-enrolled from the program at any time.

Involuntary unenrollment may occur if any of the following apply:

- Your monthly income exceeds 85% of the SMI (State Median Income)
- A child is no longer age-eligible
- The family is no longer working or living in Plumas County or has custody of their child
- Fraudulent activities are discovered
- Repeated violation of the Adult Code of Behavior
- Non-payment of Family Fees
- Excessive non-attendance – Abandonment of Child Care
- **The Program does not have funds to continue services**
- **Failure to adhere to policies or procedures outlined in this handbook.**

## **An Appeal for a Disenrollment Decision**

If a parent does not agree with a decision confirmed by a Notice of Action, the parent may file an appeal with PRS for a hearing within 14 calendar days from the date termination of the Notice of Action. The right to file an appeal is on the back of a Notice of Action. PRS will notify the parent of the time and place of the hearing within 10 calendar days from the receipt of the request. Only persons directly involved by the hearing shall be allowed to attend. The hearing officer shall provide, to the parents, a written decision within 10 calendar days following the hearing. Services may continue uninterrupted during the appeal process.

## **To Remain Enrolled in the Child Care Payment Program**

- The parent must complete their recertification appointment within 50 days after their recertification date
- The parent must inform the Child Care Payment Program when they have changed child care providers
- The parent must inform us if their income exceeds 85% of the SMI within 30 days
- A parent must open their mail and return the Child Care Payment Program phone calls
- Sign and date certificates and attendance forms
- Submit required documentation to the Child Care Payment Program staff
- Notify the Child Care Payment Program when the parents mailing address has changed
- **Failure to comply with any of the items listed above may result in termination from the Child Care Payment Program**

# Child Care Choices

- Center based child care programs- preschools or child care centers and are licensed to provide child care for larger numbers of children in a group setting. Center based child care staff must meet standards for training and experience as determined by the State of California, Community care Licensing Division and the California Department of Education.
- Licensed family child care homes are operated by individual licensed child care providers in their own homes. They may be licensed to care for up to eight children as a small licensed facility or provide child care for up to 14 children as a large licensed facility. If the large licensed child care provider provides child care for over 8 children, they must have an assistant. Homes must meet regulations as specified by the State of California, Community Care Licensing division regarding space and child safety factors.
- Exempt child care is care that is provided by a non-licensed provider in that provider's home.
- Exempt child care providers that are not an aunt, uncle or grandparent to the child, must be "TrustLine Registered" before reimbursement will be made.
- Exempt child care providers must be TrustLine Registered before child care reimbursements may begin.
- In-home care is care that is provided by an exempt child care provider in the Child's home. With this option of child care, the parent will now be the employer of the child care provider. Parents who choose in-home child care must pay withholding taxes, Worker's Compensation, and unemployment compensation. The child care provider must be paid at least the minimum wage.
- Families residing in the same household with their chosen child care provider will not be reimbursed under the Child Care Payment Program.
- A parent is allowed to choose more than one child care provider **ONLY** when it is proven that the child care provider is not available to meet all the parents' need for child care.
- **Child care providers are Independent Contractors and are NOT employees of Plumas Rural Services.**

***For Child Care Referrals to Licensed Child Care Providers in Plumas County, please call 530-283-4453 ext. 824.***

## **Licensed Child Care**

- The licensed child care provider provides child care in their home.
- The licensed child care provider receives their license from Community Care Licensing in Chico, CA.
- For Licensed Centers or Exempt Centers, please contact the Child Care Resource & Referral Coordinator at 283-4453 ext. 824 for information regarding the options of Center child care.
- The small licensed child care provider can provide child care for 6 up to 8 children.
- A large licensed child care provide can provide child care for 12 up to 14 children, with a child care assistant. The parent may contact the Child Care Resource & Referral Coordinator if the parent has any questions regarding licensing at 283-4453 ext. 824.

## **Exempt/In-Home Child Care Providers – Friends, Family or Neighbors**

Family or friends who do not have a child care license are known as license-exempt providers. To become license-exempt child care provider, the requirements are listed below:

- The license-exempt child care provider must be at least 18 years of age.
- The license-exempt child care provider must be free of any felony conviction- including other members of their household.
- The child care provider **MUST** be able to supervise the children at all times and must be abled body to provide child care.
- The license-exempt child care provider may only provide child care for one non-relative family at a time.
- Documentation to prove the child care provider is related by Blood, Marriage or Adoption may be required.
- The license-exempt child care provider must be TrustLined cleared before the Child Care Payment Program will reimburse them for child care.
- If the license-exempt provider is residing with someone who has been Denied TrustLine, the Child Care Payment Program will not reimburse the exempt child care provider.

## **Required Documents from Licensed Child Care Providers**

Documents that need to be submitted to the Child Care Payment Program from a Licensed Child Care Provider:

- A current copy of the child care providers Facility License.
- A current copy of the licensed child care provider's Policies/Rates/Handbook.
- A W-9 listing the licensed child care provider's mailing address and Social Security number or tax identification number.
- Any other documents that are requested from the Child Care Payment Program.

## **Required Documents from a License-Exempt Child Care Provider**

Documents that need to be submitted to the Child Care Payment Program from a Licensed-Exempt Child Care Provider:

- The child care providers' photo ID to verify the age of the child care provider.
- The Exempt Provider Participation Agreement form.
- A current copy of a utility bill or other acceptable document showing the physical address of the license-exempt child care provider.
- A W-9 listing the licensed-exempt child care provider's mailing address, Social Security number or tax identification number and Health and Safety Forms.
- The TrustLine Clearance form showing the license-exempt child care provider has been cleared and is on the TrustLine Registry.
- A copy of the TrustLine Registry Application and Livescan, if applicable.
- The TrustLine Registry Criminal Record Statement.

## **Required Documents for an In-Home Exempt Child Care Provider**

An In-Home Exempt child care provider provides child care in the child's home. The required documents and rules are listed above and below:

- The parent becomes the In-Home exempt child care providers' employer
- The parent is responsible to ensure that their child care provider is paid at least the minimum wage. **Example:** If the Child Care Payment Program can only reimburse \$300 and the exempt child care provider's reimbursement will be \$800, to equal minimum wage, the parent will be responsible for the difference of \$500.
- A self-certification, under penalty of perjury, must be signed by the parent and child care provider stating that these

## **Change of Child Care Providers**

The Child Care Payment Program is a parental choice program. However, a parent must notify Child Care Payment Program of the change in child care providers **before** child care begins with the new child care provider. If a parent chooses to make 3 or more changes to their license-exempt child care providers within a year, the parent may now be required to use a licensed child care provider. There are some instances when the Child Care Payment Program cannot reimburse the child care provider of the parental choice, so it's best the parent knows that before the parent uses a new child care provider for child care. Some licensed child care providers require a two-week notice. The Child Care Payment Program will not reimburse a two week notice unless the child is still enrolled and using child care.

## **A Child with a Disability or a Special Need and Child Care Providers**

The Child Care Payment Program does not discriminate against children with disabilities or special needs, and neither can licensed providers. A licensed provider cannot refuse care to a child with disabilities or special needs unless it can be proven that special accommodations would be beyond "reasonable" accommodations; nor can they charge more for that child unless they can prove that caring for that child has an on-going financial impact on the provider.

## **Child Care Provider Reimbursable Charges**

All charges must be based on authorized child care. Authorized child care is listed on the Child Care Certificate. Child care that is provided beyond the authorized hours are the responsibility of the parent. Child Care providers should notify the Child Care Payment Program of any increases beyond the Certificate. Attendance Forms are compared to the hours on the current Certificate for compliance before payment is made. If a child(ren) are attending school or an afterschool program, we will not reimburse the child care provider on behalf of the parent. It will be the responsibility of the family for reimbursement. *Note: Occasional fluctuations, such as those caused by unexpected overtime, must be reported to the Child Care Payment Program staff for authorization before payment is made.* **If it is discovered that private pay families are charged less than Subsidized Families, the Child Care Provider will NO LONGER be able to participate in the Child Care Payment Program effective immediately.** The Child Care Payment Program will not reimburse for a two weeks' notice unless the child(ren) are still attending the child care that the two week notice was given to.

## **Regional Market Rate and Child Care Provider Reimbursements**

- Child care provider reimbursement will be on the 22nd of the following month child care was given. If the 22nd of the month falls on a weekend or a holiday, the child care provider checks will be mailed out or direct deposited on the business day before. Child care providers will be reimbursed within 21 days of receipt of their attendance forms.
- The amount a child care provider charges a family will be compared to the Regional Market Rate ceilings. If the child care providers' charges for child care are less than the Regional Market Rate, the Child Care Payment Program will reimburse the child care providers' charges. If the Regional Market Rate is less than what the child care provider has charged, the Child Care Payment Program will reimburse the Regional Market Rate.

***Note: The Child Care Payment Program will compare the appropriate Regional Market Rate to the child care provider's charges on the monthly attendance forms and the child care provider will be reimbursed the lesser amount of the two compared rates.***

## **Correction and Collection of Child Care Funds**

Upon review of child care payments, if it is discovered that a child care provider was overpaid or reimbursed for a child that was unenrolled with either the provider or the Child Care Payment Program, the corrected amount due will be deducted from their child care provider payment the following month after discovery of overpayment. If the child care provider is no longer enrolled in the Child Care Payment Program, the child care provider will be notified by letter of the amount owed and a repayment plan will need to be selected. Failure of full repayment will result in the balance owed to be sent to a collection agency. A letter will be sent to the child care provider informing them of the collection/reduction in their reimbursement check.

***Example: The Child Care payment program paid \$500 and the payment should have been \$400, the \$100 difference will be deducted the following month from the provider payment.***

If it is discovered that the child care provider was underpaid, the corrected amount will be issued in a check to the child care provider.

If there are any changes that is made to child care providers, a letter or an email will be sent to that child care provider informing them of the change(s).

## **Attendance Forms and Family Fee Receipts**

- Attendance forms are due to the Child Care Payment Program office by the 5<sup>th</sup> of the following month that child care was given. Example: Child care was given for a family in May. The attendance forms are due to the Child Care Payment Program office by June 5<sup>th</sup> of the following month. If the 5<sup>th</sup> falls on a weekend or Holiday, attendance forms will be due the next business day.
- The attendance form(s) must be signed by the enrolled parent(s) and the child care provider. If the attendance form is missing a required signature, a child care reimbursement may not be issued to the child care provider. However, under special circumstances, a signature might be missing due to the parent moving out of the area or other special circumstances. Please contact the Child Care Payment Program at 283-4453 to see what other possible circumstances might be allowed.
- If a family has a family fee, the family fee receipt must be signed by the enrolled parent(s)/guardians when the family fee has been paid directly to the child care provider. The Child Care Payment Program does not collect the family fee. If the family fee receipt is missing a signature(s), a termination Notice of Action will be issued to the parent/guardian allowing them until the end of the month or 19 days from receipt of the family fee, to pay their child care provider. If the parent/guardian fails to pay their child care provider within that month or 19 days and a payment plan has not been established between the child care provider and parent, the parent/guardian will be unenrolled from the Child Care Payment Program. A parent/guardian will not be reenrolled until the family fee has been paid in full to the child care provider, pending funding availability as well.

*Note: Plumas Rural Services may terminate child care services with a child care provider if the child care provider fails to adhere to the rules and regulations outlined in this handbook and WIC, Title 5 Regulations. This may include falsifying documents, giving information about families enrolled in the child care program to others that are not associated with your license or child care payment program staff, failure to charge private pay families the same as subsidized families enrolled in the Child Care Payment Program, adhering to the Code of Adult Behavior, etc....*

## **Standards for the Child Care Planning and Referral Process**

- Actively listen to and encourage the parent in the child care planning process. Identify family needs in a culturally and linguistically responsive manner, the reason for seeking child care, previous child care experiences, family strengths and special circumstances that may impact child care planning (such as low income, homelessness, military family, foster care family, open CPS case, teen parent or seeking care for a child with special needs).
- Identify the range and types of child care with the full diversity of options available to the parent to promote informed child care choices including the definition of type of care and program setting; information on child care quality indicators such as: adult-child ratios, provider/teacher qualifications and requirements, health and safety requirements by types of care, and Quality Rating and Improvement Systems, where applicable.
- Inform the parent of subsidized child care as an option for some families and provide basic information on family size and guidelines.
- For potentially eligible parents who are interested in learning more, provide information on the range of subsidized child care options in the service delivery area (e.g. Alternative Payment Program, Head Start, Early Head Start, Title 5, and local subsidy programs).
- Respond to family need for other community resources and/or income supports by providing contact and program information on federal, state and locally funded assistance programs as appropriate (e.g. military stipends, housing supports, Cal Fresh, Covered California, respite care if available and advocacy opportunities, including Parent Voices).
- Identify existing resources and support systems that will help the family access quality early education and care for the children (e.g. Flexibility in work schedule, success to transportation, family resources, including friends and other family members).
- Provide free consultation on local early education and child care programs and facilities and provide at least four child care referrals to the parent as appropriate to support the child care plan, with at least one program that is not operated by the agency.
- Provide CDSS Community Care Licensing information including:
  - Oliver's Law
  - Information about the Trust line Registry and background check

- How to access the CA Department of Social Services Community Care Licensing Division (CDSS CCLD) Transparency website and on-line licensing reports.
- How to check with the local CDSS CCLD Regional Office for more details on citations and/or complaints for those programs and facilities that support the parent's child care plan and choice.
- Create the Parent's customized child care plan that includes but is not limited to:
  - Parent identified needs
  - Disclaimer regarding referrals
  - Oliver's Law
  - A minimum of four referrals, as appropriate to the child care plan
  - Resources appropriate for the family, including additional resources and tools for screening and assessing programs and facilities, quality indicators and information on the QRIS, if available
  - Information on other community resources identified as supports
  - Information on appropriate subsidies, as appropriate
  - Parents next steps and follow up to customized resources
  - Parent survey if available
- Encourage the parent to provide Feedback on their experience in child care, to seek additional support and information from the R & R program and return at any time when the needs of the family and the child care plan change. When possible, provide a direct referral to the community resources identified in the plan, as appropriate.
- Provide each parent with a Parent Survey to see how the R&R and Child Care Payment Program can improve and what areas may need improvement. This Parent Survey will also allow our programs to create a plan on how to improve our services for families and child care providers. This plan will be included on the Program Self-Evaluation that is submitted to the State by June 30<sup>th</sup> of each year.

# General Policies

## Harassment

Plumas Rural Services (PRS) is committed to providing a work environment free of unlawful harassment. PRS' policy prohibits harassment because of sex (which includes sexual harassment, gender harassment due to pregnancy, childbirth, or related medical condition) and harassment because of race, religion, creed, color, national origin, ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, veteran status, or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. PRS' anti-harassment policy applies to all staff, clients, and vendors of PRS and prohibits unlawful harassment by any staff member, client or vendor of PRS. Prohibited unlawful harassment as defined above includes, but is not limited to, the following behavior:

- a. Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- b. Visual conduct such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures;
- c. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- d. Threats and demands to submit to sexual requests as a condition of employment or continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors.;
- e. Offensive job interference where such conduct has a purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating , hostile, or offensive work environment; and
- f. Retaliation for having reported or threatened to report harassment.

Every employee is encouraged to immediately inform the person harassing him or her that the behavior is unwelcomed, offensive, or inappropriate. Any employee who feels subjected to harassment should immediately inform his or her Division Director, any other Division Director, or the Executive Director. In addition, a written signed statement of the complaint must be submitted to the employees' Division Director, any other Division Director, or the Executive Director within ten (10) days of the initial report. The employees' complaint should include details of the incident or incidents, names of individuals involved, and names of witnesses. Division Directors will refer all harassment complaints to the Executive Director of Board of Directors, if appropriate. PRS will immediately undertake an effective, thorough, and objective investigation of the harassment allegations.

## **Non-Discrimination**

The Child Care Payment Program gives equal treatment to all applicants and participants regardless of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color, mental or physical disability, or immigration status, unless the family is under an order of deportation. Families are treated equally whether they require full time or part time services.

## **Confidentiality**

All information gathered from families, including the fact of their enrollment, is strictly confidential. Use of this information is limited to purposes directly connected with the administration of the program. No other use of this information shall be made without the parent's prior written consent, unless the information is demanded by law enforcement officials with the power of subpoena. Release of such information to person(s) not affiliated with the Child Care Payment Program, will be grounds for immediate termination from the Child Care Payment Program in Plumas County.

## **Parental Choice**

The Child Care Payment Program is a parental choice program; i.e., we do not tell a parent whom to choose for child care. However, there are certain limitations as to whom we can reimburse that are spelled out in the Provider Participation Section of this handbook.

## **Fraud/Misuse of Child Care Services**

Providing false or incomplete information when determining eligibility for the Child Care Payment Program constitutes fraud. Upon discovery of misuse of child care services, a family will immediately be un-enrolled from the program, and monies paid on the family's behalf will be recovered either through a structured re-payment plan or a referral to small claims court or the District Attorney's Office and that child care provider will no longer be eligible to participate in the program as well.

## **Complaints**

Complaints may be lodged against any parent, provider, or the agency. Complaints about a parent should be directed to the Subsidy Counselor who works with that family. Complaints against the Agency or its employees should be directed to the Child Care Program Manager. If the complaint is against the Program Manager, then it should be referred to the PRS Program Services Director. Complaints against providers are expanded upon in the Provider section of this manual.

# PLUMAS RURAL SERVICES

## UNIFORM COMPLAINT PROCEDURES

It is the intent of Plumas Rural Services Child Development Program to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding the Plumas Rural Services Child Development Program's alleged violation of state and/or federal laws. This includes allegations of unlawful discrimination (*Education Code*, sections 200 and 220 and *Government Code*, Section 11135) in any program or activity funded directly by the state or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Social Services:

California Department of Social Services  
Child Development Division  
Attn: Appeals coordinator  
744 P Street, MS 9-8-351  
Sacramento, CA 95814  
Email: CCDDAppeals@dss.ca.gov

If the complainant is not satisfied with the final written decision of the Department of Social Services, remedies may be available in federal or state court. In this event, the complainant should seek the advice of an attorney of his/her choosing.

**A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including but not limited to, injunctions; restraining orders; or other remedies or orders.**

### **Grievances**

Unlike a complaint, a grievance is a formal action taken by a parent/guardian against the Child Care Payment Program. If a family feels that an action taken by the agency, including termination, is unjustly founded, then the family can file a formal grievance. The process for this grievance is outlined on the second page of the Notice of Action.

### **PRS/Provider Relationship**

*PRS pays for childcare services on behalf of the parents who have chosen those providers themselves. Providers are independent contractors, **NOT** employees of Plumas Rural Services.*

## **Disclaimer**

Because the Child Care Payment Program is a parental choice program, parents select their own child care providers for their own children. Therefore, Plumas Rural Services assumes no responsibility for injury or damages resulting from the provision of child care services.

## **Child Abuse Reporting**

According to Section 11165 of the California Penal Code, it is the law that people who work with children must report instances of known or suspected child abuse to the Child Protective Agency. This law applies to Licensed Child Care Providers. Though PRS employees are not mandated reporters, our mission leads us to act in the best interest of children. Therefore, PRS staff will report any instance of known or suspected child abuse.

## **Code of Adult Behavior**

It is the expectation that parents, providers, or their representatives utilizing the services of PRS will conduct themselves in a cooperative, non-hostile manner when interacting with PRS staff or other individuals in the office facility. If staff determines that behaviors are hostile or non-cooperative, they will inform the adult and request that the behavior be changed. If the offensive behavior continues, the staff member will contact a supervisor who, after talking to the individual, may request that he/she leave the building.

If hostile, non-cooperative or threatening comments are made during a telephone conversation, the staff member will verbally notify the individual that the comments are unacceptable and that, if they continue, the conversation will be ended. If the unacceptable comments continue, the staff member will terminate the conversation.

If a provider, parent or representative threatens an employee either physically or verbally, the employee will contact a supervisor and/or law enforcement and a report will be filed.

If hostile, non-cooperative behavior continues, program services will be terminated.

## **Child Care Food Program**

If you are a child care provider and are interested in participating in the Child Care Food Program located in Chico at Valley Oak Children's Services.

You may contact them at **1-800-273-5343**.