### CHILD CARE SERVICES - STAGE ONE

Approved: **Signature on file**Date: 4/1/99 (R09/07)

#### **PURPOSE**

Regulations require that paid child care assistance shall be available in Stage 1 to every CalWORKs Welfare-To-Work /Cal-Learn participant in order to participate in the program activity to which assigned or to accept or retain employment. If child care is not available the individual shall have good cause for not participating.

Number: 302

It is also the intent of the CalWORKs program that families who are former recipients of aid or are transitioning off aid receive their child care assistance in the same fashion as other low-income working families. Former (Off Aid) clients, as well as stable clients transitioning off aid, are to be referred to Children's Home Society (CHS) in an expeditious manner for transfer to Stage 2.

# INFORMING REQUIRMENTS

CalWORKs applicants and recipients shall be given the CalWORKs Stage One Child Care Informing Notice and Request Form (CCP7) which informs them of the availability of paid child care while they work or participate in county approved Welfare-To-Work activities.

The notice informs the individual that child care payments shall not be made for services provided more than 30 calendar days prior to the date the individual requested paid child care from a worker and that the individual is responsible for any child care services received prior to this period.

The individual is to receive all information necessary for their understanding of available child care services in Stage 1, 2 and 3 to assist them in choosing a child care provider that best meets the needs of the family and which enables them to transition to Stage 2 smoothly. The Cal-Learn student may be referred to Stage 2 if the Cal-Learn Senior Social Worker (SSW) considers the student's situation stable.

# CCP7 INFORMING NOTICE DELIVERY

CalWORKs applicants and recipients must receive a copy of the informing notice (CCP7) at the time of application, prior to or during appraisal, when the original or amended Welfare-To- Work plan/ is signed and at each annual redetermination.

The Cal-Learn student is to receive a copy of the CCP7 at the time the Adolescent Family Life Program (AFLP) case plan is set up, or at a monthly face-to-face contact.

The individual must read, sign and date the bottom of the notice. A signed copy must be retained in the case file and a copy provided to the individual. CCP7 delivery and outcome will be tracked on CalWIN via Case Comments entry.

If the individual refuses either verbally or in writing to sign and/or return the CCP7, the outcome and the date of refusal is to be documented in the CalWIN Case Comments. A documented refusal has the same effect as a signature.

Former CalWORKs clients who receive child care services in Stage 1 shall also receive and sign the informing notice at least annually during their 24 months post aid eligibility period.

<u>Note:</u> Failure to sign/return a CCP7 that has been mailed to an individual does not in itself constitute a refusal to sign the notice.

# CCP7 INFORMATION

The informing notice shall state that the individual:

- Is eligible to receive paid child care while he/she works or participates in approved WTW/Cal-Learn activities, including WTW participation as a volunteer, to the extent that eligibility is met;
- Must request child care from the worker and provide any requested information to the worker within 30-calendar days for eligibility determination;
- Is responsible for any child care services received if the child care provider selected does not meet the requirement criteria of an

- eligible provider;
- Is responsible for informing the worker of their need for child care as soon as the need arises and each time they change child care providers;
- Is responsible for informing the county within 30-calendar days from the first day they receive child care services from the first and any subsequent child care provider in order to receive payment for the services provided;
- Is responsible for any child care services received prior to the request for child care services and the 30-calendar day period;
- May use the CCP7 informing notice to request child care;
- May request assistance from the worker to find and choose a provider of their choice. The CCP 7 should include the name and address of the local resource and referral agency;
- May request assistance from their worker if the individual has any questions or needs additional information. The CCP7 shall include the worker's name and telephone number;
- Has read and understands the informing notice.

PREFERRED PLACEMENT FOR 11 AND 12 YEAR OLD CHILDREN The California Education Code states that the preferred placement for children who are 11 or 12 years of age is in after school programs.

CalWIN Correspondence For 11 and 12 Year Olds (737) "Important Information for Parents" is to be given to, and reviewed with all potential Welfare to Work (WTW) participants who are caretakers of 11 and 12-year-olds, or of children who are close to turning 11 years of age.

Parents seeking after-school care for 11 and 12-yearolds should be encouraged to locate and visit After School Education and Safety (ASES) programs, and 21<sup>st</sup> Century Community Learning Centers (21<sup>st</sup> CCLC) to determine if these programs meet all or part of their child care needs. A family may be enrolled in subsidized child care for part of the day and in an after school program for a different part of the day.

For existing Stage 1 families, the ISW/OSW should identify those with 11 and 12 year olds when processing the CalWORKs Child Care Reimbursement Report (CCP2145) and follow up with parents who choose to have all or part of their child care needs met through an After School Program.

Site locations for these programs can be obtained by contacting the local Resource and Referral (R&R) Agency at 714-543-2273.

# INITIAL SERVICES WORKER (ISW)

The ISW will be responsible for providing the CCP7 to the CalWORKs applicant during the cash aid application process, or prior to or during the appraisal when discussing supportive services with potentially eligible WTW participants, including those who want to volunteer, for review, signature and date. CCP7 delivery and outcome will be tracked on CalWIN via Case Comments entry.

# WELFARE-TO-WORK CASE MANAGER (WTW CM)

The WTW CM is to provide the participant with a CCP7 at the time an original/amended WTW plan is signed for the participant's review, signature and date. CCP7 delivery and outcome will tracked on CalWIN via Case Comments entry.

# ON-GOING SERVICES WORKER (OSW)

The OSW is responsible for providing and/or obtaining the CCP7 at the recipient's annual CalWORKs re-determination. The CCP 7 should be signed and dated by the recipient. CCP7 delivery and outcome will be tracked on CalWIN via Case Comments entry.

### CAL-LEARN SENIOR SOCIAL WORKER

The Cal-Learn Senior Social Worker (SSW) is to provide the Cal-Learn student with a CCP7 when setting up the Adolescent Family Life Program (AFLP) case plan or at a monthly face-to-face contact for the student's review, signature and date. CCP7 delivery and outcome will be tracked on CalWIN via Case Comments entry.

#### REQUESTS FOR

Clients may request Stage 1 child care from any

### **CHILD CARE**

CalWORKs staff or Cal-Learn SSW either verbally or in writing upon entry into the CalWORKs/Cal-Learn program or at any subsequent time. Verbal requests can be made in person or by phone. Written requests may include, but are not limited to, the county's Welfare-To-Work Supportive Services Request form (F063-41-124), the CCP7, a notation on the Quarterly Report (QR7) or a letter from the client sent electronically, by mail or faxed. When staff becomes aware of the need for child care services, a referral system ensures that the client receives necessary child care services in an expeditious manner. Communication is maintained so clients receive services in a manner that minimizes underpayments and overpayments and ensures continuity of services.

The ISW will be responsible for processing child care requests and applications for CalWORKs applicants who require child care to participate in their Welfare-to Work activity.

The OSW will be responsible for handling Stage 1 child care and reimbursement payments, including referrals to Stage 2, for CalWORKs and former CalWORKs clients. All child care requests for former CalWORKs clients should be forwarded to the OSW.

Refer to policy 303 Child Care Stage 2 & 3 Referral & Tracking for additional information.

# REQUEST DATES

The request date to use for verbal and hand delivered written requests is the county date stamp.

The request date to use for written requests delivered by mail is the postmarked date on the envelope. A copy of the envelope is to be filed in the case record. If the postmark date is illegible, the date used shall be 3 days prior to the date stamped by the county.

#### **REFERRALS**

For cases in Ongoing Services, the WTW CM/Cal-Learn SSW will complete a Supportive Services Referral and Information form (FO63-41-121) and forward it as an email attachment to the OSW for processing. **Note:** Urgent need referrals may be made by fax or phone and followed up with a FO63-41-121.

# PARENTAL CHOICE

Clients are encouraged to utilize their parental choice in obtaining dependable long-term child care that will meet their needs and allow them to participate in assigned WTW/Cal-Learn activities or seek or retain employment.

The ISW/OSW is to actively assist the client in arranging for child care by referring the parent to the local resource and referral agency (see below) to locate a child care provider and/or for child care consumer education as needed.

Clients are to be informed that the responsibility for choosing a specific child care provider is theirs.

### CHILD CARE RESOURCE AND REFERRAL

Children's Home Society of California (CHS) is the local child care Resource and Referral (R&R) Agency in Orange County. It is also one of the two Alternative Payment Providers (APP) for Stage 2 child care services.

CHS staff is co-located at Regional offices to provide parents with consumer education regarding child care providers and to assist in establishing stable child care arrangements as soon as possible.

Clients may also call the dedicated CHS child care hotline at (714) 543-2273.

Clients who call at hours other than those stated above may leave their name and phone number on the voice mail system and their message will be returned.

# CHILD CARE PROVIDER ELIGIBILITY

Clients are to be informed of the eligibility criteria for providers. This will ensure that the provider chosen by the client will be acceptable in Stage 1 and will avoid having the client pay their own child care costs for a provider determined to be ineligible.

Child care providers must be:

- 18 years of age or older,
- Licensed or exempt from licensing requirements,
- Meet or be exempt from Healthy and Safety requirements,
- Trustline registered or exempt from Trustline registry.

The ISW/OSW is to ensure that clients receive necessary information on choosing child care to assist them with identifying care that provides a safe and healthy environment for their child, and to inform clients of the types of child care which are eligible for reimbursements.

<u>Note:</u> No reimbursements shall be made for child care services when the child's parents, legal guardians, or members of the assistance unit provide care.

### LICENSED CHILD CARE

A licensed provider is one who is licensed to provide child care in a:

- Family Day Care Home the provider's own home
- Child Care Center a facility other than a family day care home, for children in a group setting

Licensed providers must provide a copy of their current child care license. Workers will verify the address at which service is provided and the number and ages of children allowed by the license.

If the provider fails to provide a copy of the license, contact

Community Care Licensing at (714) 703-2800 to verify licensing information.

Under the following circumstances the ISW/OSW must contact the client to explain the situation and the need to select another provider:

 <u>Provider Not Licensed</u>: Evaluate for license exempt status. Deny child care benefits for this

- provider if unable to meet license exempt status.
- Provider License Not Current: Evaluate for license exempt status. Deny child care benefits for this provider if unable to meet license exempt status.
- Number of Children Exceed Limits: Deny child care benefits for this provider if unable to meet license exempt status.
- Ages of Children Not Covered by License:
   Deny child care benefits for this provider if unable to meet license exempt status.

### LICENSE-EXEMPT CHILD CARE

License-Exempt Child Care is care provided by a relative of the client or a person who is only caring for the client's children and his/her own children.

Child care providers who are exempt from licensure must:

- Complete and sign a License Exempt Child Care Provider Questionnaire (F063-41-17) form. CalWORKs regulations require that all information requested on this form be kept in the client's file and shall be made available to the client
- Provide a social security number, or proof of application, with the completed License Exempt Child Care Provider Questionnaire.
   Providers must also submit proof of age.

# (Refer to Policy 301 Child Care Eligibility & Application

### **Process** for additional information).

**Note:** If the provider does not have a social security number, complete a Social Security Administration Referral Notice form (MC194). Follow up every 60 days for receipt of the number.

#### **In-Home Providers**

License-exempt providers who provide child care in the client's home are called **in-home** providers.

Reimbursement of in-home child care expenses is allowable in Stage 1 if the provider meets the license exempt eligibility criteria. However, the client must be informed that with the choice of an in-home child care provider, the client takes on employer responsibilities for withholdings of state and federal taxes on behalf of the provider, and compliance with the federal wage laws governing domestic workers under the Fair Labor Standards Act (FLSA).

#### NOTE:

The family may be unable to subsequently transition to Stage 2 if the provider is caring for less than 3 children and the reimbursement rate does not meet the FLSA minimum hourly wage.

Registration for Trustline is required for licenseexempt child care providers, excluding aunts, uncles, grandparents, great aunts, great uncles, and great grandparents of the child in the case related by blood, marriage or court decree.

Completion of a Declaration of Exemption for Trustline Registration (CCP1) form for all children requiring care is required if the client states that the provider is an aunt, uncle, grandparent, great aunt, great uncle or great grandparent of the child who will be provided care.

Refer to <u>CalWORKs Policy 304 "Trustline</u> Registration" for additional information.

# EXTENDED DAY PROGRAMS

Exempt Before and After School Care is extended day care operated by a public or private school on the school site by qualified staff employed by the school or school district.

Programs may be operated by an outside organization or individual using a public or private school site, but are <u>not</u> exempt from licensure and must be licensed by the state, including programs run on school sites by the YWCA and YMCA.

### PUBLIC RECREATION PROGRAMS

Public recreation programs exempt from licensure are programs operated by the state, county, city, special district, school district, community college district, chartered city or chartered city and county that meets criteria established in the Health & Safety Code 1596.792 and the following requirements:

- Use sign-in/sign-out sheets
- Provide adult supervision for children during all hours of operation
- Have criminal history background checks on all employees who have contact with children

Questions regarding whether or not a program requires a license are to be directed to the Community Care Licensing office at (714) 703-2800.

**Note:** The Boys & Girls Clubs and other similar programs must be licensed by the State.

### STAGE 2 REFERRALS

### **STAGE 1 CLIENTS**

Stage 1 clients will be referred to CHS by the ISW/OSW via the Stage 2 Referral form (F063-41-106) for enrollment into Stage 2 child care services at the time their WTW activity and child care arrangements are considered stable (Refer to Policy 303 Child Care Stage 2 & 3 Referral and Tracking section: Client is determined Stable for additional information).

CHS will assign the client to a CHS worker or refer the client to OCDE. If the APP is unable to reach the client or there is no response from the client after contact, the APP will notify the ISW/OSW via the Change in Status - Stage 2 & 3 Child Care form (F063-41-108). The ISW/OSW will make every reasonable effort to engage the client in cooperating with the transition process.

# FORMER CLIENTS

When a former client, who is employed, applies for child care services during their twenty-four (24) months post-aid eligibility, the OSW will first assess if an immediate need exists or if the former client can be referred directly to the CHS for Stage 2 services via the Stage 2 Child Care Referral Request form F063-41-106. (Refer to Policy 303 Child Care Stage 2 & 3 Referral and Tracking for additional information.)

Former clients approved in Stage 1 shall be certified for 3 months to allow them sufficient time to cooperate with the Stage 2 transition process. If the client is making a good faith effort to comply with Stage 2 but is unable to complete the process prior to the end of the certification period, a one-month extension will be granted. The ISW/OSW will submit the child care plan (F063-41-18) to the supervisor for approval of the one-month extension. Once approved by the supervisor, the ISW/OSW will send the CalWIN Child Care Plan Extension Notice (790).

**Note:** Pay stubs or other forms of employment verification are required at application and on a monthly basis for Former Clients.

At times when there is no space available in Stage 2, the client will continue to be served in Stage 1, and recertified every three (3) months. When a Stage 2 space becomes available, the client will be contacted to begin the transition process.

When a former client does not cooperate with the Stage 2 transition process, the APP will notify the OSW via the Change in Status - Stage 2 & 3 Child Care form (F063-41-108). The worker will send the CalWIN WTW Child Care Problem Transition to Stage 2 Notice (792) and make every effort to contact the client by phone prior to discontinuance of benefits, to learn why the client is not cooperating. The OSW will stress the importance of cooperating prior to the discontinuance deadline, as Stage 1 can no longer pay their child care costs when a space is available in Stage 2.

### CHS/OCDE

If client does not respond or comply with

CHS/OCDE for Stage 2, CHS/OCDE will complete Section 1 of the F063-41-105, Stage 2/3 Child Care Enrollment Referral Form and will send it via email to OSW/ISW with a cc: to <a href="mailto:TTU@ssa.ocgov.com">TTU@ssa.ocgov.com</a> and Social Services Supervisor I (SSSI).

### OSW/ISW

- Receives 105 via e-mail, prints copy of 105 and files in case folder.
- Sends a timely WTW/CL Child Care Discontinuance (NA835) to the client to discontinue stage 1 child care services for failure to cooperate with stage 2.
- Sends CalWIN WTW Child Care Provider Termination Notice 717 to the Child Care Provider.

### TTU

Updates tracking log to reflect that client was non-responsive.

The client will be informed that if they have a continued need for child care assistance after Stage 1 is terminated, they must apply directly with CHS or OCDE, and that after Stage 1 services are terminated, they will be responsible for any child care cost they incur.

# COMPLAINTS AGAINST CHILD CARE PROVIDERS

Complaints received about licensed family day care home and centers should be communicated and referred to the Community Care Licensing Division of the California Department of Social Services at (714) 703-2800.

Complaints received about license exempt providers who could pose a health or safety risk to the child(ren) receiving care should be directed to the unit supervisor.

Refer to Policy 305 "Health and Safety Self-Certification" for guidelines on handling complaints regarding license exempt providers.

### **REFERENCES**

EAS Manual Sections 40-107.164, 40-131.3 u, 40.181.1(1), 42-711.522, 42-711.64, 47-101, 47-110, 47-120, 47-260, 47-301, 47-320, 47-430, 47-750, and ACL 05-02.

### **ATTACHMENTS**

- <u>CCP1 Declaration of Exemption for Trustline</u> Registration
- CCP7 CalWORKs Stage One Child Care Informing Notice and Request Form
- <u>CCP 2145 CalWORKs Child Care</u>
   Reimbursement Report
- <u>F063-41-17 License Exempt Child Care</u>
   <u>Provider Questionnaire</u>
- F063-41-106 Stage 2 Referral
- <u>F063-41-108 Change in Status- Stage 2 & 3</u>
   Child Care
- <u>F063-41-121 Supportive Service Referral and</u> Information
- <u>F063-41-124 Welfare-To-Work Supportive</u> Services Request
- MC194 Social Security Administration Referral Notice
- Correspondence For 11 and 12 Year Olds (737)