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<td></td>
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<td>False or Misleading Information Policy</td>
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<td>Damage and Injury Policy</td>
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<td>Provider Independent Contractor Policy</td>
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<td>22</td>
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<td>Family Subsidy Policy Handbook Acknowledgement</td>
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</tr>
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Section 1: About Children’s Council of San Francisco

Our Mission
Children’s Council connects families to child care that meets their needs and works with parents, providers, and community partners to make quality child care and early education a reality for all children in our city.

Core Values
Families – We work to support the growth and well-being of all San Francisco families. We know that when parents and their children have the opportunity to achieve their greatest potential, the future of our whole city is brighter.

Education – We believe education is empowerment. We provide parents the information they need to make good decisions regarding child care and early education for their children. We equip early educators with the expert resources they need to be better at what they do and simultaneously improve the quality of care that’s available in San Francisco. We believe all children must have high quality care and early education that meets their unique needs because their long-term success depends on it.

Partnership – We are committed to partnering with parents, early educators, government agencies, and other colleagues in the field because it is critical to accomplishing our goals.

Respect – We recognize that every family faces different challenges and that every family looks, speaks, and lives differently from the next—and we make sure every single family is heard, understood, and supported. We know that the child care and early education profession is a critical lynchpin to the well-being of these families on many levels and we are committed to supporting the success of early educators throughout their career.

Benefits of Early Childhood Education
Children’s Council provides information and resources to help families access quality child care and development programs. Studies have shown that quality early education helps to:

- Foster school readiness and create an easier transition to kindergarten
- Increase vocabulary, language acquisition, and early math and science skills
- Provide positive behavior support for children with challenging behaviors
- Promote health and nutrition awareness
- Identify issues that may interfere with learning, such as hearing, vision, or speech

Children’s Council and Your Child Care Subsidy
Children’s Council of San Francisco is a nonprofit organization authorized to handle government funds for child care subsidies. Children’s Council is bound to state and local government policies and regulations directing the management of subsidized child care programs.

Advocating for a Strong Child Care System
Our work gives us a strong understanding of how the shortage of funding for child care impacts families. We invite you to become an advocate for child care through the local chapter of Parent Voices, which is housed at Children’s Council. Please call 415.276.2900 to learn more.
This chapter provides an overview of Children’s Council’s enrollment process and eligibility requirements for referral programs originating from San Francisco’s Human Services Agency (HSA) or other referring agency.

### Overview of Programs

#### Stage 1 CalWORKs

<table>
<thead>
<tr>
<th>Who it serves</th>
<th>Parents receiving cash aid and participating in a Welfare-to-Work plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who determines Eligibility &amp; Need</td>
<td>Employment Specialist or Social Work Specialist at HSA</td>
</tr>
<tr>
<td>How families are enrolled</td>
<td>Parents receiving cash aid while engaging in an approved Welfare to Work Activity (work, training, etc) are referred by Employment Specialist at HSA</td>
</tr>
<tr>
<td>Provider Limitations</td>
<td>Any Provider</td>
</tr>
<tr>
<td>Age or Time Limits</td>
<td>A parent can receive cash aid for a total of four years during his or her lifetime. If a parent stops participating then starts again, the time in between does not count towards the four-year limit. If parent has cash aid for children only they do not qualify for Stage 1. Children must be under 13 at the time of enrollment.</td>
</tr>
</tbody>
</table>

#### Families Rising (FaR, formerly Project 500)

<table>
<thead>
<tr>
<th>Who it serves</th>
<th>Pregnant parent or parent with child(ren) under 4 years of age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who determines Eligibility &amp; Need</td>
<td>Social Work Specialist at HSA</td>
</tr>
<tr>
<td>How families are enrolled</td>
<td>Referral from Social Work Specialist</td>
</tr>
<tr>
<td>Provider Limitations</td>
<td>ELS or licensed provider preferred; a license-exempt provider may be approved if CalWORKs eligible</td>
</tr>
<tr>
<td>Age or Time Limits</td>
<td>Children under 4; up to 50 hours care per week</td>
</tr>
</tbody>
</table>

#### Cal-Learn

<table>
<thead>
<tr>
<th>Who it serves</th>
<th>Teen parents receiving cash aid from HSA and actively participating in a Welfare to Work plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who determines Eligibility &amp; Need</td>
<td>Employment Specialist at HSA</td>
</tr>
<tr>
<td>How families are enrolled</td>
<td>Referral from Employment Specialist at HSA</td>
</tr>
<tr>
<td>Provider Limitations</td>
<td>Any provider</td>
</tr>
<tr>
<td>Age or Time Limits</td>
<td>Until parent turns 20 years of age</td>
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</tbody>
</table>
IPO/TAY

<table>
<thead>
<tr>
<th>Who it serves</th>
<th>Participants of the IPO-TAY (at risk 18-25 year old participants) and IPO-FAMILY (at risk 26-35 year old participants) programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who determines Eligibility &amp; Need</td>
<td>Caseworker at Young Community Developers (YCD) and Arriba Juntos</td>
</tr>
<tr>
<td>How families are enrolled</td>
<td>Referral from YCD or Arriba Juntos Caseworker</td>
</tr>
<tr>
<td>Provider Limitations</td>
<td>ELS provider preferred; licensed childcare provider acceptable; a license-exempt provider may be approved on a case-by-case basis</td>
</tr>
<tr>
<td>Age or Time Limits</td>
<td>Children under 13; 12 month enrollment period</td>
</tr>
</tbody>
</table>

The Application Process for Referral Programs

Referrals by Human Services Agency

For All Human Services Agency Referrals, you will work with your HSA caseworker to complete the eligibility paperwork. HSA approves the child care start date, maximum hours and schedule.

The caseworker then refers you to Children’s Council to enroll in a subsidy program and receive assistance with finding a child care provider. Children’s Council will notify you when the referral is received or authorized services have changed.

Intake Appointment

Before receiving child care in any referral program, you must attend and complete an intake appointment at Children’s Council. At the intake appointment, your Family Subsidy Specialist meets with you to review documentation, discuss your child care needs, and explain program policies and procedures.

Documentation required at an intake appointment includes, but is not limited to:

- Birth Certificate for all children in the family size
- Immunization for all children under 6 years of age
- Proof of identity such as a driver’s license, state identification card, or passport

Limitations on Private School Instruction

Children’s Council is prohibited from subsidizing any hours of private school instruction. Parents with a child or children enrolled in a private school are only eligible for subsidized services before and after the hours of private instruction. Parents of children with special needs that are documented with a current IEP/IFSP (Individual Education Program/Plan) may seek an exception to this policy.

Parents who are Child Care Providers or Assistants

Child care services cannot be authorized for a parent during the time s/he is working as a child care provider in any of the following situations, as they do not prevent the parent from caring for their own child:
• Parent operates a licensed family day care home
• Parent is an exempt provider providing care in his or her own home
• Parent is an exempt provider for a relative
• Parent being reimbursed by Children’s Council subsidy programs as a provider (any type)
• Parent employed as an assistant in the same Small Family Child Care Home where his or her child attends care through a subsidized program

Child care services may be authorized for a parent during the time s/he is employed in the following situations:
• Parent working outside of their home as a nanny, for a family to whom parent is unrelated
• Parent working as an assistant in a large family child care home or center

If a child receiving subsidized child care attends the same Large Family Child Care Home in which the parent is employed as an assistant, the Family Subsidy Specialist will request additional documentation from the employer.

**Children with Exceptional Special Needs**
In referral programs, children who are between 13 and 21 years of age may be eligible to receive child care services if they have documented exceptional needs. The child must need services that require the special attention of adults, and that cannot be provided with modification of the child’s regular school program. Special documentation completed by a legally qualified professional, including a current IEP, is required to receive these services.

**Supporting Families**
All members of Children’s Council’s staff are committed to providing families with the highest level of support possible. While participating in our program, please feel free to ask your Family Subsidy Specialist for additional resources. We are here to offer ongoing support as needed. Family Subsidy Specialists have access to a wide variety of resources and knowledge and strive to contribute to great outcomes for families and children. The more we know about the families in our programs, the better services we can provide.

**Early Learning San Francisco (ELSF)**
Families who are not referred directly from HSA should apply for child care subsidies through Early Learning San Francisco. ELSF (formally the SF3C “waitlist”) is a database of families seeking subsidized child care services. It is used on a city-wide basis to enroll eligible families when openings in subsidized child care programs occur. Due to limited state and local funding, subsidized child care slots are limited and placement on ELSF does not guarantee acceptance into a subsidized program.
This chapter provides an overview of how Children’s Council can assist you in choosing a provider that meets your needs. Also included is a summary of requirements for child care providers, including special requirements for non-licensed providers. This section only provides partial highlights of provider responsibilities. For more information, please refer to the Provider Guidelines.

Support for Parent Choice

Children’s Council offers free information and support for all families seeking child care in San Francisco, including Choosing Child Care workshops, and our Navigators, a team that helps families find quality care for children with special needs.

Our Resource and Referral service maintains a comprehensive citywide database of licensed child care providers. No appointment is necessary for one-on-one counseling. To speak with a counselor, you can drop in from 8:30 a.m. to 4:00 p.m., Monday to Thursday (Friday until 1:00 pm), or call 415.343.3300. You can also find information online at www.childrenscouncil.org. If you are located outside of San Francisco, your Family Subsidy Specialist will support you in finding a provider in your area who meets your needs.

Children’s Council only offers referrals, not recommendations. We strongly recommend that you take an active role in visiting and working with potential providers, including discussing mutual expectations for:

- Philosophy of care, including guidance and discipline
- Specific needs for your child’s care and development
- Days and times when the child care provider is available for child care
- Provider charges, particularly those not covered by your child care subsidy, called “co-pays”
- Emergency planning and contact information
- Any additional policies specific to your provider

We encourage families to call Community Care Licensing at 650.266.8843 to learn about the licensing complaint process, and to discover if there is a substantiated complaint about an individual child care provider you are considering.
http://www.cdss.ca.gov/inforesources/Community-Care-Licensing/Facility-Search-Welcome

Types of Child Care Providers

- Licensed child care centers include child centers, nursery schools, and preschool facilities.
- Licensed family child care homes are authorized to provide care in their own home.
- License-exempt providers are often relatives, friends, or neighbors who do not possess a child care license, and who care for children informally, in their own home.
- Before- and after-school programs usually provide care for children from kindergarten
through the end of elementary school. Some programs are license-exempt.

- If you chose to use an ELS provider, additional policies will apply.

A parent may not use more than one provider per child unless no child care provider is available for the total hours that the parent needs care. There are specific limitations that apply and Children’s Council only authorizes more than one provider for any family on a case-by-case basis.

Parents participating in the subsidy program at Children’s Council may change their primary provider two times within a fiscal year (July 1 – June 30), as research shows that children thrive in familiar, stable child care environments. Additional requests may be granted under select circumstances.

**Role and Responsibilities of Providers**

**Child Care Providers are Not Employees of Children’s Council**

The child care provider you select is not an employee of Children’s Council. As a caregiver, you enter a business relationship with your child care provider.

- If child care occurs outside of the parent’s home, the child care provider is considered an independent contractor selected by the parent enrolled in the subsidy program.

**General Expectations for Providers**

Once you have selected a child care provider, he or she should be prepared to do the following:

- Read and understand the Provider Handbook, any forms or paperwork, program policies and procedures.
- Read, sign and submit all necessary paperwork promptly and regularly by given due date.
- Notify Subsidy Provider Coordinator 30 days in advance of any changes in business hours, facility address, license, or other factors of child care services.
- Collect co-payments where applicable.
- Charge the same rates for children receiving subsidies as for other children in care.
- Truthfully report all information including days and times of child care provided.
- Conduct business with partners and Children’s Council staff in a professional manner.
- Comply with all applicable child care licensing regulations at all times.
- Maintain an Open-Door Policy: Allow parents to have reasonable access to their children and ability to visit or pick up at all times.
- As an independent contractor selected by the parent, comply with self-employed tax requirements (see Section 6).

**Special Requirements for License-Exempt Child Care Providers**

In addition to the expectations above, license-exempt providers (family, friends, and neighbors) must:

- Be approved by your Protective Services Worker
- Be at least 18 years of age
- Only care for children from one immediate family at a time
  - Grandparents, aunts, and uncles by blood or marriage may care for grandchildren,
nieces, and nephews from more than one family (this does not apply to great grandparents, great aunts, great uncles, the child’s siblings, or cousins). Proof of relationship to the children is required.

- Attend a **License Exempt Provider Orientation**, which is offered regularly at Children’s Council in English, Spanish and Cantonese.
  - This presentation will inform your license-exempt child care provider of important provider policies and assist him or her with completing enrollment paperwork.
  - If the license-exempt provider is located outside of San Francisco, they may complete the License Exempt Provider Orientation over the phone and mail their paperwork to Children’s Council.
- Comply with TrustLine background check policies (see below).

**TrustLine**

**Who Applies for TrustLine Registry?**
TrustLine is a registry of child care providers who have passed a criminal and child abuse background screening. The process begins with an application and fingerprints at Children’s Council. If the provider is located outside of San Francisco, the provider must be fingerprinted at a Trustline agency in their county.

In the interest of promoting safe child care environments for children, **Children’s Council requires clearance on the Trustline Registry for any approved license-exempt provider in any referral program.**

**Provisional Providers**

*In all Children’s Council programs, any license-exempt child care provider requiring a TrustLine screening will be considered a “provisional provider,” and will not begin to receive reimbursements, until they are registered (cleared) with TrustLine.*

- Children’s Council will make retroactive payments if the provider becomes TrustLine registered.
- Up to the first 120 consecutive days of childcare may be paid retroactively.
- The 120 days must have been approved for care by your Protective Services Worker.

Failure to obtain clearance from TrustLine will result in no reimbursement, even if child care services were provided.

**Providers Offering Religious Instruction or Worship**
State funding prohibits subsidies to providers who incorporate religion or worship into their programs. Therefore, providers who incorporate religion or worship into their programs may be ineligible to receive subsidies from Children’s Council.
**SECTION 4: MAINTAINING YOUR ENROLLMENT**

This section provides an overview of important information to help you maintain enrollment in your subsidized child care program. This includes the types of notices you will receive, updates you will have to complete, the termination process and your appeal rights.

**The Notice of Action**

Children’s Council uses Notice of Action (NOA) forms to approve, deny, change or terminate child care services.

Sample NOA with important information to note:

---

**NOTICE OF ACTION**

**CHILD CARE SERVICES**

(AADRESSEE)

---

**CHILD CARE SERVICES**

☐ As of **10/04/2019** until **10/04/2019**, the county has approved your need for child care services.

☐ If this box is checked, your approved activity/program is less than 30 days. Your child care will end on _______. You will not receive another notice informing you when child care services will end.

For child care reimbursement/payment information please go to the next section below.

---

**CHILD CARE REIMBURSEMENT/PAYMENT**

☐ You have chosen an eligible child care provider (licensed/license-exempt) who is Trustline (TL) registered or who is exempt from TL.

The county may reimburse child care services provided for only the hours and days you attend your approved activity/program as follows:

<table>
<thead>
<tr>
<th>Child Name</th>
<th>Provider Name</th>
<th>Payment Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2020</td>
<td>NH</td>
<td>NA/NA</td>
</tr>
<tr>
<td>10/04/2019</td>
<td>H2</td>
<td>NA/NA</td>
</tr>
<tr>
<td>10/04/2019</td>
<td>F/L</td>
<td>NA/NA</td>
</tr>
<tr>
<td>10/04/2019</td>
<td>M/L</td>
<td>NA/NA</td>
</tr>
</tbody>
</table>

---

Questions? Ask your Worker.

**State Hearing:** If you think this action is wrong, you can ask for a hearing. The back of this page tells how.

☐ You have selected a license-exempt provider who is not eligible for the reimbursement of child care services provided until he or she becomes registered with TL.

☐ Your provider ____ (name), must apply for TL registration, Health and Safety Certification, and complete the TL process by passing the background check and being placed on the TL registry to be eligible for reimbursement. [See forms CCP 4 and CCP 7]

---

**REMINDE**

You must tell us before you change child care providers (except in an emergency) or we may not be able to approve and reimburse the new provider for child services provided.

If you choose child care in your home (in-home care), you are the employer and are responsible for social security tax, state insurance, and unemployment taxes.

If you do not choose in-home child care, the provider is responsible for reporting income and payment of any federal or state income taxes.

For more information contact your local child care resource and referral program at (800) 543-7793.
Some referral programs may use the California Department of Education format of the NOA:

**Section 1:** If you are being enrolled for the first time, box 1.A will be complete.

**Section 7:** Your Family Subsidy Specialist will write additional details regarding the basis for the Change or Termination.

**1. Notice of Action (Complete Either 1.A or 1.B)**

1.A. Application for Services
   - Services Approved to Begin: ____________________________ Date
   - Services Denied: ____________________________ Date
   - If appealed, appeal is due by: ____________________________ Date
   (Note: Appeal Instructions are on reverse side.)

1.B. Recipient of Services
   - Change in Service: ____________________________ Date
   - Termination of Service: ____________________________ Date
   - Termination of Service for Delinquent Fees: ____________________________ Date
   - Effective Date of Action: 12/01/2014
   - If appealed, date appeal is due by: 11/23/2014

**2. Distribution of Notice**

- Notice Given to Parent/Caretaker:
- Notice Mailed:
  - First Class: ____________________________ Date
  - Tracking No.

**3. Parent/Caretaker Information**

<table>
<thead>
<tr>
<th>Parent/Caretaker A</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent/Caretaker B</td>
<td>City</td>
</tr>
<tr>
<td></td>
<td>Zip</td>
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<tr>
<td></td>
<td>Telephone</td>
</tr>
</tbody>
</table>

**4. Approved Child Care Services**

<table>
<thead>
<tr>
<th>Name(s) of Child(ren)</th>
<th>Program Code</th>
<th>Enter Approved Hours of Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>CSAP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>School</td>
<td></td>
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<tr>
<td></td>
<td>Vacation</td>
<td></td>
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<tr>
<td>Monthly Family Fee</td>
<td></td>
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<td></td>
<td>Dec 14</td>
<td>$1,020.00</td>
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<td>Jan 15</td>
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<td>Feb 15</td>
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<td>Mar 15</td>
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<td>Apr 15</td>
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<td>Dec</td>
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</tbody>
</table>

**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
- Engaged in Vocational Training/Education
- Employed or Seeking Employment
- Incapacitated Parent(s)

**7. Reason for Action:** State the specific reason(s) were denied, changed or terminated.
Extension of Care

If you need childcare beyond the initial authorization period and are determined eligible by your Employment Specialist, your ES will send your Children’s Council an updated Referral form. Your Specialist will extend your childcare authorization when they receive the update authorization.

Reporting Changes

Families are required to report the following changes to their circumstances:

• Receiving voucher child care simultaneously through other subsidized programs like CSPP, CCTR, Head Start (Failure to do so may constitute fraud if you continue to report attendance during the hours the child is in another program)
• Any change in child care provider before care starts with the new provider.

Changing Child Care Providers

Parents may change providers two times per fiscal year. Parents seeking to change child care providers must notify their Family Subsidy Specialist in advance, and at least ten (10) days prior to any change.

• A new provider’s start date may be delayed due to provider two-week termination notices, new provider enrollment requirements or TrustLine clearance.
• Children’s Council representatives must confirm stop and start dates of care with previous and new providers.

Termination

A licensed provider may be eligible for a maximum of two weeks of early termination notice reimbursement if:

• Provider has documented that they require an early termination payment from privately-paying families
• You have not given adequate notice of termination of services
• You have the option of utilizing child care during the notice period

Temporary Leave from Program: Temporary Suspension of Services

During your eligibility period, families may be placed on a “Temporary Suspension of Services” during which no child care payments will be made but the family retains a space in the program. Some examples include abandonment of care, vacation, family emergency, and any other extenuating circumstances. If you stop using care for any reason, you must notify your Family Subsidy Specialist and your child care provider.

Please note that child care subsidies cannot be used to hold a space with a child care provider while a child is not using care. This means your child’s space may not be available with the same child care provider upon your return to the program. You are encouraged to discuss your plans directly with your provide
Termination of Services

In the event that a family’s services are terminated, the family will always be issued a Notice of Action, which provides the family with the opportunity to appeal the action by following the instructions on the Notice of Action.

Reasons for a family to lose eligibility include, but are not limited to:

- The child’s placement changes
- Family moves out of the area (some programs require San Francisco residency)
- Parent voluntarily withdraws from subsidized child care program
- Children become older than the ages served by the program
- Specific program time limits

If you lose services due to any of the above program limitations, your Family Subsidy Specialist and our Resource and Referral department will help you apply to the Early Learning SF eligibility list.

A family’s services may be terminated for reasons of non-compliance including, but not limited to:

- Providing false or misleading information regarding family or household members, residence, providers, child care provided, or any other aspect pertaining to participation in child care programs (Refer to Section 6)
- Failure to comply with the requirements of their subsidy program
- Repeated inaccurate completion of Attendance Sheets
- Overlapping use of multiple subsidized child care programs
- Failure to respond to a request to contact a Children’s Council staff member

The Appeal Process

Families in HSA referral programs who disagree with any Notice of Action (NOA) that terminates the child care have the right to an appeal through an appeal hearing. Families may file a request for a hearing with the county within 90 calendar days of the date the Notice of Action was issued. A parent can request an appeal by filling out the back of the NOA or they can call their Family Subsidy Specialist to appeal. Otherwise, the action will become effective as indicated on the NOA.
When an Appeal is Requested
After filing an appeal, a parent’s child care subsidy will continue unchanged until a decision has been reached regarding the appeal. Appeals for most referral programs are handled directly by the county.
This section reviews how your child care costs are reimbursed to your child care provider. It explains the Child Care Certificate and Attendance Sheet. The section also outlines how your child care benefit is calculated, what expenses are not covered, what absences are reimbursed, and reporting a child’s absence from child care.

**The Child Care Certificate**

Once your new child care provider’s paperwork is complete, your Family Subsidy Specialist will issue a Notice of Action confirming changes to your child care. You and your provider will receive a Child Care Certificate that clearly states the days and hours authorized.

### Certificate for Childcare Services

<table>
<thead>
<tr>
<th>Provider:</th>
<th>Provider ID #: 6847</th>
<th>Provider Phone: (415) 378-1728</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent’s Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialist: FSS’s Name</td>
<td>Phone: (415) 343-3330</td>
<td></td>
</tr>
</tbody>
</table>

**Effective Date**: 12/01/2014

**End Date**: 02/07/2015

| Child Name: Test Child | School: Cobb, Dr. William L. Elementary School | Track: San Francisco Unified School District, Cobb, Dr. William L. Elementary School, K-5 |

<table>
<thead>
<tr>
<th>Provider Requested Rate</th>
<th>Rate Type</th>
<th>Child Category</th>
<th>Rate Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Effective Date: 12/01/2014</td>
<td>Hourly/FTW</td>
<td>6+</td>
<td></td>
<td>$2.72 ($122.30)</td>
</tr>
</tbody>
</table>

**Monthly Family Fee if any**: $30.00

---

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

### Type of Action

<table>
<thead>
<tr>
<th>Start of Service</th>
<th>Change in Service</th>
<th>Termination of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The family and child(ren) listed above have been approved for child care payment(s). Rates listed above are based from your rate sheet. The agency will determine, upon receipt of the Attendance Record, the appropriate rates and payment amount for the family and child(ren) listed above, subject to any future changes. Comment:</td>
<td>□ Hours/days</td>
<td>□ Hours/days</td>
</tr>
<tr>
<td>□ Rate</td>
<td>□ Rate</td>
<td>□ Rate</td>
</tr>
<tr>
<td>□ Other:</td>
<td>□ Other:</td>
<td>□ Other:</td>
</tr>
</tbody>
</table>

**Additional notes such as information regarding Variable Schedules will be in Comment section**
Costs Covered by Children’s Council Subsidy

Children’s Council will only reimburse child care that occurs during the days and hours preapproved on a current Notice of Action and Certificate.

*Child care provided outside the authorized days or hours on the Notice of Action and Certificate is the responsibility of the parent and the child care provider.*

Reimbursement Rates
The reimbursement rate for providers in California is set at the lower of: 1) the provider’s private pay rate or 2) the state of California’s reimbursement rate for each county, called the Regional Market Rate (RMR). Go to http://www3.cde.ca.gov/rcscc/ to view reimbursement ceilings for subsidized child care in California. The reimbursement rate for providers outside of California is set at the lower of: 1) the provider’s private pay rate or 2) the state of California’s reimbursement rate for San Francisco county. Children with special needs, who are in a licensed child care setting, may qualify for a special needs reimbursement rate with certain restrictions and additional documentation.

Registration fees charged by licensed child care providers may be reimbursed by your child care subsidy in some circumstances. Your Family Subsidy Specialist can help you determine if the registration fee for a specific provider can be covered.

Co-Payments
Co-Payments are costs charged by the provider that cannot be covered by Children’s Council subsidy programs. Co-payments are an arrangement between the parent and provider and are not monitored by Children’s Council as part of the parent’s subsidized child care. The following examples are costs not covered by a child care subsidy:

- Provider rates exceeding the Regional Market Rate
- Fees for optional items or services such as field trips, extra classes or parent groups
- School-related costs for a school-age child
- School-related tuition
- Any extra charge for child care that is not pre-approved on the Child Care Certificate. For example, if a parent is late picking up a child or uses child care outside of what has been authorized.

Absence Policies
Any time a child is absent from care, parents must notify their child care provider on, or before, the day the absence occurs. Providers must notify Children’s Council when a child is absent for more than three (3) consecutive days.

Non-Operational Days
Licensed child care providers may be paid up to ten (10) days per fiscal year for holidays, staff in-service days, or other closure days. Families should refer to the provider’s policy handbook for a list of closure days and discuss any possible co-payments for the closure days that are not paid by Children’s Council.
School-Age Children and Non-School Days
The child care subsidy program may provide reimbursement for the care of school-age children who are not in school due to illness, suspension, or a school closure per the “vacation” child care hours on the Child Care Certificate. Parents must indicate time in and out and the specific reason that a non-school day occurred. If the child has been suspended or expelled from school, parents must provide a letter from the school.

Using Your Authorized Services
Children’s Council considers a family’s use of child care to be broadly consistent with the care authorized for that family if:
• The total hours of care used in the month do not change the maximum reimbursement ceiling from full-time to part-time, or vice versa.

If attendance records indicate a pattern of care used that is not broadly consistent with care approved on the Notice of Action and Certificate, your Family Subsidy Specialist will notify you and request any updates to your need for child care. If you are consistently using less services than are authorized for and you do not respond to these attempts, your authorization will be changed to reflect your current use of services.

Depending on the type of provider and approved schedule, providers will be reimbursed either according to the schedule approved on the Certificate or the child care actually used.

<table>
<thead>
<tr>
<th>Type of Schedule</th>
<th>Type of Provider</th>
<th>Children’s Council will pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Hours, Full or Part Time</td>
<td>Licensed Provider</td>
<td>Child Care on Certificate</td>
</tr>
<tr>
<td>Set Hours, Full Time</td>
<td>License-Exempt Provider</td>
<td>Child Care on Certificate</td>
</tr>
<tr>
<td>Set Hours, Part Time</td>
<td>License-Exempt Provider</td>
<td>Child care used (actual attendance)</td>
</tr>
<tr>
<td>Variable Hours, Full Time or Part Time</td>
<td>All Providers</td>
<td>Child care used (actual attendance)</td>
</tr>
</tbody>
</table>
Attendance Sheet Guidelines

Caregivers and child care providers are required to maintain and submit monthly attendance sheets recording a child’s attendance. If an attendance sheet is completed inaccurately and does not comply with the Attendance Sheet Guidelines in this section, parents will be notified of the error in writing. Repeated inaccurate attendance sheets may result in termination of services.

Time In and Time Out

- The parent must record the time they drop off or pick up the child. Providers may not enter times for the parent.
- The entire attendance sheet must not be completed at the beginning or end of the month. This is not an accurate record of each day of care.
- If the child care provider drops off or picks up a child from school or another child care, the provider must write the times using the center section.
- In/out times should reflect the actual time children are dropped off or picked up and should not be rounded up or down. For example, if the child’s approved schedule on their child care certificate is 8:00 am to 5:00 pm, but the child was actually dropped off at 7:57 am and picked up at 4:43 pm, the hours on the attendance sheet must be 7:57 am and 4:43 pm.

Signature and Ink Requirements

- Signatures must be complete and original. A full signature must be used at the bottom of the attendance sheet. Initials are not accepted.
- All writing on the attendance sheet must be in ink. If you make a mistake on the attendance sheet, please cross it out; correction fluid or tape is not allowed.

Child Absences

- The parent or guardian must write in the reason for all absent days in the “Absence Reason” box on the attendance sheet.
- Parents should never enter hours if the child does not attend child care.

Attendance Sheet Payment Schedule

- Attendance sheets are due in the office by the third working day of the month following the month of child care and will be paid by the 12th business day of the month. Attendance sheets that are received after the third working day are considered late and will be paid within two (2) weeks.
- Any attendance sheets received more than three (3) months after the original due date may not be paid.

A sample Attendance Sheet appears on the following page.
Please note that caregivers are not required to sign on a daily basis. Caregivers are only required to indicate the drop off and pick up times each day that care is used.

- Providers do not need to initial if picking up or dropping off from school
- Caregivers must write the absence reason in the “comments” section
- The attendance sheet requires one caregiver and one provider signature at the bottom

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Time In (AM/PM)</th>
<th>Time Out (AM/PM)</th>
<th>Time In (AM/PM)</th>
<th>Time Out (AM/PM)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/1</td>
<td>Sat</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/2</td>
<td>Sun</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/3</td>
<td>Mon</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/4</td>
<td>Tue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/5</td>
<td>Wed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/6</td>
<td>Thu</td>
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<tr>
<td>11/7</td>
<td>Fri</td>
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<tr>
<td>11/8</td>
<td>Sat</td>
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<tr>
<td>11/9</td>
<td>Sun</td>
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<tr>
<td>11/10</td>
<td>Mon</td>
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<tr>
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</tr>
<tr>
<td>11/12</td>
<td>Wed</td>
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<tr>
<td>11/13</td>
<td>Thu</td>
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<tr>
<td>11/16</td>
<td>Sun</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ATTENDANCE MUST BE COMPLETED DAILY**

**Times in/out recorded here**

**Caregivers and Provider sign & date**

**FAMILY FEE CERTIFICATION & RECEIPT**

<table>
<thead>
<tr>
<th>(Please Check One Box)</th>
<th>Amount Collected</th>
<th>Provider Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$_________________</td>
<td>________________</td>
</tr>
</tbody>
</table>

**PARENT Self-Certification**

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

Parent/Guardian Signature: __________________________ Date: ____________

**Provider Self-Certification**

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

Amount Collected: $_________________ Provider Initial: ________________

Printed 9/28/2018. Return the attendance sheet by 5:00 PM on the third working day of the month to: 445 Church Street, San Francisco, CA 94114, (415) 276-2900
SECTION 6: CHILDREN’S COUNCIL OF SAN FRANCISCO POLICIES

This section explains important Children’s Council policies regarding fraud, liability, provider status, harassment, conduct, grievance process, and privacy.

Caregiver Rights

Children’s Council is committed to fully complying with the Americans with Disabilities Act (ADA). Furthermore, all families receiving services through Children’s Council of San Francisco have the right to:

- Culturally sensitive services based on equality and respect that affirm and strengthen diversity.
- Service that is fair, responsive, accountable, and provided without discrimination.
- Clear and timely information related to participation in a child care subsidy program.
- Confidentiality of personal information.
- Due process in the event of any adverse action affecting participation.

False or Misleading Information Policy

All caregivers participating in a child care subsidy program are required to understand and sign a copy of Children’s Council’s False or Misleading Information Policy.

Any false or misleading information provided to Children’s Council will be grounds for the termination of child care services and may result in a referral to HSA’s Special Investigations Unit. Any family terminated for providing false or misleading information will not be eligible for future services from Children’s Council.

Examples of false or misleading information include, but are not limited to:

- False or misleading reporting of child care attendance on an attendance sheet (or any database used to report attendance).
- Any arrangement created for the purposes of generating a child care payment for services that did not occur.
- Any arrangement directing payment intended for child care services to parties or persons other than the child care provider.
- Sources and number of subsidy payments – for example, if you accept subsidies from both Children’s Council and another funding agency with overlapping dates and hours of child care.
- Any other falsified information, when such information influences the determination of eligibility, need for services and/or reimbursements for services.

Damage and Injury Policy

Children’s Council does not assume responsibility for any injuries or damages that result from the
provider’s performance of services authorized in a Child Care Certificate. This includes injuries or damages resulting from the provider’s or caregivers’s failure to comply with program eligibility requirements that may cause injury or damages in connection with the child care services funded by the program.

Children’s Council does not inspect individual child care facilities. We can neither warrant nor guarantee any information related to a child care provider. Children’s Council is not responsible for the licensing status of any child care provider.

Children’s Council reserves the right to recommend that a caregiver remove their child(ren) from care and seek alternative care upon receiving a significant complaint about a provider or a licensing violation from Community Care Licensing. In many circumstances, the caregiver has the right to decide to continue care with the provider under investigation as long as the provider remains open. Caregivers exercising this right will be required to sign a waiver. In such cases the agency will continue to reimburse related child care costs under the guidelines of the caregiver’s subsidized child care program.

Provider Independent Contractor Policy

Child care providers providing care outside the child’s home are independent contractors, not Children’s Council employees. Nothing in this handbook is intended or to be interpreted as conveying an employee/employer relationship with Children’s Council.

Children’s Council reports the total annual child care payments to both the IRS and the California State Franchise Tax Board, and sends child care providers an IRS form 1099 in January of each year. Providers complete an IRS form W-9 with either a Tax ID or Social Security Number. Providers shall pay the state and federal taxes due on their monthly earnings. Taxes are not deducted from child care reimbursements. Failure by a provider to report income to the IRS and appropriate state tax board may result in fines.

Non-Discrimination Policy

Children’s Council does not discriminate against individuals or groups on the basis of gender, race, religion, ethnicity, place of origin, age, disability, sexual orientation, or ancestry. Furthermore, Children’s Council affirms and encourages respect for individual diversity and fully supports inclusion and reasonable accommodations of families and children with exceptional needs. Providers will refrain from providing religious instruction to children receiving subsidized child care.

Respectful Conduct Policy

Children’s Council requires that all clients be respectful in interactions with the staff, volunteers,
contractors, visitors and other clients. Children’s Council will not tolerate behavior that is aggressive, threatening, verbally abusive, or otherwise disrespectful towards others. In addition, Children’s Council will not tolerate conduct which results in damage to, or the threat of damage to, any property of Children’s Council. Consequences for violation of this policy can include termination from services and denial of future services from Children’s Council.

**Anti-Harassment Policy**

Children’s Council is committed to providing a work environment free of harassment. Children’s Council prohibits harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, registered domestic partner status, or any other basis protected by federal, state, or local law or ordinance or regulation.

All such harassment is unlawful. Children’s Council’s anti-harassment policy applies to all persons involved in the operation of the agency and prohibits unlawful harassment by any employee of the agency, including managers, supervisors and coworkers as well as vendors, customers, clients, independent contractors and any other persons doing business with Children’s Council. This policy prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments.
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures.
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of sex, race, or any other protected basis.
- Threats and demands to submit to sexual request as a condition of continued employment or services or to avoid some other loss, and offers of employment benefits in return for sexual favors.
- Retaliation for reporting or threatening to report harassment.

Consequences for violation of this policy include, but are not limited to, termination from services and denial of future services from Children’s Council.

**Uniform Complaint Policy**

If you experience any problems or issues with your child care subsidy or your customer service, please contact your Family Subsidy Specialist as a first step. In the event that your Family Subsidy Specialist is not able to resolve the issue, please contact his/her Family Subsidy Manager.

If you have complaints regarding a perceived violation of federal or state law, you have the right to file a complaint with the California Department of Education, Child Development Division.
Individual agencies, organizations, students and interested third parties have the right to file a complaint. Complaints may include allegations of unlawful discrimination in any program or activity funded directly by the state or receiving Federal or State financial assistance. Complaints must be signed and filed in writing with the State Department of Education at the following address:

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

If the complaint is not addressed by the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

Confidentiality Policy

As a family receiving subsidized child care, your records are covered by government regulations prohibiting the disclosure of information, except under limited circumstances. Children’s Council will refuse requests for records covered by these regulations, and will not identify you as a participant in any subsidy program in such circumstances. If you have a need for us to verify your information in writing for another party, you must personally request information about your records, and will be asked to come in person with personal identification.

Family records may be disclosed in limited circumstances, such as when:

- The parent gives written consent for information to be released.
- The information requested does not identify the family as program participants.
- The information is part of an internal communication between Children’s Council and subsidy partners.
- The information is needed for a medical emergency.
- A court orders the information to be released.
- The information is needed to investigate allegations of child abuse or fraud against the program or program staff.

Viewing Your Records

Parents have the right to review their family records upon request, with advance notice, during our hours of operation. Children’s Council will make every attempt to accommodate these requests within a reasonable timeframe. These records may also be reviewed by your representative if we receive written authorization for them to do so, and if we are able to verify the authenticity of the request and the identity of the representative. Please note that the files and personal information of child care providers are kept confidential. These records are only available for review upon direct request by the child care provider or the child care provider’s authorized representative.
Family Subsidy Policy Handbook Acknowledgement

This document is a record indicating that each eligible family has received the Family Subsidy Policy Handbook, and is responsible for understanding and abiding by the policies and procedures within. It also describes two key requirements for maintaining continuous services and minimizing co-payments. Please initial next to each line after reviewing:

_____ I understand that in order to change providers or change my childcare schedule, I need to report changes to my Family Subsidy Specialist.

_____ I understand that in order to minimize co-pays and to maintain continuous services, I will maintain communication with my Employment Specialist at HSA if my need for child care changes from what is currently authorized on my Notice of Action and Certificate for Child Care Services. I understand that my ES must approve these changes before my Family Subsidy Specialist can take action.

I hereby acknowledge that I have received the Family Subsidy Policy Handbook, and that I am responsible for understanding and abiding by the policies and procedures within.

__________________________  _____________
Parent/Guardian Signature    Date