

**County of Orange Social Services Agency
Family Self-Sufficiency Division**

Program/Area: CalWORKs/Welfare-to-Work
Title: Child Care Services- Stage One
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Approved:

Purpose The purpose of this policy is to provide instructions to administer stage 1 child care. 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 he/she are assigned to or to accept or retain employment. If child care is not available the individual shall be granted good cause for not participating.

It is also the intent of the CalWORKs program that families who are former recipients or are transitioning off assistance 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 child care status.

Informing Requirements CalWORKs applicants and recipients are to be informed both verbally and in writing of the availability of child care. [The Child Care Request Form and Reimbursement Rules \(CCP7\)](#) is to be reviewed with the applicant/recipient to inform 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 Case Manager 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 participant is to receive a copy of the [CCP7](#) at during the Cal-Learn Orientation, or at a monthly contact.

The participant 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 participant. [CCP7](#) obtained by the WTW Case Manager is to be given to the IEES/CEES to file in the case record.

[CCP7](#) delivery and participant's response will be recorded on CalWIN via Case Comments entry.

If the participant refuses 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.

Note: Failure to sign/return a [CCP7](#) that has been mailed to an individual does not in itself constitute a refusal to sign the notice. A follow up contact must be attempted and documented in CALWIN Case Comments.

Former CalWORKs clients who will still 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.

CCP7 Information

The informing notice shall state that the participant:

- 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 be found eligible for child care and that he/she and the provider must meet certain requirements
- Is not eligible for child care reimbursement if the other parent is home available and able to care for the children
- Must request child care from the IEES, CEES, or CM 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 [CCP7](#) 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. Children who are 11 or 12 years old of age shall be eligible for child care services only for the portion of care needed that is not available in a before or after school program . CalWIN Correspondence For 11 and 12 Year Olds (737) "Correspondence for 11 and 12 years old" 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 (10 years and 10 months).

The [CCP7](#) is to be mailed out with Notice of Action 737, Correspondence for 11 and 12 Year Olds .The parent is to complete, sign and return the form to the worker by the child's 11th birthday if the before or after school programs doesn't meet the family's need. After the child's 11th birthday, a before or after school program shall be considered available until the family returns the completed [CCP7](#).

If the family applied for child care for a child who is beyond his/her 11th birthday, the [CCP7](#) must be provided to the family at the time of request.

Parents seeking after-school care for 11 and 12-year-olds should be encouraged to locate and visit After School Education and Safety (ASES) programs at www.cde.ca.gov/ls/ba/as/, and 21st Century Community Learning Centers (21st CCLC) at <http://www.cde.ca.gov/ls/ba/cp/> 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 IEES/CEES will identify those cases with 11 and 12 year olds when processing the CalWORKs Child Care Reimbursement Report ([CCP 2145](#)) and follow up with parents who choose to have all or part of their child care needs met through an After School Program. If a before or after school program is not available, child care services shall continue for the 11 and 12 years old.

Site locations for these programs can be obtained by contacting the local Resource and Referral (R&R) Agency at (714) 456-9800.

Note: The above section on preferred placement doesn't apply to 11 or 12 years old with disabilities per Education Code.

Intake Employment and Eligibility Specialist (IEES)	The IEES will be responsible for providing the CCP7 to the CalWORKs applicant during the cash aid application process, 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 informing notice prior to or during the appraisal when discussing supportive services and at the time an original/amended WTW plan is signed for the participant's review, signature and date. CCP7 delivery and outcome will be tracked on CalWIN via Case Comments entry.
Continuing Employment and Eligibility Specialist (CEES)	The CEES 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 Case Manager (CM) The Cal-Learn CM is to provide the Cal-Learn participant with a [CCP7](#) during the Cal-Learn Orientation or at a monthly contact for the participant's review, signature and date. [CCP7](#) delivery and outcome will be tracked on CalWIN via Case Comments entry.

Requests for Child Care Clients may request Stage 1 child care from any CalWORKs staff or Cal-Learn CM 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 Semi- Annual Report ([SAR 7](#)) 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 IEES 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 CEES 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 CEES.

Refer to [Policy 301 CalWORKs Child Care Program](#) for additional information.

Date of Child Care Requests The request date to use for verbal and hand delivered written requests is the CALWIN Case Comments date.

For example: client calls their CM or CEES on April 2 and leaves a voice message that they want child care. On April 5, after the CM or CEES scheduled day off and weekend, retrieves the voice message and makes an entry in CalWIN

Case Comments on April 5 stating: “on April 2 client requests child care.”

The request date to use for written requests delivered by mail is the postmarked date on the envelope. 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 Continuing Services, the WTW CM/Cal-Learn CM will complete a Supportive Services Referral and Information form [F063-41-121](#) and forward it as an email attachment to the CEES for processing.

Note: Urgent need referrals may be made by fax or phone and followed up with a [F063-41-121](#) form.

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 IEES/CEES 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 Resources and Referrals

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. Clients may call the dedicated CHS child care hotline at **(714) 456-9800** for assistance and referrals or visit their website <http://www.chs-ca.org/>. Clients who call after normal business hours may leave their name and phone number on the voice mail system and their message will be returned.

CHS provides a variety of services to children and families in Orange County to improve their quality of life by offering vital

informational, educational, and resource services, which include:

- Community Education Services
- Child Care and Development Services
- Family Resource Services

Along with helping children and their families, CHS is an expert resource for child care providers, other social service agencies, and government agencies at the local, state, and national level.

**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 eligibility criteria is as follows:

- The provider must be 18 years of age or older, and
- Licensed or exempt from licensing requirements, and
- Meet or be exempt from Healthy and Safety requirements ([Refer to \(CalWORKs Policy 305 Health and Safety certification](#) for Licensed- exempt child care providers health and safety standards requirements), and
- TrustLine registered or exempt from TrustLine registry.

The IEES/CEES 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.

Note: Eligibility Staff are to ensure that 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 license information. Under the following circumstances the IEES/CEES must contact the client to explain the reason for denying child care benefits for the provider and the need to select a different provider:

- **Provider Not Licensed**: 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 [Declaration of Exemption from TrustLine Registration and Health and Safety Self-Certification \(CCP1\)](#). 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 upon request.
- [Health and Safety Self-Certification \(For license-exempt providers\) \(CCP4\)](#)
- 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](#) CalWORKs Child Care Program 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 5 children and the reimbursement rate does not meet the FLSA minimum hourly wage.

Registration for TrustLine is required for license-exempt child care providers, excluding aunts, uncles, and 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, or grandparent, of the child who will be provided care.

Refer to [CalWORKs Policy 304 "Trustline Registration"](#) for additional information.

Extended Day Programs

Exempt Before and After School Care are extended day care facilities 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 **not exempt from licensure and must be licensed by the state**, including programs run on school sites by the Boys and Girls Club 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.

Child Care Stage 2 Referrals

Stage 1 clients will be referred to CHS by the IEES/CEES 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 301 CalWORKs Child Care Program- 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 Alternative Payment Program (APP) is unable to reach the client or there is no response from the client after contact, the APP will notify the IEES/CEES via the Change in Status - Stage 2 & 3 Child Care form ([F063-41-108](#)). The IEES/CEES will make every reasonable effort to engage the client in cooperating with the transition process.

Complaints Regarding 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 **1-844-538-8766** or via email LetUsNo@dss.ca.gov.

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, 47.201,47-110, 47-120, 47-260, 47-301, 47-320, 47-430, 47-750, ACL 05-02, and ACL 14-85

Attachments

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