

child & family SERVICES
STANISLAUS COUNTY OFFICE OF EDUCATION

Stanislaus County Office of Education

California Alternative Payment Program (CAPP) Handbook

Board Approved 6/23/2026

stancoe.org/cfs

Welcome

Welcome to the Stanislaus County Office of Education (SCOE) Child and Family Services California Alternative Payment Program (CAPP).

This handbook was designed to assist participants and their selected childcare provider with understanding the requirements to participate in the California Alternative Payment Program (CAPP). The most current Program Parent/ Provider Handbook is accessible by visiting the following webpage: https://www.findchildcarestanislaus.org/cfs-enrollment/program-orientation-ongoing-enrollment

We look forward to serving you.

Note: This guide was developed and published in whole with funds from the California Department of Social Services (CDSS), Childcare and Development Division (CCDD). Stanislaus County Office of Education is solely responsible for its content.

Child and Family Services (CFS) Mission: CFS creates opportunities impacts lives and unites communities by educating children, supporting parents, and developing professionals

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Program Operations

Days and Hours

Monday through Friday: 8:00 a.m. to 5:00 p.m.
The office is closed during the following days:

- July 3
- September 7
- November 11
- November 26–27
- December 23–25
- December 31
- January 1
- January 18
- February 15
- May 31
- June 18

Appointments

Appointments are made in collaboration with clientele. Appointments are made at times that accommodate the needs of the clientele we serve. We are committed to responding to emails and/or calls within 2 business days. If your call and/or email is not responded to within 2 business days call 209-238-6300 to speak with a supervisor.

Drop Boxes

We have a walk-up drop box available on 14th Street; and a drive-up drop box located on 13th Street. The drop boxes are checked once daily. To ensure your documentation is forwarded promptly please utilize the drop box when dropping off items outside of walk-in office hours.

Address

Physical Address
1325 H Street
Modesto, CA 95354

Mailing Address
1100 H Street, #005
Modesto, CA 95354



Program Overview

The California Alternative Payment Program (CAPP) serves eligible families who have a documented need for childcare services per WIC 10213.5 (i) for children from infancy to 13 years of age, for any part of a day, in centers, family childcare homes and with family, friend neighbors. Per WIC 10213.5 (l) Children with exceptional needs i.e. children 3 to 21 years of age, who have been determined to be eligible for special education and related services by an individualized education team can receive services through age 21.

This parental choice childcare subsidy program:

- Helps participants arrange childcare services.
- Providers are reimbursed for part or all of their fees

Since this program is dependent upon funding, services are only available if the continued funding exists. Stanislaus County Office of Education (SCOE) adheres to all California Department of Social Services (CDSS) regulations governing the programs. CAPP refrains from religious instruction and worship.

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.

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 CAPP. No other use of the information will be made without prior written participants consent or through a subpoena. Participants shall have access to information in their basic data file within 5 business days after CAPP receives a written request. CAPP reserves the right to make unannounced visits to the participants and provider's home.

Program Self Evaluation

The Program Self-Evaluation process is an opportunity to strive for continuous improvement through identifying effective practices, pinpointing areas that need improvement, and developing an action plan to carry out the work. To ensure an inclusive self-evaluation process, the program will send out an annual survey to providers and families to provide feedback. The results of the survey and applicable action steps will be shared with providers and families through written notification annually.



Selection and Enrollment Process

Our goal is to encourage coordination between the community and our program by providing information to the community regarding our services available, facilitating relationships and collaborations with other community agencies.

This handbook is designed to introduce our program to you and invite you to join hands with us in making this an important experience and a happy memory for your child.

“Parent” means biological parent, adoptive parent, stepparent, foster (resource) parent, caretaker relative, legal guardian, domestic partner of the parent as defined in Family Code section 297, or any other adult living with the child who has responsibility for the care and welfare of the child.

Waiting List

The first step to access CAPP services is to be placed on our Stan Wait waiting list. Children with disabilities are encouraged to apply.

3 Ways to Apply

1) Online: findchildcarestanislaus.org
2) Call: (209) 238-6400
3) In Person: 1325 H Street, Modesto, CA 95354

Selecting Participants

When openings are available, we access the Stan Wait waiting list and contact families based on the following program admission priorities:

- First: Neglected or abused children who are recipients of child protective services, or children who are at risk of being neglected or abused, upon written referral from a legal, medical, or social services agency.
- Second: Eligible families, regardless of the number of parents in the home, who are income eligible. Within this priority, families with the lowest gross monthly income in relation to family size, as determined by a schedule adopted by the department, shall be admitted first. If two or more families are in the same priority in relation to income
- When multiple families are within the same ranking:

1. Child with exceptional needs within the same ranking is admitted first
2. Dual language learner is admitted second
3. Entry with the earliest wait list date is admitted third

Except for situations where not all of the children in a family are certified, a family that has a child or children enrolled in a state program shall be allowed to enroll additional children provided openings are available. If it is necessary to displace families from CAPP, families will be displaced in reverse order of admission priorities.

Sample: This is not the entire Admission Priority Chart

Rank	Family Size 1-2	Family Size 3	Family Size 4	Family Size 5	Family Size 6
1%	$84	$95	$113	$132	$150
2%	$168	$190	$227	$263	$299
3%	$251	$294	$340	$395	$449
4%	$335	$379	$453	$526	$599
5%	$419	$474	$567	$658	$748
6%	$503	$569	$680	$789	$898
7%	$586	$663	$794	$921	$1,048
8%	$670	$758	$907	$1,052	$1,197
9%	$754	$853	$1,020	$1,184	$1,347
10%	$838	$948	$1,134	$1,315	$1,496

Screened and Selected to Participate

Participants who are screened and selected for potential enrollment from the Stan Wait waiting list will be invited to continue with the enrollment process. The enrollment process includes the following steps: complete a how to apply session, submit documentation to verify eligibility and need for services and view the orientation video.

Step 1: Learn How to Apply

Complete a How to Apply Session: Within a group or a one-on-one session at our office located at 1325 H Street Modesto, or individually online at https://www.findchildcarestanislaus.org/

Enrollment Packet: Packet provided at in person How to Apply session, placed for pick up from receptionist, or mailed.

Need Forms: Forms are provided at in person How to Apply session, placed for pick up from receptionist, or mailed.

Step 2: Complete and Submit Documentation

Complete Forms: Select a childcare provider, gather documents outlined in How to Apply Session and checklist.

Submit completed packet and support documentation: Parent submits at scheduled one-on-one appointment, within the drop box at our office located at 1325 H Street Modesto, CA, 95354 or by attaching to the Informedk12 digital application.

If you do not contact us within the timeline indicated on notification provided when completing your How to Apply Session, you will not be eligible to apply for services during that enrollment period.

Step 3: Verify Need, Eligibility and Orientation

Family Eligibility Specialist will verify Need AND Eligibility documentation. Once all required documentation is submitted, an application will be shared with applicant to review and sign. Families will review and sign their application at a scheduled one-on-one appointment. Appointments can be on the phone if family is completing a digital application.

Family views the Program Orientation video that outlines program participating guidelines.

Please note that your application cannot be completed with incomplete packet/information.



Participant Qualifications and Conditions

Enrollment into CAPP is determined by specific family eligibility and need criteria. In addition, a child's parent must live in California and childcare must occur in Stanislaus County. Families complete a certification process at initial enrollment and must recertify their eligibility every 24 months thereafter, with the exception of:

- Families who are certified as income eligible and during their certification period, their income exceeds the maximum income threshold, which is **85%** of the state median income.
- Families who do not follow agency policy (Attendance policy, delinquent fees, etc.)
- Children who are 12 years old when certified, are certified for not less than 12 months. The NOA will outline the eligibility period including the last day in the program for children who are 12 years old at time of application.

Recertification of Eligibility

24-month eligibility starts on the date the program representative signs/approves the application for services.

Families will be notified in the final 30 days of their eligibility period of what is required to recertify and will be required to bring in documentation after the 24-month eligibility period has expired.

Program staff will make every effort to make the certification/recertification process convenient for families. A family will 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 CAPP 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 live in California
- Any evidence of a street address or post office address in California, including the 4-digit zip code extension
- Families experiencing homelessness may submit declaration of intent to live in California

Exceptional Needs Child

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

- Individual Education Plan or Infant and Family Service Plan and
- Statement explaining the additional services and/or accommodations for the child creates an ongoing financial impact on the provider

Health and Emergency Information

Participants must provide child health and current emergency information, along with current immunization records (non-school age children utilizing an exempt relative or non-relative provider) for enrolled children.

Court Order

If there is a court order that impacts childcare services, this must be included in the family data file.

Exceptional Needs Teen

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 signed statement by a legally qualified professional that includes the following is required:

- Statement that the child requires the special attention of adults in a childcare setting, and
- The name, address, license number, and 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 and 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 and related siblings within the household.

Participants must provide the names of the adults and the names, gender and birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file indicating 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 CalWORKs)
- Categorically Eligible (Currently receiving benefits from a Governmental program)
- Income eligible (Documentation of all income from all income sources)

1. Predictable, Regular and/or Steady Income: Total countable income from either month of the 2-month window immediately preceding certification i.e. if certifying in March income from January or February may be provided.
2. Unpredictable, Inconsistent and/or Unsteady Income: Total countable income for the preceding 2 to 12 months from certification.

3. Documentation of monthly income (for child and their related siblings)

If enrolled under income eligibility, participant will be notified of income reporting threshold. Participants must notify our agency within 30 days if their gross monthly income at any time during their certification period exceeds the maximum income threshold for ongoing eligibility.

Income Sources

Reminder: You must submit full, current, and consecutive income for each adult/child counted in the family size. If any individual's income fluctuates due to commission, bonuses, or seasonal work, you must submit the past 2-12 months of gross income. Verified child support payments paid by the parent whose child is receiving child development services may be subtracted from the family's countable income.

Countable Income Sources

Countable income is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.

1. Gross wages, salary, advances, commissions, overtime, tips, bonuses, gambling or lottery winnings
2. Wages for migrant, agricultural, or seasonal work
3. CalWORKs cash aid
4. Gross income from self-employment less business expenses with the exception of wage draws
5. Disability or unemployment
6. Worker's compensation
7. Spousal support and/or child support from the former spouse or absent parent, or (documented) financial assistance for housing costs, car payments paid as part of or in addition to spousal or child support
8. Survivor (i.e. SSA) and retirement benefits
9. Rent for room within the family's residence
10. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
12. Veteran's pension
13. Pension or annuities
14. Inheritance
15. Allowances for housing or automobiles provided as part of compensation
16. Insurance or court settlements for lost wages and/or punitive damages
17. Net proceeds from the sale of real property, stocks or inherited property
18. Other enterprise for gain

Non-Countable Income Sources

Non-countable income is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes for determining income eligibility and family fees

1. Earnings of child under eighteen (18) years
2. Loans
3. Grants or scholarships to students for educational purposes
4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance
5. Earned Income Tax Credit or tax refund
6. Foster care grants, payment or clothing allowances for children placed through child welfare services
7. Relative Caregiver Funding Program
8. California Guaranteed Income Pilot Program
9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay
10. Adoption assistance payments
11. Non-cash assistance or gifts
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
13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging
15. Business expenses for self-employed family members
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
17. Disaster relief grants or payments, except any portion for rental assistance or unemployment
18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants

Proof of Need for Services

In addition to meeting the eligibility criteria, all Parent's must meet at least 1 need criteria. Families whose eligibility criteria is CPS or At Risk are not required to meet a need criteria.

Based on the need criteria, **see the applicable Need Form provided by your Family Eligibility Specialist for further guidance** on what documentation is required:

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

Determining a Child's Certified Schedule

Services are only available if:

- Parents meet a need criteria that precludes the provision of care and supervision of their child for some of the day.
- No parent in the family capable of providing care during time care is requested.
- Child is not in a school-age public education program, private school, or childcare and development program. For school age children documentation regarding the child's school of attendance i.e. name and days of operation are required.
- 2 parent family – Care may only be approved for the time the parents need overlap and 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 set schedule is when the hours are predictable. The certified schedule will be based on the verified number of days and hours, or total number of hours parent consistently or expects to work each week A variable schedule is when the hours are unpredictable. The certified schedule will be will be based on the highest number of hours worked in any given week within the two-month window preceding certification, OR if there is no work history, the highest number of total hours per week the employer expects the parent to work

Travel time shall be determined based on the location where the child care and development services are provided and the training location, of the vocational program, based on actual travel time needed and requested, not to exceed a maximum of four hours per day.

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 10:00 p.m. and 6:00 a.m. 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
- After receipt of this form and 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 Family Eligibility Specialist if your address or telephone number changes at any time to ensure we can contact you. When a family requests to add an additional child during an existing eligibility period that child shall receive no less than 12 months of services. The families existing children and certification period will be adjusted to ensure new child receives no less than 12 months.



Family Fees

Some families enrolled in CAPP may have a family fee based on their gross monthly income, family size and certified hours of care. You will be notified by your Family Eligibility Specialist 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.

Assessment

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 NOA issue date
  - **Increase:** No increase during certification
- **Full-time monthly fee** when services are approved for 130 hours or more per month.
- **Part-time monthly fee** when services are approved for less than 130 hours per month.
- **Fees CANNOT,** under any circumstances, be recalculated based on a child's actual attendance.

Exempt from Family Fees

The following are exemptions to the fee schedule:

- A family, whose income level is less than the first entry on the family fee schedule.
- Families with children receiving childcare and development services from a part-day State Preschool (CSPP).
- No fee for families receiving CalWORKs cash aid.
- At-risk children and CPS children may be exempt from paying fees for a max of 12 months if the referral determines the fee waiver to be necessary.

When Both Full and Part Time Fees are Assessed

When a family's child is assigned both a School and Vacation schedule, families will be assessed both a flat monthly part-time and full-time fee. The participants assessed part-time and full-time fees will be indicated within the family fee note section of the Application for Services.

If a family voluntarily requests zero service hours for a time period during their 24- month eligibility, 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.

Upon disenrollment for nonpayment of delinquent fees, the family is ineligible for future childcare services until all fees are paid.

Credit for Fees Paid

If our agency cannot meet all of a family's needs for childcare,

CAPP can grant a fee credit equal to the amount paid to the other provider who is providing childcare and development services up to the maximum of the subsequent month's fee total.

- Copies of receipts or cancelled checks must be submitted in order to receive credit for fees paid to another provider.
- The fee credit will be applied to the family's subsequent billing period (Example: Submit receipt for May, a credit for June will be applied).
- CAPP does not allow carryover of any fee credits beyond the subsequent billing period.

Payment

Family fees are **due in advance** of services being provided.

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

Family fees may be paid online or by bringing a check, cashier's check or money order to our physical office located at 1325 H Street Modesto, CA (Note: Cash is not accepted).

If paid online, receipt of payment will be automatically emailed to the payee. If paid in person or by mail, a receipt of payment will be mailed to the participant.

A non-sufficient funds charge will be applied for checks that are returned.

Delinquent Family Fee Policy

Fee payments are due in the office on the 1st of each month, and fees are considered **delinquent after 7 calendar days** from the date the fees were due.

First Delinquent Fee: If delinquent fees are paid by the effective date, the termination will be rescinded. If the fees remain 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 Family Eligibility Specialist to review the family fee policy and must pay delinquent fees by the effective date for the termination NOA to be rescinded. If the fees remain unpaid and parent does not attend a meeting, services will be discontinued.

Third Delinquent Fee: If fees are delinquent a third time, the termination will stand. If the participants disagree with the agencies action, they may appeal the termination. For information on how to submit a request for an appeal hearing, see "Notice of Action Complaints - Fair Hearing/Appeal" within this handbook.

CAPP shall accept a reasonable repayment plan from the participant for payment of delinquent fee. We will continue to provide services to the child, provided the participant pays current fees when due and complies with the provisions of the repayment plan. Failure to stay current will result in family being issued a notice for disenrollment.



Attendance

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

A family may be disenrolled from the program for abandonment of care.

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

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

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 and 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 and habits for college and/or the workforce.

Adult

Time to land a great job. Good attendance, dependability and 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 and life. By making your child's attendance a priority, you will be taking an important step in supporting your child's school success and setting a good example.

Absence Policy

For the purpose of verifying that a child’s attendance is broadly consistent with certified care and the child has not abandoned childcare, when a child is absent from regularly scheduled care at any time during the month the participant or provider must record the absence type on the attendance record.

Absence types are as follows:

Excused Absence

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization, or quarantine.
- Appointment due to illness of child or parent/guardian, which includes doctor, dentist, mental health, social service, welfare, education, special education services, counseling, or therapy.
- Absences due to child suspension or expulsion
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)

Family Emergency
A family emergency is defined as an unplanned situation of a temporary nature that may prevent a child from attending the program. Acceptable circumstances include, but are not limited to:

- Court appearance
- Death, accident or hospitalization of a family member
- Illness or quarantine of sibling
- No transportation
- Utility emergencies impacting the household (e.g., loss of power, water, or gas)
- Severe weather conditions or disasters directly affecting the household, including fire, flood, or shelter-in-place orders
- Extreme family crises, including but not limited to: Loss of housing, domestic violence, being a victim or witness to a crime, or community concerns that make it unsafe for the child to participate in the program

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

- Reserves family's spot on the program
- Limited to 12 consecutive weeks and cannot extend beyond the end of the certification period
- 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
- Childcare reimbursements will not be made during a gap in services

Abandonment of Childcare
The program does not allow families to be enrolled in a program if they are not using childcare unless a gap in services has previously been approved. Your child (ren) will be disenrolled when there has been no communication with CAPP staff or provider for 30 consecutive days.

- When the family has not been in communication with the provider for seven (7) consecutive calendar days and has not notified the provider of the reason the child is not using services; the provider shall promptly notify their assigned Data Technician. Provider will indicate the last date they had contact with family.
- CAPP staff will attempt to contact the family in writing, which includes electronic methods such as email. CAPP staff will issue a notice of action to disenroll the family based on abandonment of care when the family does not respond to the written request and there is no communication between the family and the provider or contractor for a total of 30 consecutive calendar days.

A family may be disenrolled from the program if the child has abandoned care and/or is not using childcare services.

Participants are expected to

- Know their currently approved/certified days and hours of care.
- Treat CAPP staff respectfully and ethically. When communicating will not utilize vulgar and/or abusive language.
- Notify Family Eligibility Specialist 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 and hours of care.
    - Broadly consistent attendance is defined as care that reflects a pattern that is consistent with the participants certified level of services for example a child attends FT care if certified FT, or PT care if certified PT.
    - Inconsistent and/or sporadic attendance that contributes to a child attending less or more than their certified time will be considered broadly inconsistent.

CAPP Staff are expected to

- **Know** their families approved/certified days and hours of care
- **Treat** participants professionally. Interactions with participants will be respectful and responsive.
- CAPP staff will respond to all inquiries from participants within 2 business days.
- **Review** attendance sheets monthly and identify children with excessive absences and/or using more or less care than certified.
    Child is certified for part-time care and is using full-time care
    Child is certified for full-time care and is using part-time
- Educate families on program policies and on the importance of their child's regular attendance.
    When a child has been identified as not using their broadly certified childcare: Family Eligibility Specialist will educate participants: of their right to request a change in their service level during their certification period, to use care that is broadly consistent with certified days and hours of care.

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



Provider Participation

Parental Choice it is the parent's right and responsibility to choose an eligible provider that meets their family's need for childcare and development services. Participants are encouraged to choose a clean, healthy and safe environment for their child (ren). For assistance in choosing a childcare provider at any time, contact SCOE Childcare Resource and Referral program at (209) 238-6400 or go online at https://www.findchildcarestanislaus.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 and language.

Trust Line

License-Exempt Child Care Child

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

Child Care Center

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

Licensed Family Child Care Home (FCCH)

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

Step 2: Begin Your Search

- Call Child Care Resource and Referral at (209) 238-6400
- Child Care Resource and Referral can give you a list of licensed childcare options
- Obtain information on the elements of quality childcare

Step 3: Visit, Observe and Ask Questions

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

Step 4: Make a Choice and Stay Involved

- Watch carefully and 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 and Provider

Childcare is a contract between the parent and provider. Any disputes arising or liability resulting from the parent - provider contract shall not involve SCOE in any way.

CAPP assumes no responsibility for injury or damages arising from the parent or childcare provider's performance. The parent and provider agree to hold harmless SCOE and CAPP program and its employees, from costs, lawsuits, or liabilities arising from childcare 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 SCOE, and are not entitled to benefits of any kind or nature normally provided employees of SCOE and/or to which SCOE employees are normally entitled, including, but not limited to, State Unemployment Compensation or Worker's Compensation.

Provider assumes full responsibility for 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 providers are only allowed when the primary providers operating hours cannot meet the families' full certified schedule. Multiple exempt providers must provide documentation as to why one exempt provider cannot meet the family's entire certified schedule

Provider Participation Process

Steps to Provider participation are as follows:

1. Participant selects a childcare provider and submits required documentation.
   - Existing/Active provider with SCOE - Provider and Participant completes a Provider Information Form.
   - New/Inactive provider with SCOE - Provider and Participant submit required provider participation documentation based on program and type of childcare, including the Agreement for Childcare Services.
2. Certificate for Childcare Services and approved Agreement for Childcare Services (new/inactive provider) are issued to both the Parent and Provider.
3. Child is certified for care.
4. Provider Notice of Communication will be issued to the provider the same day it is issued to parent when there is a change to: reimbursement, certified need (hours of care), certified schedules, disenrollment from services, changing provider and/ or rate changes.
5. Provider must promptly notify the program if the child abandons care (no show or contact) for 7 consecutive calendar days. The agency will attempt to contact the parent. A Notice of Action for disenrollment will be issued if there has been no communication with the provider or staff for 30 consecutive calendar days.

Provider Participation Packet: Pick-up at our office located at 1325 H Street Modesto. CAPP will not reimburse the provider for childcare expenses incurred by a family before they have been certified and approved to be in the program.

Provider Participation Requirements

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

All Providers

- Copy of Provider proof of residency. Home/facility must be in Stanislaus County
- Copy of Provider's current fee schedule, policies, and parent/provider agreement
- Copy of Provider tax identification and unexpired U.S. government issued photo identification. For vendors choosing to utilize a Social Security number for their tax ID, if the social security card outlines "valid for work with DHS authorization", the DHS authorization must also be submitted.
- W-9, Receipt of CAPP Participation Guidelines and Agreement for Services (Note: The name on each type of identification must match each other. Forms are included in packet)
- Must operate on a nondiscriminatory basis giving equal treatment and access to services without regard to sex, sexual orientation, gender, gender identification, ethnic group identification, race ancestry, national origin, religion, color, or mental or physical disability.

Licensed Center or Family Childcare Home

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

License-Exempt Center

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

License-Exempt Family Childcare 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 Trust Line form
- Statement declaring that provider will allow parents unlimited access to enter and inspect their home without notice whenever children are in care
- Provider must be 18 years of age or older

License-Exempt Family Childcare Home (Family, Friend or Neighbor)

- Provider agrees to remain in compliance with applicable registry laws and regulations.
- Health and Safety Self-Certification form
- Registered and cleared through Trust Line prior to caring for the family's child (ren)
- Statement declaring that provider will allow parents unlimited access to enter and inspect their home without notice whenever children are in care

Note: Providers who care for the children in the child's home become an employee of the parent (in-home care). The parent must sign a self-attestation form acknowledging that they are assuming employer responsibilities for the in-home license-exempt provider and acknowledge they are responsible for complying with all federal and state employment laws.

Changing Providers

Participants may change childcare 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. In the event that you need to change your provider:

1) Contact your Family Eligibility Specialist. They will let you know what documentation is needed based on the type of childcare setting you have selected.
2) Gather and submit all provider documentation from the selected provider.
3) The new provider will be approved once all paperwork is received in our office apart from an exempt provider, which may take longer due to the Trust Line clearance process. Partcipants are encouraged to notify both the program and provider at least 2 weeks in advance.

Agreement for Service

CAPP Agreement for Childcare Services is non-transferable. After receiving a license reflecting the new address, the family childcare provider will be issued a new Agreement for Childcare Services reflecting the current information. CAPP will not reimburse providers who do not have a current license and Agreement for Childcare Services on file. The Agreement for Childcare Services is nontransferable. If there is a change of ownership, CAPP must be notified in writing prior to the change. The new owner must provide the status of the new license and who is assuming liability and responsibility during the license changeover. If the original owner is assuming responsibility and liability for the new owner until the license is processed, a written declaration must be submitted to CAPP. If there is a time when the facility becomes unlicensed, CAPP will not reimburse services during that period. At the time that the new license is issued, a new Agreement for Childcare Services and Certificate for Childcare Services will be issued, signed and submitted to the SCOE office.

Subsidized Provider Report (SPR)

As outlined in CCB 24-07 and pursuant to the Agreement between the State of California and CCPU, ratified by CCPU members on July 31, 2023, and codified via SB 140, the State with assistance of counties and contractors shall provide the CCPU the list of family childcare providers as defined by WIC Section 10421(b). The list shall include:

- Names of all licensed and licensed-exempt family childcare providers, as defined by the WIC Section 10421(b), who were paid a subsidy or subsidies in the report month
- Mailing and home address, including county
- Home telephone number, cell, and work telephone number, if known
- Email address, if known
- Whether the provider, as defined by WIC Section 10421(b), is license-exempt or licensed by the California Department of Social Services (CDSS)
- If licensed, state facility license number
- Primary language used, if known
- Contractor(s), subcontractor(s), agency(ies), or political subdivision(s) of the state administering the state-funded early care and education program in which the provider, as defined by WIC Section 10421(b), participates Page 6 State/CCPU 23-25
- Unique provider identification number, when available
- Contract Type
- Effective July 1, 2024, the amounts of all subsidies paid to each provider in the report month

Provider work telephone number, email address, primary language used, and unique provider identification number are not optional, if it is known to the county or contractors, it must be included. SCOE CAPP must collect and report to the State the specific information detailedin CCB 24-07 for all family childcare providers that have been reimbursed for subsidized childcare services, regardless of the program, on a monthly basis. SCOE CAPP will be submitting this information to CDSS on a recurring monthly basis. CDSS will subsequently submit the list to specified provider organizations as defined by law.

Providers must inform CAPP within one (1) day of any changes to their status.



Reimbursement

Reimbursement Guidelines

Licensed and Licensed Exempt Center providers childcare rates must be based on usual and customary rates charged for services to nonsubsidized children. Licensed and Licensed Exempt Center providers may not charge parents a categorically higher rate for children with disabilities. CAPP will reimburse providers up to the maximum of the Regional Market Rate (RMR) for the type of care provided as determined by the California Department of Social Services. The current RMR can be found by visiting the following webpage: **https://rcscc.adm.dss.ca.gov/**

Providers are reimbursed based on the certified hours of need. For families with variable schedules and licensed exempt providers that provide part-time services, providers are reimbursed the actual days and hours of attendance up to the maximum certified hours for the month. Per CCB 25-24E families with variable schedules and licensed exempt providers will be reimbursed based on the certified hours of need, regardless of attendance, through July 1,2028.

Licensed providers preferred and approved reimbursement rate(s) based on submitted rate sheets are located on the Certificate for Childcare Services. Registration and other special charges must be approved prior to the beginning of services and cannot exceed the RMR. Reimbursement to licensed providers and exempt centers will be calculated at the maximum benefit level based on certified care, the regional market rate and providers' invoice.

License exempt relative and non-relative providers are not required to submit a rate sheet or invoice. Reimbursement to license exempt relative and non-relative will be calculated at the maximum benefit level based on certified care and the regional market rate.

Determining Maximum RMR Reimbursement

Hourly, which shall only be used when a child's certified need for childcare is fewer than 25 hours per week and fewer than five hours on any day; or an unscheduled but documented need of fewer than five hours per occurrence, or for that portion of the certified need for childcare that exceeds 52.5 hours per week and is not included in the provider's full-time weekly or full-time monthly rates (provided that hourly rates for this purpose only cannot exceed the provider's full-time weekly or full-time monthly rate.) If Childcare is certified for less than 25 hours per week, but need occurs in every week of the month, the applicable part-time weekly or part-time monthly category will be applied as defined below.

Daily, which shall only be used when a child's certified need for childcare is six hours or more per day that exceeds no more than 14 days per month; or an unscheduled but documented need of six hours or more per occurrence, such as the parent's need to work on a regularly scheduled day off, that exceeds the certified need for childcare.

Part-Time Monthly, which shall only be used when a child's certified need for childcare is fewer than 25 hours per week and that need occurs in every week of the month; or a certified need for childcare averages fewer than 25 hours per week when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.

Full-Time Monthly, which shall only be used when a child's certified need for childcare is 25 hours or more per week and that need occurs in every week of the month; or a certified need for childcare averages 25 hours or more per week when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.

Part-Time Weekly, which shall only be used when a certified need for childcare is less than 25 hours per week.

Full-Time Weekly, which shall only be used when a certified need for childcare is 25 hours or more per week.

Adjustment Factors for Reimbursements

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

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

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

Only one (1) adjustment factor may be applied to a provider's reimbursement.

When a provider has not established a rate that corresponds to the certified hours of care needed, SCOE shall establish the rate using a formula established by the California Department of Social Services.

Direct Deposit

Providers have the option of receiving their reimbursement for invoiced childcare services electronically, via direct deposit. Please note, providers are not required to use direct deposit and may continue receiving reimbursements in the form of a check. CAPP providers interested in setting up direct deposit must meet with their Data Technician to review documents required to establish direct deposit. The process is not immediate and may take up to (3) reimbursement cycles to establish. Additionally, the monthly processing time for this option will be similar to the processing time of a check. As a result, electronic reimbursement will not expedite your reimbursement.

Charges NOT reimbursed: the following items are the financial responsibility of the participant (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.
- Participants make a change but do not provide CAPP with a 2 week notice prior to the change.
- There are additional fees not covered in the Certificate for Childcare Services, such as an increase in provider rates without adequate written notice as required or when the provider's registration fee exceeds the maximum reimbursable amount.

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. CAPP can reimburse providers up to10 DNOs per fiscal year July 1st – June 30th if the provider submits a copy of their Parent/Provider Agreement/Policies/Rates stating what the expectations are. Reimbursement will not be made without support documentation on file outlining actual DNO days. **In addition, reimbursement for DNOs will be made only if the DNO falls on one of the child's certified days.**

Provider Rate Increases

Providers may submit a request for a rate adjustment for subsidized reimbursement. Upon receipt CAPP will forward the updated rates to SCOE Childcare Resource and Referral CAPP requires a 30-day written notice for rate changes. All rate changes become effective on the first day of the following month following the 30-day notice if program funding is available. Before a rate change can be honored, it must be compared to the RMR, approved by CAPP and a new Certificate for Childcare Services must be issued.

Co-Payment

A co-payment is the difference between what a childcare provider charges and what the program can reimburse. For example, if provider charges $30 and CAPP can only reimburse the provider $29, then the $1 difference is between the participants and the provider. If the rate charged by any provider exceeds the maximum reimbursement rate set by the state RMR the parent may be required to make a co- payment directly to the provider for the difference between the maximum reimbursement allowed by CAPP and the provider's usual rates or the parent may select a different provider. Co- payments will not be accounted for or collected by CAPP.

1099-MISC Tax Form

Childcare providers in subsidized programs are considered self-employed independent contractors. If reimbursements in a calendar year meet IRS reporting thresholds ($600 in 2025 or $2,000 starting 2026), SCOE will issue a 1099-MISC, which reports to the Internal Revenue Service and State Franchise Tax Board the exact amount we reimbursed. These payments are generally taxable as a result providers will most likely have to pay taxes on money received. CAPP does not deduct taxes from reimbursements. If you have questions about your tax liability, consult a tax expert.

Providers are reimbursed based on the certified hours of need.

Attendance Claims

Attendance records or invoices (referred to as an attendance claim) are the provider's method of verifying services rendered and billing/invoicing CAPP for reimbursement. The attendance claim must include the name of child, dates services were provided, actual time in and out of care, parent/provider monthly signature and the total provider monthly charges.

Verification of Daily Attendance Reporting

Each child must have an attendance claim, which is maintained on a daily basis that indicates the actual days and hour's childcare is used. A parent or authorized adult, dropping off or picking up the child (ren) from the provider must sign the child in and out of care daily using a full signature. The actual time in and out for each child must be recorded at that time by the authorized adult dropping off or picking up the child. It is the parent's responsibility to ensure that the attendance claim is being completed accurately and on a daily basis

Record Absences or Scheduled Care Variations

In an effort to ensure the full use of the certified childcare schedule, if your child is absent from childcare or if there is a variation in your child's approved and certified schedule, the reason should be written on the attendance claim.

If there is a variation in the child's certified schedule and the child uses less than the approved hours on a particular day (for example, the child was not absent, but left childcare at 1:00 p.m. instead of 4:00 p.m.), then the reason for the variation (such as "child went to doctor appointment") should be written for that day.

Absence information may be documented on the attendance claim by the participant, by the provider (on behalf of the participant, if the participant calls in stating the child will not attend), or by the authorized adult that drops off or picks up the child. It is only necessary to write the reason for the absence, so that SCOE can determine which type of absence is applicable. The types of absences are listed under the Absence Policy section. (Note: If the provider was closed for a day of non-operation, this must also be noted on the attendance claim. Refer to the "Provider Days of Non-Operation" section for more information.)

Invoice

Licensed Providers and Licensed Exempt Center Based Providers must invoice SCOE for the total amount due. The reimbursement rate will be determined by comparing the approved rate indicated on the Certificate for Childcare Services and the provider invoiced rate as indicated on the attendance claim. The least amount between the two will be reimbursed.

Completion of the Attendance Claim

At the end of the month, the parent and provider must review the attendance claim for accuracy and completion. Both parent and provider must sign the attendance claim verifying the accuracy of the information, attesting that the documentation is true and correct.

Due to the volume of provider reimbursements, please limit inquiries regarding the status of applicable reimbursements to the end of each month to allow staff time to process reimbursement in a timely manner. (See reimbursment guidelines for more information on maximum reimbursment).

Incomplete and Inaccurate Attendance Claims

Incomplete and/or inaccurate attendance claims are defined as follows:

- Missing name of child
- Missing signatures
- Missing actual time in and/or out of care daily
- Care documented on incorrect claim (Example: March care submitted on an April claim)
- Use of pencil
- Use of white-out
- Claims submitted more than 5 years from the month of service will be the responsibility of the parent.

The first time a claim is submitted late, with incomplete and/or inaccurate information, a verbal and written warning will be issued, and the claim will be processed based on approved/certified care.

If there is a second occurrence, a written notice will be issued and the parent and provider. Parent and/or provider must meet with CAPP staff to review the policy and inaccuracies.

A Notice of Action to discontinue services may be issued for future occurrences.

SCOE will only approve reimbursement for days the child was signed in and out on a daily basis. SCOE will be unable to reimburse the provider for any undocumented services they may have rendered.

If a family abandons childcare the program can reimburse an attendance claim with no parent signature. Abandonment is defined as no contact from the family. The provider is to notify the program after 7 days of no contact with the family.

CAPP will reimburse providers directly for childcare services rendered. The basis of reimbursement is specified in the Certificate for Childcare Services.

Reimbursement is made after the care has been provided. Reimbursement is calculated based on actual hours of care used for varied schedules and certified care for set schedules, up to the maximum of the certified hours of care based on the maximum RMR or providers invoice whichever is least.

Over/Under Payments

In the event that an overpayment or underpayment is identified, the provider will receive written notification of the discrepancy that includes the identified amount. A payment adjustment will be made to the following month's reimbursement. The program will work with the provider to ensure the program has written consent from the provider to recover applicable overpayments. A non-sufficient funds charge will be applied for when a repayment check does not clear due to insufficient funds.

Providers are reimbursed based on the certified hours of need.

Attendance Claim

Attendance reporting is very important, as this is the method of verifying broadly certified services rendered and invoicing CAPP for reimbursement. We issue an attendance sheet for each child for each month. If a mistake is made on the attendance sheet like writing on the wrong date, cross out the error and initial it, and fill in the correct information. If the provider does not seek reimbursement, they should specify their zero-dollar invoice on the attendance claim.

All information on the attendance claims must be submitted in ink. The use of pencil is not permitted. **Additionally, do not use white out.** (**See appendix: educational letters for sample attendance claim**).

- 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 and returned to/from school
- If a child is absent, or does not use scheduled care, the participant or provider must sign and indicate the reason for the absence (e.g., child absence or provider closed). This is required in order to determine if care is broadly consistent with the certified days/hours of services.
- Licensed Providers and Licensed Exempt Center Based Providers either complete the invoice section or attach their invoice with the total amount due. In the end, the rate will be determined by comparing the approved rate indicated on the Certificate and invoiced rate as indicated on the attendance sheet. The least amount is reimbursed.
- Must be signed at the end of the month using a legal signature and dated by BOTH the enrolled participant and the provider. Signatures verify that everything on the attendance sheet is true and accurate.

Reimbursement Schedule

Complete and accurate attendance claims are due in the SCOE office no later than 5:00pm on the fifth (5th) working day of month following care. Reimbursement will be mailed within twenty-one (21) calendar days of receipt of a complete and accurate attendance claim.



Disenrollment

Family Disenrollment Policy

When a participant chooses to disenroll from CAPP, 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, CAPP is not liable for reimbursement to the provider. When a 2-week notice is not provided, the participant will be liable to pay the provider directly for the 2-week notice. CAPP is not required to hold a space for a child when a family has voluntarily disenrolled. If family requests to be disenrolled, then requests to be reinstated for services at a later time, if the CAPP has space, the child may begin services. However, if CAPP does not have space, the family will need to place themselves on the waiting list.

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

Agency Disenrollment Policy

A Notice of Action will be issued and will include the effective date of disenrollment. The NOA will contain appeal time of at least 19 days if mailed, or 14 days if hand delivered. See the complaint section for more information on appeal process.CAPP 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 income or eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- Non-compliance of the program policies
- Abandonment of childcare. CAPP does not allow families to be enrolled in the program if they are not using childcare unless a gap in services has previously been approved
- Failure to provide current and correct information at the time of certification or recertification

- Delinquency in the payment of family fees
- Incomplete or inaccurate attendance claim
- Falsification of or refusal to sign attendance claims
- Family income exceeds the maximum income threshold
- 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, cussing, or acting unethically towards any staff member.
- Violation of the Safe School policy. Our office and childcare facilities are alcohol, drug and weapon free zones

Provider Disenrollment Policy

Provider Disenrollment Policy CAPP will give a written notice that outlines the last day the program will reimburse for childcare 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 CAPP if any of the following conditions occur:

- Licensed provider refuses or is unable to provide CAPP with a copy of his/her current childcare license, or if at any time the license is suspended or revoked.
- Provider fails to provide current and correct information regarding childcare attendance.
- Childcare situation is deemed detrimental to the health or welfare of any child in their care.
- Exempt provider is not cleared through Trust Line
- Falsification or incomplete attendance sheets or invoices.
- Provider fails to submit required documentation to participate.
- Threatening, yelling, cussing or acting unethically towards any SCOE staff member.
- Violation of the Safe School policy. Our office and childcare facilities are alcohol, drug, and weapon free zones.

Complaints to Program

All childcare providers are entitled to appeal the decision to deny or disenroll them from CAPP. The provider has 14 days from receipt of the initial notification of termination to request an appeal with the Executive Director and provide a written statement to our office.

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

Fraud

CAPP is responsible to manage public funds for families who meet the need and eligibility requirements of the State of California. To make sure only those families who are eligible to receive services are enrolled, SCOE CFS's CAPP works very closely with other agencies that provide subsidized assistance to families, regulatory agencies such as Community Care Licensing, law enforcement and local, state, and federal government investigators who investigate and prosecute suspected childcare fraud.

CAPP actively cooperate with these agencies in their investigations of suspected fraud and, when requested, will share parent information including, but not limited to, income, need, family size and attendance records.

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.

Childcare fraud includes but is not limited to

- A participant knowingly has received, or is continuing to receive, childcare services that the participant is not eligible to receive.
- A parent knowingly has falsified documents used to determine eligibility.
- A provider knowingly has falsified documentation for reimbursement.

Any fraudulent, false or misleading information provided to CAPP staff regarding attendance, employment, self-employment, seeking employment, seeking permanent housing, homelessness, enrollment in an education or vocational training program, parental incapacity, income, family size, or any other information related to participant eligibility and/or need, will be grounds for termination.

When CAPP suspects fraud, the case is referred to local, state and federal government investigators. This may result in charges being filed, repayment of ineligible childcare services received and/or subject the participant to prosecution under State and/or Federal criminal statutes. Any participant who is actively under investigation for fraud will be prohibited from participating in any of SCOE childcare reimbursement programs.

Any participant who has committed fraud will be prohibited from participating in any of SCOE's childcare reimbursement programs after a determination has been made by SCOE and/or local, state and federal government investigators that fraud or misrepresentation occurred. The cost of all ineligible services used, and any past due family fees must be repaid to CAPP.



Complaint Procedures

Parental Complaints in Childcare Settings For Licensed Provider Care

CAPP encourages participants to report concerns to state licensing or other appropriate authorities as these concerns arise. CAPP is also required by law to inform every parent when they call in for childcare referrals of their right to call the state department of social services community care licensing to check a childcare provider's license and history. Health and safety issues for the children fall under the jurisdiction of licensing. After licensing has investigated and made a determination of the complaint, CAPP will follow licensing recommendations.

For License-Exempt Provider Care

Participants 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 participants to choose a childcare provider that best suits their childcare needs; however, CAPP reserves the right to terminate childcare services if the agency and participants consider that the child is in an unsafe environment. Health and safety concerns should be reported to your local police department

For License-Exempt Provider Care

CAPP 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.

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. See Attachment A for information regarding SCOE's Uniform Complaint Process.

Level 1:
Complaint is brought to the attention of the Family Eligibility Specialist or Data Technician (209) 238-6300

Level 2:
If the Family Eligibility Specialist or Data Technician does not resolve complaint, it is brought to the attention of the Childcare Services Supervisor and/or Childcare Services Manager (209) 238-6300.

Level 3:
If complaint is not resolved by the Supervisor and/or Manager, it is brought to the attention of the Director II and/or Executive Director (209) 238-6300.

Level 4:
If the complaint is not resolved by the Director II and/or Executive Director, it is brought to the attention of the County Superintendent's designee, the Division Administrator of Human Resources (209) 238-1600.

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

Program Decision Complaints Notice of Action Parent Appeal Process

Participants enrolled in CAPP 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 childcare 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 whichever comes first. 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, fax, in person or phone to:

SCOE Child and Family Services Attention: Hearing Officer
1100 H Street #005
Modesto, CA 95354
Telephone (209) 238-6300
Fax (209) 238-6499

Step 2: Schedule Hearing
Within 10 days of receiving a participant's hearing request, the participant 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 participant(s). The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the participant to schedule the hearing. In the event that a participant or participant Authorized Representative cannot keep the scheduled hearing date/time, the participant must notify the Hearing Officer in advance of the hearing date/time. A participant may request to re-schedule the hearing date one 1 time.
Note: At any reasonable time, including before a hearing, a parent has the right to review the data file.

Step 3: Conduct Hearing

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." Hearings will be conducted at Stanislaus County Office of Education Child and Family Services 1325 H Street Modesto CA 95354. In the event that a participant is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the participant 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 participant or Authorized Representative will have an opportunity to provide support documentation and explain the reasons that the participant disagrees with the proposed action indicated on the referenced NOA and why it should not be carried out. This will be a formal hearing, and the participant 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 SCOE in writing prior to the hearing. Only the participant or their designated Authorized Representative any be present at the hearing. No children are allowed to be present during the hearing. If parent fails to appear, it will be deemed that the participant has abandoned their appeal and care will end immediately.

Step 4: Hearing Decision

Hearing officer will send notification in writing of decision within 10 calendar days after hearing. If parent disagrees with the written decision, they have 14 days from date of the written decision to file an appeal with the California Department of Social Services
Childcare and Development (CDSS) Division Attn: Appeals Coordinator via postal mail 744 P Street, MS 9-8-371 Sacramento, CA 95814, by telephone 833-559-2420, by Fax: 916-654-1048 or by email: CCDDAppeals@dss.ca.gov. The appeal to CDSS must include a written statement specifying the reasons parent believes the agency 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, CDSS will issue a written decision to parent and the agency. Once CDSS has rendered a decision, the decision is final.

Attachment A Uniform Compliant Procedure

Uniform Complaint Procedures (UCP) Stanislaus County Office of Education

The Stanislaus County Office of Education annually notifies our students, employees, parents or guardians of its students, the district advisory committee, school advisory committees, appropriate private school officials, and other interested parties of our Uniform Complaint Procedures (UCP) process. The UCP Annual Notice is available on our website.

We are primarily responsible for compliance with federal and state laws and regulations, including those related to unlawful discrimination, harassment, intimidation or bullying against any protected group, and all programs and activities that are subject to the UCP. Programs and Activities Subject to the UCP

- Accommodations for Pregnant and Parenting Pupils
- Adult Education
- After School Education and Safety
- Agricultural Career Technical Education
- Career Technical and Technical Education and Career Technical and Technical Training Programs
- Child Care and Development Programs
- Compensatory Education
- Consolidated Categorical Aid Programs
- Course Periods without Educational Content
- Discrimination, harassment, intimidation, or bullying against any protected group as identified under California Education Code (EC) sections 200 and 220 and Government Code Section 11135, including any actual or perceived characteristic as set forth in Penal Code Section 422.55, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics, in any program or activity conducted by an educational institution, as defined in EC Section 210.3, that is funded directly by, or that receives or benefits from, any state financial assistance.
- Educational and graduation requirements for pupils in foster care, pupils who are homeless, pupils from military families, pupils formerly in Juvenile Court now enrolled in a school district, pupils who are migratory, and pupils participating in a newcomer program.
- Every Student Succeeds Act (ESSA)
- Instructional Materials and Curriculum Diversity
- Local Control and Accountability Plans (LCAP)
- Migrant Education
- Physical Education Instructional Minutes
- Pupil Fees
- Reasonable Accommodations to a Lactating Pupil
- Regional Occupational Centers and Programs
- School Plans for Student Achievement
- School site Councils
- State Preschool
- State Preschool Health and Safety Issues in LEAs Exempt from Licensing
- And any other state or federal educational program the State Superintendent of Public Instruction (SSPI) or designee deems appropriate.

Filing a UCP Complaint

A UCP complaint shall be filed no later than one year from the date the alleged violation occurred. For complaints relating to Local Control and Accountability Plans (LCAP), the date of the alleged violation is the date when the reviewing authority approves the LCAP or annual update that was adopted by our agency. A pupil enrolled in any of our public schools shall not be required to pay a pupil fee for participation in an educational activity.

A pupil fee complaint may be filed with the principal of a school or our superintendent or their designee. A pupil fee or LCAP complaint may be filed anonymously, that is, without an identifying signature, if the complainant provides evidence or information leading to evidence to support an allegation of noncompliance.

Contact Information

Complaints within the scope of the UCP are to be filed with the person responsible for processing complaints:

Mike Berhorst
Assistant Superintendent, Human Resources
SCOE – Administration
1100 H Street
Modesto CA, 95354
209-238-1600
mberhorst@stancoe.org

The above contact is knowledgeable about the laws and programs that they are assigned to investigate for Stanislaus County Office of Education.

Responsibilities of the Stanislaus County Office of Education

We shall post a standardized notice, in addition to this notice, with educational and graduation requirements for pupils in foster care, pupils who are homeless, pupils from military families, pupils formerly in Juvenile Court now enrolled in a school district, pupils who are migratory, and pupils participating in a newcomer program. We advise complainants of the opportunity to appeal an Investigation Report of complaints regarding programs within the scope of the UCP to the California Department of Education (CDE).

We advise complainants of civil law remedies, including injunctions, restraining orders, or other remedies or orders that may be available under state or federal discrimination, harassment, intimidation or bullying laws, if applicable. Copies of our UCP procedures shall be available free of charge.

For UCP Complaints Regarding State Preschool Health and Safety Issues Pursuant to Section 1596.7925 of the California Health and Safety Code (HSC)

In order to identify appropriate subjects of state preschool health and safety issues pursuant to Section 1596.7925 of the California Health and Safety Code (HSC) a notice shall be posted in each California state preschool program classroom in each school in our agency.

The notice is in addition to this UCP annual notice and addresses parents, guardians, pupils, and teachers of (1) the health and safety requirements under California Code of Regulations, Title 5 (5 CCR) that apply to California state preschool programs pursuant to HSC Section 1596.7925, and (2) the location at which to obtain a form to file a complaint.



Resources

Organizations throughout Stanislaus County operate State or Federally funded programs that provide care for infants, toddler, and preschool age children.
The programs and resources that operate in this county include:

Child Care Resource and Referral Program
Links parents to licensed childcare providers and child care programs. Call (209)238-6400

United Way
Provides referrals to hundreds of resources for free. Call 2-1-1 to obtain list of resources.

General Childcare
Provides services to enhance the development of children including an educational component that is developmentally, culturally, and linguistically appropriate. Services provided in center-based setting for infants/toddlers and family childcare home setting for children 6 weeks to school-age.

Early Head Start and Early Head Start Childcare Partnership
Promote healthy prenatal outcomes for pregnant women, enhance the development of infants/toddlers, and promote healthy family functioning. Services provided in center-based, home-based and family childcare homes.

Regional Head Start
Provide a range of individualized services for preschool children in the areas of education and early childhood development, medical, dental, mental health, nutrition, and parent involvement. Services provided in center-based part-day and full-day programs.

Migrant Head Start
Children ages six weeks to school-age whose parents work in agricultural are served in a childcare center or a family childcare home. Hours and days of operation are based on the ebb and flow of the local agricultural industry. The program is more holistic in nature and ensures that children's health, nutritional, dental, social-emotional needs are addressed.

State Preschool
Provide a range of individualized services for preschool children in the areas of education and early childhood development and encourages parent involvement. Services provided in center-based part- day and full-day programs.

Migrant Childcare
Children ages six weeks to school-age whose parents work in agricultural are served in a childcare center. Hours and days of operation are based on the ebb and flow of the local agricultural industry.

California Alternative Payment Program (CAPP)
Provides services and childcare reimbursement for children birth to 13 years of age who need care. Children incapable of caring for themselves may be served to age 21. Families have the right to choose childcare that is most appropriate to their needs, as long as the childcare provider works within the regulations of the programs.

California Work Opportunity and Responsibility for Kids Childcare (CalWORKs)
Current or former CalWORKs cash aid recipients are eligible to receive assistance with paying for childcare with a provider of their choice, if they are employed or participating in county approved Welfare-to-Work activities. Pregnant and parenting teens in the Cal-Learn program are also eligible to receive CalWORKs childcare. Childcare is provided for children through the age of 13, and for exceptional needs and severely disabled children up to age 21.

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

In an effort to ensure you are aware of ongoing participation requirements for the Stanislaus County Office of Education's, Child and Family Services, California Alternative Payment (CAPP) program. The following three items are attached to assist with attendance claim completion expectations.

1. The participation handbook provides detail on when services are able to be approved.
2. The participation handbook. Provides details on how to complete attendance claims in alignment with recent communication.
3. Frequently Asked Questions (FAQs) for CAPP

Providers complete an acknowledgement that they understand it is their responsibility to access, read and comply with the rules and regulations contained in program's handbook. They also complete an acknowledgement that they have read and understand the provider requirements to participate in the California Alternative Payment program.

Parents/Guardians complete an acknowledgement that they understand it is their responsibility to access, read and comply with the rules and regulations contained in program's handbook.

The programs' handbook is available online at findchildcarestanislaus.org. We are here to support your understanding of program requirements. If you would like a printed copy mailed to you or would like to schedule a 1:1 appointment to review in more detail do not hesitate to contact your assigned Data Technician (Providers) or your Family Eligibility Specialist (Parents/Guardians) at 209-238-6300.

Thank you,

Child Care Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

Child & Family Services California Alternative Payment Program (CAPP)
Frequently Asked Questions (FAQs) Pg. 1

What is CAPP? The Child & Family Services California Alternative Payment Program (CAPP) is a child care subsidy program. The program reimburses approved child care providers who can be a licensed Family Child Care Home, Licensed Center, family, friend or neighbor. Reimbursement is available for childcare for children who are at risk or have an open CPS case. Reimbursement is also available for parents who are working, looking for work, in school, are incapacitated, are homeless or looking for housing. The program may not be able to cover the entire cost of child care. The state sets the maximum reimbursement amount based on the type of child care provider, age of the child, and certified schedule.

Where is the CAPP Program Located? Our physical location is 1325 H St. within the Child and Family Services Division located on the 1st floor. When accessing the building from the main entrance we are located to the right.

How do I apply for CAPP? Call 209-238-6400 to place yourself on the waiting list. When the program has openings, you will receive a recorded message and email inviting you to call a Family Eligibility Specialist to confirm your eligibility for the program. Once confirmed your assigned Family Eligibility Specialist will provide you information on how to complete an application for the program.

What are the requirements of the program? Eligibility for CAPP is determined by need, family size and income. Every adult counted in the family size must be working, looking for work, looking for permanent housing, going to school, incapacitated, be homeless, have an open CPS case or have been determined as being at risk. Income eligibility requirements for CAPP can be viewed at https://www.findchildcarestanislaus.org/ CAPP follows the posted State Programs income eligibility chart.

Do I have to have to have children to apply for CAPP? Yes, you must have at least one child who is twelve years of age or younger. Children are eligible from birth through their 13th birthday. If your child has an exceptional need, they may be eligible to receive child care services up to 21 years of age. Additional verification is required for children with exceptional needs.

Do I have to be a US citizen to be eligible? No, however you must meet all Eligibility and Need requirements.

Where can I find program participation requirements? Program participation requirements and many answers to the questions within these FAQs can be located in CAPP's participation handbook. Please visit Find Child Care Stanislaus to access our current handbook.

Who will be my childcare provider? It is the parents' responsibility to choose their child care provider. You may choose a licensed child care center, licensed family day care home, a family member, friend or neighbor. Your chosen child care provider must first be approved by CAPP to be eligible for reimbursement. The program will begin reimbursement the date the provider is approved and the date the family is certified. Childcare services used before the date the provider is approved or the date the family is certified will be the families' responsibility. Reimbursement and provider approvals are not backdated.

How can I find a childcare provider? Please contact Child Care Resource and Referral at (209) 238-6400 for a list of child care providers. They can also provide you with helpful information about choosing quality child care. Services used before the date CAPP approves childcare services are the responsibility of the parent. CAPP does not backdate approvals.

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

Child & Family Services California Alternative Payment Program (CAPP)
Frequently Asked Questions (FAQs) Pg. 2

What is trust line and who has to do it? TrustLine is California's Registry of license-exempt child care providers who have cleared the background screening process. All license-exempt providers who are not an aunt, uncle, or grandparent to the child must be Trust Line registered with a "Cleared" status before they can be approved as a child care provider.

Once I am a participant can I change my childcare provider? Yes, CAPP supports parental choice. We encourage you to take your time when choosing a quality child care provider for your child so you can be assured the provider you choose meets all your family needs. This will help prevent having to change providers frequently. Your chosen child care provider must first be approved by CAPP to be eligible for reimbursement.

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

Child & Family Services California Alternative Payment Program (CAPP)
Frequently Asked Questions (FAQs) Pg. 3

I am a current participant; how do I change my childcare provider? Call your assigned Family Eligibility Specialist to report your requested change. You must notify CAPP at least 14 days in advance prior to using a new child care provider. You will be sent applicable documentation in order to request a change. Many provider contracts require a two week notice before terminating services. Request for reimbursement for a two week notice cannot be approved unless child care services were provided during the two week period and no other provider is claiming reimbursement for the same period.

How many providers can I have? Families may have one child care provider per child unless the child care provider's hours of operation do not accommodate your certified need for child care services. If your child care provider's hours of operation do not meet your need for child care services, a secondary child care provider may be approved for the hours your primary is not available.

How much can a childcare provider charge? It is the child care provider's choice how much they want to charge their families. However, child care providers may not charge CAPP or any other subsidized child care program families a different or higher rate than unsubsidized (private pay) families. All uncovered services are the parent's responsibility. This includes the difference between what the program can reimburse and what the provider charges. The maximum amount the program is able to reimburse can be viewed at the following website https://rcscc.adm.dss.ca.gov/

What are Family Fees and Copays? A Family Fee is the portion of the reimbursement the family is responsible for paying. The Family Fee is based on a family's total countable monthly income and family size compared to the Federal Poverty Level. Parents pay the Family Fee directly to CAPP. A Co-Payment is the difference between what a child care provider charges and what CAPP can reimburse. The difference is the parent's responsibility to pay directly to the child care provider.

Do I have to report my change of address or number? Yes, if you are a current participant changes to address or phone number must be submitted in writing to your Family Eligibility Specialist/Data Technician. If you are on the waiting list for the program, ensure you contact 209-238- 6400 to update your address and/or phone number.

I am a current participant, what types of changes do I need to report and whom do I need to report them to? Income eligible families are required to notify CAPP when their household income exceeds 85% of the SMI within 30 days. All families who want to change their certified service level must request changes ahead of time. These changes can include: changes to childcare hours, a reduction in family fees and/or changes in providers. Changes are not backdated and can only be approved when a request to change service level and applicable support documentation are submitted.

How do I find out who my Family Eligibility Specialist or Data Technician is? Family Eligibility Specialists supports families. Data Technicians supports providers. Your assigned specialist or technician's name and phone number is documented on all paperwork you receive from CAPP. You may also call CAPP at 209-238-6300 to confirm your Specialist or Technicians name and/or phone number.

I need to submit documentation where do I submit it? Program documentation may be submitted at a scheduled appointment, through postal mail 1100 H Street #005 (note our mailing address is different than our physical address), through fax 209-238-4217 or within one of our drop boxes. We have two-drop boxes: one drop box is located on the 13th street side of our 1325 building, the second is located on 14th street side of our building

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
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Child & Family Services California Alternative Payment Program (CAPP)
Frequently Asked Questions (FAQs) Pg. 4

I am a current participant; how will the program communicate with me? Any changes to your certified schedule will be communicated through a Notice of Action. Program updates and reminders will be shared through recorded messages, emails, phone calls and letters through postal mail. Additionally, the program has a communication page. Participants are encouraged to visit communication page at https://www.findchildcarestanislaus.org/cappcommunication

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
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Child & Family Services California Alternative Payment Program (CAPP)
Frequently Asked Questions (FAQs) Pg. 5

Will my provider be reimbursed while they are closed? If your licensed provider is closed, we are able to reimburse a licensed provider for up to 10 nonoperational days. Note these closure days must be identified and documented in the provider's file.

Can I go on a Leave of Absence (LOA)? Yes, you are entitled to go on a LOA at any time. Please keep in mind that the provider is not reimbursed when you are on a LOA. Additionally, you are limited to being on a LOA for 12 consecutive weeks per year.

Can I add an alternate provider? Yes, you can set up an alternate provider. We are able to reimburse alternate providers for up to 10 non op days.

What do I write on the attendance claim when childcare is not used? If you are a parent, your provider is open and you are keeping your child at home, please write the applicable absence reason. Please review the attendance policy within the participation handbook for CAPP's absence policy. If you are a provider who is closed ensure you document your closed day. Please review question 20 for total available reimbursable closure days per fiscal year.

When do child care providers receive their 1099? All child care providers who receive $600 or more prior to 2026 or at least $2,000 in 2026 in reimbursements from CAPP will be issued a 1099 through postal mail on or about January 31st.

I am a participating licensed provider; how do I complete the invoice? Please invoice according to your customary business practices. Invoice as you would any other family in your childcare. Staff will calculate the maximum reimbursement rate based on regulation, child's age, provider type and certified schedule. Staff will reimburse the maximum reimbursement amount or the providers' invoice whichever is less.

I am a participating provider. I have a family interested in the program; can they enroll with me today? For families interested in the program, please direct family to call 209-238-6400 to add themselves to our programs waiting list. When the program has capacity to enroll, we call families off this waiting list according to the admission priorities of the program. Families with an active CPS and At-Risk referral are contacted first. Then we call families in ranking order. A rank is based on the families State Median Income. A family whose gross income is 1% of the state median income or less are assigned Rank 1, a family whose gross income is 15% of the state median income or less are assigned Rank 15. For income eligibility families must be at rank 85 or less. We cannot guarantee when the family will be able to enroll in the program, enrollment is contingent on funding and where we are in enrolling families according to this admission priority.

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). This letter is being sent due to recent inquiries on the differences between "Child Care Resource and Referral (R&R)" and "The California Alternative Payment Program (CAPP)". We would like to clarify purpose of both programs. CAPP and R&R operate through Stanislaus County Office of Education within the Child and Family Services Division however they are independent of each other.

- **Child Care Resource and Referral (RR**): R&R maintains a list of all types of childcare facilities, including licensed and exempt childcare centers and licensed family childcare homes. The program collects licensing information, days/hours of operation and rates facilities charge. They provide childcare referrals to families seeking childcare. Support is available for individuals in the process of becoming a licensed childcare provider. Technical assistance is provided to those with questions about childcare regulations, laws, child development and business aspects of childcare. In addition, RR operates various programs such as Emergency Child Care Bridge Program, Child Care Initiative Project (CCIP), and the Health & Safety Grant. Lastly, RR facilitates a variety of trainings and conferences for the community. All services are free of charge.
- **The California Alternative Payment Program (CAPP):** CAPP is voucher-based program that assists with families' childcare costs in licensed childcare centers, licensed family childcare homes, or license-exempt family, friend, or neighbor care. The parent is responsible for identifying the provider that best meets their need. CAPP refers families to R&R to obtain referrals for childcare when needed. To qualify for CAPP the family must meet certain income and eligibility criteria. CAPP makes payment for certified services directly to the childcare provider selected by the family. CAPP will utilize the child's certified care and age to calculate the maximum reimbursement. CAPP will reimburse this calculated maximum or the providers invoice, whichever is less. Any difference between what the provider invoices and what the program can reimburse is the responsibility of the parent.

If you have questions, please do not hesitate to reach out to the applicable program. R&R is available at (209) 238-6400. CAPP Family Eligibility Specialist or Data Technicians are available at (209) 238-6300. For more information on childcare settings as well as state and/or federally funded childcare assistance please visit https://cdss.ca.gov/inforesources/calworks-child-care/parent-information-and-resources.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with the Stanislaus County Office of Education's (SCOE's) California Alternative Payment Program (CAPP).

This letter is intended to remind all participants that SCOE does not license, monitor, or inspect CAPP providers. As the program's agreement for service outlines, the provider will provide direct care, supervision, and guidance for children at all times. The provider is an independent contractor and not an officer, employee, or agent of SCOE or the State of California. SCOE has not inspected or warranted the condition of the provider's home or facility. Additionally, SCOE has not inspected or warranted the degree of supervision provided in the home or facility.

Community Care Licensing Division (CCL) is the entity that provides oversite to licensed providers. As the program's handbook outlines, complaints and/or concerns about licensed providers can be made with CCL's Complaint Department at 1-844-538-8766 or through email at letusno@dss.ca.gov.

Any suspected child abuse, regardless of licensing status, should be reported to Local Law Enforcement and Stanislaus County's Community Service Agency at 209-558-3665.

If you have questions, please do not hesitate to reach out to your assigned Family Eligibility Specialist or Data Technicians at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Program Participant,

This notice is intended to educate all participants on attendance claim expectations as outlined in the program's handbook.

- Attendance claims are to be completed daily.
- Attendance claims are to include applicable absence reason and signature when the family does not use childcare.
- Attendance claims are to reflect days the provider is closed or unavailable.
- Attendance claims are to be submitted at the end of the month.
- Attendance claims are to include full signatures.
- Attendance claims are to be reviewed by both parent and provider prior to signing. The signature at the end of the month is the parent and provider confirming information included on the attendance claim is accurate and complete.

Licensed providers are limited to 10 non-operational/closure days a year. Exempt providers are not eligible to be reimbursed when they are unavailable/closed.
Attendance claims must clearly outline when the provider is unavailable/closed. Child absence reasons are to be used by the family only when they choose not to utilize available care. Submitting claims with inaccurate information is considered fraud. Our program's participation handbook outlines that 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.

Any participant (parent or provider) who commits fraud may be prohibited from participating in any of SCOE's childcare reimbursement programs. To prevent this from happening, ensure submitted attendance claims reflect actual information. Submitting inaccurate and/or misleading attendance claims is considered fraud and therefore grounds for removal from the program.

If you have any questions, please do not hesitate to contact your assigned Family Eligibility Specialist or Data Technician at 209-238-6300.

Sincerely,

Child Care Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). This reminder is being sent due to recent inquiries on what “Family Fees” and “Copayments” are. This information is also included in our program’s handbook, in our program’s orientation video and family orientation knowledge check.

- **Family Fees:** Families may have a family fee based on their gross monthly income, family size and certified hours of care. Families are notified through a Notice of Action issued by their assigned Family Eligibility Specialist if and when they are responsible for paying a family fee. Family fees are paid to our office.
- **Co-Payments:** A co-payment is the difference between what a childcare provider charges and what the program can reimburse. When the charges exceed the maximum reimbursement rate set by the state RMR, the parent is responsible for the difference. For example, if selected provider charges $1,000 and the program reimburses the provider
  $832.87, the family is responsible to pay the provider the difference of $167.13. Co-payments will not be accounted for or collected by the program. Families are notified by their provider if and when they are responsible for paying a co-pay. Families are to pay their co-payment directly to their provider.

It is possible for families to have both a family fee and co-payment. The current RMR can be found by visiting the following webpage: https://rcscc.adm.dss.ca.gov/. If you have questions, please do not hesitate to contact your assigned Family Eligibility Specialist or Data Technician at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification because you are an active Family, Friend or Neighbor (FFN) provider or a Family certified with an FFN within Stanislaus County Office of Education's (SCOE's) California Alternative Payment Program (CAPP).

This letter serves to notify participants that the operating hours on file must accurately reflect when the FFN is available to provide childcare. If an FFN is employed in another position outside of their role as an FFN, they may not provide childcare during those hours of outside employment. Failing to disclose employment and claiming to be available for childcare during the hours of outside FFN employment is a form of fraud.

If the FFN is employed now or becomes employed in the future, the FFN is to connect with their assigned Data Technician immediately to update their operating hours. CAPP cannot reimburse for childcare when the provider is unavailable due to outside FFN employment.

If the program identifies an FFN did not disclose employment and was reimbursed for time they were employed and therefore unavailable:

1. The program will audit reimbursements made to identify any overpayments.
2. The provider will be responsible for repaying any overpayments identified.
3. The provider and parent will be disenrolled for misrepresenting information.

If you have questions, please do not hesitate to reach out to your assigned Family Eligibility Specialist or Data Technicians at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). This letter provides a brief overview of how families are contacted for enrollment within the California alternative Payment (CAPP). We encourage you to review the program's handbook for more detailed information.

Families interested in enrolling in CAPP should call 209-238-6400 to add to CAPP's waiting list. When CAPP has capacity to enroll, CAPP will call families off this waiting list according to the admission priorities of the program.

Families with an active CPS and At-Risk referral are contacted first. Followed by families in ranking order. The rank is based on the families State Median Income. A family whose gross income is 1% of the state median income or less are assigned Rank 1, a family whose gross income is 15% of the state median income or less are assigned Rank 15. For income eligibility families must be at rank 85 or less.

We cannot guarantee when the family will be able to enroll in the program, enrollment is contingent on funding and where we are in enrolling families according to this admission priority.

When offered enrollment, it is the parents' responsibility to identify their childcare provider. CAPP does not refer families to providers or place children with providers. Childcare providers can be a licensed Family Child Care Home, Licensed Center, family, friend or neighbor. Families are encouraged to contact Child Care Resource and Referral at (209) 238-6400 for a list of licensed childcare providers.

If you have questions, please do not hesitate to contact your assigned Family Eligibility Specialist or Data Technician at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with the Stanislaus County Office of Education's (SCOE's) California Alternative Payment Program (CAPP).

This letter is intended to remind all participants that it is the parent's responsibility to request changes in the child service level and report changes in elementary school or educational program attendance with their Family Eligibility Specialist.

Please review "proof of need for service" within the program's handbook for detailed information on what is needed to document a need for service. Services are only approved for time the participants meet a need criteria, that precludes the provision of care and supervision of their child (ren). When the participant is a two-parent household, care is only approved for the time parents need overlap and 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.

Additionally, services are approved and reimbursable when the child is not in a school-age public education program, private school, or childcare and development program. An adjustment to service hours will occur when a child is eligible for a public educational program e.g. Kindergarten. The program makes every effort to identify when a child may be eligible for a public program however the parent is responsible for notifying the program prior to the child attending a public education or childcare and development program. Failing to report attendance in one of these settings may be seen as misrepresenting information and could result in overpayment to provider. The time a child attends a public education program such as K-12 education or a childcare development program such as Head Start or State Preschool are not reimbursable.

Please review the "right to voluntarily report changes" section of the program's handbook for detailed information on what is needed to make a change to their service level. If a participant has a need to change their service level during their certification period, a request to change services form and documentation to support the request must be submitted. Requests to update service levels are to be submitted ahead of requested change. The request will be reviewed then approved or denied within 10 business days of receipt.

Should you have any questions please contact your assigned Family Eligibility Specialist or Data Technician at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). We have had an influx of requests for staff to assist with completing the invoice section of the attendance claims. We would like to remind all clientele on the expectation of invoicing and how the program determines the maximum reimbursement amount.

Licensed Family Child Care Homes, Licensed Centers and Licensed-Exempt Centers determine their standard and customary childcare rates. These providers are to submit their rate sheets to CAPP and Childcare Resource and Referral. Providers, that are Licensed Family Child Care Homes, Licensed Centers and Licensed-Exempt Centers are to invoice CAPP according to their customary business practices. CAPP will calculate the maximum reimbursement rate based on California regulation, child's age, provider type, providers requested rate, providers operational days and child's certified schedule. The maximum reimbursement rate will adjust month to month based on these factors. CAPP will reimburse the maximum reimbursement amount or the providers' invoice whichever is less.

Providers that are Licensed Family Child Care Homes, Licensed Centers and Licensed-Exempt Centers may not charge or invoice CAPP or any other subsidized childcare program families at a rate that is higher or different than unsubsidized (private pay) families. The difference between what the program can reimburse monthly and what the provider customarily charges monthly becomes the parents' responsibility to pay directly to the provider.

Providers that are license-exempt families, friends or neighbors (FFNs) are not required to submit rate sheets. FFN providers are not required to complete the invoice section. The program will reimburse according to the applicable rate category that results in the highest reimbursements per California regulation.

CAPP cannot advise providers how to determine their rates or invoice the program. The maximum amount CAPP can reimburse for Stanislaus County childcare and the related reimbursement regulations can be viewed at the following website https://rcscc.adm.dss.ca.gov/. This information is also included in the program's handbook. The program's maximum reimbursement calculation fluctuates month to month. Fluctuations occur based on total days in the month, provider days of operation and/or certified child schedules. An overview of how the program calculates pro-ration when using the weekly rate for partial weeks is attached to this letter as information.

If you have questions, please do not hesitate to contact your assigned Family Eligibility Specialist (Parents) or Data Technician (Providers) at (209) 238-6300.

Sincerely,

Childcare Services Manager

PARTIAL WEEK: PRORATION

A standard week is defined as Sunday through Saturday. When the first or last week of the month contains fewer than 7 days, we apply the following proration rates based on the number of days certified:

Days Certified	Proration Rate (of weekly rate)
7 days	0.142 per day
6 days	0.166 per day
5 days	0.20 per day
4 days	0.25 per day
3 days	0.333 per day
2 days	0.50 per day
1 day	No proration

SAMPLE

Certified Days: Monday through Friday

July

S	M	T	W	T	F	S
		1	2	3	4	5
6	X	8	9	10	11	12
13	X	15	16	17	18	19
20	X	22	23	24	25	26
27	X	29	30	31		

= 4 days x 0.20 = 0.8

= 5 days = 1.0 No proration

= 5 days = 1.0 No proration

= 5 days = 1.0 No proration

= 4 days x 0.20 = 0.8

Weekly rate: $280

Step 1: Identify proration rate based on certified days per week (in this sample, the provider was open/available Monday-Friday with no closure dates)

Child is certified Monday through Friday; therefore, a 5-day proration rate will be used [5 days at 0.20 per day]

Step 2: Identify certified care for the month

Child is certified for 2 partial weeks and three full weeks

Step 3: Prorate weeks accordingly

Step 4: Total up weeks to determine reimbursement

Formula: Weekly rate x prorate = prorated weekly rate

2 weeks at a .8 [$280 x .08 = $224 x 2 = $448] + 3 weeks at a 1.0 [$280 x 3 = $840] = $1288

OR

$280 x 4.6 weeks [0.8 + 1 + 1 + 1+ 0.8 = 4.6 weeks] = $1288

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

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Tony Jordan, Executive Director
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EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). This letter intends to give a general overview of Resource and Referral (R&R).

The California Department of Social Services (CDSS), Child Care and Development Division, funds Child Care Resource and Referral (R&R) Programs, in all 58 California counties. R&R provides comprehensive information and referrals regarding childcare and children's services to parents and providers.

R&R does not place children in care or guarantee the quality of care offered by referred providers. Community Care Licensing (CCL) is responsible for licensing childcare programs. Only parents can decide on the suitability of a program for their children. R&R staff contact all newly licensed facilities and offer them the opportunity to accept or decline referral placement in the R&R referral system. R&R does not assume responsibility for filling childcare service vacancies.

Services are provided free of charge and include the following:

- Referrals to all types of childcare facilities, including licensed and exempt centers and licensed family childcare homes in Stanislaus County that best meet the identified needs of the family, including children with special needs Information received from parents during the childcare referral request is confidential
- Information on how to open a family childcare home or childcare center
- Handouts regarding managing a family childcare business, choosing quality care, and other childcare/development related items.
- Toy Lending Library
- Information on subsidized programs for low-income parents
- Workshops on topics of interest to providers, parents and center staff
- Referrals to community service agencies
- Assistance with registration of exempt providers through Trust line Registry

If complaints regarding childcare arise, R&R will not assume or be responsible for initiating corrective action. All complaints regarding licensed facilities should be directed to CCL at 1 (844) 538-8766. If you have questions about Resource and Referral, please do not hesitate to contact resource and referral directly at (209) 238-6400.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). This notification outlines results from our recent annual survey. The survey was emailed to all clientele with an email on file three separate times in the months of February and March. If there was not an email on file, we mailed a paper survey. 874 of the 3891 for a total of 22.5% of Families and Providers completed the Survey.

This annual survey assists our program in identifying how we can improve our services offered through CAPP. Please see below for a summary of the survey responses:

- 98.4% indicated staff were friendly and helpful.
- 98.9% felt comfortable contacting staff.
- 96.7% understood the attendance claim and provider reimbursement process.
- 82.3% are familiar with resources available through Resource and Referral
- 96% receive resources in the community in a timely manner.
- 89.3% rate our overall programs' level of service at an 8 or above.
- 86.6% received a return call within 2 business days.

Based on the survey results and your individual comments please note the following:

- We will continue working toward establishing systems where all staff return emails and messages within 2 business days. To assist us with this please ensure you leave a message when calling our office. Staff will not know who to call back if a message is not left. Additionally, if you do not receive a call back within 2 business days, after leaving a message, please call our main line at 209-238-6300 and request to speak with a supervisor.
- We will continue collaboration with our Resource and Referral to increase education on their available resources such as handouts, and workshops.
- We will continue education on attendance expectation and reimbursement process.
- We will continue professional development opportunities focused on customer service.

For suggestions related to changing reimbursement regulations, including increasing the reimbursement level, you are strongly encouraged to contact your local California legislator to express these suggested changes.

Thank you to all the participants who completed the survey! We appreciate your time in completing the survey specifically your individual comments on what we are doing well and your suggestions for improvement. Please follow us on Instagram, Facebook or Twitter @SCOECFS. We look forward to working with you this upcoming year.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Participant,

You are receiving this notification as you are an active Family or Provider with our California Alternative Payment Program (CAPP). The California Alternative Payment Program (CAPP) is a parental choice child care voucher reimbursement program. CAPP reimburses on behalf of enrolled families, the provider they have selected. Families have the ability to identify a provider that best meets their needs.

It is the parents' responsibility to identify their childcare provider. CAPP does not refer families to any specific providers nor encourage a specific provider type nor place children with providers. Childcare providers can be a licensed Family Child Care Homes, Licensed Centers or a Family, Friend or Neighbor (FFN's). Families needing referrals for childcare providers are advised to contact the Child Care Resource and Referral program at (209) 238-6400 for a list of licensed childcare providers.

If a family decides they want to change their provider, the Program Handbook outlines the process which details families are encouraged to notify both the program and provider in writing at least 2 weeks in advance of the last day of attendance. CAPP can only reimburse one provider for the same time period per child. When a family elects to change providers without providing a 2 week notice to the previous provider, the 2-week cost is the responsibility of the family.

If you have questions, please do not hesitate to contact your assigned Family Eligibility Specialist or Data Technician at (209) 238-6300.

Sincerely,

Childcare Services Manager

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
1100 H Street • Modesto CA 95354 • (209) 238-1800 • FAX (209) 238-4217

EXAMPLE

Dear Program Participant,

The California Alternative Payment Program (CAPP) insisted by the Stanislaus County Office of Education's Child & Family Services Division Attendance Claim is the legal document used to verify childcare services authorized by CAPP. Parents and providers must maintain an attendance claim. The attendance claim documents a child's daily attendance. The following are important reminders regarding our Attendance Claim Policy, as specified in our Program Handbook.

Parent Responsibilities:

- The parent or authorized adult must sign the child in and out on a daily basis reflecting actual times for each child. School-age children's Attendance Claims must also reflect an actual time in and out accounting for school hours (this can be done by the provider based on school's posted bell schedule)
- Parents must notify the provider and record on the Attendance Claim the reason a child's absence (sick, vacation, family emergency, etc.)
- Parents must notify his/her Family Eligibility Specialist immediately if care is no longer needed.
- At the end of each month, the parent must sign the bottom of the Attendance Claim certifying that all days and times on the document are correct. Parents cannot sign for the provider. Attendance claims cannot be signed in advance or prior to the last service day of the month. A provider cannot sign for the parent. Parent's signature verifies that the information on the Attendance Claim is accurate, and is signed under penalty of perjury.

Provider Responsibilities:

- The provider must make the Attendance Claim available to the parent or authorized adult to sign in and out daily, in order to record accurate attendance. Times entered must accurately reflect the days and hours of care. School-age children must also reflect an actual time in and out accounting for school hours (this can be done by the provider based on school's posted bell schedule)
- The provider must promptly notify CAPP staff if the family has not used care for seven consecutive calendar days unless the parent notified or communicated the reason for absences to the provider.
- The provider must indicate program closure days on the Attendance claim for the dates the provider is closed or not available. At the end of each month, the provider must sign the bottom of the Attendance Claim certifying that all days and times are correct.
- Attendance claims cannot be signed in advance or prior to the last service day of the month. Providers cannot sign for the parent, as the parent's signature is required for reimbursement. The provider's signature also verifies that all information on the Attendance Claim is accurate and is signed under penalty of perjury. After the end of each service month, the provider is responsible for submitting the Attendance Claims, ensuring they are signed by both the provider and the parent.

Stanislaus County Office of Education
Scott Kuykendall, Superintendent

Child & Family Services

Tony Jordan, Executive Director
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EXAMPLE

Reimbursement timing will depend on when the completed Attendance Claim is received. Complete Attendance Claims are processed within 21 calendar days. Attendance Claims cannot be turned in prior to the last service day of the month. Attendance Claims must be completed properly by the parent and the provider before reimbursement can be made.

Failure to complete the Attendance Claim accurately, following our policies and program regulations, could be considered fraud, and may result in a parent or provider being removed from the program.

Sincerely,

Childcare Services Manager

child & family SERVICES
STANISLAUS COUNTY OFFICE OF EDUCATION

Stanislaus County Office of Education

For more information on available programs, please contact Child Care Resource and Referral at 209-238-6400.

We look forward to serving you!