



## Parent Handbook

July 2009

16300 First Street / PO Box 16  
Guerneville CA 95446  
707 869 3613 707 869 2616 fax  
[www.rccservices.org](http://www.rccservices.org)

## TABLE OF CONTENTS

Page

River to Coast Children’s Services Mission Statement .....	4
I. Welcome to River to Coast Children’s Services .....	4
II. Resource and Referral Services .....	4
III. Subsidized Child Care Programs Information .....	5
A. General Information .....	5
B. Basis for Family Eligibility .....	5
C. Description of Family Need Status .....	5
D. Family Size .....	7
E. Choosing a Provider .....	8
F. Changing Providers .....	8
G. Hours of Care .....	8
H. Admission Policies .....	8
I. Admission Priorities.....	9
J. Eligibility List Exclusions.....	9
K. Disenrollment.....	9
IV. Family Child Care Programs .....	10
V. Alternative Payment Programs .....	11
VI. Subsidized Child Care Policies and Procedures.....	13
A. Your Responsibilities .....	14
B. Types of Contracts.....	15
C. Changes in Contracts .....	15
D. Attendance Policies .....	15
E. Limited Term Service Leave .....	17
F. Fee Policies .....	17
G. Denial/Termination Policy .....	17
H. Complaints or Concerns.....	18
I. Confidentiality Policy .....	18
J. Discipline/Child Abuse .....	18
K. Sexual Harassment Policy .....	19

VII.	Family Services Programs.....	19
	A. Family Counseling.....	19
	B. Emergency Resources .....	19
VIII.	Parent Participation .....	19
IX.	Administration and Membership .....	29
X.	River to Coast Children’s Services Staff .....	20
	Who to Call	
	River to Coast Children’s Services’ Addresses and Phone Numbers.....	21
	Appendix A - Parental Appeal and Provider Grievance Procedure .....	22
	Appendix B - Uniform Complaint Procedures Notice.....	26
	Appendix C - Family Fee Contract/Policy .....	27
	Appendix D - Denial/Termination and Fraud/Deceit Policy .....	29
	Appendix E - Policy Regarding Additional Costs to Families.....	31
	Appendix F - Contagious Disease Policy .....	32
	Appendix G - Confidentiality Policy .....	33
	Appendix H - Limited Term Service Leave Policy .....	34

# River to Coast Children's Services

## Mission Statement

Our mission is to nurture the healthy development of children and parents in our community. We offer resources, referrals and support to families and child care providers in western Sonoma County.

### I. WELCOME TO RIVER TO COAST CHILDREN'S SERVICES ("RCCS")

Non-discrimination Policy. RCCS does not unlawfully discriminate because of age, marital status, pregnancy, creed, medical condition, veteran status, citizenship, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability or any other protected criteria. RCCS welcomes children with disabilities and makes every effort to provide services to all persons. We will help in whatever way we can to assure full access. Decisions regarding the enrollment of children with chronic contagious diseases will be made on an individual basis, utilizing RCCS' Contagious Disease Policy. RCCS complies with the Americans with Disabilities Act.

Open Door Policy. Parents have the right to enter and inspect child care settings at any time their child is in attendance. Parents are encouraged to participate in their activities whenever possible.

Our Service Area. RCCS' service area includes the West Sonoma County Union High School district, the Sonoma County portion of Shoreline Unified School District and the Kashia Reservation School District. **Our Family Child Care network (only) now includes zip codes 95401, 95403, 95407 and 95439 west of Stony Point Road. For families in the Family Child Care programs, child care must be provided in the RCCS Family Child Care Network/service area .** However, for families funded in the Alternative Payment programs, either the child care provider may be in the service area or the family may live in the service area.

Religious Instruction or Worship Policy. Certain programs administered by RCCS prohibit the provision or reimbursement for child care and development services that include religious instruction or worship. Please feel free to ask your Family Case Manager for more information regarding this.

### II. RESOURCE AND REFERRAL SERVICES

Referrals. RCCS provides referrals to persons seeking child care, information about free and low cost child care, children's activities and services and parent support services. Spanish speaking staff is available.

Parents are responsible for selecting child care and continuous monitoring of quality of care. We help parents find the widest range of available child care, and offer information on choosing safe, high-quality child care. RCCS does not regulate or license care, make recommendations or guarantee quality. We urge parents to carefully interview and check references before choosing a child care setting. If you would like to check on the complaint history of a licensed facility, you may call Community Care Licensing at 588-5026. See RCCS brochure "Choosing Child Care" for further information.

RCCS provides a newsletter, parent and provider education services (such as classes, workshops, parent support groups, speakers, book and video lending library), a sliding-scale counseling program, social service referrals, Kindergym and other classes and activities for children. We also have Emergency Resources that include food, diapers, gas and bus vouchers for our clients and limited emergency shelter available. We also provide technical assistance to providers.

The Community Car Seat Program distributes low-cost car seats (on a sliding-scale) to low-income parents and community members, and to child care providers in our service area. Please make an appointment through our office, with our Certified Car Seat Technician, to have the seat properly installed.

### III. SUBSIDIZED CHILD CARE PROGRAMS INFORMATION

#### A. General Information.

RCCS provides State and Federal funded subsidies for two types of child care programs:

- Family Child Care Programs
- Alternative Payment Programs

Funding for these programs is generally based on income per family size and has a sliding-scale family fee.

#### B. Basis for Family Eligibility for Child Care Services

1. Recipient of Child Protective Services - Child in need of, or at risk of, needing protective services and referred by legal qualified professional.
2. Current Aid Recipient - Family receives Public assistance.
3. Children Identified as At Risk of Abuse or Neglect.
4. Income Eligible - Family is income eligible based on size of family and countable income earned or received by all family members counted in the family unit.
5. Homeless - Seeking permanent housing.

#### C. Description of Family Need Status for Child Care Services

## 1. Employment

When the parent is approved to use child care services while s/he is working, the hours of care may cover the parent's work hours (including the lunch break) and the amount of time it takes the parent to travel between the work site and the child care facility. Travel time to and from work may be authorized, not to exceed half of the daily hours authorized for employment, to a maximum of four (4) hours per day. If the parent is employed any time between 10PM and 6AM and sleep time is needed and requested, it may not exceed the number of hours authorized for employment and travel between those hours.

If the parent is employed as an assistant in a licensed large family day care home, pursuant to Health and Safety Code Section 1596.78(b), and is requesting services

For the family's child in the same family day care home, the parent shall provide documentation that substantiates all of the following:

- A copy of the family day care home license indicating it is licensed as a large family day care home;
- A signed statement from the licensee stating that the parent is the assistant pursuant to the staffing ration requirement of California Code of Regulations, Title 22, Section 1024.16.5(c);
- Proof that the parent's fingerprints are associated with that licensed family day care home as its assistant, which the contractor may verify with the local community care licensing office; and
- Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.

## 2. Self-Employment Policy.

For self-employment, the agency has the authority to verify all eligibility and income information. Verification may include: a letter from the source of the income, copies of tax returns, quarterly tax reports, copy of business license and/or tax ID number, client appointment schedules, bank statements, self-employment declaration and/or telephone calls to verify information. Parents must provide documentation to adequately justify the amount of child care hours requested, per the Family Case Manager's discretion.

Parents of school-aged children are expected to pursue self-employment activities as much as possible during school hours. The number of hours of care authorized is generally limited to no more than forty (40) hours per week, except under special circumstances with special documentation as approved by the Family Case Manager.

The nature of the self-employment must preclude the parent/guardian's ability to care for the child.

### 3. Seeking Employment Policy

Families are eligible for care for seeking employment for a period of 60 working days. RCCS generally recommends part-time days for job search. The maximum amount of care allowed is no more than five (5) days per week and for less than 30 hours per week.

Parents will be required to sign the RCCS "Seeking Employment Agreement". Child care services may be used only for purposes of seeking employment, filing job applications, attending job interviews, and conducting other job search related activities which are reasonable and necessary for securing employment.

Parents will be required to provide documentation of job search efforts (the Seeking Employment Activity Form).

### 4. Student Parents Policy

Student parents will have a limited length of time to complete their training program or education degree that leads directly to a recognized trade, para-profession or profession. Your Case Manager will explain the specifics related to your circumstances. Student parents must submit a training verification form each term, including a stated vocational goal, (a specific job) and signed by the school they are attending.

Students qualify for care for the time they are in classes, plus travel time plus up to two hours of study time per class unit. (Time that a child remains in care between classes is considered study time). Student parents are not eligible for subsidized care for education/training between school terms or semesters.

To remain eligible for subsidized child care, a student must submit grades after each term documenting at least a "C" grade point average. If letter grades are not given, a letter must be submitted from the school that he/she is making satisfactory progress toward his/her educational/vocational goal. Child care services will be terminated for students who are on Academic Probation or not making satisfactory progress, unless a letter is submitted from the school counselor indicating that there are revisions or reasons that the student is likely to resume making satisfactory progress toward the vocational goal.

### 5. Parental Incapacity

In some cases RCCS can approve child care for a parent who is not able to care for his/her child without assistance due to a medical condition. In such cases, a legally qualified professional must complete a form (supplied by RCCS) describing why services are needed and for how long. Child care services shall not exceed 50 hours per week.

### 6. Recipient of Child Protective Services

Child in need of, or at risk of, needing protective services and referred by legal qualified professional.

### 7. Seeking Permanent Housing

Child care services are limited to 60 business days, no more than five (5) days per week and for less than 30 hours per week.

- D. Family Size. Family size, means the parents and children for whom they are responsible, who comprise the household in which the child is living; including all adults and children in the household who are related by blood, marriage or adoption and any adult living with a child who has responsibility for the care and welfare of that child. Eligibility and income requirements are applicable to all persons over 18 years of age included in the family size. Verification of family size will be required.
- E. Choosing a Provider. The subsidized child programs are on a parental choice basis- you enter into a 'contract' with your chosen provider. Parents are given referrals that meet the criteria for the particular program in which they are funded and they will choose the provider based on their own personal preference. Providers have an independent contractual relationship with RCCS; they are not employees.

(Note: certain programs allow "in-home care" in the child's home, in which case the provider is the employee of the parent/guardian. In this case, care will only be authorized if at least 3 children are contracted for care at all times of subsidy reimbursement, due to minimum wage requirements.) Licensed providers may have a certain number of spaces for the children of non-subsidized families.

Back-up Providers/Multiple Providers. Because many of our parents need child care services during weekends/evenings, not all providers are available to meet the needs of all children. Therefore, parents (in some cases) may need to have more than one (1) provider. Please keep in mind that according to State regulations, RCCS can only reimburse for one (1) provider per child except if:

1. The primary provider's hours of operation cannot accommodate your non-traditional schedule, or
2. The primary provider is not a licensed center and you choose a second provider that is a center for large group school readiness.

Back-up providers can only be paid by RCCS when the primary provider is unable to provide the care.

F. Changing Providers. You have the right to change providers. If you do change providers, your initial provider may require a two-weeks notice. Please give your provider adequate notice, as we cannot provide double reimbursements for your child care. You must contact your family case manager within 5 working days. However, if parents continuously change providers or schedules, (i.e. more than 3 per year), RCCS may ask parents to justify their need for such changes and/or may limit the number of further changes allowable.

G. Hours of Care. You are eligible for subsidized child care only for the reasons and hours approved by your Family Case Manager based on your certified need for care. RCCS cannot pay for care for personal reasons, e.g. shopping, medical appointments, court or legal appointments, etc. (except for At-Risk/CPS referred families). No child can be subsidized for more than 14 hours in one day.

H. Admission Policies

RCCS subsidized child care programs serve children up to their thirteenth (13<sup>th</sup>) birthday. A child with exceptional needs may be served to age 21. Eligible applicants for subsidized child care are placed on the Centralized Eligibility List (CEL), and are ranked according to income and family size, according to the State Department of Education Admission Priority schedule. Families must have an active need and eligibility in order to be on the Centralized Eligibility List. When funds are available in a subsidy program, services are offered to families in rank order (see Section I below.)

An emergency card must be completed for each enrolling child. For children who have not yet entered school, up-to-date immunization records must be provided and a Medical Practitioner's Report must be obtained and returned within one month of the date of enrollment stating that the child is able to participate in a child care program. Program activities, supplementary services, field trips and food provisions vary according to the child care facility you select.

### I. Admission Priorities

Admission Priorities for CEL as mandated by the California Child Development Division (CDD):

- First Priority: Children currently enrolled in a CDD subsidized program who are about to lose care or who need additional care. This category does NOT apply to children currently enrolled in a State Preschool.
- Second Priority: Children who are siblings of a child currently enrolled in a CDD subsidized program.
- Third Priority: Children referred by Child Protective Services or referred by a Public Agency as being At-risk of neglect or abuse. CPS referred children receive priority over At-Risk children.
- Fourth Priority: All other qualified families ranked by income & family size (includes State preschoolers waiting for additional care), lowest income first.

### J. Eligibility List Exclusions: (See also Appendix "C")

1. A family who has been dropped for non-compliance is not eligible for services for a ninety (90) day period.
2. A family who as been dropped for non-payment of fees is not eligible for services for a thirty (30) day period and until delinquent fees are paid in full.
3. A family who has dropped care for any reason while still owing fees is not eligible for services until delinquent fees are paid in full.
4. A family, who has been dropped for fraud, withholding information or providing false information, is not eligible for services for a ninety (90) day period and then only when

there has been complete restitution and/or extenuating circumstances approved by the Executive Director.

K. Disenrollment.

If there is not enough funding for RCCS to continue to pay for all families, families will be removed in the reverse order of the admission priorities. Children may be transferred from one program to another program due to budgetary needs.

IV. FAMILY CHILD CARE PROGRAM (FCC)

A. What is the Family Child Care (CFCC) Program?

RCCS' Family Child Care Program assists with payment for child care in licensed Family Child Care homes that are a part of our quality development network. Services are provided for parents who are working, looking for work, in school or training, incapacitated, and for families who are homeless or referred for risk of child abuse and neglect (At-Risk/CPS Child Care).

B. Where can child care be provided?

Child care must be provided in a licensed Family Child Care home which is contracted with RCCS' Family Child Care program, and is in the West Sonoma County Union High School District, **now including zip code areas 95401, 95403, 95407 and 95439 west of Stony Point Road**, the Sonoma County portion of the Shoreline Unified School District or in the Kashia Rancheria School District.

C. What are the requirements to be a Provider?

Providers must meet RCCS' quality standards and be licensed by California Community Care Licensing as a Family Child Care home. Homes are licensed for either up to eight or up to 14 children. A license for 14 children requires that a second child care worker be in attendance whenever there are more than six or eight children (depending on whether or not the provider has fulfilled requirements to care for two additional children six years old or older).

D. Does RCCS staff visit the Family Child Care homes?

Yes. The Child Development Resource Specialists ("CDRS") provide a wide variety of educational, special activities and projects. The Specialists profile the development of each subsidized child (in the CFCC Program) and assist the provider with plans and activities. A copy of the planning guide for your child will be given or mailed to you. You will be contacted to schedule a parent conference with the CDRS and/or your provider twice per year. Parents are encouraged to discuss each child's development with providers on a regular basis.

E. Do parents have to pay anything?

Based on family income and size, you may have a Family Fee payable to RCCS for child care services. Family fees are charged on a full-time or part-time **daily** basis (full-time care is six or more hours per day.) Additional care used that has not been approved may not be paid by RCCS and will require you to make a payment to your provider.

Provider reimbursements are based on the parents' certified need for care and the provider's documented usual and customary rates charged to private families, which are then capped following appropriate ceilings set by the State. (These ceilings are based on a market rate survey in our county.) Parents are informed of approved child care hours and reimbursement ceilings. If you choose a provider who charges more than your reimbursement ceiling level, the difference is your responsibility (your Co-pay.)

Parents in this program cannot be charged more than \$25 per year for field trip fees and no child shall be denied participation in a field trip due to the family's inability or refusal to pay the charge (See Appendix "D".)

F. Can Providers change their rates?

Yes. RCCS will only accept *provider* rate increases ONCE per *fiscal year* with a two week notice (July 1<sup>st</sup> through March 15<sup>th</sup> of the following year.) If the *provider* raises their child care rates more than once per fiscal year, the *parent* will be responsible for paying the difference between the rate we are paying and the *provider's* new rate. If the rate (old or new) is above the applicable *Regional Market Rate Ceiling*, the *parent* is responsible for paying the difference (*co-payment*) as well.

V. ALTERNATIVE PAYMENT PROGRAMS (AP)

A. What are the Alternative Payment (AP) Programs?

RCCS' Alternative Payment Programs assist with payment for child care for low-income families who live or work anywhere in California, (including those receiving TANF. formerly known as AFDC), who are working, looking for work, in school or training, incapacitated or who are referred for risk of abuse and neglect (At-Risk/CPS Child Care).

B. Where can child care be provided?

Child care must be provided, **OR** the parent must live, in the West Sonoma County Union High School District (including Sebastopol), in the Sonoma County portion of the Shoreline Unified School District or in the Kashia Rancheria School District. Care may be provided in the setting of the parents' choice, such as in a licensed or license-exempt center, licensed family child care home or care in the child's home or the provider's home by a relative, neighbor or friend (these license-exempt providers may care for the children of only one family at a time).

C. How does a Provider get signed up?

Parents are responsible for interviewing and approving providers. Parents may change child care settings, within program constraints. Once the parent has chosen a provider, the agency contacts the provider to obtain documentation of private rates, sign a Provider Agreement, and complete other paperwork as required per the type of care. No payments can be made until all the paperwork is complete and the requirements are met.

D. What are the requirements to be a Provider?

Individual providers who are license-exempt must be registered with the State Trustline Registry, unless the provider is the child's aunt, uncle or grandparent. Providers must be 18 years or older, and must provide their social security number. For license-exempt providers other than the above-specified relatives, a valid State photo I.D. or driver's license or alien registration card within the past year are required. The child care site must have a smoke alarm and fire extinguisher.

Reimbursement will not be made for services when care is provided by parents, legal guardians or members of the CalWorks assistance unit. All other providers must be licensed or license-exempt centers.

E. How much are providers reimbursed?

Provider reimbursements are based on documentation stating the provider's usual and customary rates for private families, capped by ceilings that are set by the State. (These ceilings are based on a market rate survey in our county.) The maximum reimbursable level ("ceiling") will be determined by the parent's certified need for care, the child's age and the child care setting.

Certificates are issued to the parent and provider, which document the hours of child care services for which the family is certified. Providers have an independent contractual relationship with RCCS; they are not employees. (NOTE: providers doing care in the child's home are employees of the parent/guardian.) Licensed providers may reserve a certain number of spaces for the children of non-subsidized families.

F. Do parents have to pay anything?

Based on family income and size, you may have a Family Fee payable to RCCS for child care services. Family fees are charged on a full-time or part-time basis (full-time care is six or more hours per day.) Additional care used that has not been approved will not be paid by RCCS and may require a co-payment to your provider.

Provider reimbursements are based on the parents' certified need for care and the provider's documented usual and customary rates charged to private families, which are then capped following appropriate ceilings set by the State. (These ceilings are based on a market rate survey in our county.) Parents are informed of approved child care hours and reimbursement ceilings. If you choose a provider who charges more than your reimbursement ceiling level, the difference is your responsibility (your Co-pay.)

Parents in this program cannot be charged more than \$25 per year for field trip fees and no child shall be denied participation in a field trip due to the family's inability or refusal to pay the charge. (See Appendix "D", "Policy regarding Additional Costs...")

#### G. How are reimbursements distributed?

Payments are made directly on the 18<sup>th</sup> of every month (or the last working day before the 18<sup>th</sup>) following care. Reimbursement for care provided in the parent's home is made out to the parent and mailed to the provider, to ensure appropriate distribution of funds.

#### H. Can Providers change their rates?

Yes. RCCS will only accept *provider* rate increases ONCE per *fiscal year* with a two week notice (July 1<sup>st</sup> through March 15<sup>th</sup> of the following year.) If the *provider* raises their child care rates more than once per fiscal year, the *parent* will be responsible for paying the difference between the rate we are reimbursing and the provider's new rate. If the rate (old or new) is above the applicable Regional Market Rate Ceiling, the parent is responsible for paying the difference (co-payment) as well.

#### I. Can parents change AP Providers?

Yes, parents may change Providers; however, the agency will contract with a new AP Provider only if care will be used for at least four consecutive weeks. Otherwise this is considered "Temporary Care", and parents will need to choose an already contracted provider.

#### J. How do we get more information about program details once we're enrolled?

Parents receive detailed information regarding their general subsidized child care responsibilities in the RCCS Parent Handbook, now also available online. Providers receive detailed information regarding RCCS services and bookkeeping procedures in the Provider Manual. Parents and providers receive written notifications of all changes to service.

For more information about River to Coast Children's Services, the Family Child Care Program and/or the Alternative Payment Programs, call us at 707-869-3613 or 707-887-1809 (or from the Sonoma Coast 1-800-994-3613). Our website address is [www.rccservices.org](http://www.rccservices.org).

## VI. SUBSIDIZED CHILD CARE POLICIES AND PROCEDURES

### A. Your Responsibilities as a Subsidized Parent

- Verification of Eligibility Policy.

It is your responsibility to provide all required verification to document your eligibility for services. The burden of proof of eligibility/need is on you. The agency has authority to verify all eligibility/need information. Documentation you may be required to submit may include: income verification, employment verification, training and grades verification, seeking

employment activities documentation, verification of marital status and/or verification of residence of child's other parent.

- Changes.

You must notify your Family Case Manager of any change within five (5) working days. We may not be able to pay for care if changes have not been reported and approved. You may be responsible for the cost of all unapproved care for which you were ineligible.

Changes can include, but are not limited to:

- Income
- Employment
- Work/training schedule
- Marital status
- Family size (spouse or other parent in the home, etc.)
- Training status
- Home, work or training address
- Telephone number (work or home)
- Need for child care
- Location of child care

Failure to report changes within five working days may result in termination of services (see Denial/Termination Policy and Appendix "C"). Be sure to notify your provider and Family Case Manager of any changes of your address and phone number(s) and update your emergency information card as necessary.

- Recertifying.

All Parents are required to recertify their eligibility at least once a year (parents referred for At-Risk services or whose eligibility is homelessness may be recertified more often, per state regulations and at the Family Case Manager's discretion). You will receive a notice in the mail from your Family Case Manager reminding you it is time to make an appointment. You will be required to bring proof of all sources of income. You and your Family Case Manager will review your child care contract. When you receive your copy of the Certificate, review it with your provider and if it is not accurate, call your Family Case Manager immediately to make any corrections. When there are major changes, you may need to completely recertify. You are responsible to sign and return any documents that require your signature, within the timeframe provided.

- Attendance Sheet Policy.

It is your responsibility (not the provider's!) to fill in the attendance sheets with accurate times twice a day and to sign in and out with your full legal signature. At the end of each month, you must also sign the declaration at the bottom of the sheet with your full name. Your signatures declare that the child care hours stated are true and correct, under penalty of perjury, and that you have used the child care only for the reasons for which you have been certified.

#### B. Types of Contracts.

"Contracted" (Enrolled Contract). This contract states specific days and hours of approved care, and may be used for Family Child Care or Center providers. Providers' reimbursement is based on this contract so it needs to be accurate.

"Variable" (Actual Contract). If you are approved for a "variable" contract, and/or if you are using a license-exempt provider, RCCS pays only for the time your child is actually in care. No absences are paid for a Variable contract. If care is not used for six months, you will be sent a two-week termination notice.

#### C. Changes in Contracts

Any permanent changes in your child care schedule, including additional care, must be reported within five (5) working days to your Family Case Manager for approval. Your Case Manager must approve any temporary changes to your contract. If the changes are not approved, you are responsible for paying your provider.

#### D. Attendance Policies

- Absences Policy.

In order for providers to receive reimbursement for an enrolled child's absence from child care, there must be a contracted schedule and the provider must charge all families in their program for absences. The reason for the absence must be written on the attendance sheet and have a full legal signature of parent or authorized representative of the parent.

Excused Absences include:

- a. Child's illness or quarantine
- b. Parent's illness or quarantine
- c. Court-ordered visitations (family file must contain a copy of the court order)
- d. Family crisis or emergency ( i.e. death in the family, hospitalization, auto accident, transportation emergency, etc.)
- e. a reason, which is in the best interest of the child (i.e., a special day with parent, family or friends, vacation days, special field trip events, etc.) limited to ten (10) days per fiscal year)

All other absences are unexcused. A contracted day of attendance that is unsigned or unexplained is an unexcused absence (limited to ten per fiscal year) based on the enrolled parent's contracted child care schedule and the provider's own policies. However, unexcused

absences will only be paid if there is a reasonable expectation that the child was going to attend.

RCCS will only pay up to ten (10) consecutive days absent from child care at a time. If a child has a planned absence for longer than two weeks in a row, consider taking a Limited Term Service leave (LTSL) from child care services.

- Unenrolled Days

RCCS will not pay for unenrolled days, which include, but are not limited to the following:

- Parent's regular day(s) off or non-work day(s)
  - No school for student parents - including spring, summer and winter breaks
  - Parents out of work with no other certified need for care
  - Child is no longer with provider for miscellaneous reasons, including days during the Provider's Notice Period when the child no longer attends the child care facility.
- Exception for Families in Stage 2

Absences for families enrolled in the CalWORKS Stage 2 Program will be paid according to the provider's private policy.

- "Variable" Contracts

Only actual hours of care can be paid for a child with a "Variable" contract, i.e., no paid absences.

- Provider Days of Non-Operation Policy.

RCCS will pay a provider for up to ten (10) days of non-operation if the provider charges private parents for these and provides appropriate documentation of such to RCCS.

- Double Payments (To Two Providers for the Same Time Period).

Payments may be paid to an alternate provider, even if the primary provider is being paid for the contracted day, for:

1. up to ten (10) days per fiscal year for the primary provider's paid days of non-operation, and in addition
2. up to ten (10) days per fiscal year when the child is ill.

If, per the exceptions above, a parent is using more than one provider for the same child, providers should be aware of the entire child care arrangement. In there are double claims for days other than above, the Family Case Manger will hear the claims of the parent and the providers, and make a final decision on who will be paid for the overlapping times/days.

- Termination Notice.

Parents should give at least two-week termination notice to providers if provider's contract requires such notice. You may be responsible for paying privately for your provider's required notice.

- Tardiness.

RCCS encourages all parents to pick up their children by or before the contracted pick-up time. A provider may charge you a late fee if that is part of their policy.

#### E. Limited Term Service Leave (Also see "Limited Term Service Leave Policy" Appendix "G".)

1. Parents/guardians can ask for a Limited Term Service Leave ("LTSL") for up to 12 consecutive weeks for any personal, school or employment reason. A 16-week LTSL can be granted for maternity or medical reasons. If a parent/ guardian does not re-establish their eligibility and resume care by the end of the 12 or 16 week leave, they will be dropped from RCCS and will need to go on the CEL if they want to resume services in the future.

#### F. Fee Policies

Family Fees for Care (See RCCS' Fee Policy Appendix "B"). In some cases, families have a fee to RCCS, based on a sliding scale set by the State of California. Parents are required to notify RCCS within five(5) working days whenever their income changes, so that their fees can be adjusted accordingly.

Co-Payments. If you choose a provider with a higher rate than RCCS can pay according to the market rate ceiling, you will be responsible to pay your provider directly for the difference between the amount RCCS can pay and the provider's rate. Co-payments are solely between you and the provider; RCCS is not involved in these arrangements. Co-payments do not offset your family fees.

Policy Regarding Diapers. Your provider may require you to supply the diapers needed for your child(ren) during child care attendance.

#### G. Denial/Termination Policy

Denial/Termination. RCCS has the right to deny or terminate participation in RCCS subsidized child care programs to any client or provider in the following circumstances: 1. false, fraudulent or withholding information, or misrepresentation in any RCCS paperwork or the child care situation, 2. failure to complete program requirements according to established deadlines, 3. inappropriate or abusive behavior.

Ineligible Services. If you provided fraudulent or false information or withheld information to receive child care services for which you were not eligible, you will be notified that services are being terminated or reduced. You will be billed for all child care services for which you were ineligible, including those provided during the termination process.

RCCS has the right to further research any information received regarding a family's eligibility.

- Family Fees. If it is determined that a lower family fee for child care services was charged based on incorrect information which you provided, or on information which you failed to provide, but you were otherwise eligible for services, you must reimburse RCCS for any fees owed.

All reasonable efforts will be made to recover the amount owed by you, which may include filing a claim through the Small Claims Court and/or a collection agency. Additionally, the agency may pursue civil litigation or a referral to law enforcement, the SonomaWORKS Fraud Investigation Unit and/or the District Attorney's office.

- Right to Appeal. You have the right to appeal a decision you believe to be incorrect. Appeal procedures with the State are on the back of each Notice of Action. (Also see Appendix "A", Parental Appeal and Provider Grievance Procedure.) If you appeal, the proposed action will not become effective until the appeal rights process is over.

(See Page 8, "Eligibility List Exclusions", regarding terminations due to fraud or non-payment of fees, and Appendix "C".)

#### H. Complaints or Concerns

If you have any complaints about a child care setting that you cannot work out with your provider, you may call your Family Case Manager or the Resource and Referral Coordinator for assistance. If the complaint is a licensing violation, Community Care Licensing must be notified at 707-588-5026. RCCS will urge you to make this call. Parents who have a complaint against a license-exempt provider regarding health and safety noncompliance may file a written declaration with RCCS, and a two-week notice of termination of care will be issued.

If you have any concerns or questions about billing for child care, or about paperwork regarding attendance, call RCCS' Fiscal Department. For any other complaints or concerns about RCCS, talk to your Family Case Manager or the Executive Director.

#### I. Confidentiality Policy

Family records will be maintained in locked file cabinets. The use or disclosure of all information about the child and family will be restricted to the purpose directly connected with the administration of the program. RCCS does have the right to access information regarding the subsidized family from various governmental sources.

Parents will need to sign a written statement if they do not want photographs of their children used in or outside the program. Written permission from parents would be required before children participate in research projects. (See full policy Appendix "F")

#### J. Discipline/Child Abuse

- Discipline in Child Care Facilities. Corporal punishment (such as spanking) and harsh discipline in any form are illegal in licensed child care homes and centers.

Depriving a child of food or sleep cannot be used as a means of discipline. If parents suspect that any illegal methods of discipline are being used in a licensed facility they should contact Community Care Licensing or RCCS.

- Mandatory Child Abuse Reporting Law. It is the law that people who work with children (such as child care workers, teachers, medical professionals and counselors) must report known or suspected child abuse to a child protective agency. This law applies to family child care providers, center providers and our staff members.

#### K. Sexual Harassment Policy

Although many people think of sexual harassment as involving a male boss and a female employee, not all sexual harassment is done by males. Sexual harassment often involves co-workers, other employees or other persons doing business. It's against the law for females to sexually harass males or other females, and for males to harass other males or females.

### VII. FAMILY SERVICES PROGRAMS

A. Family Counseling Program. RCCS' Family Counseling Program provides sliding-scale counseling services to subsidized parents, children and providers. No one will be denied counseling services due to inability to pay.

B. Emergency Resources. Families are eligible once a month to receive a bag of groceries, diapers and other services. This may include gas/bus vouchers to attend medical or other urgent appointments. (Transportation vouchers are for parents in the program only.) Additionally, we offer a low cost car seat program so all children are safe in vehicles.

### VIII. PARENT PARTICIPATION

We welcome parents' help. You may volunteer at RCCS by helping with children's activities, doing gardening or carpentry, working on the newsletter, donating your special skills, serving on the RCCS Board of Directors, or other committees or by writing or calling your elected representatives about issues affecting children. If you are interested in working on any of these projects, call the RCCS office (707-869-3613 or 707-887-1809).

### IX. ADMINISTRATION AND MEMBERSHIP

Policies. RCCS' policies are determined by funding terms and conditions from the State Department of Education and other funding sources and by the RCCS' Board of Directors. Many of the policies are stated in this manual. Complete copies of all policies are available on request.

Evaluation. All RCCS' programs are evaluated on an annual basis. Parent and provider feedback is requested on a regular basis, and representatives of these groups participate in the evaluation review.

Board of Directors (Voting Members). The Board of Directors consists of no less than five members, each serving a two-year term. At least one board member is a parent user of RCCS. Up to two board members can be current child care providers. The Board of Directors generally meets once a month, and anyone may attend general meetings. Dates and times are announced in the newsletter. RCCS' Board responsibilities include but are not limited to: establishing and changing policies, setting annual goals and objectives, overseeing fiscal management, evaluating the agency, and taking an active role in community relations. A copy of RCCS Bylaws can be requested from the office.

## X. RIVER TO COAST CHILDREN'S SERVICES STAFF

Executive Director -----	Donna Roper, Ext. 111 droper@rccservices.org
Fiscal Manager -----	Kellie Nunez, Ext. 105 knunez@rccservices.org
Case Management Coordinator-----	Sally Ingram, Ext. 109 singram@rccservices.org
Resource and Referral Coordinator-----	Amy Mauro-Manos, Ext. 152, amauro@rccservices.org
Community Resources Coordinator -----	Elaina Boyce, Ext. 104, eboyce@rccservices.org
Fiscal Case Manager -----	Fran Levy, Ext. 106, flevy@rccservices.org
Family Case Managers -----	Soledad Cardona, Ext. 107, scardona@rccservices.org  Danielle Duvall, Ext. 110, dduvall@rccservices.org  Tess MacNeil, Ext. 116, tmacneil@rccservices.org
Child Development Resource Specialists -----	Mendy Behrens, Ext. 117, mbehrens@rccservices.org  Olga King, Ext. 112, oking@rccservices.org  Marianne Post, Ext. 114, mpost@rccservices.org
Counselor-----	Breeze Holloway, Ext. 153 bholloway@rccservices.org
Receptionist -----	Ana Rangel, Ext. 101 arangel@rccservices.org

### WHO TO CALL:

For general questions or information -----	Front desk
For any change in family circumstances -----	Your Family Case Manager
For counseling or parenting help -----	Counselor

For family fee billing or payment questions ----- Fiscal Case Manager

For complaints regarding providers ----- Resource and Referral Coordinator

For complaints regarding agency services ----- Executive Director

#### RIVER TO COAST CHILDREN'S SERVICES ADDRESSES AND PHONE NUMBERS

Location: 16300 First Street, Guerneville, CA 95446  
(corner of First and Church Streets)

Mailing: P. O. Box 16, Guerneville, CA 95446

Phone: 707-869-3613 or 887-1809  
From Sonoma Coastal area 1-800-994-3613

Fax: 707-869-2616

E-Mail: [info@rccservices.org](mailto:info@rccservices.org)

Website: [www.rccservices.org](http://www.rccservices.org)

APPENDIX "A"  
River to Coast Children's Services

PARENTAL APPEAL AND PROVIDER GRIEVANCE PROCEDURE

FAIR HEARING/APPEAL PROCEDURES

*(Education Code 8200 and Title 5 Section 4620)*

*(for parents, child care providers and community members)*

---

Section 1. Parents enrolled in River to Coast Services (RCCS) State and Federally funded subsidized child care programs have the right to appeal decisions about their child care services.

Section 2. Parents, child care providers and community members have the right to utilize this universal complaint procedure when they have a complaint against the agency, agency policies or decisions, employees of RCCS, or individuals contracted for services by RCCS.

The Board of Directors of RCCS has primary responsibility for insuring that it complies with state and federal laws and regulations governing our funded child care and development programs. The Executive Director or designee shall investigate and seek to resolve complaints at the local level, in accordance with applicable laws and administrative regulations. The Executive Director shall follow uniform complaint procedures pursuant to state regulations when addressing complaints alleging unlawful discrimination on the basis of sex, race/color, national origin /ancestry, religion, age, mental or physical disability, veteran status, medical condition, marital status, sexual orientation, pregnancy or any other protected criteria or failure to comply with the mandates of programs which provide funding to RCCS.

The Board of Directors prohibits retaliation in any form for the filing of a complaint, the reporting of instances of alleged discrimination, or for participation in complaint procedures.

The Board of Directors acknowledges and respects client and employee rights to privacy. Complaints shall be investigated in a manner that protects the confidentiality of the parties and the facts to the extent possible. The identity of any complainant alleging discrimination shall be kept confidential to the extent possible to carry out the investigation.

The Executive Director shall ensure that employees or board members designated to receive and investigate complaints are knowledgeable about the laws that are applicable. The Board of Directors and the Executive Director recognize that there are a variety of strategies which may assist all parties in a complaint dispute to reach an agreeable resolution. These may include, but are not limited to: review of appropriate records, informal and formal meetings, and mediation with a neutral mediator prior to initiating a formal compliance investigation.

Section I. RCCS and California Department of Education Appeal Procedure for subsidized families enrolled in River to Coast Children's Services (RCCS) State and Federally funded child care programs:

1. RCCS shall notify a subsidized family in writing with a Notice of Action (CD-7617) of any decision, and the basis for that decision, affecting the level of services given to the family, including termination from the program or an increase or decrease in the family fee, or increase or decrease in hours of care provided.
2. If the family disagrees with the action, they may call the Family Case Manager for further clarification of the decision and reasons for the decision.
3. If the family still disagrees with the action, they may call the Executive Director for further clarification of the decision and reasons for the decision. The Executive Director may convene a meeting with the complainant, and any other staff members as appropriate. The Executive Director may uphold or reverse the decision at this step.
4.
  - a. If the complainant still disagrees with the action, the complainant may file a written request with the Executive Director for an appeal hearing with the RCCS Appeal Committee. A subsidized parent must file this written complaint within fourteen (14) calendar days of the date of the Notice of Action. Child care services shall continue until a decision is made regarding the parent's appeal. Within ten (10) working days following the receipt of the request for an appeal hearing, RCCS Executive Director shall notify the complainant in writing of the time and place of the appeal hearing, which shall take place within twenty (20) working days of the date of the complainant's letter of request for appeal.
  - b. The appeal hearing shall be conducted by the RCCS Appeal Committee, which will generally consist of the Executive Director, one (1) additional staff member, and two (2) members from the RCCS Board of Directors.
  - c. Only the complainant or authorized representative is required to attend the appeal hearing. During the hearing, the complainant may speak for her/himself or may be represented by a friend, attorney, or other spokesperson of his/her choice. If needed, an interpreter will be made available by RCCS. If the complainant or representative fails to appear, the complainant forfeits appeal rights.
  - d. During the appeal hearing, the RCCS Appeal/Complaint Committee shall explain to the complainant the legal, regulatory or policy basis for the action. The complainant shall have an opportunity to explain the reason(s) s/he believes that the decision of RCCS was incorrect.
  - e. RCCS shall mail or deliver to the complainant a written decision within ten (10) working days after the appeal hearing.
5.
  - a. If the complainant is dissatisfied with the written decision, the complainant has (14) calendar days from the date of the receipt of the decision made by RCCS in which to file a written appeal to the California Department of Education (CDE), Child Development Division, 1430 N Street, Suite 3410, Sacramento, CA 95814, Attn: Appeals Coordinator. To ensure that RCCS will not take the intended action on the date specified, RCCS must be advised of the complainant's intent to appeal to the state.

- b. If the complainant does not submit an appeal request to CDE within fourteen (14) working days, the complainant forfeits appeal rights and RCCS may implement the action.
  - c. The family shall specify in the appeal request the reason(s) why s/he believes that the decision of RCCS was incorrect.
  - d. A copy of RCCS Notice of Action and written decision shall be submitted by the family with the appeal request to CDE.
6. Upon receipt of the appeal, the Child Development Division will review the information submitted and give a final decision within thirty (30) calendar days. The decision will be mailed directly to the complainant and a copy will be sent to RCCS.
  7. Child care and development services subsidy will continue to be available during the appeal process. If the CDD upholds the agency's decision, services to the family will cease upon agency's receipt of the decision of CDD.

Section II. RCCS Complaint Procedure for All Other Complainants (for complaints other than appeals of subsidized parents regarding state and federally funded child care):

1. Parents, child care providers and community members may use the following complaint procedure regarding a staff member or agency action (other than parent appeals regarding State or federally funded subsidized child care services). Any person with a grievance against an individual will be encouraged to work out the problem with that person first or with the staff member's supervisor. Providers may also bring a complaint to the Provider Resource Specialist or to his/her own Child Development Specialist.
2. If not satisfied, the complainant may bring their complaint, within fourteen (14) days of the action or incident, to the Executive Director, who may convene a meeting with the complainant, and other staff as appropriate. If the complaint is against the Executive Director, the complaint may be addressed to, (and a meeting may be held with), the Board President.
3.
  - a. If the complainant still disagrees with the action, the complainant may file a written request with the Executive Director for a hearing with the RCCS Complaint Committee. The complainant must file this written complaint within fourteen (14) calendar days of the date of the meeting with the Executive Director or Board President (see No. 2 above).
  - b. Within ten (10) working days following the receipt of the request for a hearing, RCCS Executive Director shall notify the complainant in writing of the time and place of the hearing, which shall take place within twenty (20) working days of the date of the complainant's letter of request for a hearing.
  - c. The hearing shall be conducted by the RCCS Complaint Committee, which will generally consist of the Executive Director, one (1) additional staff member, and two (2) members from the RCCS Board of Directors.

- d. Only the complainant or authorized representative is required to attend the hearing. During the hearing, the complainant may speak for her/himself or may be represented by a friend, attorney, or other spokesperson of his/her choice. If needed, an interpreter will be made available by RCCS. If the complainant or representative fails to appear, the complainant forfeits complaint rights.
- e. During the meeting, the complainant shall have an opportunity to explain the reason(s) s/he believes that the decision of RCCS was incorrect.
- f. RCCS shall mail or deliver to the complainant a written decision within ten (10) working days after the hearing. This is the final step in this section of the complaint procedure.

APPENDIX "B"

**Uniform Complaint Procedures Notice**

**River To Coast Children's Services**

Anyone, has the right to file a complaint regarding River to Coast Children's Services, Child Development Program's alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination (*Education Code*, Sections 200 and 220 and *Government Code*, Section 11135) 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:

California Department of Education  
Child Development Division  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. A person filing a written complaint alleging unlawful discrimination may also pursue civil law remedies.

## APPENDIX "C"

### RIVER TO COAST CHILDREN'S SERVICES

#### FAMILY FEE CONTRACT/POLICY

---

---

1. The family fee is based on:

- \* gross income, including all wages or salaries, alimony, child support, social security, unemployment compensation, etc.
- \* total net income if parent is self-employed
- \* number of family members.
- \* number of hours in the child care contract or number of hours the child is actually in care, whichever is longer.

2. The family fee is charged on one child per family—the child who receives the greatest number of hours of care per day.

3. Fees are charged for all regularly contracted days, including absences, unless the provider was closed.

4. The family fee is charged as a daily fee. For our Family Child Care and Alternative Payment programs a part-time fee will be charged for less than 6 hrs per day, and a full-time fee will be charged for 6 hrs or more per day.

5. The family fee will change as income, family size and the child care contract change. Family fee changes will be effective in 19 days, per your Notice of Action.

#### BILLING:

1. Family fees are billed a month in advance. Near the end of the month, bills will be mailed for the following month's care. After the month is over, the number of days actually used will be compared to the number of days originally billed for, and any adjustments will be made. So for example, the bill received at the end of April will have on it advanced billing for May and the adjustments for March.

2.

2. Family fees are due on the 1<sup>st</sup> of the month for which the fee applies.

3. If RCCS is unable to meet all of the family's need for child care, and the parent/responsible party must pay privately for child care for which he/she is eligible for subsidy, RCCS can grant a fee credit equal to the amount paid to the other provider if valid verification is received.

- \* The total amount of credit cannot exceed the amount charged by RCCS in a given month and the applicable regional market Rate ceilings.
- \* The fee will not be carried over beyond the billing period to which it applies.
- \* Fee credit shall not be given for any costs the parent/responsible party pays their contracted provider beyond the amount RCCS pays; i.e., the credit cannot apply to a

co-payment a parent or responsible party may have.

To receive credit, turn in a completed verification form.

DELINQUENT FEES:

1. Fees are delinquent on the 7<sup>th</sup> of the month. If fees are delinquent, a Notice of Action will be sent after the 7<sup>th</sup> stating that services will be terminated 19 days after the date of notice. If a parent/responsible party is unable to make their family fee payment in full, it is possible to make arrangements. Please call the office and speak to the Family Fee Bookkeeper. If fees are delinquent and arrangements have not been made prior to the effective date on the Notice of Action, services will be terminated. (You have the right to appeal this decision. Instructions are on the reverse side of Notice of Action.)
2. A fee of \$10.00 per occurrence will be charged for bounced checks. If a check bounces a second time in a 12-month calendar period, fees must be paid with cash or money order from that time forward.
3. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care services until all delinquent fees are paid.

## APPENDIX "D"

### RIVER TO COAST CHILDREN'S SERVICES

#### DENIAL/TERMINATION POLICY

---

River to Coasts Children's Services (RCCS) has the right to deny or terminate participation in RCCS subsidized child care programs to any client or provider in the following circumstances:

1. false, fraudulent or withholding information, or misrepresentation in any RCCS paperwork or in the child care situation (including, but not limited to, claiming care for a child when in fact the child was not present, parental failure to report changes in eligibility, etc.)

##### a. Parent Ineligible Services

If it is determined that a parent provided fraudulent or false information, or withheld information, in order to receive child care services for which he/she was not eligible, the parent will be notified that services are being terminated or reduced. The parent will be billed for all child care services for which he/she was ineligible, including those provided during the termination and/or appeal process.

A family who has been dropped for fraud, withholding information or providing false information will be ineligible to be on the Centralized Eligibility List ("CEL"), unless there has been complete restitution and/or extenuating circumstances approved by the Executive Director.

##### b. Parent Fees

If it is determined that a lower parent fee for child care services was charged based on incorrect information which a parent provided, or on information which a parent failed to provide, but the parent was otherwise eligible for services, the parent must reimburse to RCCS any fees owed.

If the parent cannot pay the amount due upon receipt of the notice, a repayment plan can be worked out with RCCS. However, the full amount must be repaid within one year.

##### c. Provider Issues

RCCS may initiate administrative action regarding child care contracts, including, but not limited to: denial, probation and or termination of contracts.

##### d. Legal Consequences

All reasonable efforts will be made to recover amounts owed by parents and/or providers, which may include filing a claim through Small Claims Court and/or a collection agency. Additionally the agency may pursue civil litigation or a referral to law enforcement, the SonomaWORKS Fraud Investigation Unit and/or the District Attorney's office for criminal prosecution.

2. failure to complete program requirements according to established deadlines (including, but not limited to, 1. provider repeatedly submitting attendance sheets late and/or incorrectly completed, failure to maintain daily time-in and time-out on attendance

sheets, failure to obtain parent signature to verify monthly child care hours used and, 2. parent failure to provide required documentation, recertify or pay family fees within program deadlines, etc.)

A family who has been dropped for non-compliance is not eligible for services for a thirty (30) day period.

A family who has been dropped for non-payment of fees is eligible to be on the Eligibility List, but may not be re-enrolled for a thirty (30) day period, and until all delinquent fees are paid in full.

A family who has dropped care for any reason while still owing fees is not eligible for services until all delinquent fees are paid in full.

3. inappropriate or abusive behavior (including, but not limited to, sexual harassment, physical assault, threats of physical violence, swearing, obscene words/phrases, gestures, implied threats, intoxication) with an RCCS staff member and/or when at the RCCS premises and/or when providing contracted services.

RCCS also has the right to deny or terminate participation in RCCS subsidized child care programs to any provider in the following circumstance:

- the child or children are at risk of abuse or neglect or endangerment in the particular child care setting, as identified by an RCCS staff member.
- Provider has persistent quality issues. Quality concerns will be addressed at the Child Development Resource Specialist visits and during the annual Family Child Care Environmental Rating Scale, where each CFCC contracted provider must maintain a minimum score of five (5) on all environmental subscale ratings. A provider will first be placed on a Corrective Action Plan and will be given support and many resources to improve quality concerns before termination.

Notice. RCCS will give the parent and/or provider two weeks notice in writing prior to termination, outlining the reasons for termination. However, if there are urgent concerns regarding the health or safety of children, termination may be effective immediately.

#### Right to Appeal/Fair Hearing.

Subsidized parents have the right to appeal a decision the parent believes is incorrect. Appeal procedures are on the back of each Notice of Action and in RCCS' Parental Appeal and Provider Grievance Procedures. If a parent does appeal, the proposed action will not become effective until the appeal rights process is exhausted. If the appeal is not found in the parents' favor, the parent will be billed retroactively for services provided or fees owed.

Providers may request a fair hearing according to RCCS' Parental Appeal and Provider Grievance Procedures.

See also RCCS' Admission Priorities, Eligibility List Exclusions.

## APPENDIX "E"

### RIVER TO COAST CHILDREN'S SERVICES

#### POLICY REGARDING ADDITIONAL COSTS

#### TO FAMILIES IN THE SUBSIDIZED CHILD CARE PROGRAM

In the subsidized child care programs, if the provider's usual and customary rate exceeds the market rate ceilings which River to Coast Children's Services (RCCS) can pay, the provider may charge the parent the difference between the allowable rate and the provider's rate. This shall be negotiated directly between the provider and the parent, and is not the responsibility of RCCS.

A licensed provider or center may bill RCCS for a registration, insurance and/or materials fees, if it is the program's usual and customary policy to charge all parents for these and the provider follows billing procedures per the current RCCS Provider Manual, Provider Payment Procedures section.

If RCCS is only able to pay a portion or none of the above fees, the provider may charge the parent for the difference. However, in the Family Child Care programs, subsidized parents can be requested to pay up to a maximum of twenty-five dollars (\$25) per child per contract year for field trip costs. No child shall be denied participation in a field trip due to the parents' inability or refusal to pay the charge. No adverse action shall be taken against any parent for that inability or refusal. Parents shall be informed prior to enrollment that a field trip fee may be charged. The payment system will prevent identification of children based on whether or not their parents have paid a field trip charge

In addition, if the provider's usual and customary written policies include charges to all private parents for any other fees (e.g. late fees, art supplies fees), which are not payable by RCCS, the provider may charge the subsidized parent for these fees.

Subsidized parents may be required to provide diapers needed for their child's use during child care attendance.

## APPENDIX "F"

### CONTAGIOUS DISEASE POLICY

#### REGARDING SERVICES FOR CHILDREN WITH EVIDENCE OF CONTAGIOUS DISEASE, INCLUDING HIV (HUMAN IMMUNE DEFICIENCY VIRUS)

Decisions regarding the placement of a child in a child development setting are based on several factors. For children with contagious diseases, including those who are HIV positive, the factors will include the behavior, neurological development, immune status and physical condition of the child, the expected type of interaction with others in the proposed setting, other individual needs of the child and the wishes of the parent(s) or guardian(s).

The decision regarding enrollment of children with reportable contagious diseases, including evidence of HIV, will be made using the team approach, including the child's parent/guardian and physician, and RCCS staff (if the family chooses to include them). Personnel involved with this team will be sensitive to the needs for confidentiality and the right to privacy at all times. (See No. 3 below).

#### FACTORS TO BE CONSIDERED

Factors to be considered when deciding how best to provide services for children with reportable contagious conditions, including HIV infection:

1. Any child who lacks control of her/his body fluids or who has non-coverable oozing lesions might need to be excluded from the child care setting. Each child will be assessed on an individual basis.
2. HIV infected children, and any immune-suppressed children, may be at risk for serious complications of routine childhood diseases (such as chicken pox). All parents should be notified as soon as possible of the outbreak of any contagious illness in the facility.
3. The HIV infected child and her/his family's right to privacy and confidentiality will be maintained at all times. Child care providers, other parents and third parties will not be told information regarding HIV status without express written permission from the parents.
4. Staff, childcare providers and parents will be provided with updated information about reportable contagious conditions and HIV. The Associate Director will continue obtaining community policy and CDC (Center for Disease Control) guidelines on pediatric HIV infection and reportable contagious diseases.

Originally approved by RCCS Board of Directors on 02/06/96

## APPENDIX "G"

### RIVER TO COAST CHILDREN' SERVICES

#### POLICY REGARDING CONFIDENTIALITY OF FAMILY RECORDS AND INFORMATION

1. Family eligibility and service records will be maintained in locked file cabinets.
2. Access to this information, including health records, will only be provided to appropriate staff of River to Coast Children's Services (RCCS), auditors and personnel from the State Department of Education. Otherwise, information requested from family files will not be released without notification to parents. These requests might include those from a governmental agency or a court of law.
3. Written permission will be obtained prior to release of confidential information to non-governmental agencies, counseling staff and others. Parents will not be necessarily notified, however, if only information of a statistical nature is used.
4. During hiring orientations, staff is instructed regarding confidentiality, including the following information: "All information about children, parents, board members, providers and staff members that is not common knowledge should be considered confidential. All staff should refrain from any discussion of this information that is not pertinent and done in a confidential manner."
5. Parents will need to sign a written statement if they do not want photographs of their children used in or outside the program.
6. Written permission from parents will be required before children participate in research projects.

## APPENDIX "H"

### RIVER TO COAST CHILDREN'S SERVICES

#### POLICY REGARDING LIMITED TERM SERVICE LEAVE (LTSL)

("Temporarily No Contract/Provider")

1. Parents/guardians can ask for a Limited Term Service Leave for up to 12 weeks at any one time in a fiscal year for any personal, school or employment reason or 16 weeks for maternity or medical reasons. If parents/guardians have not resumed care at the 10-week point, they will be sent a Notice of Action terminating care in 19 days unless the parent re-establishes their eligibility for child care. If a parent/guardian does not re-establish their eligibility and resume care, they will be dropped from River to Coast Children's Services (RCCS) and have to go on the Eligibility List if they want to resume services in the future.
2. Families on leave will not be disenrolled; no child care services will be provided while the parent is on leave. Child care providers will not be paid while families are on LTSL. RCCS will not report the child as enrolled or claim reimbursement while the family is on leave.

*Developed with funds from the California Department of Education (CDE).  
The contents of this brochure, however, do not necessarily  
reflect the position or policy of CDE.*

Contents approved by RCCS Board of Directors, June 2000  
Revisions approved by RCCS Board of Directors, March 2001  
Revisions approved by RCCS Board of Directors, October 2001  
Revisions approved by RCCS Board of Directors, November 2001  
Revisions approved by RCCS Board of Directors January 2002  
Revisions approved by RCCS Board of Directors January 2003  
Revisions approved by RCCS Board of Directors October 2003  
Revisions approved by RCCS Board of Directors February 2004  
Revisions approved by RCCS Board of Directors November 2004  
Revisions approved by RCCS Board of Directors June 2006  
Revisions approved by RCCS Board of Directors May 2007  
Revisions approved by RCCS Board of Directors June 2008  
Revisions approved by RCCS Board of Directors June 2009