



# Welcome!

**The Resource Connection**  
Engaging Families  
Empowering Communities  
Enriching Lives

The Resource Connection, Child Care Resource & Referral welcomes families & providers to our Alternative Payment programs.

This Handbook was designed to assist participants & their selected child care provider with an understanding of the requirements to participate in an Alternative Payment program. We look forward to serving you!

We are a private, non-profit organization funded by federal, state & local governments, serving Amador and Calaveras Counties since 1980. Children served by The Resource Connection subsidy programs must live in the State of California, and must have parents/guardians who live or work in Amador or Calaveras Counties.

Board Approved January 2024  
Revised January 2026

# Overview



## Days & Hours of Operation

8085 Highway 26, Suite G, Mokelumne Hill

We are generally open Monday-Thursday 8:00-4:30 and closed for lunch between 12:00 – 12:30. Fridays: Remote work and staff may be available by appointment.

We have drop-boxes outside various locations; please see below:

### Dropbox Locations:

#### Amador County

10877 Conductor Blvd, Sutter Creek

#### Calaveras County

444 E. St Charles St, San Andreas (top of driveway)

8085 Highway 26, Suite G, Mokelumne Hill

### Program Overview

The Alternative Payment (AP) programs serve eligible families who need child care services. The age criteria for age eligibility include:

- Birth through 12 years of age
- Children unable to care for themselves due to a documented disability may be served to 21 years of age.

This child care subsidy program:

- Encourages parental choice
- Helps families arrange child care services
- Reimburse providers for part or all of their fees

### Equal Access

We operate on a non-discriminatory basis, giving equal access to services without regard to sex, sexual orientation, gender, gender identification, ethnic group identification, race ancestry, national origin, religion, military status, color, or mental or physical disability.

### Confidentiality:

The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of AP. No other use of the information will be made without written consent or a subpoena. Participants shall have access to their basic data file information within five (5) business days after AP receives a written request.

## Selection & Enrollment Process

### Participant Qualification & Conditions

### Family Fees

### Attendance

### Provider Participation

### Reimbursement

### Disenrollment

### Grievance/ Complaint Procedures

**Mission:** Engage Families, Empower Communities and Enrich Lives



# California Alternative Payment Program

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Children Learning,  
Parents Earning,  
Communities Growing!

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## The Resource Connections Alternative Payment Programs:

- Help children learn and parents earn.
- Are focused on strengthening families through a mixed-delivery system.
- Promote high-quality child development and connect families to essential resources.
- Provide time-tested, trusted, personal support to families who need services around the clock from birth through 12 years old.
- Engages with families to help them identify resources and goals that will promote a strong and healthy family.
- Empower parents by allowing them to choose a child care option that best meets their child(ren) and **family's needs.**
- Offers families a variety of services and information to help enrich their lives.

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## AP Program in 4 Simple Steps

1

**Eligible Parent  
Applies**

2

**Parent Selects  
Eligible Provider**

3

**Child Care  
Begins**

4

**AP Program  
Reimburses Provider\***

\*Based on income. Some families have co-pay.

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**Vision:** Strong Families, Sustainable Communities, Successful Individuals

## Selection & Enrollment Process

### Eligibility List

The AP program has limited openings for eligible families. The first step to access AP services is to be placed on our eligibility list. Families with children with disabilities are encouraged to apply.

### 3 Ways to Apply



Apply online at:  
[cel.trcac.org](http://cel.trcac.org)  
Visit our website  
[www.rr.trcac.org](http://www.rr.trcac.org)

Call our Office  
209-754-1075 or  
877-944-9911

Visit us at:  
8085 Highway 26, Suite G  
Mokelumne Hill

### Selecting Participants

When an opening is available, we access the waiting list and contact families based on the following program admission priorities:

- **First:** Child protective services, or at-risk of abuse, neglect, or exploitation
- **Second:** Admission priority based on adjusted gross monthly income & family size. Families with children with exceptional needs are prioritized. Also, children whose home language is a language other than English will be given priority on the Child Care Eligibility List as outlined in WIC Section 10271 (b)(2)

When multiple families are within the same ranking:

1. Child with exceptional needs within the same ranking is admitted first
2. Entry with the oldest application date is admitted second

Rank	Family Size											
	1 - 2	3	4	5	6	7	8	9	10	11	12	
1	\$ 59	\$ 64	\$ 75	\$ 87	\$ 99	\$ 101	\$ 103	\$ 105	\$ 108	\$ 110	\$ 112	
2	\$ 119	\$ 128	\$ 150	\$ 174	\$ 198	\$ 202	\$ 207	\$ 211	\$ 216	\$ 220	\$ 225	
3	\$ 178	\$ 192	\$ 225	\$ 261	\$ 297	\$ 304	\$ 310	\$ 317	\$ 324	\$ 331	\$ 337	
4	\$ 238	\$ 257	\$ 300	\$ 348	\$ 396	\$ 405	\$ 414	\$ 423	\$ 432	\$ 441	\$ 450	
5	\$ 298	\$ 321	\$ 375	\$ 435	\$ 495	\$ 506	\$ 518	\$ 529	\$ 540	\$ 551	\$ 563	
6	\$ 357	\$ 385	\$ 450	\$ 522	\$ 594	\$ 608	\$ 621	\$ 635	\$ 648	\$ 662	\$ 675	
7	\$ 417	\$ 450	\$ 525	\$ 609	\$ 693	\$ 709	\$ 725	\$ 741	\$ 756	\$ 772	\$ 788	
8	\$ 476	\$ 514	\$ 600	\$ 696	\$ 793	\$ 811	\$ 836	\$ 847	\$ 865	\$ 883	\$ 901	
9	\$ 536	\$ 578	\$ 675	\$ 784	\$ 892	\$ 912	\$ 932	\$ 953	\$ 973	\$ 993	\$ 1,013	
10	\$ 596	\$ 643	\$ 750	\$ 871	\$ 991	\$ 1,013	\$ 1,036	\$ 1,058	\$ 1,081	\$ 1,103	\$ 1,126	
11	\$ 655	\$ 707	\$ 826	\$ 956	\$ 1,090	\$ 1,115	\$ 1,140	\$ 1,164	\$ 1,189	\$ 1,214	\$ 1,239	
12	\$ 715	\$ 771	\$ 901	\$ 1,045	\$ 1,180	\$ 1,214	\$ 1,243	\$ 1,270	\$ 1,297	\$ 1,324	\$ 1,351	
13	\$ 775	\$ 836	\$ 1,076	\$ 1,132	\$ 1,218	\$ 1,317	\$ 1,347	\$ 1,376	\$ 1,405	\$ 1,435	\$ 1,464	
14	\$ 834	\$ 900	\$ 1,051	\$ 1,224	\$ 1,387	\$ 1,419	\$ 1,450	\$ 1,482	\$ 1,513	\$ 1,545	\$ 1,577	
15	\$ 894	\$ 964	\$ 1,126	\$ 1,306	\$ 1,486	\$ 1,520	\$ 1,554	\$ 1,588	\$ 1,622	\$ 1,655	\$ 1,689	
16	\$ 953	\$ 1,029	\$ 1,201	\$ 1,393	\$ 1,586	\$ 1,622	\$ 1,658	\$ 1,694	\$ 1,730	\$ 1,766	\$ 1,802	
17	\$ 1,013	\$ 1,093	\$ 1,276	\$ 1,480	\$ 1,685	\$ 1,723	\$ 1,761	\$ 1,800	\$ 1,838	\$ 1,876	\$ 1,915	
18	\$ 1,073	\$ 1,157	\$ 1,351	\$ 1,568	\$ 1,784	\$ 1,824	\$ 1,865	\$ 1,906	\$ 1,946	\$ 1,987	\$ 2,027	
19	\$ 1,132	\$ 1,222	\$ 1,426	\$ 1,655	\$ 1,883	\$ 1,926	\$ 1,969	\$ 2,011	\$ 2,054	\$ 2,097	\$ 2,140	
20	\$ 1,192	\$ 1,286	\$ 1,501	\$ 1,742	\$ 1,982	\$ 2,027	\$ 2,072	\$ 2,117	\$ 2,162	\$ 2,207	\$ 2,252	

*SAMPLE: This is not the entire chart*

**Families screened & selected** for potential enrollment from the waiting list will be asked to complete the orientation process and submit documentation to verify eligibility/need for services. The steps are as follows:

## Learn How to Apply and Select an Eligible Provider

### Apply online to the Child Care Eligibility list and update your information if anything changes.

When we are ready to enroll we will contact families in the lowest ranks and highest priority first.

### Begin Your Child Care Provider Search

If you do not currently have a child care provider you will need to find one. Choosing child care can be a difficult job, contact our Resource & Referral department for help and to find out what is available for your family.

### Complete Documentation Orientation

Make sure you answer your phone, email or respond to the letter you receive to schedule an appointment with a Case Manager.

Complete forms, gather documents listed on the checklist, select a child care provider.

Note: If you do not contact us within 1 week (7 days) of being contacted, you will not be eligible to apply for this enrollment period.

### Verify Eligibility

**Attend an in-person** appointment at The Resource Connection office specified on your letter.

**Please note that your appointment will be rescheduled if your packet/information is not complete at the time of your appointment and enrollment into the program will be delayed.**

For the purposes of this handbook, parent means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner or any other adult living with a child who has responsibility for the care and welfare of the child.

## Participant Qualifications & Conditions

Enrollment into an AP program is determined by specific family eligibility and need criteria. In addition, to receive subsidy from The Resource Connection, the child(ren) receiving services must live or use care in Amador or Calaveras counties, and must reside with the parent(s) on the program at the times for which subsidies are paid. **Families complete** a certification process at initial enrollment and must recertify their eligibility no less than **24 months for the California Alternative Payment Program and CalWORKs program**, thereafter, **with the exception of:**

- Families who are certified as income eligible & and during their certification period, their income exceeds the maximum income threshold, which is 85% of the state median income.
- Child care and development programs remain available for children from infancy to 13 years of age, per WIC Section 10213.5. Thus, children who are 12 years old, when certified, must be certified for not less than 12 months. In other words, if a child turns 13 within the first 12 months of the eligibility period their certification should clearly indicate they are only eligible for 12 months, including time after they turn 13 years. However, their eligibility does not extend 24-months.
- Participant Qualifications and Conditions of families receiving services through the Emergency Child Care/Foster Bridge varies. Please contact the office and request to speak to the Foster Bridge Navigator for more information.

### **Recertification of Eligibility:**

**24-month eligibility for the California Alternative Payment Program and CalWORKs Program starts on the date a family is certified/approved to receive services. Approval or denying your application can take up to 30 days after the appointment.**

The **Emergency Child Care/Foster Bridge** recertification of eligibility has various eligibility factors; please contact Child Protective Services for more information.

Families will be notified 19 days prior to the end of their eligibility, the notification will explain what you need to bring to the appointment.

A family will be disenrolled if the recertification process is not completed by the end of their eligibility period.

All parents at enrollment and recertification will be asked to complete a Parent Survey regarding services provided by The Resource Connection Child Care Resource and Referral CCR&R to determine further needs and to best evaluate our program annually through the Program Self-Evaluation process.

## Participant Qualifications & Conditions

### Family Data File (Required for Enrollment):

A family data file is maintained for each family receiving AP services. When a child's residence alternates between the homes of separated or divorced parents, eligibility must be determined separately for each household where the child resides during the time services are needed.

#### Proof of Residency

- Determination of eligibility for services shall be without regard to the immigration status of the child or the child's parent.
- Must live in California
- Any evidence of a street address or post office address in California, including the 4-digit zip code extension
- Homeless may submit declaration of intent to live in California

#### Exceptional Needs Child:

If there is a financial impact on a provider caring for a child with exceptional needs, the file must contain the following documentation in order to claim the reimbursement adjustment factor (See Reimbursement section for additional information):

- Individual Education Plan or Individual Family Service Plan, **and**
- A statement explaining the financial impact on the provider.

#### Health & Emergency Information

Participants must provide child health & current emergency information, along with current immunization records (non- school age children or children using unlicensed care) for enrolled children.

#### Court Order

If there is a court order that impacts child care services, it will be required to determine eligibility.

#### Exceptional Needs Child:

A child who has exceptional needs from 13 years of age to age 21 years of age may be served; however, in addition to the IEP a letter by a legally qualified professional is required.

- Statement that child requires the special attention of adults in a child care setting, and includes the name, address, license number, & telephone number of the legally qualified professional who is rendering the opinion.

## Proof of Family Size:

**Biological/Adoptive Parent:** “Family” shall be considered the parents & the children for whom the parents are responsible, who comprise the household in which the child receiving services is living.

**Guardian/Foster Parent:** “Family” shall be considered the child & related siblings. Participants must provide the names of the adults & the names, gender & birthdates of the children identified in the family.

At least one of the following documents for **ALL** children counted in the family size must be on file & and indicate the relationship of the child to the parent.

- Birth Certificate
- Child Custody Court order
- Adoption documents
- Foster Care placement records
- School or Medical records
- Child welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

## Proof of Eligibility:

Eligibility is based on either child or family eligibility. Participants must provide documentation of eligibility in 1 or more of these categories:

### Child Eligibility

- Child protective services (Referral letter from CPS unit)
- At-risk of abuse, neglect, or exploitation (Referral letter from a legally qualified professional)

### Family Eligibility

- Homeless (Referral Letter or Self-Declaration)
- Current aid recipient (Proof of current aid)
- Income eligible (Documentation of all income)
  - Predictable Income: Previous two months of current & ongoing gross income.
  - Variable Income: Gross income for the preceding 2 months or if the parent chooses to then parents may submit 12 consecutive months
  - Guardian/Foster: Full month of current income received for the child

Maximum income threshold at **initial enrollment** and **ongoing income eligibility**:

Family Size	Gross Monthly Income
1-2	\$6,860
3	\$7,785
4	\$9,020
5	\$10,463
6	\$11,906
7	\$12,177
8	\$12,447

rates effective 7/2025



**Participants must notify our agency within 30 days if their gross monthly income at any time during their certification period exceeds the maximum income threshold for ongoing eligibility.**

## Means-Tested Eligibility

If a family's eligibility is based on anyone in the family size as being certified to receive benefits from a means-tested government program, the family must provide documentation of **current** enrollment in any one of the means-tested government programs listed below:

- Medi-cal
- CalFresh
- CalWORKs
- California Food Assistance Program
- WIC
- The Federal Food Distribution Program on Indian Reservations
- Head Start
- Early Head Start

Families must also provide income documentation by:

- Submitting the application for the means-tested government program indicating the income declared at the time of enrollment; **or**
- If the parent does not have access to the means-tested government program application, the parent may submit a self-declaration indicating that they do not have access to the application and to the best of their recollection, the income that was declared on the application for the means-tested government program.



## COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET

<p>Countable Income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>	<p>Non-Countable Income is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>
<ol style="list-style-type: none"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings</li> <li>2. Wages for migrant, agricultural, or seasonal work</li> <li>3. CalWORKs cash aid</li> <li>4. Gross income from self-employment less business expenses with the exception of wage draws</li> <li>5. Disability or unemployment compensation</li> <li>6. Worker's compensation</li> <li>7. Spousal support, child support 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</li> <li>8. Survivor (i.e., SSA) and retirement benefits</li> <li>9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties</li> <li>10. Rent for room within the family's residence</li> <li>11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent</li> <li>12. Veteran's pension</li> <li>13. Pension or annuities</li> <li>14. Inheritance</li> <li>15. Allowances for housing or automobiles provided as part of compensation</li> <li>16. Insurance or court settlements for lost wages or punitive damages</li> <li>17. Net proceeds from the sale of real property, stocks or inherited property</li> <li>18. Other enterprise for gain</li> </ol>	<ol style="list-style-type: none"> <li>1. Earnings of child under eighteen (18) years</li> <li>2. Loans</li> <li>3. Grants or scholarships to students for educational purposes</li> <li>4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance</li> <li>5. Earned Income Tax Credit or tax refund</li> <li>6. Foster care grants, payment or clothing allowances for children placed through child welfare services</li> <li>7. Relative Caregiver Funding Program</li> <li>8. California Guaranteed Income Pilot Program</li> <li>9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay</li> <li>10. Adoption assistance payments</li> <li>11. Non-cash assistance or gifts</li> <li>12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits</li> <li>13. Insurance or court settlements, including pain and suffering and excluding lost wages and punitive damages</li> <li>14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging</li> <li>15. Business expenses for self-employed family members</li> <li>16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay</li> <li>17. Disaster relief grants or payments, except any portion for rental assistance or unemployment</li> <li>18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> <li>19. Basic Allowance for Military Housing (BAH) when part of compensation. (Note: Contractor must obtain written approval from the Department prior to waiving)</li> </ol>

**Note:** Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family's countable income

## Need Criteria Categories:

In addition to meeting the eligibility criteria, all parents must meet at least 1 need criteria.

Note: Families whose eligibility criteria are CPS or At Risk are not required to meet a need criteria.

Based on the need criteria:

- Employment Verification
- Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification leading to a vocational goal & must make adequate progress. In addition, services are limited for up to 6 years from the date participant starts classes or until participant reaches 24 units after the attainment of a bachelor's degree)
- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate)
- Request & Plan to Seeking Permanent Housing (Max 5 days per week, for less than 30 hours per week)
- Homelessness Referral Letter
- Statement of Parental Incapacity (Max of 50 hours per week)
- Welfare to Work Plan Activity Assignment (CalWORKs programs)



## Determining a Child's Certified Schedule:

### **Services are only available if:**

- Parent meets a need criteria that precludes the provision of care & supervision of their child for some of the day;
- No parent in the family is capable of providing care during the time care is requested;
- Child is not in school, a public school is not available, or with another person or entity;
- Care is approved for overlapping time when neither parent is available to care for the child in a two(2) parent family.

### **Services will be approved based** on verified need documentation and/or the program limitations, whichever is less.

- A predictable schedule includes parents with either a set or variable schedule with a pattern.
- A variable/unpredictable schedule will be based on the maximum number of hours of need based on the week with the greatest number of hours within the **preceding 4 weeks**.

## **School-Age Child Care [Title 5, § 18076.2(d)(1)]**

A child is not eligible for child care services during the times that the child should be in attendance in public school. Child care can be provided for school-age children before and/or after school and for school holidays, vacations, and in-service days, based upon the documented need of the family.

Child care may be provided during school hours if the child cannot attend school for reasons such as illness. A notation should be made on the attendance record that the child attended care full time due to illness. The following restrictions apply to school-age children:

- **Children enrolled in private school** – Only if there is a portion of the day considered “child care” may reimbursement be considered for children in private school. If parents choose to place a child in a private school for grades kindergarten and above, they will be responsible for tuition for the portion of the day that covers the child’s formal education. TRC will reimburse for the part of the day that child care is provided, if applicable.

TRC will not reimburse for any materials, clothing or activity fees related to or used during the child’s school hours.

- **Children who participate in an online independent study school** – In the event that a parent chooses to enroll their child in an online independent study school, subsidized child care cannot be provided during any days/hours in which the child is scheduled to meet online with their teacher. Parents must supply documentation that shows the days and hours of the school and as applicable any time that the child will be meeting with their teacher.

- **Children who participate in homeschool** – Child care is not reimbursable while the child is participating in homeschool. Parents of children who participate in homeschool programs must supply proof that the child is enrolled in a recognized public or private school and supply documentation of the school program and calendar. The home school shall meet the legal requirements for homeschool pursuant to the California Department of Education guidelines. If those requirements are not met, then the child is legally required to attend public school and reimbursement will not be made during the public school hours. Reasonable hours may be assigned around the child’s home school and the parent’s need for services. If evening hours are requested for homeschooling due to a parent’s employment, documentation of the parent’s employment must be on file to necessitate child care that is needed during the day.

- **Remote Learning** – If a school offers the choice between in-person instruction and remote/distance learning instruction, subsidized child care cannot be provided during any days/hours of care that take place when the in-person instruction is available. TRC may only reimburse for child care provided during non-school hours or when in-person instruction is not available.

- **School-age children not enrolled in school** – Subsidized child care cannot be provided during school hours when a child, based on the child’s age, should be in attendance at public school. California law mandates all children to be enrolled in school at six (6) years old. If a parent decides to use a school outside of Amador and Calaveras County school system, the parent is responsible for providing the school calendar and hours.

**Travel Time** only applies to parents who are working or in school. Any travel time beyond 30 minutes before and after must be requested in writing. To determine the maximum authorized drive time, we divide the work or school hours by 2. Travel time can not be more than 4 hours/day (2 hours each way) And not more than the time from the child's care site to work or school and back.

**Sleep time** is available for parents who work graveyard shifts. The allowed sleep time can be equal to the authorized work and travel time between 10 PM and 6 AM. Please note that sleep time is not automatic and must be requested in writing.

## Right to Voluntarily Report Changes:

Once eligibility and need have been established, a participant may keep their current service level, no matter if there are changes in their family. Changes may automatically occur based on children attending preschool, Transitional Kindergarten, and Kindergarten school hours only. The only exception is if a **participant's income exceeds the maximum income threshold for ongoing eligibility** (See Eligibility section).

If a participant needs to change their service level during their certification period, the following must be submitted:

- Request to Change Services Form and
- Documentation to support the request



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#### REQUEST TO CHANGE SERVICES

This form is used for the purpose of voluntarily reporting changes during a family's certification period.

Note: After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action indicating the outcome of your request. No other changes will be made to your service agreement, other than the requested change(s).

#### REQUEST TO CHANGE SERVICES

I am voluntarily reporting changes in order to:

- Reduce my family fees
- Temporarily suspend service. Note: Services may only be suspended during your current certification period & provider is not reimbursed.
- Self-terminate services
- Extend my period of eligibility before recertification
- Change my service schedule (days and/or hours of service) as follows:

Effective Date:	Child(ren):
Days & Hours Requested	
Set or Variable Child Schedule:	
Child Non-School Days & Hours:	
Child School Days & Hours:	

#### REASON FOR REQUEST & SUPPORTING DOCUMENTATION

Change in Income	Change in Family Size
Gross Income documentation (all sources): ▪ Predictable Income: Month preceding ▪ Unpredictable Income: Preceding 3 to 12 months ▪ Seasonal, agricultural, bonuses or commission income: Preceding 12 months Employment Income Verification Release	<input type="checkbox"/> Increase in family size: Documentation connecting the parent to the new child, such as a birth certificate <input type="checkbox"/> Decrease in family size: In writing, indicate the individual's first & last name, along with reason.
Change in Need	Child Started/Changed School
Employment Verification Training Verification, including Class Schedule Request to Actively Seek Employment Statement of Incapacity Request to Seek Permanent Housing	In writing, indicate the child(ren) name, school name & school hours -
Extend Eligibility	Self-Terminate or Suspension of Services
Request a recertification packet from your Enrollment Specialist	In writing, indicate the reason for disenrollment or suspension of services, name(s) of child(ren) that no longer need services & the last date services are needed or start & end date services will be suspended.

My signature below, acknowledges my right to voluntarily report the change(s) listed above & that I understand I have the right to continue bringing my child to care based on the original certified service level. If I am requesting to suspend services, I understand & have informed my provider that she/he will not be reimbursed during this time period. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct.

Parent/Guardian Printed Name

Signature

Date

Return this form with verifying documents to  
The Resource Connection, Child Care Subsidy Program, 8085 Highway 25, Suite G, Mokelumne Hill, CA 95245

**After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action within 10 business days indicating the outcome of your request.**

**No other changes will be made to your service agreement, other than the requested change(s).**

**Please notify your Case Manager if your address or telephone number changes at anytime to ensure we are able to contact you**

Request to Change Services Form:  
Print online at [www.rr.trcac.org](http://www.rr.trcac.org) or pick-up at office location

## Family Fees

Some families enrolled in the AP program may have a family fee based on their gross monthly income, family size, and certified hours of care. Your Case Manager will notify you during the enrollment or recertification process if you are responsible for paying a family fee.

Family fees will always be assessed according to the child who uses the most monthly hours of care, regardless of the number of children enrolled in the program.

Family fees are determined using the California Department of Social Services family fee chart and are paid directly to the provider.



Monthly Part-time Fee	Monthly Full-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$29	\$56	2,325	2,508	2,928	3,397	3,866	3,953	4,041
\$36	\$72	2,384	2,572	3,003	3,484	3,965	4,055	4,145
\$44	\$87	2,478	2,660	3,101	3,598	4,094	4,187	4,280
\$52	\$103	2,572	2,748	3,199	3,711	4,223	4,319	4,415
\$67	\$133	2,667	2,855	3,297	3,825	4,335	4,452	4,551
\$76	\$152	2,761	2,923	3,395	3,939	4,402	4,584	4,686
\$86	\$171	2,856	3,011	3,493	4,052	4,511	4,716	4,821
\$96	\$192	2,949	3,098	3,591	4,166	4,741	4,848	4,956
\$107	\$213	3,043	3,186	3,689	4,279	4,870	4,981	5,091
\$118	\$235	3,137	3,274	3,787	4,390	4,999	5,113	5,226
\$129	\$256	3,231	3,362	3,885	4,507	5,128	5,245	5,362
\$142	\$283	3,325	3,449	3,983	4,720	5,248	5,377	5,497
\$154	\$308	3,420	3,537	4,081	4,834	5,367	5,504	5,632
\$167	\$334	3,514	3,625	4,179	4,848	5,516	5,642	5,767
\$172	\$343	3,608	3,712	4,277	4,981	5,646	5,774	5,902
\$176	\$352	3,702	3,800	4,375	5,071	5,775	5,906	6,037
\$181	\$361	3,796	3,888	4,473	5,189	5,804	6,038	6,173
\$186	\$370	3,890	3,979	4,571	5,302	6,034	6,171	6,308
\$197	\$394	3,984	4,083	4,689	5,416	6,163	6,303	6,443
\$202	\$404	4,078	4,181	4,787	5,529	6,292	6,435	6,578
\$207	\$413	4,173	4,295	4,885	5,640	6,421	6,567	6,713
\$211	\$422	4,262	4,376	4,983	5,757	6,551	6,700	6,849
\$216	\$431	4,351	4,414	5,061	5,870	6,680	6,832	6,984
\$220	\$440	4,441	4,507	5,158	5,984	6,809	6,964	7,119
\$224	\$448	4,530	4,593	5,256	6,098	6,939	7,096	7,254
\$229	\$457	4,620	4,677	5,332	6,185	7,038	7,198	7,358
\$233	\$466	4,709	4,765	5,407	6,272	7,137	7,299	7,461
\$238	\$475	4,799	4,853	5,482	6,359	7,236	7,401	7,565
\$242	\$484	4,888	4,940	5,557	6,446	7,335	7,502	7,669
\$247	\$493	4,977	5,028	5,632	6,533	7,434	7,603	7,772
\$251	\$502	5,067	5,116	5,707	6,620	7,533	7,705	7,876
\$256	\$511	N/A	5,203	5,782	6,707	7,633	7,806	7,980
\$261	\$521	N/A	5,291	5,857	6,794	7,732	7,907	8,083
\$267	\$533	N/A	5,379	5,932	6,882	7,831	8,009	8,187
\$271	\$541	N/A	5,466	6,007	6,969	7,930	8,110	8,290
\$301	\$612	N/A	N/A	6,083	7,056	8,029	8,212	8,394
\$305	\$619	N/A	N/A	6,158	7,143	8,128	8,313	8,498
\$309	\$617	N/A	N/A	6,233	7,230	8,227	8,414	8,601
\$312	\$624	N/A	N/A	6,308	7,317	8,326	8,516	8,705
\$315	\$632	N/A	N/A	6,383	7,404	8,426	8,617	8,809
75%SMI		2,325	2,508	2,928	3,397	3,866	3,953	4,041
70%SMI	*	4,173	4,502	5,256	6,098	6,939	7,096	7,254
85%SMI	*	5,067	5,466	6,383	7,404	8,426	8,617	8,809
100 SMI	*	\$ 5,962	\$ 6,432	\$ 7,510	\$ 8,712	\$ 9,913	\$ 10,138	\$ 10,364

## Exempt from Family Fees:

The following are exemptions to the fee schedule

- No fee for families receiving CalWORKs cash aid
- At-risk children & CPS children may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary

## When Family Fees are Assessed:

Family fees are only assessed during:

- Initial Certification
- Recertification
- Voluntarily request to have fees re-assessed

**Decrease:** Effective on the first day of the month that follows the issue date of the NOA.

**Increase:** No increase during 12 and 24 month certification.



## Family Fee Assessment:

**Full-time monthly fee** is applicable when services are approved for 130 hours or more per month.

**Part-time monthly fee** is applicable when services are approved for less than 130 hours per month.

**Predictable schedules** - The total monthly certified hours of care are used to determine if the family will have a full-time or part-time fee.

**Variable schedules** - The average hours of a participants verified work schedule for the 4 months immediately preceding the certification are used to determine if the family will have a full-time or part-time fee.

**No work history** – The verified hours the participant is expected to work will be used to determine if the family will have a full-time or part-time fee.

## When Both Full & Part Time Fees are Assessed:

When a family's child is assigned both a School & Vacation schedule, families will be assessed both a flat monthly part & full time fee. If applicable, the months part-time & full-time fees will apply will be indicated within the family fee note section of the Application for Services (Form EESD 9600).

If a family voluntarily requests zero service hours for a time period during their 24- month eligibility for the California Alternative Payment Program (CAPP) or 12-month eligibility for CalWORKs program participants, the time period of the gap in services, along with the family updated fee amount will be indicated on the Notice of Action approving the change in services.

Note: If a provider is closed during any month, the fee stays the same as the fee is based on the parents need for services. As a reminder, participants may use an eligible alternate provider when their regular provider is closed or submit a receipt for payments made to another service provider (See Credit for Fees Paid section).



Under no circumstance  
will monthly fees be recalculated based on the child's actual attendance

## Credit for Fees Paid:

If our agency cannot meet all of a family's needs for child care, we can grant a fee credit equal to the amount paid to your other provider who is providing child care & development services.

- Copies of receipts or cancelled checks must be submitted in order to receive a credit for fees paid to another provider.
- **We will apply the fee credit to the family's subsequent** billing period (Example: Submit receipt for May & a credit for June will be applied).
- We do not allow carry over of any fee credits beyond the subsequent billing period.



## Payment:

Family fees are paid to your child care provider directly and due to your child care provider in advance of providing services; the 1st day of the month and providers submit a signed receipt (located on the attendance form) providing evidence of payment.

**Fees are considered delinquent on the date that The Resource Connection is notified by the provider that the fees have not been paid or when an Attendance Sheet received by our office by the 5th of the month indicates the fee has not been paid.**

<b>II. Parent Acknowledgement</b> I affirm under penalty of perjury that this Attendance Form is true and correct and the Family Fee, if applicable, has been paid for this month of care. Parent's Signature: <u>Patricia Pennington</u> Date: <u>10/1/2018</u>		
<b>III. Provider Acknowledgement</b> 1. I certify that I am an independent contractor and that a Family Fee of \$ <u>43</u> has been collected by me, the provider for the month of care on <u>10/1/2018</u> (date). 2. I understand that I am not an employee of The Resource Connection and I affirm under penalty of perjury that this Attendance Form is true and correct. 3. I understand that my family fees are assessed for the 5th of the month for which the child care fees are assessed. I further understand that I must pay The Resource Connection by the 5th of the month of family fees have not been paid. Provider Signature: <u>Patricia Pennington</u> Date: <u>10/1/2018</u>		
FOR OFFICE USE ONLY		POLICY BLDG:

## Delinquent Family Fee Policy:

Fees are considered **delinquent if the Attendance Form receipt is not completed and received by our office by the 5th of the month** from the date the fees were due. Upon disenrollment for nonpayment of delinquent fees, the family is ineligible for future child care services until all fees are paid.

**First Delinquent Fee: Failure to pay your family fee will result in a Delinquent Family Fee Notice of Action (NOA) proposing the termination of child care services; you will have 19 days to pay the delinquent family fees or create a reasonable payment plan with your provider.** If delinquent fees are paid by the effective date, the termination will be rescinded. A delinquent family fee payment agreement must be completed and signed by you and the child care provider and a submitted to The Resource Connection. If the fees are not paid according to the payment agreement, services will be terminated.

**Second Delinquent Fee:** If fees are delinquent a second time, the parent will be required to attend a meeting with their Enrollment Specialist to review the family fee policy and complete the steps listed above. If the fees are unpaid by the due date and the parent does not attend a meeting, services will be terminated.

The parent must continue to pay their current monthly family fee, in addition to their delinquent family fee payment outlined in the payment plan, in order for services to continue.

We will continue to provide services to the child, provided the participant pays current fees when due & complies with the provisions of the repayment plan.

## Attendance

### Abandonment of Care

Abandonment of Care occurs when the family has not been in communication with the provider for seven consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider, shall promptly notify The Resource Connection.

The contractor shall issue a notice of action to disenroll the family on the basis of abandonment of care when there has been no communication with the provider or the contractor for a total of 30 consecutive calendar days.

Cal. Code Regs. Tit. 5, § 18066.5

Participants may voluntarily request to change their child's service level (See Right to Voluntarily Report Changes).

### Attendance Reporting:

Parents or providers are **required to record time in and out for each day on The Resource Connection's Attendance Forms.**

- The Resource Connection accepts an agency attendance form for each child for each month. Only care for the specified month should be documented on the attendance form. Care for two months should never overlap on one attendance form.
- Attendance forms should be kept with providers and are the only form of documentation accepted for billing.
- Only authorized adults, 18 years and older should sign children in and out of care. You, your authorized representative or the provider are required to record the exact time in and out for each day.
- Providers that transport your child(ren) to and from school should record these times as they occur.
- Providers may not ask parents to pre-or post-sign attendance forms.
- If you make a mistake on the attendance form (for example, write on the wrong date), you should cross out the error and initial it, and fill in the correct information. **Do not use “white out.”**
- When the last day of care for the month has been provided, the billing side must be signed and dated by you, the enrolled parent (not the authorized pick-up person) **and** the provider in ink and with full signatures.

Note: The Resource Connection can only pay for charges listed on the attendance form, meet the definition of Broadly Consistent care, and that are listed in the provider's handbook or rate sheet. We will not pay for additional charges.

- Since attendance forms may not be pre-signed or pre-dated, The Resource Connection will not pay for day/hours of care provided after the attendance form has been turned in.
- Do not alter or change The Resource Connection's attendance form.
- Overlaps in times/day claimed by more than one provider per child will delay reimbursements.

By making your child's attendance a priority, you will be taking an important step in supporting your child's school success, and setting a good example.

## Attendance

The Resource Connection		Initial: _____			
Engaging Families • Empowering Communities • Enriching Lives		Review: _____			
8005 Highway 26, Suite G, Mokelumne Hill, CA 95245 • (877) 944-9911		Final: _____			
ALTERNATIVE PAYMENT PROGRAM					
CHILD CARE ATTENDANCE FORM					
PROVIDER'S FULL NAME	PRINT CHILD'S FULL NAME				
PROVIDER'S MAILING ADDRESS	PRINT PARENT'S FULL NAME				
	PARENT'S MAILING ADDRESS				
PROVIDER'S PHONE NUMBER	PARENT'S PHONE NUMBER				
PROVIDER'S EMAIL ADDRESS	PARENT'S EMAIL ADDRESS				
SPLIT SCHEDULE					
DATE	ACTUAL TIME-IN	ACTUAL TIME-OUT	ABSENCE CODE PC/NC/A	HOURS USED	OFFICE USE ONLY
1	OUT	IN			
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
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26					
27					
28					
29					
30					
31					
TOTAL:					

Subsidy Attendance APP Fill-In Form 20160607, revised 20240227.pub

## Attendance Reporting:

- The “PC” code is to be used when your provider is closed or unavailable to provide care for all or part of a scheduled day of care and would like to be paid. Providers are limited to 10 paid closure days per fiscal year (July 1st-June 30th) - Licensed providers only.
- The “NC” code is to be used when your provider is closed or unavailable to provide care for all or part of a scheduled day of care and does not want to be paid for the closure day.
- The “A” code is to be used when any child is absent from care.
- Any absence not falling in the excused absence category, if the child has excessive absences (out of care 50% or more of certified hours) or abandonment of care (no show or contact), may be cause for a family to be disenrolled from the program.

PC	Paid Closure Day	Provider was closed or unavailable to provide care for all or part of a schedule day of care. Providers are limited to 10 paid closure days per fiscal year (July 1st – June 30th) – Licensed Only
NC	Non-Paid Closure Day	Provider was closed or unavailable to provide care for all or part of a schedule day of care and provider does not want to be paid for closure day.
A	Absent	Illness of child, parent/guardian, or sibling, appointment of child, or parent/guardian (doctor, dentist, mental health, social services, welfare, education, special education services, counseling or therapy), court ordered visitation for time spent with a parent or relative, family emergency for unplanned situations (court appearance, death, accident, hospitalization of a family member, no transportation).
Excessive absences or abandonment of care (no show or contact) may be cause for a family to be disenrolled from the program.		

**Attendance Forms completely and accurately filled out are due by the *fifth (5th)* of the month following the month of care. If the 5th falls on a weekend or day of office closure, they are due the next business day. Records received by the 5th will be paid by the 20th. Attendance Forms received after the 5th will be paid within 21 days of receipt of the completed attendance form.**

Attendance forms may be turned in to The Resource Connection as soon as care ended for that month and receipt of Parent Fee is completed (if required), **but no later than one month after the month of service in order to be considered for reimbursement**. However, if you have a Family Fee and your attendance form is turned in after the 5th, the Family Fee will be determined to be delinquent since we did not receive the receipt by the 5th of the month.

**Attendance Forms can be dropped off in the office, dropbox locations in San Andreas, Jackson, and Mokelumne Hill, faxed to 209-754-4244 or emailed to rrinfo@trcac.org**

## Participants are expected to:

- Know their currently approved/certified days & hours of care.
- Notify the Case Manager in advance if the family needs to request a change in their service level or will have a gap in services during their certification period.
- If requesting a provider change via email or voicemail, the participant must follow up with the assigned case manager within 1 business day of the requested change to ensure the information was received by the case manager. Provider changes are required prior to the change occurring in order for the case manager to create a child care certificate.

## Absence Policy:

For the purpose of verifying that a child's attendance is with certified care, when a child is absent from regularly scheduled care at any time during the month, the participant or provider must record the absence type on the attendance record. Absence types are as follows:

## Absence Types are as Follows:

- **Illness** of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine.
- **Appointments** of child or parent/guardian, which includes doctor, dentist, mental health, social service, welfare, education, special education services, counseling or therapy.
- **Court-ordered visitation** for time spent with a parent or relative as required by law (Court order must be on file).
- **Family emergency** for unplanned situations of a temporary nature, including court appearance, death, accident, hospitalization of a family member, no transportation or illness of sibling.
- *Parent/Guardian* determines that another activity is better for the child to attend, such as: visiting a relative or close friend, vacation time with family, child attending a party, family moving, Religious observance, holiday or ceremony or personal or family business.



It is the parent's right and responsibility to choose an eligible provider that meets their family's need for child care and development services. Participants are encouraged to choose a clean, healthy and safe environment for their child(ren). For assistance in choosing a child care provider at any time, contact our Child Care Resource and Referral department at (209) 754-1075 or go online at <http://rr.trcac.org>

### 4 Steps to Choosing Quality Child Care

#### Step 1: Think About Your Child Care Options

When considering your options, sure you take into consideration how well the provider or program fit your child's needs, your family's schedule, location & language.

##### TrustLine License-Exempt

###### Child Care

- Providers include relatives (grandparents, aunts, uncles), other relatives, friends & neighbors
- Other family, friends and neighbors must be fingerprinted
- Care is provided in the provider's home
- No licensing requirements

###### Child Care Center

- Facilities that provide care for infants, toddlers, preschoolers and/or school-age children
- Care is provided in non-home facilities such as churches, schools and/or licensed buildings
- Group sizes are large allowing for children to have rich social and academic experiences
- Primary caregivers are required to have (or be in the process of completing) 12 units of Early Childhood Education
- Centers are licensed and are regulated by the state

##### Licensed Family Child Care Home (FCCH)

- Providers are in a home setting for children of mixed ages
- Large FCCH-cares for up to 14 children and requires an assistant
- Capacity of 14 children with no more than 3 infants, when at least 2 children are 6 years of age or older
- Small FCCH-cares for up to 8 children
- An assistant is required when more than 6 to 8 children are present
- Group sizes are smaller allowing for individualized care
- Staff are CPR/First Aid and Health and Safety certified
- Often are able to provide a flexible schedule including, evening, weekend or overnight care
- FCCH's are licensed and are regulated by the state

#### Step 2: Begin Your Search

- Call Child Care Resource
- & Referral at: (209) 754-1075
- Child Care Resource & Referral can give you a list of licensed child care options
- Obtain information on the elements of quality child care

#### Step 3: Visit, Observe & Ask Questions

- Visit the child care while other children are present
- Use a checklist to help you decide what things about a child care arrangement are most important to your family

#### Step 4: Make a Choice & Stay Involved

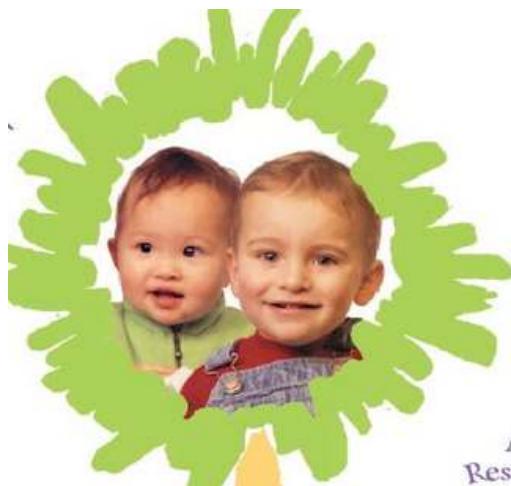
- Watch carefully & visit unannounced
- Have regular parent-provider meetings
- Is your child happy, are they learning?
- If you are not comfortable with your choice, is it okay to change

Parents who choose a licensed provider have the right and responsibility to view any licensing information regarding site visits to their provider's facility or records regarding complaints. Call Community Care Licensing at 1-844-538-8766 for information about facility reports. Parents are also encouraged to visit the Department of Justice "Registered Sex Offender" database at [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)

## Provider Participation

### Parental Choice:

When choosing a provider that is exempt from licensing, the following TrustLine program guidelines will be utilized:



*Did you ever imagine you could love someone so much?*

1-800-822-8490

**TrustLine**  
California's Background Check for In-Home Child Care

#### An Invaluable Resource for Parents.

You can never do too much to see that your children are safe – especially when choosing an in-home caregiver like a nanny or baby sitter.

Trustline is the California registry of in-home child care providers who have passed a background screening. All caregivers listed with Trustline have been cleared through a fingerprint check of records at the California Department of Justice. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California. It's invaluable information.

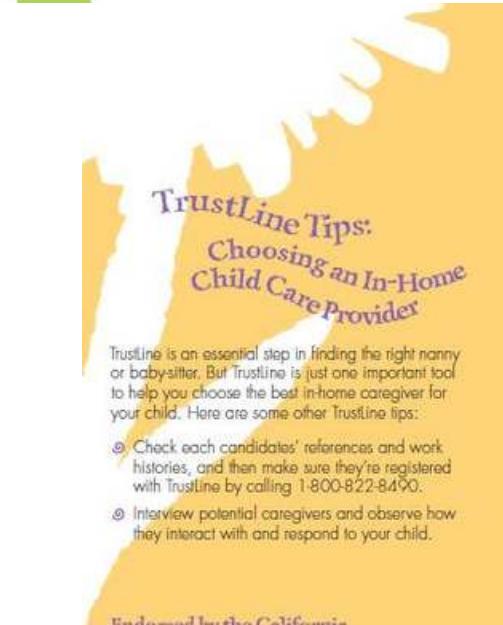
1-800-822-8490



*It's Easy to Use.*

**Parents:** You can check if a provider is registered on Trustline by calling 1-800-822-8490 and giving the person's full name, driver's license number or other approved identification. If your current caregiver or the caregiver you are interviewing is not registered, just call Trustline's 800 number to learn how they can apply. Trustline is continually updated and caregivers who have committed a disqualifying crime are removed. So, you should call periodically to make sure your caregiver is still registered.

**Providers:** Registering is simple. Just call Trustline to obtain a one-page application and send it in with a set of fingerprints and a one-time only fee. If no disqualifying criminal convictions or substantiated child abuse reports are found, your name will be added to the registry.



**TrustLine Tips:**  
Choosing an In-Home Child Care Provider

Trustline is an essential step in finding the right nanny or baby-sitter. But Trustline is just one important tool to help you choose the best in-home caregiver for your child. Here are some other Trustline tips:

- Check each candidates' references and work histories, and then make sure they're registered with Trustline by calling 1-800-822-8490.
- Interview potential caregivers and observe how they interact with and respond to your child.

Endorsed by the California Academy of Pediatrics

Made Possible by a Contribution from the Pacific Life Foundation

Ask all candidates open-ended questions to understand how they care for children:

- Tell me about your previous experiences working with children.
- What activities do you like to do with children?
- What are your feelings about discipline?
- How would you handle naps, eating, toilet training or emergencies?
- Are you comfortable following directions even if you would do things differently with your own children?

Ask practical questions:

- Are you certified in child/infant CPR or first aid?
- What if my child cries all day or refuses to eat or to nap?
- Are you willing to care for my child if he/she is sick?
- What hours are you available? Could you work extra hours occasionally and how much notice would you need?

Trust your instincts:

- Hire someone both you and your children like and then agree to a trial period. Spend some time watching your children and the caregiver interact before leaving them alone.

Once you have found a good caregiver:

- Set up clear job responsibilities.
- Communicate regularly about how the arrangement is working.
- Periodically drop in unannounced to observe your child.
- Always leave emergency contact information.
- For information on choosing child care and for child care referrals, contact your local child care resource and referral agency. For the one nearest you, call Trustline at 1-800-822-8490, or go to [www.Trustline.org](http://www.Trustline.org)

## Contract between Participant & Provider :

Child care is a contract between the participant and provider. Any disputes arising or liability resulting from the participant-provider contract shall not involve The Resource Connection in any way.

AP assumes no responsibility for injury or damages arising from the participant or child care provider's performance. The participant and provider agree to hold harmless The Resource Connection and AP program and its employees, from costs, lawsuits, or liabilities arising from child care services.

### Providers are Independent Contractors:

Provider shall be considered an independent contractor. Provider understands and agrees that he/she and all of his/her employees shall not be considered officers, employees or agents of The Resource Connection, and are not entitled to benefits of any kind or nature normally provided to employees of The Resource Connection and/or to which The Resource Connection employees are normally entitled, including, but not limited to State Unemployment Compensation or Worker's Compensation.

Provider assumes full responsibility of the acts and/or omissions of his/her employees or agents as they relate to the services provided. Provider assumes full responsibility for payment of all federal, state and local taxes or contributions, including unemployment insurance, social security and income taxes with respect to the Provider's employees.



### Multiple Providers:

If one provider can accommodate child's certified hours of care, then multiple providers cannot be used.

Multiple exempt providers must provide documentation with reasons as to why the exempt provider cannot meet the family's total need. Written documentation must be submitted and approved by The Resource Connection representative prior to beginning services. Participants may use multiple providers when they elect to enroll their child in a licensed early education program for a half day and use a different provider for the remaining hours.

NOTE: We can pay for an alternate provider when your provider is not open for services during your certified need for care.

### Provider Participation Process:

Steps to Provider participation are as follows:

1. The participant selects a child care provider and submits the required documentation.
  - Existing/Active provider with The Resource Connection -Provider and Participant completes a **Provider Information Form**.
  - New/Inactive provider with The Resource Connection -Provider and Participant submit required provider participation documentation based on program and type of child care, including the **Agreement for Child Care Services**.
2. Certificate for Child Care Services and approved Agreement for Child Care Services (new/inactive provider) are issued to both the Parent and Provider.
3. Child is certified for care.
4. Providers will be notified through the Notice of Communication when there is a change to the certificate for child care services schedule or if the child will be disenrolled.

Note: AP will not reimburse the provider for child care expenses incurred by a family before they have been certified to be in the program.



## Provider Participation Requirements:

The following documents & requirements must be in place for providers choosing to participate in the AP program:

### All Providers

- Copy of Provider proof of residency.
- Copy of Provider's current child care rates, policies and parent/provider agreement.
- Copy of Provider tax identification & photo identification.
- W-9, Receipt of AP Participation Guidelines & Agreement for Services (Forms are included in provider packet) Must operate on a nondiscriminatory basis giving equal treatment and access to services without regard to sex, sexual orientation, gender, gender identification, ethnic group identification, race ancestry, national origin, religion, color, or mental or physical disability.
- Allow parents unlimited access to their children while in care.
- Be at least 18 years old.
- Agree to maintain confidentiality regarding all children and families receiving services.

### Licensed Center or Family Child Care Home

- Provider agrees to remain in compliance with applicable licensing regulations.
- Copy of current license (Note: License is linked to provider and home/facility. If a provider moves or transfer ownership, new provider documentation, including a current license must be completed.

### License-Exempt Family Child Care Home (Child's Aunt, Uncle or Grandparent)

- Provider agrees to remain in compliance with applicable registry laws and regulations.
- Health and Safety Self-Certification form.
- Declaration of Exemption from TrustLine form.

### License-Exempt Center

- Provider agrees to remain in compliance with applicable regulations.
- Written declaration that the program is located on school grounds, operated on tribal or federal lands or meets the definition of a recreation program; and certifies that all employees have completed the appropriate criminal history background examinations.

### License-Exempt Family Child Care Home (Family, Friend or Neighbor)

- Provider agrees to remain in compliance with applicable registry laws and regulations.
- Health and Safety Self-Certification form.
- Registered and cleared through TrustLine prior to caring for the family's child(ren).

Note: If parents choose in-home care, they become responsible for all legal and financial reporting requirements as the employer. The parent agrees to meet all federal and state employee & employer requirements. Parents must agree to sign *The Resource Connection In-Home Care Self-Attestation Form*.

## Changing Providers:

Participants may change child care providers by transferring from one provider to another. We do not pay for notice time if no care was used, and provider changes are only effective with prior approval, so please be sure to allow yourself enough time when changing a provider. Prior to changing providers, contact your case manager so proper documentation can be gathered.

## Reimbursement

## **Reimbursement Guidelines:**

Provider fees must be based on usual and customary rates charged for services to nonsubsidized children. Providers may not charge parents a categorically higher rate for children with disabilities. AP will reimburse providers to a maximum of the Regional Market Rate (RMR) for the type of care provided as determined by the California Department of Social Services, Child Care and Development Division.

Providers are reimbursed based on the certified hours of need. For families with variable schedules and licensed exempt providers that provide part-time services, providers are reimbursed the actual days and hours of attendance up to the maximum certified hours for the month.

Providers approved reimbursement rate(s) are located on the Certificate for Child Care Services. Registration and other special charges must be approved prior to the beginning of services and can not exceed the RMR.



## Reimbursement Rates:

HOURLY RATE		DAILY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
Less than 6 hours per day.	Not applicable	Not applicable	6 hours or more per day, for no more than 14 days per month & paid at monthly RMR.
WEEKLY RATE		MONTHLY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
5 hours or more but less than 25 hours of care per week.	25 hours or more per week	Part-Time average of less than 25 hours per week.	Full-time average of 25 hours or more per week.

## **Adjustment to Reimbursements:**

**52.5 Hours or More** (Licensed providers only): When care exceeds 52.5 hours per week. Note: Only applicable when not included in the licensed provider's full-time weekly/monthly rate policy.

**Evenings and/or Weekends** (Licensed providers only): Adjustments for after-hour care only apply when after hour services include at least 10% of the total care used and when services occur between the hours of 6:00pm -6:00am or on weekends.

**Children With Exceptional Needs:** A provider caring for a child with exceptional needs is eligible to receive a rate adjustment when such services have a documented on-going fiscal impact to the provider and does not exceed the provider's rates charged to a non-subsidized family.

**Unscheduled Care:** Rate adjustments for child care exceeding the certified need only apply when proper documentation has been received and prior approval by a agency representative has been given.

## Provider Days of Non-Operation (Licensed Only):

Many providers have identified days when their business is closed for holidays, vacations, or other various reasons. These days are called Provider Days of Non-Operation, known as DNOs. The Resource Connection can reimburse providers up to 10 DNOs per child per fiscal year if the provider submits a copy of their Parent/Provider Agreement/Policies/Rates stating what the expectations are. In addition, reimbursement for DNOs will be made only if the DNO falls on one of the child's certified days.

## Charges NOT Reimbursed:

The following is the financial responsibility of the parent(s):

- Provider unavailable to provide services such as when the provider is on vacation, ill, closed for holidays or if the provider elects not to provide services. (This does not include the 10 reimbursable days of non-operation allowed for licensed providers.)
- Incurred charges due to late pick-up of children.
- Parents make a change but do not provide 2 weeks' notice prior to the change.
- There are additional fees not covered in the Child Care Schedule, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum reimbursable amount (RMR).

## Provider Rate Increases:

Providers may submit a request for a rate adjustment (**new rates**) for subsidized reimbursement to the email [rrinfo@trcac.org](mailto:rrinfo@trcac.org). The Resource Connection Child Care Resource and Referral program requires a 30-day written notice for rate changes. All rate changes become effective on the first day of the following month, following the 30-day notice if program funding is available. Before a rate change can be honored, it must be compared to the RMR, approved by AP, and a new Child Care Certificate must be issued.



## Overpayment and Underpayment Policy:

When care used is overpaid or underpaid by the contractor, the contractor will complete the following steps:

- Correct the payment to be included in the next month's child care payment.
- Issue the provider a notice with the information what was corrected, along with whether the payment was an overpayment or underpayment.

## Co-Payment:

A co-payment is the difference between what a child care provider charges and what the program can pay. For example, if provider charges \$30 and we can only reimburse the provider \$29, then the \$1 difference is between the parent and the provider.

## 1099-MISC Tax Form:

Providers who participate in a subsidized child care program are considered self-employed independent contractors. If we reimburse \$600 or more in the calendar year, we will mail you a 1099-MISC Income tax form, which reports to the Internal Revenue Service & State Franchise Tax Board the exact amount we reimbursed, and you most likely will have to pay taxes on that money. We do not deduct taxes from reimbursements. If you have questions about your tax liability, consult a tax expert.

## Provider Invoicing for Payment:

Attendance reporting is very important, as this is the method of verifying services rendered and invoicing for reimbursement.

If a mistake is made on the attendance sheet, like writing on the wrong date, cross out the error, initial it, and fill in the correct information. **Do not use whiteout.**

All information on the attendance claims must be submitted in ink. Pencil will not be accepted.

The attendance sheet is **due by the 5th business day of the month** following the month of care and will be paid based on the certified child care schedule.

SAMPLE ALTERNATIVE PAYMENT PROGRAM CHILD CARE ATTENDANCE FORM						Review: _____	Final: _____	
PRINT PROVIDER'S FULL NAME Charlie Caregiver PROVIDER'S MAILING ADDRESS 123 Jones St  Somewhere, CA 12344 PROVIDER'S PHONE NUMBER 123-456-7890 PROVIDER'S EMAIL ADDRESS charliecare@example.com			PRINT CHILD'S FULL NAME Elvie Example PRINT PARENT'S FULL NAME Elvis Example PARENT'S MAILING ADDRESS 123 Court St  Some Town, Ca 11223 PARENT'S PHONE NUMBER 234-567-8901 PARENT'S EMAIL ADDRESS esramon@example.com			FOR MONTH/YEAR June 2024		
DATE	ACTUAL TIME IN	SPLIT SCHEDULE		ACTUAL TIME OUT	ABSENCE CODE PC/NC/A	INOURS USED	OFFICE USE ONLY	
		OUT	IN					
1		AM	AM	AM			1	
2		AM	AM	AM			2	
3		AM	AM	AM			3	
4	7:12 am	AM	AM	4:58 pm	AM	10	4	
5	7:00 am	AM	AM	5:05 pm	AM	11	5	
6	7:10 am	AM	AM	4:55 pm	AM	12	6	
7	7:13 am	AM	AM	5:08 pm	AM	13	7	
8		AM	AM		AM		8	
9		AM	AM		AM		9	
10	7:06 am	AM	AM	5:11 pm	AM	10		
11		AM	AM		AM		11	
12		AM	AM		AM		12	
13	7:14 am	AM	AM	5:02 pm	AM	13		
14	7:10 am	AM	AM	5:00 pm	AM	14		
15		AM	AM		AM		15	
16		AM	AM		AM		16	
17	7:00 am	8:00 A	AM	11:30 A	AM	17		
18	7:05 am	8:00 A	AM	11:30 A	AM	18		
19	7:05 am	8:00 a	AM	11:30 A	AM	19		
20		AM	AM		AM		20	
21	7:10 am	AM	AM	5:00pm	AM	21		
22		AM	AM		AM		22	
23		AM	AM		AM		23	
24	7:07 am	AM	AM	5:09 pm	AM	24		
25	7:05 am	AM	AM	5:10 pm	AM	25		
26	7:01 am	AM	AM	5:01 pm	AM	26		
27		AM	AM		AM		27	
28		AM	AM		AM		28	
29		AM	AM		AM		29	
30		AM	AM		AM		30	
31		AM	AM		AM		31	
						TOTAL: _____		

Subsidy Attendance APP Fill-In Form 20160607, revised 20240227.pub

Must be signed at the end of the month using a legal signature & dated by the enrolled participant, along with the provider verifying that everything on the attendance sheet is true and accurate

Provider may complete the invoice section or attach their invoice with the total amount due. In the end, the rate will be determined by comparing the approved rate indicated on the Child Care Certificate & invoiced rate as indicated on the attendance sheet. The least amount is reimbursed.

<b>II. Parent Acknowledgement</b>													
I affirm under penalty of perjury that this Attendance Form is true and correct and the Family Fee, if applicable, has been paid for this month of care.													
Parent Signature:	Elvie Example												
Date: 7/1/2024													
<b>III. Provider Acknowledgement</b>													
1. I certify that the days of enrollment reported are correct and that a Family Fee of \$ <b>\$ 43</b> has been collected by me, the provider for the month of care on <b>6/1/2024</b> [date].													
2. I understand that I am an Independent Contractor and I am not an employee of The Resource Connection and I affirm under penalty of perjury that this Attendance Form is true and correct.													
3. I understand that family fees are due by the 5th of the month for which the child care fees are assessed. I further understand that I must notify The Resource Connection by the 5th of the month if family fees have not been paid.													
Provider Signature:	Charlie Caregiver												
Date: 7/1/2024													
Deliver completed forms before due date to:													
Mailing: The Resource Connection 8085 Highway 26, Suite G, Mokelumne Hill CA 95245													
or Drop Box location: - 8085 Highway 26, Suite G, Mokelumne Hill - 444 East Saint Charles St, San Andreas													
<b>PROVIDER BILLING:</b>													
<table border="1"> <thead> <tr> <th># of units</th> <th>x Rate</th> <th>Total</th> </tr> <tr> <th>HOURS</th> <td></td> <td></td> </tr> <tr> <th>WEEKS</th> <td>4</td> <td>150.00</td> </tr> <tr> <th>MONTH</th> <td></td> <td>600.00</td> </tr> </thead> </table>		# of units	x Rate	Total	HOURS			WEEKS	4	150.00	MONTH		600.00
# of units	x Rate	Total											
HOURS													
WEEKS	4	150.00											
MONTH		600.00											

### Reimbursement Schedule:

Completed and accurate attendance sheets received in our office by the 5th working day of the month, following the month of care will be processed, and the reimbursement will be mailed out no later than the 20th of the month.

Attendance sheets received after the 5th working day will be processed within 21 days of receipt of a completed Attendance Form.

**Front of Attendance Form**

**Back of form**

## Disenrollment



### **Family Disenrollment Policy:**

When a family chooses to disenroll from the program, it is requested to notify both the program and provider at least 2 weeks in advance of the last day of attendance. If a 2-week notice is not given, The Resource Connection is not liable for reimbursement to the provider.

- Families will be mailed a Notice of Action at least 19 days prior to disenrollment.

The Resource Connection may deny services or disenroll a family for any of the following reasons, which include, but are not limited to:

- Falsification or providing misleading information or inaccurate documentation.
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive.
- Non-compliance with the program policies.
- Failure to identify an approved provider.
- Abandonment of Care as described on page 16.
- Failure to provide current and correct information at the time of certification or recertification.
- Delinquency in the payment of family fees or failure to adhere to conditions of a repayment plan with the provider.
- Falsification of or refusal to sign attendance claims.
- Family income exceeds the maximum income threshold, and no other eligibility category is available for the family.
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of admission priority.
- Use of abusive or vulgar language attempts to bribe, coerce, extort or threaten any employee or client of The Resource Connection.
- Catastrophic events out of the control of The Resource Connection

### **Provider Disenrollment Policy:**

The Resource Connection will give a written notice to any provider who is going to be disenrolled. The notice will outline the infraction and the reasons for disenrollment. Providers will not be allowed to participate in program if any of the following conditions occur:

- Licensed provider refuses or is unable to provide AP with a copy of his/her current child care license, or if at any time the license is suspended or revoked.
- Provider fails to provide current and correct information regarding child care attendance.
- Child care situation is deemed detrimental to the health or welfare of a child.
- Exempt provider is not cleared through TrustLine or TrustLine is closed.
- Falsification or incomplete attendance sheets or invoice.
- Provider fails to submit required documentation to participate.
- Threatening, yelling, cussing or acting unethically towards any staff member.

Our office and your child care facilities are alcohol, drug and weapon-free zones.

## Grievance/Complaint Procedures

### Parental Complaints in Child Care Settings:

#### For Licensed Provider Care

The Resource Connection encourages parents to report concerns to state licensing or other appropriate authorities as these concerns arise. The Resource Connection is also required by law to inform every parent when they call in for child care referrals of their right to call the state department of social services community care licensing to check a child care provider's license and history. Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has conducted an investigation and made a determination of the complaint, The Resource Connection will follow licensing recommendations. For License-Exempt Provider Care. Parents may make a verbal or written complaint that includes the nature of the complaint, the date and time of occurrence, and the name and address of the provider. Parental choice allows the parent to choose a child care provider that best suits their child care needs; however, The Resource Connection reserve the right to terminate child care services if the agency and parent feel that the child is in an unsafe environment.

Level 1:	Complaint is brought to the attention of the Case Manager.
Level 2:	If a complaint is not resolved by the Case Manager, it is brought to the attention of the Supervisor.
Level 3:	If complaint is not resolved by the Supervisor, it is brought to the attention of the Director.

#### Provider Complaints to Program:

All child care providers are entitled to appeal the decision to deny or disenroll them from The Resource Connection's Alternative Payment Program. The provider has 14 days from receipt of the initial notification of termination to request an appeal. Provide must submit a written statement to our office.

If a request for an appeal is not made within 14 calendar days, the provider waives his/her right to appeal and the decision to permanently remove him/her from participation in the program shall be final.

#### Uniform Complaints:

Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint following the Uniform Complaint Procedures. Procedures are available anytime by contacting our office.

#### Complaints to AP Program Staff:

The Resource Connection staff work to ensure that you and your family have a positive experience in the program. If you have concerns that are not complaints of unlawful discrimination or alleged violations of laws/regulations and would like to make a complaint, please follow the escalation process so that concerns can be addressed and resolved in the correct manner.

**If You SEE Something,  
SAY Something**

To report a complaint or concern regarding any licensed care facility, contact the Hotline at:

**1-844-LET-US-NO**  
(1-844-538-8766)

**IN THE EVENT OF AN EMERGENCY  
CALL 9-1-1**

You may also contact us at [LetUsNo@dss.ca.gov](mailto:LetUsNo@dss.ca.gov) or by mail:



California Department of Social Services  
Community Care Licensing Division  
Centralized Complaint and Information Bureau  
744 P Street  
Sacramento, CA 95814

## Parental Complaints to the Alternative Payment Program:

### Notice of Action –Parent Appeal Process

Parents enrolled in The Resource Connection's Alternative Payment Programs have the right to a fair and unbiased hearing if they disagree with a proposed action. Upon receipt of an on-time request for an appeal hearing, the intended action will be suspended and child care services will continue until the appeal process has been completed. The review process is complete when the appeal process has been exhausted or when the parent abandons the appeal process. The Appeal Hearing process is as follows:

#### Step 1: Request Hearing

The procedure to request an appeal hearing is outlined on the back of each Notice of Action received by parents. Request for an appeal hearing must be filed within 14 calendar days after the participant receives the Notice of Action (NOA). A request must include the effective date of the NOA, parent name, telephone number, full address, explanation why the parent disagrees with the agency's action and date the request is signed. The request for hearing may be submitted by mail, in person, phone or e-mail to:

##### **The Resource Connection, Alternative Payment Program**

**Attention: Hearing Officer**  
**8085 Highway 26, Suite G**  
**Mokelumne Hill, CA 95245**  
**Telephone (209) 754-1075**  
**[snoble@trcac.org](mailto:snoble@trcac.org)**

#### Step 2: Schedule Hearing

Within 10 days of receiving a parent's hearing request, the parent will be notified of the time and place of the hearing. To the extent possible, the hearing date and time will be convenient for the parent(s). The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the parent to schedule the hearing. In the event that a parent or parent's Authorized Representative cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date one 1 time.

Note: At any reasonable time, including before a hearing, a parent has the right to review the data file

#### Step 3: Conduct Hearing

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." Hearings will be conducted at The Resource Connection located at 8085 Highway 26, Suite G in Mokelumne Hill. In the event that a parent is unable to attend the hearing at the designated location, accommodations will be arranged and agreed upon between the parent and hearing officer. For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of support documentation. The hearing will be audio recorded. During the hearing, the parent or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that you disagree with the proposed action indicated by the referenced NOA.

This will be a formal hearing, and the parent must comply with the directions of the hearing officer during the course of the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. A parent designating an Authorized Representative to be present must inform The Resource Connection in writing prior to the hearing. Please do not bring people to the hearing unless they are a designated Authorized Representative. No children are allowed to be present during the hearing. If parent fails to appear, it will be deemed that the parent has abandoned their appeal and care will end immediately.

#### Step 4: Hearing Decision

Hearing officer will send notification in writing, of the decision within 10 calendar days after the hearing. If parent disagrees with the written decision, they have 14 days from the date of the written decision to file an appeal with the California Department of Social Services; Child Care and Development Division (EESD), 744 P. Street M.S. 9-8-371, Sacramento, CA 95814. The appeal to CDE must include a written statement specifying the reasons the parent believes The Resource Connection's decision was incorrect, a copy of the decision letter and a copy of both sides of the NOA. Within 30 calendar days after the receipt of the appeal, EESD will issue a written decision to you and the agency. Once EESD has rendered a decision, the decision is final.



# Resources!

## Child Care Resource & Referral Program

Links parents to licensed child care providers

Call (209) 754-1075, toll-free at 877-944-9944

or go online at <http://rr.trcac.org>

## Program Forms, Handbooks

Available online at <https://rr.trcac.org/ccsubsidy.htm>

or at our office located at:

8085 Highway 26, Suite G in Mokelumne Hill, CA 95245

We look forward to serving you!

**The** Engaging Families  
**Resource** Empowering Communities  
**Connection** Enriching Lives

Alternative Payment Program  
Acknowledgement of Receipt of Written Policies

My signature below acknowledges that I have received a copy of or have chosen to access online the Alternative Payment program handbook. I acknowledge that I have read, understand and agree to abide by these guidelines. I understand that I may be disenrolled from the program if I do not follow the program policies.

- Provider
- Parent/Guardian

Printed Name: \_\_\_\_\_

Legal Signature: \_\_\_\_\_ Date: \_\_\_\_\_