



Orange County Department of Education

Family Support Services

Parent Participation Guidelines/Orientation

3001 Redhill Ave., Bldg. 4, Suite 113
Costa Mesa, CA 92628
Phone: (714)708-3860
Fax: (714)708-2916



VISION

Orange County students will lead the nation in college and career readiness and success.

MISSION

To ensure that all students are equipped with the competencies they need to thrive in the 21st century.

OCDE is a public education organization offering support to 27 school districts and more than 600 schools and 20,000 educators serving more than 500,000 students in Orange County. OCDE's personnel offer support, professional development, and student programs through its divisions and departments...

VALUES

OCDE is dedicated to the fundamental human values of **respect**, **responsibility**, **integrity**, and **professional ethics**. Our priority is service to students, schools, districts, families, and community members. We provide a safe, caring, courteous, and professional environment that fosters collaborative work and individual development for our employees. We hold ourselves and each other accountable for the highest level of performance, efficiency, resource management, and professionalism.

What is Family Support Services (FSS)?

The OCDE FSS program helps subsidize child care payments for eligible families in Orange County. Funded by the CDSS, CCDD, subsidized care is provided via contracts between OCDE Family Support and an independent child care provider selected by the parent.



1. We support families in choosing quality child care in order to facilitate the learning, growth and development of their children.



2. We provide subsidized child care services allowing parents to work towards becoming economically self-sufficient.



3. We provide information regarding parenting skills.



4. We identify community resources to assist families.

Communication & Access



Family Support Services

Tel. (714) 708-3860 • Fax (714) 708-2916



Mailing Address

P.O. Box 9050, Costa Mesa, CA 92628-9050

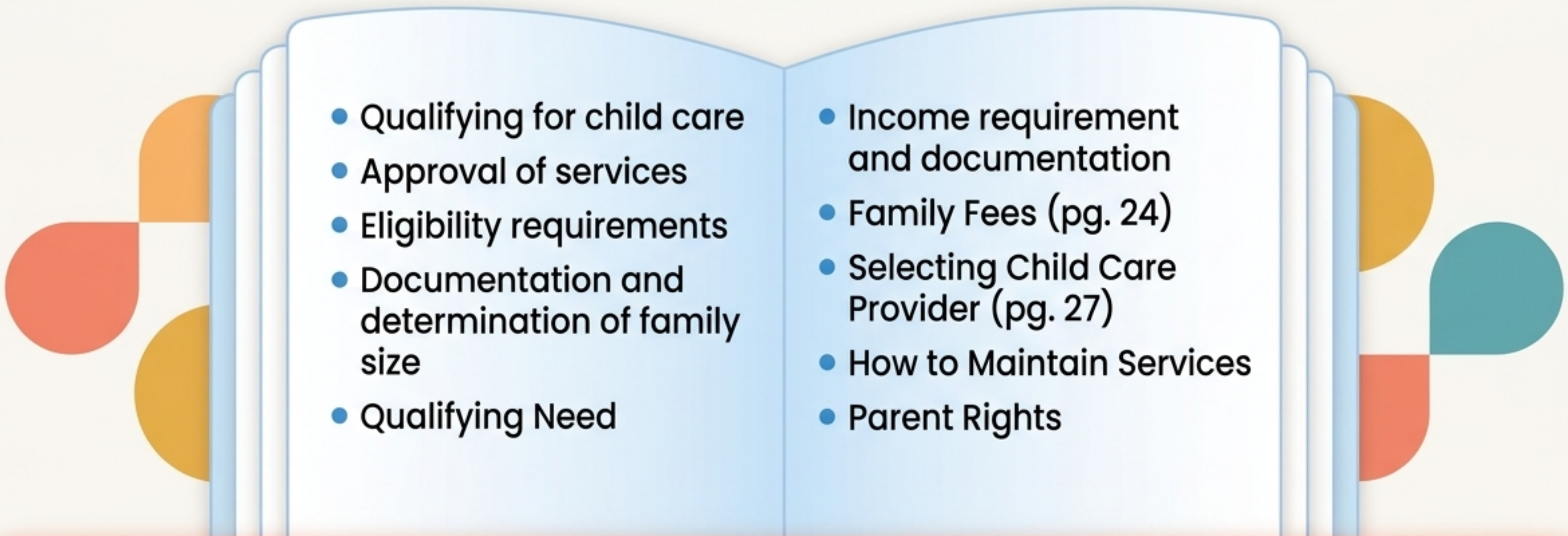


Office Address

3001 Red Hill Ave., Bldg. 4, Suite 113,
Costa Mesa, CA 92626

Navigating the Parent Handbook (Part 2)

All families are encouraged to review all parts of the handbook. PART 2 is dedicated to "**PARENT GUIDELINES**" (pg. 11), which discusses:

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- Qualifying for child care
 - Approval of services
 - Eligibility requirements
 - Documentation and determination of family size
 - Qualifying Need
- Income requirement and documentation
 - Family Fees (pg. 24)
 - Selecting Child Care Provider (pg. 27)
 - How to Maintain Services
 - Parent Rights

(Note: OCDE FSS encourages families to carefully select a child care provider that best reflects their parental and cultural values, meeting the individual needs of the family. Choose from licensed family day care homes, license-exempt providers, center programs, or school districts.)

Required Documentation for Need

To qualify for services, you must provide documentation for one of the following:



1. Employment



2. Seeking employment



3. Training towards vocational goal



4. Progress towards vocational goal



5. Educational program



6. Homelessness



7. Seeking permanent housing



8. Incapacity

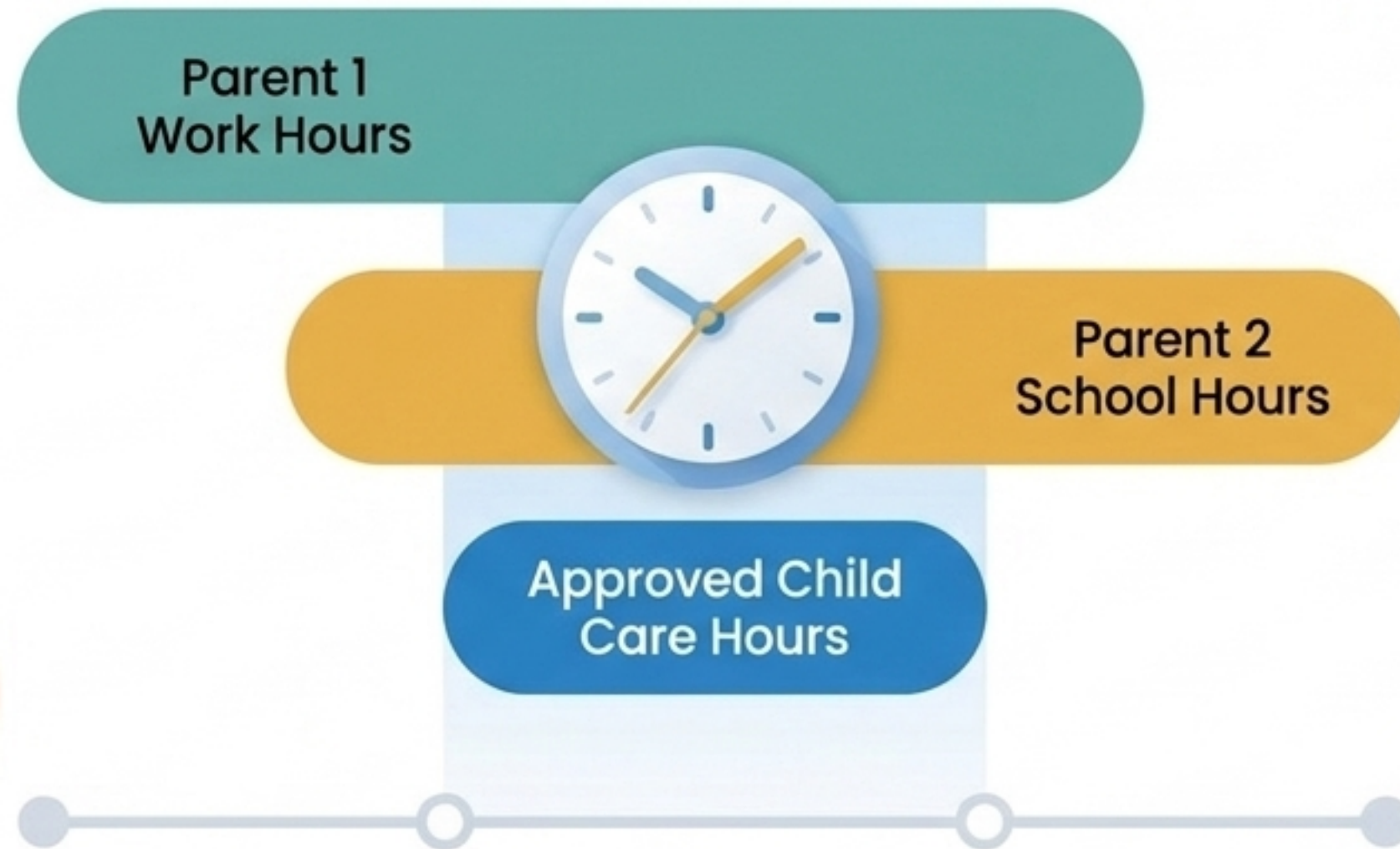


9. Cash Aid Recipient (CalWORKs)



10. Child Protective Services (CPS), "At-Risk" of Neglect or Abuse

Determining Child Care Hours



Overlapping Need: Childcare hours are based on the needed number of hours from primary and/or secondary parent in the household. A two-parent household must provide proof of need with overlapping hours for child care to be approved.

Basis of Approval: Approved hours of care are based on hours parent is working, attending educational/vocational training, seeking work and/or seeking housing.

Special Cases: Child Protective Services (CPS) and Incapacitated families will have their hours based on the documentation provided by a social worker or physician.

Your Schedule: An appropriate schedule will be determined by your FSS technician based on documentation provided by you (parent/guardian). Travel time may be granted as well as study time.

Family Fee vs. Co-Payment

FAMILY FEE

- OCDE FSS is required to collect a family fee when it has been determined that a family's gross monthly income and family size falls within the Family Fee Schedule as determined by the CDSS CCDD.
- The family fee is not a co-payment.
- A family fee is paid directly to OCDE FSS (pg. 24).



CO-PAYMENT/CO-PAY

- A co-payment/co-pay is the difference between the amount the provider charges and what OCDE FSS is allowed to reimburse on your behalf per state regulations.
- It is the parent's/guardian's responsibility to pay any amount above the maximum amount OCDE FSS can reimburse to a daycare provider.
- Paid directly to the provider.
- EXAMPLE: Daycare charges \$350 per week, OCDE FSS can only reimburse \$300 per week per regulations. Parent is now responsible for payment of the \$50 weekly co-payment amount directly to the daycare provider.



Child Care Provider

Possible Out-of-Pocket Costs to Parent

Please Be Aware: There is a possibility for additional out-of-pocket cost to a parent.
Reference pg. 26 in your handbook.



1. Family Fee: Based on Fee Schedule as determined by the CDSS CCDD. Paid to OCDE FSS.



2. Co-Pay: Made directly to selected child care provider when provider charges over the Regional Market Rate Ceiling (RMR).



3. Provider Fees: Such as registration, materials, and insurance if amount exceeds the RMR.



4. Other Provider Costs:

- a. Payment for unauthorized hours/days of care.
- b. Payment of non-operational days exceeding 10 allowable days.
- c. Fees for late pick-up/early start, transportation, withdrawal notice, or non-reimbursable fees.
- d. OCDE will not reimburse deposits made to hold a spot.



5. Academics: Student's academic portion of the day for a child attending Kindergarten or above.
(Note: OCDE FSS does not reimburse daycare providers for private kindergarten/private academic hours).

Documenting a Child's Attendance: The Rules



1. The child care attendance sheet is a legally binding record of attendance that must be completed daily with actual time in and time out.
2. Parent and Provider must sign and date the bottom of the attendance sheet under penalty of perjury that the time and day of attendance is true and correct.
3. The attendance sheet will be reviewed in detail by OCDE FSS staff to ensure accuracy based on guidelines established by the California Department of Education and OCDE FSS policies and procedures prior to processing for reimbursement.
4. Attendance sheets must be completed daily in ink pen.
5. White out is not allowed. Cross out and initial mistakes, then write in correct information.
6. All reasons for absence must be specific and documented on the attendance sheet.
7. Attendance sheets are mailed each month to child care provider.

Important Deadline: OCDE fiscal year runs July 1st through June 30th. ANY ATTENDANCE SHEET RECEIVED AFTER THE JULY 7th DEADLINE MAY BE SUBJECT TO NON-PAYMENT. Payment can only be made using the current fiscal year's money.

The Attendance Sheet (August 2026 Edition)

Actual Time In/Out: Parent to enter exact time to the minute that the child is dropped off/picked up. No blocking of time.

Signatures:
Parent must sign & date.
Provider must sign & date.
Failure to complete
correctly can result in
dis-enrollment.

AUGUST 2026 ATTENDANCE SHEET

Date	Child Name	Actual Time In	Actual Time Out	Provider Time In (School Age Only)	Provider Time Out (School Age Only)	Reason for Absence

Signature _____

Signature _____

Signature _____

Signature _____

Provider Time In/Out:
Two columns. Provider is to complete. Used for school age children.
TIME OUT is start of school.
TIME IN is end of school.
Times should be the bell schedule of school.

Reason for Absence:
If child is not in care, write specific reason for absence, i.e., child sick, mom sick, provider holiday, family vacation.

Abandonment of Care

(For more information, refer to pg. 47)

The Warning

If care is abandoned: OCDE FSS is notified by child care provider that child has not been attending. An OCDE FSS representative will initiate contact with parent.



Result: If contact cannot be made, a NOA will be issued for disenrollment if there has been no communication with child care provider and/or OCDE for 30 consecutive calendar days.



The Correction

If contact is made: OCDE FSS will determine and note the type of absence.



Next Steps: The **ATTENDANCE SHEET POLICIES AND PROCEDURES** form will be sent to parent to complete and sign. The form is to be returned to OCDE FSS by due date requested. Parent is counseled that they must check in on a weekly basis to provide update until child returns to care.

Change in Family Status or Services



Voluntary Self-Reporting

Parent may voluntarily self-report a change in their family's status. Contact your assigned OCDE FSS representative by submitting a request in writing (email, fax, US Mail, or dropped through mail slot at FSS office). You may request in writing to:

- Increase hours of service without increasing family fee;
- Reduce family fees without decreasing service hours; or
- Decrease in service hours.



Transferring Providers

Parent may request a transfer of child care from one provider to another.

- Parent must complete a Transfer Request form and submit to OCDE FSS.
- Requests are processed on a first come first served basis, contingent upon available funding (pg. 31).

Understanding the Notice of Action (NOA)

State of California – Health and Human Services Agency

California Department of Social Services

NOTICE OF ACTION

1. NOTICE OF ACTION (COMPLETE EITHER 1.A. OR 1.B.)

1.A. Application for Services

☒ Services Approved to Begin: 06/27/2026
Date

☐ Services Denied

If appealed, appeal is due by: 06/11/2026
Date

(Note: Appeal Instructions are on page 3.)

1.B. Recipient of Services

☐ Change in Service

☐ Termination of Service

☐ Termination of Service for Delinquent Fees

Effective Date of Action:

If appealed, date appeal is due by: _____

2. DISTRIBUTION OF NOTICE

☐ Notice Given to Parent/
Caretaker

Recipient's Initials: _____

Notice Mailed:

☒ First Class

☐ Other

Date Notice Given or
Mailed:

06/24/2026

Tracking No.

3. PARENT/CARETAKER INFORMATION

Parent/Caretaker A
Jane Doe

Parent/Caretaker B

Address

3001 Red Hill Ave

City

Costa Mesa

Zip

92626

Telephone

123-456-7890

4. APPROVED CHILD CARE SERVICES (Complete all information for each child approved for services)

Name(s) of child(ren) Receiving Services	Program	Pregnancy Code	Enrollment Status	Enter Approved Hours of Enrollment						
				Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
Jay Doe	006 51579028	CAFP	Start	0.00	0.00	4.00	4.00	4.00	4.00	0.00
Program: CAPP-CRISA	Program: CAPP-CRISA		End	4.00	0.00	4.00	4.00	4.00	4.00	0.00
Jake Doe	000 02679028	CAFP	School	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Program: CAPP-CRISA	Program: CAPP-CRISA		1000hrs	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Monthly Family Fee

Part-time \$0.00

Full-time \$0.00

5. BASIS FOR FAMILY ELIGIBILITY FOR SERVICES

☐ Recipient of Child Protective Services

☐ Current Aid Recipient

☐ Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited

☐ Income Eligible (Reference Family Fee Schedule or Income Ceiling for Admission to State Preschool Programs.)

☐ Homeless

6. BASIS FOR FAMILY NEED FOR SERVICES

☐ Recipient of Child Protective Services

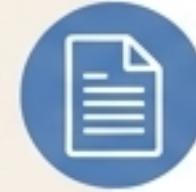
☐ Child(ren) Identified as At Risk of Being Abused, Neglected, or Exploited

☐ Seeking Permanent Housing

CCD 7617 (8/21) Required Form - No Substitute Permitted

Family ID: 14649

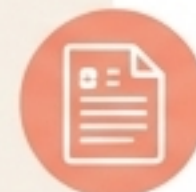
Page 1 of 1



A Notice of Action is issued when care is approved or denied, there is a change in your services, or services are being terminated.



- An effective date will always be listed on the NOA.



- Anytime you make any adjustments to your account or report a change you will receive a Notice of Action to summarize the changes applied. These forms are for your reference and do not need to be submitted back.



- If you do not agree with the information reflected on your NOA received, you have the option to submit an appeal request.
- You must complete the appeal section of the Notice of Action (page 3) and submit it to your assigned family service technician.

The Appeals Process

If parent disagrees with an action, parent may appeal and request a hearing with OCDE FSS by the appeal deadline indicated in the NOA.

Step 1: Identify the Deadline

Check the front of the NOA for your strict appeal deadline.



Step 2: Complete the Request

Parent may use the back of the NOA to request a hearing (see instructions on back of NOA) OR submit request in writing via email, fax or US Mail.



Step 3: Submit Documentation

Please include a copy of the NOA or state the exact action you are appealing when submitting your request.

The Child Care Certificate



What it shows: It will always reflect the approved schedule and the rate the provider is requesting.



Co-Pays: When our program is not able to cover the full rate requested by the provider, a co-pay will reflect on the certificate.

Child Name	Provider Name	Approved Schedule	Requested Rate	Approved Rate	\$ Co-Pay	Effective Date
		08/01/2026-08/31/2026	August 2026	August 2026		08/01/2026
		08/01/2026-08/31/2026	August 2026	August 2026		08/01/2026
		08/01/2026-08/31/2026	August 2026	August 2026		08/01/2026

Caps: Please note, OCDE has a maximum reimbursement cap for children depending on their age group, approved hours, and type of facility.



When it is issued: Issued at initial enrollment, recertification, and any time there is a change in the family's approved hours of care or provider's information.

Your Parent Rights



1. Choice: Family may choose the type of care that best meets their cultural and family values.



2. Confidentiality: The use or disclosure of individual family information will be limited to purposes directly connected with the administration of the program by OCDE FSS (with the exception of court order/subpoena).



3. Right to Appeal: Family has the right to request an appeal hearing for any action reflected on an NOA. Must file written request before the appeal date.



4. File Review: Family has the right to review their eligibility file. Requests for copies must be made in writing. Charge will be \$0.25 per page payable by money order.



5. Unlimited Access: Family has unlimited access to their child(ren) and child care provider caring for their child(ren) during normal hours of provider operation and whenever the child(ren) are in the care of the provider.

Community Resources

Children's Home Society of California

(714) 456-9800 | 333 South Anita Drive, Suite 350, Orange, CA 92868

Resource and Referral Hotline:

(714) 543-2273 | <https://www.chs-ca.org/>

Orange County United Way (2-1-1)

Dial 2-1-1 to reach a FREE, 24-hour emergency hotline linking you to thousands of local health and human services resources. Staffed 24/7 by trained specialists. | <https://www.unitedwayoc.org/how-we-are-doing-more/get-help-211/>

Social Services Agency of Orange County

To find local office visit: <http://ssa.ocgov.com/>

Child Care Licensing

(714) 703-2800 |
<https://www.cdss.ca.gov/inforesources/child-care-licensing>

Reimbursement Ceilings for Subsidized Child Care

<https://rcscc.adm.dss.ca.gov/>



We Are Here to Support Your Family

Please review your parent handbook thoroughly and reach out to us with any questions about your participation guidelines.

OCDE Family Support Services

Tel. (714) 708-3860

Fax (714) 708-2916

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