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State Superintendent
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Early Learning and Care Division Field Services Office





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Written Information for Parents and Providers: Alternative Payment Programs

Presented by ELCD Staff



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Alternative Payment Programs

Contract Types:

- C2AP – CalWORKs Stage 2
- C3AP – CalWORKs Stage 3
- CAPP – Alternative Payment Program
- CMAP – Migrant Alternative Payment Program



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Agenda

- Early Learning and Care Division (ELCD) Updates
- Purpose and Goals
- General Requirements for Program Policies and Procedures
- Written Information to Be Given to Parents:
 - Conditions for Parent Participation
 - Limitations on Childcare Reimbursement
 - Receipt of Written Parent Information



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Agenda (2)

- Written Information for Providers:
 - Provider Collection of Family Fee
 - Required Provider Documentation
 - Grievance Process for Parents and Providers
- Next Steps
- Resources
- Questions



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Early Learning and Care Division Updates (1)

Management Bulletin (MB) 18-08: Fiscal Year
2019-2020 Continued Funding Application

<https://www.cde.ca.gov/sp/cd/ci/mb1808.asp>

MB 18-07: 2018-19 Family Fee Schedule

<https://www.cde.ca.gov/sp/cd/ci/mb1807.asp>

MB 18-06: California State Preschool Programs
(CSPP); Expulsion or disenrollment due to behavior

<https://www.cde.ca.gov/sp/cd/ci/mb1806.asp>



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Early Learning and Care Division Updates (2)

MB 18-05: Transfer of Families into a California Work Opportunity and Responsibility to Kids Stage 2 Child Care Program

<https://www.cde.ca.gov/sp/cd/ci/mb1805.asp>

MB 18-04: Homeless Children and Youth

<https://www.cde.ca.gov/sp/cd/ci/mb1804.asp>

MB 18-03: Revised State Median Income for 2018-19

<https://www.cde.ca.gov/sp/cd/ci/mb1803.asp>



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Early Learning and Care Division Updates (3)

MB 18-02: Service Need-Engaged in Education Program for English Language Learners or to attain a High School Diploma or High School Equivalency Certificate

<https://www.cde.ca.gov/sp/cd/ci/mb1802.asp>

MB 18-01: Program Self-Evaluations

<https://www.cde.ca.gov/sp/cd/ci/mb1801.asp>



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Fiscal Year 2018–19

Written Information for Parents and Providers

Alternative Payment (AP) Program Training is Based on Current Law

The California Department of Education (CDE) is currently updating the *California Code of Regulations*, Title 5 (5 CCR)



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Purpose and Goals

- Provide training on California *Education Code (EC)* and *California Code of Regulations, Title 5 (5 CCR)* provisions for required Alternative Payment (AP) Program's written information that contractors must give to parents and providers.
- Ensure that participants understand how to find the AP Program requirements and stay informed.
- Support contractor's continuous improvement and program integrity efforts.



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General Requirements for Program Policies and Procedures

- Contractors must develop written admission policies and procedures which shall be made available to the public and parents upon enrollment (5 *CCR* Section 18105)
- Information to parents and providers shall be provided through written material, or through an interpreter in a language understood by parents and providers (5 *CCR* Sections 18222 and 18224)
- Regulations require that many of the same policies and procedures be provided to parents as well as providers



Written Information to Be Given to PARENTS in Alternative Payment Programs

CALIFORNIA DEPARTMENT OF EDUCATION
Tom Torlakson, State Superintendent of Public Instruction



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Information to Be Given to Parents

(5 CCR Section 18221)

The contractor shall develop and implement a written policy statement. The policy statement shall include information regarding:

- A description of the program's purpose, design, and organization framework
- Priorities for enrollment
- Family eligibility requirements
- Conditions for participation

Information to Be Given to Parents (2)

(5 CCR Section 18221)



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- Reimbursement of providers
- Requirements for provider participation
- Range of services available including limitations, if any, on payment for in-home care
- Parent fee collection policy and procedures including direct payment of fees to the provider, if allowable.



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Information to Be Given to Parents (3)

Contractors must provide parents with the following information:

- Parent co-payment requirements (5 CCR Section 18414)
- Explain the certificate/voucher system for subsidized child care emphasizing informed parent choice (45 *Code of Federal Regulations (CFR)* Section 98.30)
- Information regarding the confidentiality of records (5 CCR Section 18117)
- Information regarding the grievance procedures for parents at the local level (5 CCR Section 18223(c))

Information to Be Given to Parents (4)

(5 CCR Section 18222)



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- Information regarding parent rights to change child care settings (5 CCR Section 18222 (a)(4))
- Provisional child care policy, 30 day limitation, (5 CCR section 18227 and Management Bulletin (MB) 13-01)
<http://www.cde.ca.gov/sp/cd/ci/mb1301.asp>
- Non-discrimination policy and Americans with Disabilities Act statement
<https://www.ada.gov/chcinfo.pdf>

Information to Be Given to Parents (5)



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- Multiple providers allowance for a licensed center for an educational experience for preschool (5 CCR 18076.3(b))
- How to file a complaint for violations of Federal or State laws governing educational programs, including allegations of unlawful discrimination, harassment, intimidation, and bullying
<http://www.cde.ca.gov/re/cp/uc/ucpbrochureaav.asp>
- If the parent speaks a language other than English or is hearing impaired, the information shall be provided through written materials or by presentation of an interpreter in a language the parent understands (5 CCR Section 18822 (b))



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Conditions for Parent Participation

Provide written information to parents regarding:

- Qualification for Services
- Enrollment into the Program
- Continued Eligibility for Services
- Causes for Disenrollment



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Conditions for Parent Participation (2)

Qualifications for Services:

- Program eligibility enrollment criteria for CAPP, C2AP, C3AP and CMAP services
- Eligibility required documentation
- Family size and required documentation
- Need criteria and required documentation
- Parent Fees/Co-payment
- No less than 12-Month eligibility



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Conditions for Parent Participation (3)

Enrollment Into the Program:

- Notification process for enrollment appointment
- Documents to bring to the appointment
- Completion of Application for Service with staff
- Family fee assessment process
- Notice of Action Process
 - **Parent Right to Appeal - Parent Appeal Information Pamphlet:**

[http://www.cde.ca.gov/sp/cd/ci/parentappealinformati
on.asp](http://www.cde.ca.gov/sp/cd/ci/parentappealinformati
on.asp)



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Conditions for Parent Participation (4)

Continued Eligibility for Services:

- Recertification process when meeting the eligibility and need requirements
- Parent fee payment/Co-payment/Delinquent payment plan
- Families must report within 30 days if income exceeds 85% State Median Income ceiling



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Conditions for Parent Participation (5)

- Agency policies, procedures, and requirements which must not conflict with Federal or State laws
- General Policies
 - Attendance policy per MB 14-04
<http://www.cde.ca.gov/sp/cd/ci/mb1404.asp>
 - Parent's right to change child care settings and providers



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Conditions for Parent Participation (6)

Causes for Disenrollment:

- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- State/Federal funding ends

Note:

- Disenrollment must conform to Notice of Action due process requirements
- CalWORKS Stage 2 families are categorically eligible for services (5 CCR, Section 18408[c]) MB 18-05: Transfer of Families into a California Work Opportunity and Responsibility to Kids Stage 2 Child Care Program



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Limitations on Child Care Reimbursement

Parents must be informed of the limits of child care reimbursement:

- Regional Market Rate Ceiling, (5 *CCR* Section 18074.1(c) and MB 17-17 Revised Regional Market Rates)
- Reimbursement for provider non-operational days limited to a maximum of 10 days per fiscal year, (5 *CCR* Section 18076.2(b)(2))
- Alternate provider reimbursement (5 *CCR* sections 18076.2(c)(1 & 2) & 18076.3 (a & b))
- Reimbursement to multiple providers (5 *CCR* 18076.3)



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Limitations on Child Care Reimbursement (2)

Reimbursement is not provided for:

- Instructional minutes for school-age children (5 *CCR* Section 18076.2(d)(1))
- Time child is receiving services at any other child care and development services program (5 *CCR* Section 18076.2(d)(2))



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Receipt of Written Parent Information

Acknowledgement of Receipt of the Written Policies for Parents (Parent Handbook):

- Protect your liability by having parents sign a receipt that goes in the family data file
- The original stays in the file, and the parent receives a copy



Written Information for **PROVIDERS** in Alternative Payment Programs



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Written Information for Providers

(5 CCR Section 18221)

Contractors must give providers the following information:

- Requirements for provider participation
- Reimbursement of providers
- Parent fee collection policy and procedures including direct payment of fees to the provider, if allowable



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Written Information for Providers (2)

(5 CCR Section 18223)

Contractors must give providers the following information on policies and procedures for provider participation:

- Grievance procedures
- Maximizing parental choice with consideration of the contractor's ability to pay for the services within the funding provided in the annual child development contract
- Acceptance, rejection, and termination of provider affiliation with the program



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Written Information for Providers (3)

- Plan for timely provider payments with description of family fee collection process (5 *CCR*, Section 18226)
- Parent fee collection policy and procedures including direct payment of fees to the provider, if allowable (5 *CCR* Section 18221 (h))
- A schedule for the payment of services signed by the provider (5 *CCR* Section 18224)



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Written Information for Providers (4)

- Rates change requirement (*EC* Section 8222(f))
- A statement prohibiting any form of discrimination (5 *CCR* Section 18224)
- Instructions on enrollment and attendance recordkeeping requirements (5 *CCR* Section 18224)



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Written Information for Providers (5)

- The policy for in-home license-exempt care requires a minimum number of children to ensure reimbursement equivalent to minimum wage (5 *CCR* 18411(d))
- If a provider speaks a language other than English or is hearing impaired, the information must be provided either through written materials or by presentation of an interpreter in the language that the provider understands (5 *CCR* Section 18222(b))



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Provider Collection of Family Fee

When the contractor requires providers to collect the family fee, the contractor must inform the provider of the following (5 *CCR* sections 18113 and 18228):

- The requirements for collecting the family fee, and how to report the receipt of payment (5 *CCR* Section 18228)
- The collected family fee is part of the provider's reimbursement. The fee is deducted from the provider's reimbursement (5 *CCR* Section 18228)
- The policy on how to report when the parent has neglected to pay the family fee (5 *CCR* Section 18228)



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Required Provider Documentation

The Contractor must inform providers of and collect the following required documents needed to maintain a provider's file (5 *CCR* sections 18227(c), 18230 and 18231).

Licensed (1):

- A statement of the service provider's current fees with information regarding the provider's usual and customary services provided for these fees which may include:
 - Discounts, registration fees, transportation fees and adjustments (*EC*, Section 8222(c))



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Required Provider Documentation (2)

Licensed (2):

- A copy of the facility license
- A copy of the provider's written policies: days of absences, holidays, vacation, and provider days of closure



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Required Provider Documentation (3)

License-exempt:

- A statement of the service provider's current fees with information regarding the provider's usual and customary services provided for these fees
- TrustLine application & acceptance - cleared
- TrustLine exempt (aunt, uncle, grandparent of the child)
- Health and Safety requirements



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Required Provider Documentation (4)

In-Home Service Provider (1):

- A statement of the service provider's current fees with information regarding the provider's usual and customary services provided for these fees
- Description of qualification, and assurance that the provider is in good health
- A signed statement from the parent verifying that the parent approves of the caregiver



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Required Provider Documentation (5)

In-Home Service Provider (2):

- A California's drivers license or other recognized form of identification verifying the provider is 18 years or older
- Physical address and phone number
- Age group served by provider



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Grievance Process for Parents and Providers

The contractor must inform providers of the procedure to file a grievance with the contractor (5 CCR Section 18223(c)):

- What is a grievance? - Grievance Appeal Complaint Process (Handout)
- How to file the grievance and staff person to contact
- Process used by contractor to determine outcome of the grievance review



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Next Steps

- Reflect on your current policies and procedures
- Change or modify policies and procedures to ensure alignment with applicable statutes and regulations
- Distribute updated materials to concerned parties (i.e. parents, providers, general public)
- Ensure that you have all active management bulletins



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Next Steps (2)

- Contact your Field Services Office (FSO) Consultant for technical assistance
- FSO will continue to support continuous improvement by providing trainings via webinars, in-person and in clusters, as needed and requested
- Work toward standardization of policies, procedures, and practices



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Resources

U.S Department of Justice, Americans with Disabilities Act:

<http://www.ada.gov/chcinfo.pdf>

California Code of Regulations :

<https://govt.westlaw.com/calregs/Index?transitionType=Default&contextData>

EESD consultant contact information link:

<http://www.cde.ca.gov/sp/cd/ci/assignments.asp>

Fiscal Services web-site:

<http://www.cde.ca.gov/fg/aa/cd/index.asp>



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Resources (2)

Funding Terms & Conditions for Center based programs

<http://www.cde.ca.gov/fg/aa/cd/ftc2017.asp>

Management Bulletins:

<http://www.cde.ca.gov/sp/cd/ci/allmbs.asp>

Parent Appeal Information:

[http://www.cde.ca.gov/sp/cd/ci/parentappealinformati
on.asp](http://www.cde.ca.gov/sp/cd/ci/parentappealinformati
on.asp)

Management Bulletin 17-14: 12-Month Eligibility

- **Budget Act of 2017 Implementation FAQ**
<https://www.cde.ca.gov/sp/cd/ci/budgetactfaq2017.asp>
- **Please e-mail questions to**
ecebudgetactfaq@cde.ca.gov



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Questions?





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Thank you for your participation!