

# Welcome to Alternative Payment Program

**Santa Barbara County Education Office** welcomes families & providers to our Alternative Payment Programs.

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This **handbook** was designed to assist participants & their selected child care provider with understanding the requirements to participate in a **CalWORKS Stage 2 (C2AP)**, **CalWORKS Stage 3 (C3AP)**, or an **Alternative Payment (CAPP)** program. We look forward to serving you!

# Locations



## Days & Hours of Operation

We have three offices located throughout Santa Barbara County.

## Locations



### Santa Barbara

3970 La Colina Rd Room 5  
Santa Barbara, CA 93110  
Phone: 805-964-4711  
Fax: 805- 682-4646  
Monday-Friday 8:00a-5:00p

### Lompoc

104 South C St. Suite H  
Lompoc, CA 93436  
Phone: 805-735-2064  
Monday-Friday 8:00a-5:00p

### Santa Maria

722 E. Main St suite 201  
Santa Maria Ca 93454  
Phone: 805-352-0274  
Monday-Friday 8:00a-5:00p

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**Mission:** Our mission is to provide service and leadership that educates families on high quality childcare, strengthen the family unit through resources, and support the development of children in our community.



## Program Overview

- The Alternative Payment (AP) programs serve eligible families who need childcare services. Eligible children may participate in the program from:
  - Birth through 13 years of age
  - Children unable to care for themselves due to a documented disability may be served to 21 years of age
- Helps families arrange childcare services depending on need
- Providers receive payment for part or all their fees

## We Believe

- In providing strength and relationship based services.
- Service decisions are based on the families resources, needs, and goals.
- A safe, healthy, secure, affectionate, developmentally appropriate and high quality childcare program is key in developing children to their fullest potential.



## 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 prior written consent or through a subpoena. Participants shall have access to information in their basic data file within 5 business days after AP receives a written request.

## 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, color, or mental or physical disability.

## Overview

The Alternative Payment program is a childcare subsidy program, operated with the California Code of regulations, Title 5, the California Education Code and the Welfare of Institutions Code (WIC). California Department of Social Services pays for childcare services directly to the family's selected provider, on the parents' behalf. SBCEO administers three separate contract types.

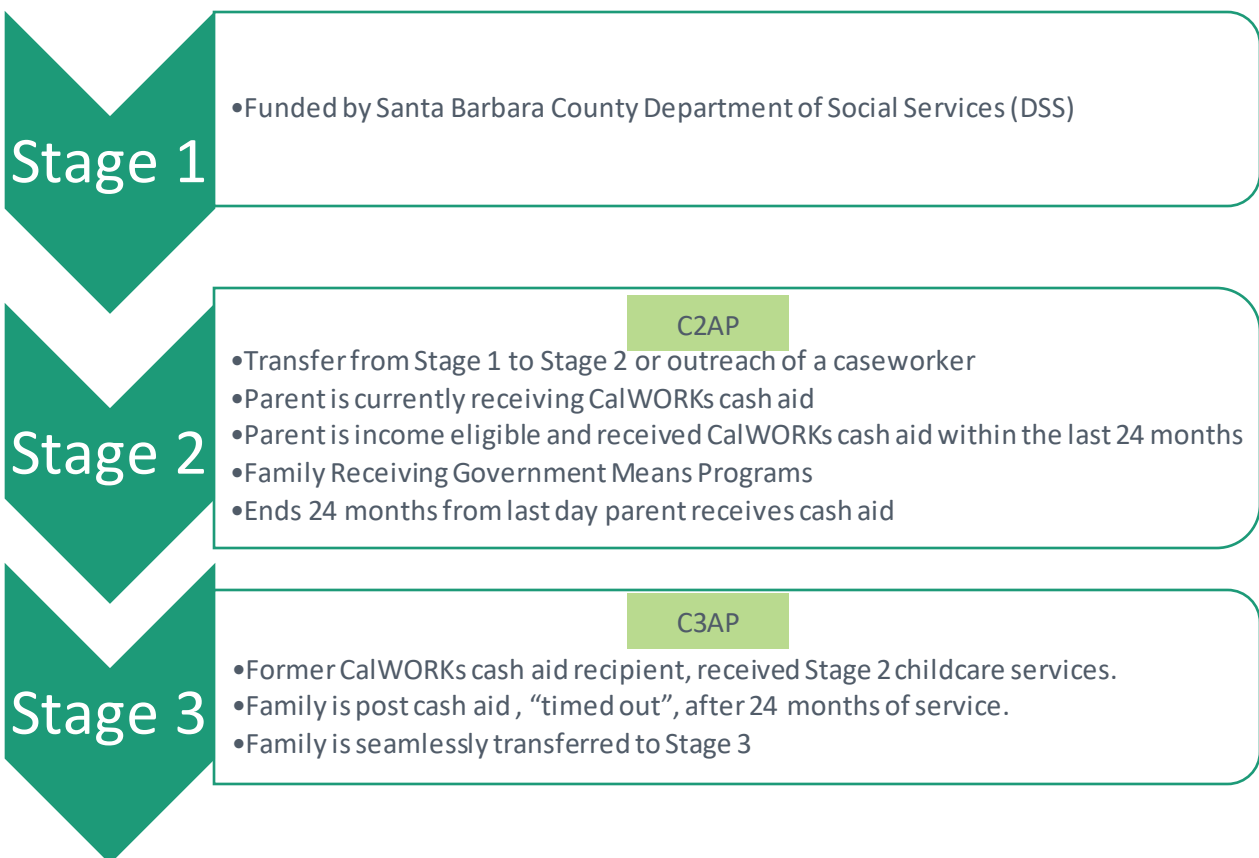
- C2AP- CalWORKs Stage 2 Alternative Payment
- C3AP- CalWORKs Stage 3 Alternative Payment
- CAPP- California Alternative Payment Program

To participate in programs, a family must meet the eligibility and need requirements determined by the State of California.

### CalWORKs Stages

There are three Stages of the CalWORKs childcare systems. Each of these stages has different requirements, qualification, and need.

These programs are subject to funding availability. Childcare services are provided while parents participate in approved welfare-to-work activities; work, attend school or training, seek employment, or are incapacitated.



### CAPP- California Alternative Payment Program

CAPP assists low-to-moderate income families with childcare costs on their path to become economically self-sufficient.

A family is eligible for CAPP services when both eligibility and need requirements are met.



## Selection & Enrollment Process

### Eligibility List

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

Wait list does not apply to C2AP and C3AP. Please see page 4.



### Selecting Participants

#### Step 1: Availability

When an opening is available, we access the eligibility 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.
  - **When multiple families are within the same ranking:**
    1. Child with exceptional needs within the same ranking are admitted first
    2. Dual Language Learner
    3. Entry with the oldest application date

Rank	Family Size											
	1 - 2	3	4	5	6	7	8	9	10	11	12	
1	\$ 58	\$ 62	\$ 70	\$ 81	\$ 92	\$ 94	\$ 96	\$ 98	\$ 100	\$ 102	\$ 105	
2	\$ 115	\$ 124	\$ 139	\$ 162	\$ 184	\$ 188	\$ 192	\$ 196	\$ 201	\$ 205	\$ 209	
3	\$ 173	\$ 186	\$ 209	\$ 242	\$ 276	\$ 282	\$ 288	\$ 295	\$ 301	\$ 307	\$ 314	
4	\$ 230	\$ 248	\$ 279	\$ 323	\$ 368	\$ 376	\$ 385	\$ 392	\$ 401	\$ 410	\$ 418	
5	\$ 288	\$ 310	\$ 348	\$ 404	\$ 460	\$ 470	\$ 481	\$ 491	\$ 502	\$ 512	\$ 523	
6	\$ 345	\$ 372	\$ 418	\$ 485	\$ 552	\$ 564	\$ 576	\$ 589	\$ 602	\$ 615	\$ 627	
7	\$ 403	\$ 434	\$ 488	\$ 566	\$ 644	\$ 658	\$ 673	\$ 688	\$ 702	\$ 717	\$ 732	
8	\$ 461	\$ 496	\$ 557	\$ 647	\$ 738	\$ 752	\$ 769	\$ 786	\$ 803	\$ 819	\$ 836	
9	\$ 518	\$ 558	\$ 627	\$ 719	\$ 828	\$ 843	\$ 865	\$ 884	\$ 903	\$ 922	\$ 941	
10	\$ 576	\$ 620	\$ 699	\$ 808	\$ 929	\$ 944	\$ 961	\$ 982	\$ 1,003	\$ 1,024	\$ 1,045	
11	\$ 633	\$ 682	\$ 766	\$ 889	\$ 1,012	\$ 1,035	\$ 1,058	\$ 1,081	\$ 1,104	\$ 1,127	\$ 1,150	
12	\$ 691	\$ 744	\$ 836	\$ 963	\$ 1,104	\$ 1,129	\$ 1,154	\$ 1,179	\$ 1,204	\$ 1,229	\$ 1,254	
13	\$ 748	\$ 806	\$ 903	\$ 1,051	\$ 1,196	\$ 1,223	\$ 1,250	\$ 1,277	\$ 1,304	\$ 1,331	\$ 1,359	
14	\$ 806	\$ 868	\$ 975	\$ 1,131	\$ 1,288	\$ 1,317	\$ 1,346	\$ 1,375	\$ 1,405	\$ 1,434	\$ 1,463	
15	\$ 864	\$ 930	\$ 1,045	\$ 1,212	\$ 1,379	\$ 1,411	\$ 1,442	\$ 1,474	\$ 1,505	\$ 1,536	\$ 1,568	
16	\$ 921	\$ 992	\$ 1,115	\$ 1,293	\$ 1,471	\$ 1,505	\$ 1,538	\$ 1,572	\$ 1,605	\$ 1,639	\$ 1,672	
17	\$ 979	\$ 1,054	\$ 1,184	\$ 1,374	\$ 1,563	\$ 1,599	\$ 1,634	\$ 1,670	\$ 1,706	\$ 1,741	\$ 1,777	
18	\$ 1,036	\$ 1,116	\$ 1,254	\$ 1,455	\$ 1,655	\$ 1,693	\$ 1,731	\$ 1,768	\$ 1,806	\$ 1,844	\$ 1,881	
19	\$ 1,094	\$ 1,178	\$ 1,324	\$ 1,536	\$ 1,747	\$ 1,787	\$ 1,827	\$ 1,867	\$ 1,906	\$ 1,946	\$ 1,986	
20	\$ 1,151	\$ 1,240	\$ 1,393	\$ 1,616	\$ 1,839	\$ 1,881	\$ 1,923	\$ 1,965	\$ 2,007	\$ 2,048	\$ 2,090	

#### Step 2: Complete Documentation & Orientation

**Caseworker :** A caseworker will schedule an appointment at one of our offices.

**Gather Information:** Gather documentation listed on checklist (page 6) and select a childcare provider.

**Complete In-Person Enrollment/Orientation:** Bring all required documentation. Complete enrollment process with caseworker and review handbook. Please note that you may be turned away if you do not bring the required documentation.

## Enrollment/Re-Certification Checklist

Dear \_\_\_\_\_,

This letter is to inform you that the documents listed below are required to determine your eligibility and/or need for child care services. Failure to submit the requested documents may result in termination of your services. Please submit these items to my attention by the due date indicated below:

Information	Due Date
Acknowledgement of Written Procedures	1/19/2024
Birth Certificate	1/19/2024
Child Support Income	1/19/2024
Emergency and Identification Information	1/19/2024
Emergency and Identification Information	1/19/2024
Family Needs Assessment	1/19/2024
General Release of Information	1/19/2024
Home Language Survey	1/19/2024
Home Language Survey	1/19/2024
Immunization Records	1/19/2024
Immunization Records	1/19/2024
Proof of Address (Utility bill, rental agreement etc.)	1/19/2024
Seeking Employment Declaration	1/19/2024
Self-Certification of Income & Employment	1/19/2024
State Median Income	1/19/2024

Comments:

Please submit the documentation to: SBCEO Early Care and Education Department

Attention:

If the above information is not received by 01/19/2024, your child care services may be denied/terminated. If you have any questions regarding this communication, please contact the SBCEO Early Care and Education Department representative listed below.

Regards,

SBCEO

Phone:

Email:



## Participant Qualifications & Conditions

Enrollment into an AP program is determined by specific family eligibility and need criteria. In addition, a child's parent must live in California and in Santa Barbara County. Family must complete an initial certification process and must recertify their eligibility every 24 months if they are in our CAPP program and every 12 months if they are in our C2AP or C3AP thereafter, **with the exception of:**

- Families whose income exceeds the maximum income threshold during their 24month eligibility are required to report this change within 30 days and may be disenrolled. The maximum income threshold is 85% of the state median income. This does not apply to Stage 2 CalWORKs cash aid transfers.
- Families who do not follow agency policy (Attendance policy, delinquent fees, etc.....) (see Page 30)

### Recertification of Eligibility:

This program is based on 2 types of certifications a 24 month eligibility for CAPP families and 12 month certification for C2AP or C3AP. This will start on the date a family is certified/approved to receive subsidized services.

Caseworker will notify family 30 days prior to the end of their certification to schedule recertification appointment and provide support on required documentation.

A family may be disenrolled if the recertification process is not completed within the designated **50** day recertification period.

### Family Data File:

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 in which the child is residing 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 reside or work in Santa Barbara County
- Any evidence of a street address or post office address in California, including the 4 digit zip code extension
- If Homeless, you may submit declaration of intent to live in California



### Child with Exceptional Needs:

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 payment adjustment factor (See Payment section page. 25 for additional information):

- Individual Education Plan or Infant & Family Service Plan, **and**
- Statement explaining the financial impact on the provider

### Health & Emergency Information:

Participants must provide child health & current emergency information, along with current immunization records for enrolled children

### Court Order:

If there is a court order that impacts child care services, include in the family data file

### Teen with Exceptional Needs:

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, genders & birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file & 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
- County 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 legally qualified professional)

#### Family Eligibility

- Homeless (Referral Letter or Self-Declaration)
- Current aid recipient (Proof of current aid)
- Recipient of Means-tested Government programs;
  - WIC
  - CalFresh
  - CFAP
  - MediCal
  - Early Head Start
  - The Federal Distribution Program of Indian Reservations
  - Head Start
  - CalWorks
- Income eligible (Documentation of all income)
  - **Predictable Income:** Full month of current & ongoing gross income
  - **Unpredictable Income:** Gross income for the preceding 2 or 12 consecutive months





## COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET

<b>Countable Income</b> 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.	<b>Non-Countable Income</b> 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.
<ol style="list-style-type: none"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, <u>gambling</u> 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 <u>with the exception of wage draws</u></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, <u>stocks</u>, 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 <u>In</u> Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> </ol>
<b>Note:</b> Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family's countable income	

## Proof of Need for Services:

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

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

Based on the need criteria, our program needs are as follows;

- 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 (Training 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 bachelors 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 family capable of providing care during time care is requested
- Child is not in school, a public school is not available, or with another person or entity.
- 2 parent family – Care is approved for overlapping time, when neither parent is available to care for the child

**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**.

**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, divide the work or school hours day 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. The only exception is if a participant's income exceeds the maximum income threshold for ongoing eligibility (See Eligibility section for maximum)

**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

Participants **must** notify their caseworker when there is a change in the child's school schedule.



 **Santa Barbara County Education Office**  
Early Care and Education Alternative Payment Program  
722 E. Main St., Suite 201, Santa Maria 93455  
(805) 352-0274 • [ecesm@sbceo.org](mailto:ecesm@sbceo.org) • [sbceo.org/ecce](http://sbceo.org/ecce)  
Susan C. Salcido, Superintendent of Schools

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**VOLUNTARY REQUEST CHANGE IN SERVICE**

Parent Name: \_\_\_\_\_ Date: \_\_\_\_\_

I am voluntarily requesting changes to my childcare services and for the following information to be updated in my file:

- ☐ My family income has decreased since my last re-certification
- ☐ My childcare hours have increased
- ☐ My childcare hours have decreased
- ☐ My family income has exceeded the 85%SMI
- ☐ Gap in Childcare Services
- ☐ Disenrollment from the program due to no longer needing services

Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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. I swear under penalty of perjury, to the best of my knowledge, that the above information is true & correct.

Parent Signature/Guardian \_\_\_\_\_ Date \_\_\_\_\_

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 Caseworker** if your address or telephone number changes at anytime to ensure we are able to contact you.



## 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. You will be notified by your caseworker if and when 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 on the program.

Family fees are determined using the **California Department of Social Services** family fee chart.

Family Monthly Fee Schedule							
California Department of Social Services – Effective: October 1, 2023							
State enrollment cutoff = 85% of 2023 State Median Income (SMI) from CA DOF (2021 ACS)							
Monthly Part-Time							
Monthly Part-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
\$27.00	5,407	6,115	7,081	8,214	9,347	9,559	9,771
\$27.35	5,479	6,197	7,175	8,323	9,471	9,686	9,902
\$27.75	5,551	6,278	7,270	8,433	9,596	9,814	10,032
\$28.10	5,623	6,360	7,364	8,542	9,720	9,941	10,162
\$28.45	5,696	6,441	7,458	8,652	9,845	10,069	10,293
\$28.80	5,768	6,523	7,553	8,761	9,970	10,196	10,423
\$29.15	5,840	6,604	7,647	8,871	10,094	10,324	10,553
\$29.55	5,912	6,686	7,742	8,980	10,219	10,451	10,683
\$29.90	5,984	6,767	7,836	9,090	10,344	10,579	10,814
\$30.25	6,056	6,849	7,930	9,199	10,468	10,706	10,944
\$30.60	6,128	6,931	8,025	9,309	10,593	10,834	11,074
Monthly Full-Time							
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
\$54.00	5,407	6,115	7,081	8,214	9,347	9,559	9,771
\$54.75	5,479	6,197	7,175	8,323	9,471	9,686	9,902
\$55.50	5,551	6,278	7,270	8,433	9,596	9,814	10,032
\$56.20	5,623	6,360	7,364	8,542	9,720	9,941	10,162
\$56.90	5,696	6,441	7,458	8,652	9,845	10,069	10,293
\$57.60	5,768	6,523	7,553	8,761	9,970	10,196	10,423
\$58.30	5,840	6,604	7,647	8,871	10,094	10,324	10,553
\$59.10	5,912	6,686	7,742	8,980	10,219	10,451	10,683
\$59.80	5,984	6,767	7,836	9,090	10,344	10,579	10,814
\$60.50	6,056	6,849	7,930	9,199	10,468	10,706	10,944
\$61.20	6,128	6,931	8,025	9,309	10,593	10,834	11,074
Based on 2021 American Community Survey (2021ACS)							
Information provided by California Department of Finance, March 2023							
California Department of Social Services							
Jul-23							

Fees change every  
year

### 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 at:

- **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-month or 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.

**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 child is assigned both a School & Vacation schedule, the family will be assessed both flat monthly part & full time fees. If applicable, the monthly part-time & full-time fees 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 12 or 24 month Certification, 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 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).



## Payment:

Family fees are **due in advance** of providing services

Fees are considered **delinquent after 7 calendar days** from the date the fees were due

Family fees are accepted by money order, cashier check, or Cash to any of our offices.

You are now able to make online payment at

<https://heartlandpaymentservices.net/webpayments/9801SBCntyED8059644711Web/bills>

A receipt of payment will be given at the time payment is received.



## Delinquent Family Fee Policy:

Fees are considered **delinquent after 7 calendar days** from the date the fees were due. Upon disenrollment for nonpayment of delinquent fees, the C2AP family is ineligible for future childcare services until all fees are paid.

### Important:

C3AP and CAPP families are not able to return to program. These families will be added back to eligibility list once all fees are paid.

### Credit for fees:

When a contractor cannot meet all of a family's need for childcare for which eligibility and need have been established, the Contractor shall grant a family fee credit equal to the amount paid to the other provider(s) of these childcare and development services.

- The contractor shall apply the family fee credit to the family's subsequent family fee billing period. (5 CCR18112)



**First Delinquent Fee:** If delinquent fees are paid by the effective date, the disenrollment of services will be rescinded. If the fees are unpaid, services will be discontinued.

**Second Delinquent Fee:** If fees are delinquent a second time, the parent will be required to attend a meeting with their Caseworker to review the family fee policy and create a plan of correction; outlining how they will pay on time in the future. Family must also pay delinquent fees by the effective date of the disenrollment to be rescinded. If the fees are unpaid and parent does not attend a meeting, services will be discontinued.

**Third Delinquent Fee:** If fees are delinquent a third time, the disenrollment of services will stand. If the parent/guardian disagrees with the agencies action, they may appeal the action to end services.

We can accept a **reasonable repayment plan** from the participant for payment of delinquent fees. 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.



# Attend today, achieve tomorrow

## Your child's regular attendance matters...



### Infant/Toddler

Time to develop stable, nurturing relationships. A healthy attachment base is the cornerstone for life long learning.



### Preschooler

Time for building the social, emotional, cognitive & language skills necessary for school readiness.



### Elementary

Time to develop reading skills needed to transition from "learning to read" to "reading to learn"



### Middle or High Schooler

Time to develop strategies to become independent, build future dreams & habits for college and/or the workforce.



### Adult

Time to land a great job. Good attendance, dependability & work ethic are valued above all other soft skills.

Absent 2 days per month = Absent 24 days per year  
= Your child's learning is 1 month behind their peers!

**Don't let your child miss-out on the skills needed to be successful in school & life**

### Attendance Policy:

Children are **expected to attend child care based on their certified schedule** determined at certification, recertification & when a participant voluntarily requests to change their service level.

A family may be disenrolled from the program if the child has "excessive" unexcused absences, and/or is not using child care services as certified.

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

Regular and consistence attendance is important. It allows the family to maximize the benefits of the child's early learning and care experience.

Unnecessary disruptions in services can stunt or delay social-emotional & cognitive development while safe, stable environments allow young children the opportunity to develop the relationships & trust necessary to comfortably explore & learn from their surroundings.

### Participants are expected to:

- **Know** their currently approved/certified days & hours of care
- **Notify Caseworker** 2 weeks in advance if family needs to request a change in their service level or will have a gap in services during their certification period.
- **Use care that is broadly consistent** with certified days & hours of care
  - Broadly consistent attendance is defined as care that follows the child's certified need for care.
  - Inconsistent attendance that is temporary in nature, such as when a child has an excused absence is not considered broadly inconsistent.



### Steps for Non-Consistent Care:

**First Occurrence:** If a child's attendance falls below 130 hours per month, if a child's attendance is chronically non-consistent, or if a child does not attend child care at all within a month, SBCEO Caseworker will contact parent to encourage the attendance of the child according to the certified need for care. If appropriate, parents can voluntarily request a change in certified need for care at this time.

**On the second occurrence:** (within the same fiscal year July-June) of a child's attendance falling below 130 hours per month, if a child's attendance is chronically non-consistent, or if a child does not attend child care at all, SBCEO Caseworker will contact parent and send a letter to parent confirming the second violation of the broadly consistent policy. Along with the second violation letter, the parent will be required to meet with the Caseworker to review the broadly consistent and attendance policies to encourage the attendance of the child according to the certified need for care. If appropriate, parents can voluntarily request a change in certified need for care at this time.

**A third occurrence:** of non-consistent attendance within the same fiscal year (July-June) can result in disenrollment from the subsidized child care program.

**REMEMBER....**  
**Know what**  
**care your child**  
**is certified for!!!**

#### Gap in Services:

Participants may request a temporary gap in service if their child(ren) will not be in care for a time period during their certification.

- Reserves family's spot on the program
- Limited to 12 consecutive weeks and can not extend beyond the end of the certification period
- Participant may return at any time within the gap of service
- Except for emergency situations, request for gap in services must be submitted through a Request to Change Service Level form at least 2 weeks prior
- Participant will return to the same hours and days as previously certified.
- Child care payments will not be made during a gap in services.
- Family Fee will not be charged during gap in service.
- Child care provider is not obligated to hold families spot.

### Absence Policy:

For the purpose of verifying that a child's attendance is broadly consistent 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 reason for non-attendance.



**Please do not leave blank spots on attendance sheet.**

### Reason for Non-Attendance:

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine.
- Appointment 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.
- 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
- Visiting relative or close friend
- Vacation time with family
- Child attending a party
- Family moving
- Religious observance, holiday or ceremony
- Personal or family business
- Abandoned care (No show or contact)



## Provider Participation

### Parental Choice:

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 the Child Care Resource and Referral program at (805) 925 -7071 or go online at <https://www.crrsbc.org/>

## 4 Steps to Choosing Quality Child Care

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

When considering your options, make 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 Child

- 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
- Must attend a orientation

#### 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: (805) 925-7071
- 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

## 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 SBCEO in any way.

SBCEO 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 SBCEO, 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 SBCEO, and are not entitled to benefits of any kind or nature normally provided employees of SBCEO and/or to which SBCEO 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 child's certified hours of care can be accommodated by one provider, then multiple providers cannot be used. Multiple exempt providers must provide documentation as to why the exempt provider cannot meet the family's total need. Written documentation must be submitted and approved by SBCEO representative prior to beginning services. Participant's 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.

Participants may request one Sub provider per fiscal year (July-June) for up to 10 Non operational days, 10 sick days of current (licensed) provider. See page 27 for details.

## Provider Participation Process:

Steps to provider participation are as follows:

1. Parent selects a child care provider. Provider submits required documentation.
  - Existing/Active provider- SBCEO will confirm provider is in good standing and paperwork is up-to-date.
  - New/Inactive provider- Provider and Parent submit required provider participation documentation based on program and type of child care.
2. Provider Notification and Certificate of Enrollment are issued to Provider.
3. Provider receives, reviews, and signs for SBCEO Handbook. Handbook outlines all program requirements.
4. Providers will be notified through the a Provider Notification when there is a change to the certificate for child care services schedule or if the child will be disenrolled.

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





## Santa Barbara County Education Office

### Early Care and Education Alternative Payment Program

722 E. Main St., Suite 201, Santa Maria 93455  
(805) 352-0274 • ecesm@sbceo.org • sbceo.org/ece  
Susan C. Salcido, Superintendent of Schools

#### LICENSE PROVIDER PROGRAM PARTICIPATION FORM

##### PROVIDER INFORMATION

1. Name of Center/ Provider: \_\_\_\_\_ 2. Contact person(s): \_\_\_\_\_

3. Address of Facility: \_\_\_\_\_

Street

City

Zip Code

4. Telephone Number: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Age Group(s) served: \_\_\_\_\_ Days of Operation: \_\_\_\_\_ Hours of Operation: \_\_\_\_\_

##### RATES AND POLICIES

I confirm the rates I charge for subsidized children are equal to or less than the rates I charge non-subsidized children and I have submitted a current copy of my rate sheet to SBCEO. I have also provided my current rates to the local Resource and Referral Agency.

If applicable, I have submitted to SBCEO a copy of my contract, parent handbook, and a parent agreement which state my policies (including discounts or scholarships) for which I expect payment from non-subsidized families. I understand that my actual reimbursement may be less than what is stated in my payment policies due to limits established by State and Federal statutes and/or regulations.

##### INDEPENDENT CONTRACTOR

I understand participating providers are considered independent contractors and are not employees of SBCEO and at no time should represent themselves as an employee of SBCEO. Independent Contractors are not entitled to Unemployment, Disability, Worker's Compensation, Social Security, health insurance, or pension benefits. Providers are responsible for the payment of their own taxes on any income received as a result of their participation in the Alternative Payment Program.

##### FRAUD POLICY ACKNOWLEDGEMENT

I understand all providers participating and receiving funds for child care services must comply with SBCEO's Fraud Policy. A complete description of SBCEO's Fraud Policy can be found in SBCEO Handbook.

Any fraudulent, false or misleading activity or information I give to SBCEO or I participate in may lead to the termination of my participation on the Alternative Payment Program. SBCEO may conduct independent verifications and may refer any suspected fraud to local, state, and/or federal authorities for investigation which may result in charges being filed and repayment of cost of any fraudulently acquired child care services or child care reimbursements.

I understand when I sign anything under penalty of perjury I am declaring the information I have provided or statements I am making are factual, true and correct. Making false statements under penalty of perjury may result in prosecution and punishment under State and/or Federal laws.

##### CERTIFICATION OF RECEIPT OF SBCEO PROGRAM GUIDELINES

I acknowledge I have received SBCEO's Handbook and/or have accessed it electronically from SBCEO's website.

I understand it is my responsibility to read, familiarize myself with, and abide by all policies within SBCEO's Handbook. I understand that SBCEO may release information to the public. If there is any information or policy I do not understand it is my responsibility to ask the Provider Specialist.

##### PARTICIPATION AGREEMENT

By signing below I confirm my understanding of all of the above statements and my agreement to follow the terms and conditions of the Alternative Payment Program for the duration of my participation on any one of SBCEO's programs.

Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Providers are required to fill out and sign our License Provider Program Participation Form at enrollment



## Monitoring and Enforcement

To ensure the health and safety of children, all licensed family child care homes, Licensed Exempt and licensed child care centers participating on SBCEO's Alternative Payment Program will be subject to the following:

- Reviewing and monitoring of facility reports as posted on the Community Care Licensing website.
- Verification of enrollment and attendance of SBCEO's subsidized children with all other subsidized child care programs.
- The completion of a Capacity Worksheet by the provider, if it appears the enrollment of additional child(ren) would cause the provider to exceed their license capacity. This report must include ALL children being cared for by the provider (including their own children under age 13, regardless if the children are subsidized or not).
- Over capacity providers will have a months worth of sign in sheets audited if they are at over capacity a letter will be sent out and 3 months will be automatically reviewed.
  - 1<sup>st</sup> - letter sent out and provider placed on HOLD (additional 2 months will be reviewed )
  - 2<sup>nd</sup> -over capacity warning letter(additional 2 months will be added to review )
  - 3<sup>rd</sup> – Provider may be disenrolled from SBCEO Alternative Payment Program
- Being placed **ON HOLD**, preventing any new enrollments, until the provider can verify additional enrollments will not place them over their license capacity. The on hold status will remain until the provider can verify that any additional children will not cause the provider to exceed capacity at any given time.
- Termination of the provider's participation on SBCEO's Alternative Payment Program if:
  - The provider exceeds their license capacity on 3 or more instances in a 12 month period; or
  - It is determined any fraudulent activity has taken place regarding the documentation of enrolled children, attendance and/or reimbursement for child care services.
  - Provider will be prohibited from participating on SBCEO's Alternative Payment Program for 24 months.
- Denial of any pending child care reimbursements is determined if child care did not take place and parent /provider misrepresented care intentionally.



## 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 (License fulfills requirement).
- Copy of Provider's current fee schedule and policies. Policy must include business practice of charging for closing days, absences, holidays and vacations.
- Parent/provider agreement
- Copy of Provider tax identification or Social Security card
- W-9, Receipt of Program Handbook
- 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

### 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 transfers ownership, new provider documentation, including a current license, must be completed.)

### License-Exempt Center

- Exemption for licensure form
- Provider agrees to remain in compliance with applicable regulations
- Written declaration that the program is located on school grounds and is staffed by "qualified teachers" that are school personnel.

### 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
- Provider will allow parents unlimited access to enter and inspect their home without notice whenever children are in care.
- Government issued photo identification
- Proof of Address – must be the providers "physical" address where the child care will be provided.
- For In-Home Provider information please see page 21.

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

- Provider agrees to remain in compliance with applicable registry laws and regulations
- Health and Safety Self-Certification form
- Tuberculosis (TB) – Valid proof of clearance
- Registered and cleared through TrustLine **prior** to caring for the family's child(ren)
- Provider will allow parents unlimited access to enter and inspect their home without notice whenever children are in care.
- Government issued photo identification
- Proof of Address – must be the providers "physical" address where the child care will be provided.
- **TrustLine Providers may only provide child care for a single family.**



## Santa Barbara County Education Office

Early Care and Education Alternative Payment Program

722 E. Main St., Suite 201, Santa Maria 93455  
(805) 352-0274 • [ecesm@sbceo.org](mailto:ecesm@sbceo.org) • [sbceo.org/ece](http://sbceo.org/ece)

Susan C. Salcido, Superintendent of Schools

### IN-HOME LICENSE-EXEMPT CARE PARENT SELF-ATTESTATION FORM

As of July 1, 2022, a family may choose to use their subsidized voucher to pay a **license-exempt** provider (a family, friend, or neighbor) to provide childcare in their home.

If you choose to have childcare provided in your home by a provider who is **license-exempt**, you are legally considered the employer of the childcare provider. As the employer:

- You are responsible for paying your childcare provider at least the state minimum wage, social security tax, Medicare, and state worker's compensation insurance for your provider. You may also be responsible for unemployment taxes.
- You may be required to withhold federal or state income taxes from the childcare provider's earnings. The provider is responsible for reporting income and payment of any federal or state income taxes.
- You can learn more about your employer responsibilities by reviewing the [2022 California Employer's Guide](#), developed by the **Employment Development Department**.

This resource outlines employer responsibilities concerning payroll taxes, which may include:

- Unemployment insurance
- Employment Training Tax
- State Disability Insurance
- California Personal Income Tax

For more information about your responsibilities as an employer, contact your local office of the Employment Development Department at (888-745-3886). For general information about the local childcare resource and referral program, you may call toll free at (800-KIDS R WE or 800-543-7793).

By signing below, you acknowledge that you are assuming employer responsibilities for the in-home license-exempt provider and that you are responsible for complying with any applicable federal and state employment laws.

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

Print Name: \_\_\_\_\_

#### In Home provider :

Providers who care for the children in the child's home become an employee of the parent (in-home care). The parent is required to submit a signed Self-Attestation Form prior to being approved for this service. In signing this form the parent agrees to meet all Federal and State employee & employer requirements.





### Changing Providers:

Parents/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.

Parent should provide at least **two weeks notice** to the current care provider before making a change, unless there is a serious health or safety violation. (The program will not be responsible in paying a two week notice See Pg 27.)

In the event that you need to change your provider:

- 1) Contact your Case Worker. They will let you know what documentation is needed based on the type of child care setting you have selected.
- 2) Required documentation from the selected provider must be submitted and cleared before child care is approved.
- 3) The new provider will be approved 2 weeks from the date all paperwork is received in our office with the exception of an exempt provider, which may take longer due to the Trustline clearance process.

## Provider Payments

### Payment 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. The AP Program will pay providers up to a maximum of the Regional Market Rate (RMR) for the type of care provided as determined by the California Department of Social Services.

Providers are paid based on the child's certified hours of need. For families with variable schedules and licensed exempt providers that provide part-time services, providers are paid for the actual days and hours of attendance up to the maximum certified hours for the month. State regulations require that varying schedules pay only when child is in care. Due to this, payment may be subject to the RMR of hourly or daily, regardless of what providers charge.

Providers' approved payment 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. **See. Pg 26**

### Determining Payment Rates:



Maximum  
reimbursement  
will be given  
for Fiscal Year  
23-24

HOURLY RATE		DAILY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
Less than 25 hours per week & less than 6 hours per day.	Not applicable	Not applicable	6 hours or more per day, for no more than 14 days per month & and paid at monthly RMR.
WEEKLY RATE		MONTHLY RATE	
Part-Time	Full-Time	Part-Time	Full-Time
Less than 25 hours of care per week.  If child attends less than 10 hours per week PT hourly RMR is used for licensed and licensed exempt providers.  Note: Not applicable to exempt home providers. Hourly rate is used.	25 hours or more per week	Less than 25 hours per week & occurs in every week of the month.  Note: Not applicable to exempt home providers. Hourly rate is used.	25 hours or more per week & occurs in every week of the month.  Note: If care does not occur in every week of the month, a weekly rate is used.

### Adjustment to Payment:

**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:** 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.

## Regional Market Rate Ceilings

### Note for Child Care Centers

For a five-year old child enrolled in kindergarten:

- Use the **2 through 5 Years** category when the child is in a program/classroom that is licensed as a preschool program, or
- Use the **School Age** category when the child is in a program/classroom that is licensed as a school-age program.

Effective:

County:

Child Care Centers

Family Child Care Homes

TrustLined/Relative

All

**Effective January 1, 2022**

### Child Care Centers for Santa Barbara County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	107.11	749.33	1,725.98	19.73	298.80	1,109.24
2 through 5 Years	71.68	501.89	1,240.58	13.95	245.38	789.71
School Age	60.71	425.02	1,160.69	11.93	140.81	494.50

### Family Child Care Homes for Santa Barbara County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	61.32	429.24	1,113.32	13.08	186.36	738.44
2 through 5 Years	56.36	394.52	1,001.81	12.19	180.73	699.51
School Age	44.14	308.98	731.35	10.22	146.32	554.40

### TrustLined/Relative for Santa Barbara County Maximum Reimbursement

Age Group	Full-time Daily	Full-time Weekly	Full-time Monthly	Part-time Hourly	Part-time Weekly	Part-time Monthly
Birth to 24 Months	42.92	300.44	779.32	9.16	130.45	516.91
2 through 5 Years	39.45	276.15	701.27	8.53	126.51	489.66
School Age	30.90	216.30	511.95	7.15	102.42	388.08



### 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. AP can pay providers up to 10 DNOs per fiscal year if the provider submits a copy of their Parent/Provider Agreement/Policies/Rates stating what the expectations are. In addition, payment for DNOs will be made only if the DNO falls on one of the child's certified days.

### Charges NOT Paid:

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 AP 2 weeks notice prior to the change.**
- There are additional fees not covered in the Certificate for Child Care Services, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum payment amount.

### Provider Rate Increases:

Provider may submit a request for a rate adjustment prior to the rate change. Provider must submit updated information to SBCEO. All rate changes become effective on the first day of the following month if program funding is available

### License-Exempt to Licensed:

SBCEO has two weeks from the time all documentation is submitted to change provider from License-Exempt to Licensed.



### 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 AP can only pay the provider \$29, then the \$1 difference is between the parent and the provider. Some providers require parents to pay the difference and some providers waive the difference.

### Maximum Hours:

Regulations will not allow 24 hour care.

### 1099-MISC Tax Form:

Providers who participate in a subsidized child care program are considered self-employed independent contractors. If we pay \$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 paid, and you most likely will have to pay taxes on that money. We do not deduct taxes from payments. 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 AP for payment. We issue an attendance log for each child for each month.

If a mistake is made on the attendance log, such as writing on the wrong date, cross out the error, initial it, and fill in the correct information. **Do not use white out.**

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


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

Participant or their authorized representative that is 18 years or older is required to **sign** and record **exact time in & out** for each day

If provider is transporting the child to/from school the split schedule section is used to record when the child left & returned to/from school


If a child is **absent**, or does not use scheduled care, the participant or provider must **sign & indicate the reason for the absence**. This is required in order to determine if care is broadly consistent with the certified days/hours of services.

Direction to complete invoice section.  
Pg 29



**CHILD CARE SUBSIDY PROGRAM  
ATTENDANCE LOG**

Claim ID: 13235



Provider:

Month/Year:	Dec 2020	Program:	CAPP
Child Name:			
Child DOB:			
Parent Name:			
Specialist:			
Specialist Phone:			

☐ Set Schedule  
Total Hours & Days per Week:  
Vacation 47.50hrs 5.00days / School 0.00hrs 0.00days

☐ Varied Schedule  
Total Hours & Days per Week:  
Vacation 47.50hrs 5.00days / School 0.00hrs 0.00days

☐ Sub/Alternate Provider

Vacation	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

**ATTENDANCE MUST BE COMPLETED DAILY**

Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Reason for Absence	Date	Day	Time In (AM/PM)	Time Out (AM/PM)	Reason for Absence
Dec 1	Tue				Dec 17	Thu			
Dec 2	Wed				Dec 18	Fri			
Dec 3	Thu				Dec 19	Sat			
Dec 4	Fri				Dec 20	Sun			
Dec 5	Sat				Dec 21	Mon			
Dec 6	Sun				Dec 22	Tue			
Dec 7	Mon				Dec 23	Wed			
Dec 8	Tue				Dec 24	Thu			
Dec 9	Wed				Dec 25	Fri			
Dec 10	Thu				Dec 26	Sat			
Dec 11	Fri				Dec 27	Sun			
Dec 12	Sat				Dec 28	Mon			
Dec 13	Sun				Dec 29	Tue			
Dec 14	Mon				Dec 30	Wed			
Dec 15	Tue				Dec 31	Thu			
Dec 16	Wed								

Provider Invoice

MONTHLY

OR

WEEKLY

Enter total amount billed for the current month only

\$

Week 1: \$

Week 2: \$

Week 3: \$

Week 4: \$

Week 5: \$

Week 6: \$

PROVIDER: Enter Registration Fee amount expected this month: (if applicable)

\$

PARENT Self-Certification

As a parent, I declare under penalty of perjury that the information above is an accurate record of child care provided and that during this time period I was employed, or attending training/school, or other qualifying activity.

Parent Signature:

Date:

PROVIDER Self-Certification

As the provider, I declare under penalty of perjury that the information above is true and correct, and that the child care as stated above was provided. I understand that I may be required to repay any overpayment.

Provider Signature:

Date:

**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

## Payment Schedule:

Attendance log are to be turned in to the AP office by the 5<sup>th</sup> working day of the month. If the 5<sup>th</sup> falls on a weekend or holiday, the attendance log is due the next business day.

The Alternative Payment Program has 21 days post stamp date of **completed** sheets to process attendance logs for payment.

**Attendance logs received after the 5<sup>th</sup> working day are considered late and my delay payment.**

Payment for child care services may not be made if an attendance log is submitted more than **60 days** after child care services are provided.

## Provider Invoicing for Payment:



### Instructions for Completing the Attendance Log

Direction to complete attendance log

1. All information must be written in ink.
2. No copies, faxes or emailed attendance records are accepted.
3. Do not use white out or correction tape. If you make an error, cross it out, and write in the correct information. All changes/corrections must be initialed by the person making the change.
4. The parent/other authorized adult or provider must fill in the actual times the child entered or left care each day (no rounding off). Must write AM or PM. Pre-or post-completion of Attendance Log is in violation of state regulations.
5. If the child leaves and returns during the day, the provider must fill in the times of departure and return.
6. The reason for non-attendance must be given whenever a child does not attend on a regularly scheduled day (for example: sick, vacation).
7. Provider must write CLOSED on all days of non-operation. If closed due to COVID 19, write "Closed COVID".
8. Parent and Provider must sign the bottom of the Attendance Log on or after the last day of care in the service month, certifying under penalty of perjury of all laws that the childcare was provided during child's approved schedule.

**Payments to providers are sent by mail to the provider by the last working day of the month following the month in which service was provided.**

Attendance logs payments for care will be delayed if the required accurate attendance documents are submitted after the 5th day of the month. Providers who submit documents between the 6th and 10th will have their payment held until the 10th of the following month.

Providers who submit documents after the 10th will have their payment held until the last working day of the next month.

**Attendance Logs received later than the 60 days after the month of services rendered may not be eligible for payment.**

The provider must enter the total amount invoiced for the current month of care below. Provider must use usual and customary rates charged for services to nonsubsidized children, and correct age group.

- If the provider charges **monthly**, the provider should enter the monthly amount for the billing month.
- If the provider charges **weekly**, the provider should enter all weekly amounts for the billing month. **From Sunday to Saturday is considered a child care week.**
- If the provider charges **hourly**, the provider should calculate the total hours to be billed for the week, **Sunday – Saturday**, multiply that number by the hourly rate and place weekly total in accurate weekly spot.
- If the provider charges **daily**, the provider should calculate the total days to be billed for the week, **Sunday – Saturday**, multiply that number by the daily rate and place weekly total in accurate weekly spot.

The maximum payment rate is based on the certified need of each eligible child in the family. The maximum benefit level paid is either the provider's usual and customary charges invoiced or the state established ceiling, **whichever is less**.

Provider must complete the **invoice**. In the end, the rate will be determined by comparing the approved rate indicated on the Certificate & invoiced rate as indicated on the attendance sheet. The least amount is reimbursed.

#### **Announcements/ Reminder:**

Return the attendance log by the 5<sup>th</sup> of every month to avoid delay of payment to:  
SBCEO Early Care and Education P.O. Box 6307, Santa Barbara, CA 93160-6307, (805) 964-4711

0039300162042

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## Disenrollment

### Family Disenrollment Policy:

When a family chooses to disenroll from AP, they are encouraged to notify both the program and provider in writing at least 2 weeks in advance of the last day of attendance. If a 2 week notice is not given, AP is not liable for payment to the provider.

Families will be mailed a Notice of Action at least 19 days, or hand delivered a Notice of Action at least 14 days prior to disenrollment from AP. **AP 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 services
- Non-compliance of the program policies
- Abandonment of child care is no attendance or communication with the provider or the contractor for a total of 30 consecutive days(5 ccr 18066.5). AP does not allow families to be enrolled in the program if they are not using child care unless a gap in services has previously been approved.
- Failure to adhere to Child Attendance Success Plan
- Failure to provide current and correct information at the time of certification or recertification
- Failure to use certified care as agreed upon
- Delinquency in the payment of family fees
- Failure to complete attendance claims accurately and on a daily basis
- Incomplete or inaccurate attendance claim
- Falsification of or refusal to sign attendance claims
- Family income exceeds the maximum income threshold
- Misrepresentation of income and/or eligibility
- Failure to keep appointments
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of admission priority.
- Threatening, yelling, cursing or acting unethically towards any staff member.
- Violation of the Safe School policy. Our office and child care facilities are alcohol, drug and weapon free zones.



### Provider Disenrollment Policy:

When a provider chooses to disenroll a family, they are encouraged to notify AP and the participant at least 2 weeks in advance.

AP 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 AP 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 anytime 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
- Falsification or providing misleading information or inaccurate documentation (including Sign in sheets and Invoicing)
- Provider fails to submit required documentation to participate.
- Threatening, yelling, cursing or acting unethically towards any staff member.
- Violation of the Safe School policy. Our office and child care facilities are alcohol, drug and weapon free zones.



# Fraud

## What is Fraud:

Fraud is knowingly misrepresenting facts that are material to an issue, made with the intent to obtain benefits or payment to which one is not entitled.

Fraud exists when an individual:

- Knowingly, and with intent, makes a false statement or representation to obtain benefits, obtain a continuance or an increase in benefits, or to avoid a reduction of benefits
- Knowingly, and with intent, fails to disclose a fact which, if disclosed, could result in denial , reduction, or discontinuance of benefits
- Knowingly accepts benefits that the individual is not entitled to or are greater than what the individual is entitled to

Child care fraud includes but is not limited to:

- A parent knowingly has received, or is continuing to receive child care services that the parent is not eligible to receive
- A provider knowingly has received or is continuing to receive, child care reimbursements that the provider is not eligible to receive
- A parent or provider knowingly has falsified documents of/for eligibility
- A provider aiding a parent in providing false information or not reporting a parent who they know is providing false information to SBCEO, including, but not limited to, signing attendance records when care is not being provided
- A parent aiding a provider in providing false information or not reporting a provider who they know is providing false information to SBCEO, including, but not limited to, signing attendance records when care is not being provided
- A parent signing a provider's name on the attendance records or any other form, without the provider's knowledge, in an attempt to receive or continue to receive child care services that the parent is not eligible for
- A provider signing a parent's name on the attendance records or any other form, without the parent's knowledge, in an attempt to receive or continue to receive child care reimbursement that the provider is not eligible for
- A provider charging SBCEO higher rates than non-subsidized families



## When Fraud Is Suspected:

Any fraudulent, false or misleading information provided to SBCEO regarding attendance, provider rates employment, self-employment, seeking employment, enrollment in vocational training program, parental incapacitation, income, family size, or any other information related to the provider participation or parent enrollment and/or need, will be grounds for termination.

When SBCEO suspects fraud, the case is referred to local, state and/or federal government investigators. This may result in charges being filled, repayment of ineligible child care services or ineligible reimbursement received and/or subject the parent and/or provider to prosecution under state and/or federal criminal statutes.

Any provider who is being actively investigated by SBCEO for fraud may be prohibited to participate in any of the SBCEO programs.

Any parent and/or provider whose participation in SBCEO Early Care and Education is terminated for violating SBCEO's fraud Policy ( for example: submitting fraudulent attendance documentation, falsifying eligibility or need documents, intentionally misrepresenting program eligibility , etc.) will be prohibited from participating in any of SBCEOS programs until:

- Two (2) years after the determination has been made by SBCEO and/or local, state or federal government investigators that fraud, misrepresentation, falsification and /or any other violation of SBCEO's fraud policy occurred.

## Recovery of Funds

- SBCEO has the right to recover any funds that were issued in error due to SBCEO error in a provider's reimbursement, a provider overcharging SBCEO, a parent's or provider's failure to report pertinent information, and parent or provider ineligibility, misrepresentation, or fraud. Repayment for ineligibility, misrepresentation, or fraud will include the administrative costs incurred by SBCEO.
  - Parent or provider may repay SBCEO directly
- The funds collected are either put back into the AP Program to be used for families who do meet the eligibility requirements or are returned to the California Department of Social Services.



## Grievance/Complaint Procedures

### Parental Complaints in Child Care Settings:

#### For Licensed Provider Care

AP encourages parents to report concerns to state licensing or other appropriate authorities as these concerns arise. AP 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, AP 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, AP reserves the right to terminate child care services if the agency and parent feel that the child is in an unsafe environment.

<b>Level 1:</b>	Complaint is brought to the attention of the Case Worker.
<b>Level 2:</b>	If complaint is not resolved by the Case Worker, it is brought to the attention of the APP Supervisor. Phone: 805-352-0274
<b>Level 3:</b>	If complaint is not resolved by level 2, it is brought to the attention of the Director. Phone: 805-964-4711 X4409

### Provider Complaints to Program:

All child care providers are entitled to appeal the decision to deny or disenroll them from AP. The provider has 14 days from receipt of the initial notification of termination to request an appeal. Provider must submit a written statement to our office to request an appeal.

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/he from participation in AP 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 using the Uniform Complaint Procedures. Procedures are provided annually during certification and are available anytime by contacting our office.

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

### Complaints to Program Staff:

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.



## Parental Complaints to AP Program:

### Notice of Action – Parent Appeal Process

Parents enrolled in AP 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:

Santa Barbara County Education Office  
Attention: Bridget Baublits  
4400 Cathedral Oaks Road, P.O. Box 6307  
Santa Barbara, Ca 93160-6307  
Telephone (805) 964-4711  
Bbaublits@sbceo.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 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 Santa Barbara County Education Office. 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 they 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 SBCEO 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 Department of Social Services (DSS) Child Care and Development Division (CCDD) located at 744 P Street, MS 9-8-351, Sacramento, CA 95814. The appeal to DSS must include a written statement specifying the reasons the parent believes SBCEO'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, CCDD will issue a written decision to the participant and the agency. Once CCDD has rendered a decision, the decision is final.



# Resources



## **Program Forms, Pay Family Fees, and Handbooks**

Available in any of our offices.

Handbooks can be located online at  
[www.sbceo.org/app](http://www.sbceo.org/app)

## **Helpline**

2-1-1 provides referrals to hundreds  
of resources  
Call 2-1-1 or go online at 211.org

## **Child Care Resource & Referral Program**

Links parents to licensed child care providers  
South County (805) 963-6631  
North County (805) 925-6701  
<https://www.crrsbc.org/>

**We look forward to serving your family!**





# Santa Barbara County Education Office

Early Care and Education Alternative Payment Program

722 E. Main St., Suite 201, Santa Maria 93455

(805) 352-0274 • [ecesm@sbceo.org](mailto:ecesm@sbceo.org) • [sbceo.org/ece](http://sbceo.org/ece)

Susan C. Salcido, Superintendent of Schools

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## Alternative Payment Program

### Acknowledgement of Receipt of Written Policies

My signature below acknowledges that I have received a copy of 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 parent) or terminated (as a provider) if I do not follow the program policies.

☐ Provider

☐ Parent/Guardian

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

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

Please sign and return to:

Santa Barbara Office  
Early Care and Education  
3970 La Colina Rd. Room 5  
P.O. Box 6307  
Santa Barbara, Ca 93160-6307

Lompoc Office  
Early Care and Education 104  
South C. St., Suite H  
Lompoc, CA 93436

Santa Mara Office  
Early care and Education  
722 E. Main St Suite 201  
Santa Maria Ca 93458