February 1, 2019

Dear Parent,

Effective July 2017, the California Department of Education (CDE) made 12-month eligibility changes to Crystal Stairs’ CDE Department Policies and Procedures.

As a result of these changes, the Crystal Stairs’ Parent Handbook (2015) has been updated to reflect your new program rights, responsibilities and requirements for participating in CDE-funded subsidized child care programs.

The attached addendums outline updates to the following Parent Handbook Sections:

- 6. Documenting the Need for Child Care Services
- 7. Documenting Income
- 8. Documenting Family Size
- 10. Ongoing Requirements for Parents
- 11. Changes in Parent’s Need or Eligibility
- 12. Denial/Termination from the Program

Please add these addendums to your previously received Parent Handbook copy.

If you need further support regarding this notification, please contact your Family Services Specialist.

Respectfully,

CDE Case Management Department
Family Services Division
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6. DOCUMENTING THE NEED FOR CHILD CARE SERVICES

Families that are eligible for child care services **MUST** document that every adult counted in the family size has a need for child care services.

Child care services shall be available only to the extent to which:

- The adult meets a need criteria, of the ones listed below, that prevents the provision of care and supervision of the family’s children for some hours of the day;
- There is no adult in the family capable of providing care for the family’s children during the time care is requested; **AND**
- Supervision of the family’s children is not otherwise being provided by their school, another person, or child care program.

Parents **MUST** sign the *Crystal Stairs, Inc. Consent to Release Form*, which authorizes Crystal Stairs, Inc. staff to obtain the information deemed necessary to verify the days and hours of the parents’ need for child care services.

**Employed**

Parents **MUST** have their employment verified in one of the following ways:

- Paycheck stubs that indicate the days and hours of employment.
  - If the parent does not have paystubs or any record of wages from their employer, the parent can submit a *Self-Certification of Income Affidavit* which includes:
    - Date of hire
    - Rate of pay
    - Frequency of pay
    - Total income received in previous month
    - Type of work performed
    - Hours of work each day
    - All sources of countable income
  - An independent written statement from the employer indicating the days and hours of employment.
  - Calling the employer and maintain a record
    - In addition to the documentation listed above, all parents **MUST** also submit a release authorizing Crystal Stairs, Inc.’s staff to contact the employer in order to independently verify the days and hours of that parent’s employment. The release must include the employer’s name, address, telephone number and regular business hours.

If parents cannot provide employer information because they fear adverse action from their employer, they should speak with their Family Services Specialist about other types of documentation that can be submitted.
Seeking Employment
Parents who are seeking employment **MUST** submit a *Seeking Employment Declaration Form*. The form must include a written parental declaration, signed under penalty of perjury, stating the parent’s plan to secure, change, or increase employment and shall identify a general description of when child care services will be necessary.

Seeking employment is limited to:
- **NO** more than 5 days a week.
- Less than 30 hours per week, which includes travel time.

Child care services for a parent who has a seeking employment need shall be certified for **not less than 12 months**.

Self-Employed
Self-employed parents **MUST** submit:

A *Declaration of Need* and *Self Certification of Income for Self Employed Parents Form* that includes the following:
- Days and hours of employment.
- A description of the duties of employment and whether or not the parent is employed in the home.
- A copy of the work space lease/rental agreement if the parent works outside the home at one location.
- A list of clients and their contact information if the parent works in different locations.
- A current monthly estimate of the amount of gross income generated from self-employment.

In addition to the form, parents **MUST** provide **at least two** of the following documents to verify days and hours worked:
- Appointment logs, client receipts, job logs, mileage logs, or a list of clients with contact information.

To verify income, parents **MUST** provide as many as possible of the following documents:
- Letter(s) from the source of the income including the name and contact number of the persons who received the services provided by the parent and the money earned for those services.
- Copies of checks/receipts from the source of income (client receipts/logs for services rendered)
- Business records (receipt/ledgers).
- Recent bank statements from business **AND/OR** personal accounts.
- Copy of the parent’s most recent and signed business/personal tax return.
- Anything other information that verifies the parent’s current gross income received from self-employment.

If applicable, parents should also submit the following:
- A copy of business licenses, business cards, website addresses, flyers advertising the business, or any other proof that the business exists.

If the submitted documentation is not sufficient to determine the days and hours worked or the monthly gross income, Crystal Stairs, Inc. staff can request any additional documentation that can verify the parents’ need and eligibility for child care services.
Parents who are self-employed as a licensed family child care provider or as a license exempt provider may qualify for child care services ONLY:
- If they meet eligibility requirements AND
- Have an additional need for child care services outside of the business hours of their day care home or outside of the hours the license exempt provider is providing child care.

Employed in the Home
Parents whose employment is located in the family’s home or on property that includes the family’s home MUST provide justification for requesting child care services based on:
- The type of work being done and its requirements;
- The age(s) of the family’s children for whom services are needed; AND
- If the children are older than five years, their specific child care needs.

Parents who are employed and work in the home, will also have to submit a Statement of Duties for Parents Working in the Home Form that will explain the above requirements.

Family Services Specialist shall determine and document whether the parents’ employment and the identified child care needs prevent the parents from supervising their children.

Working in a Large Family Day Care Home
Parents who are working as an aide in a large family day care home and are also requesting child care services for their children in the same day care home MUST submit:
- A copy of the facility license indicating it is a large family day care home.
- A signed statement from the employer/child care provider indicating that the parent works as an aide as defined and required by licensing guidelines.
- Proof of payroll deductions (check stubs).

Family Services Specialist will also require confirmation from the local Community Care Licensing Agency that the parent’s fingerprints are on record for the facility.

Working as In-Home Service Providers (In-Home Supportive Services or Cash-Paid)
Parents who are working as in-home supportive service (IHSS) providers MUST submit
- A release authorizing Crystal Stairs, Inc. staff to contact the employer in order to independently verify the days and hours of employment. The release must include the employer’s name, address, telephone number, and usual business hours.
- A Statement of Duties for Cash Paid Parents or for IHSS Employment, AND
- Paycheck stubs if the parent receives payment from IHSS

If in-home services are provided during swing shift hours (3 p.m. to 11 p.m.), or during graveyard-hour shifts (10 p.m. to 6 a.m.), the Family Service Specialist will request the Statement of Duties form and will determine if child care services can be provided.
Attending School or Training
Parents who are attending school or training **MUST** submit:

- Student Policy Agreement including a statement of the parent’s vocational goal that is leading directly to a recognized trade, paraprofessional, or profession
- The name of the training institution that is providing the vocational training
- The anticipated completion date of all required training activities to meet the vocational goal
- The dates of the parent’s current class schedule in the form of **EITHER:**
  - An electronic printout from the training institution **OR**
  - A Crystal Stairs Training Verification form that includes:
    - The name and address of the training institution.
    - A statement of the parent’s vocational goal,
    - The parent’s current class schedule, including the days and hours of classes,
    - Dates of the current session or training period,
    - The anticipated date of completion for the vocational goal, **AND**
    - The signature or stamp of the training institution’s registrar.

Parents enrolled in online courses or programs will also be asked to submit copies of the course syllabi and the web addresses for any such courses or programs.

At the time of recertification, the parent **MUST** submit an official progress report from the training institution for the most recently completed term (semester, quarter, module, etc.). The report must document whether the parent has made adequate progress toward achieving the vocational goal.

Child care services may be provided for classes related to the General Education Development (GED) test, High School Equivalency Certificate, English language acquisition (ESL), or Educational Programs for English Language Learners (ELL) if such courses support the attainment of the parent’s vocational goal.

Documentation is needed from the training institution or instructor/counselor indicating that the GED, HSE, ELL, or ESL classes are needed for the parent to obtain their vocational goal. This documentation can include a description of the program or a letter indicating that these classes are necessary for the parent to complete the program.

Limits on Child Care Services for Parents Who Are in Vocational Training
Child care services will be limited to whichever expires **FIRST:**

- **6 years** from the start of child care services for the training need **OR**
- **24 semester units**, or the equivalent, after the attainment of a bachelor’s degree

Child care services will be approved for **not less than 12 months**. The limitations will be reviewed during each recertification after 12 months. If the limitation is reached during the certification or recertification periods, the limitation will be enforced at the next recertification period. Parents should refer to the **Student Policy Agreement** for more details.
Seeking Permanent Housing
Parents who are seeking permanent housing MUST submit a *Seeking Permanent Housing Declaration Form*, which must include a written parental declaration signed under penalty of perjury stating the parent’s plan to secure a fixed, regular and adequate residence and shall identify a general description of when child care services will be necessary.

Seeking permanent housing need is limited to:
- No more than 5 days a week.
- Less than 30 hours per week.

Approved services may include the time in which the parent attends appointments or activities necessary to comply with shelter requirements. These services shall be approved for not less than 12 months.

Incapacitated
Parents who are incapacitated MUST submit a *CD9606: Statement of Parental Incapacity* form. The form must include the following:
- The days and hours of child care requested,
- The possible duration of incapacitation, AND
- A statement that the parent is incapacitated and is incapable of providing care and supervision for the child.
  - If the parent has a physical incapacitation, the *CD9606* document will need to identify the extent to which the parent is incapable of providing care and supervision.

The *Statement of Parental Incapacity Form* will need to be completed by someone licensed in the state of California to perform legal, medical, health, or social services for the general public that includes the name, address, telephone number, professional license number, and signature of the legally qualified health professional who is rendering the opinion of incapacitation.

The Family Service Specialist may contact the legally qualified health professional for verification, clarification or completion of the *CD9606*.

Child care services are limited to no more than 50 hours of child care per week, minus the hours the children are in school. Child care hours shall be determined based on the recommendation of the legally qualified healthcare professional and the age of the children.

Currently Receiving CalWORKs Cash Aid
In order to receive C2AP child care services, current CalWORKs cash-aid recipients **MUST** be participating in a county welfare department CalWORKs approved welfare-to-work (W2W) component or be employed.
Receiving Child Protective Services (CPS)
Parents of children who are receiving child protective services **MUST** submit:
- A written referral, dated **within 6 months** of the application for child care services that includes:
  - A statement from the local county welfare department child protective services unit certifying that the child is receiving CPS and that child care and development services are a necessary component of the CPS service plan.
  - The possible duration of the CPS service plan.
  - The name, address, phone number and signature of the county welfare department staff.

At-Risk of Abuse, Neglect or Exploitation
Parents with children who are at-risk of abuse, neglect, or exploitation **MUST** submit:
- A statement from someone licensed in the state of California to perform legal, medical, health, or social services for the general public that indicates:
  - That the child is at risk of abuse and neglect
  - That child care and development services are needed to reduce or eliminate the risk
  - The name, address, phone number and signature of the legally qualified professional making the referral

Children with Documented Exceptional Needs
Children may be eligible to receive child care services past their 13th birthday if they have exceptional needs and require the special attention of adults in a child care setting.

Parents who wish to request services for children 13 through 21 years of age with an exceptional need should submit a copy of the child’s current Individualized Education Plan (IEP) from the child’s school to their Family Services Specialist.

Crystal Stairs, Inc. staff will also request a statement from someone licensed in the state of California to perform legal, medical, health, or social services for the general public indicating that the child needs the special attention of adults in a child care setting.

The letter **MUST** include:
- The name, address, license number, and telephone number of the licensed professional writing the statement

Crystal Stairs, Inc. staff may contact the professional to verify the information. To ensure that child care services are not interrupted, documentation **MUST** be submitted prior to the child’s 13th birthday.
7. DOCUMENTING INCOME

Income Eligibility
Families are initially income eligible when their total adjusted monthly income is at or below 70 percent of the state median income (SMI), adjusted for family size. Families will remain eligible until their income has reached or exceeds 85% of the SMI. Once a family’s income exceeds the 85%, Crystal Stairs, Inc. will reevaluate the family’s need and determine their eligibility. If absent or not part of the family, the second parent's information is not required as long as the first parent signs the CD9600, which allows single parents to sign under penalty of perjury. The family's income eligibility for child care services MUST be established through the income documentation as described below.

Requirement to Report all Income Sources
Parents MUST report all income of the individuals counted in the family size. The following is a list of sources of total countable income:

- Current wages or salaries (including overtime, bonuses, commission, tips, etc.)
- Wages from migrate, agriculture, or seasonal work
- Profit from self-employment
- Spousal support, child support received from spouse or absent parent, or financial assistance for housing costs or care payments paid as part of or in addition to spousal or child support
- Survivor or retirement benefits
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
- Rent for room within the family’s residence
- Unemployment benefits
- Worker’s compensation
- Disability insurance
- Pensions and annuities
- Insurance on court settlements received for lost wages or punitive damages
- Veteran’s pensions
- YOUAKIM
- Foster care grants payments or clothing allowance for children placed through child welfare services
- Allowance for housing or automobiles provided as part of compensation
- Inheritance
- Net proceeds from the sale of real property, stocks, or inherited property
- Alimony
- TANF cash grant
- Social Security
- Grants/loans and financial aid received for living expenses for student parents
- Year-end salary adjustments/bonuses
- Benefits such as medical, dental, vision, life insurance, etc. included in gross amounts on pay check stubs if it has been determined that there is a cash value to it
- Money earned from work study that is being used for living expenses
Non-Countable Income
The following income sources are **NOT** counted in the total countable income:

- Earnings of a child under age 18 years
- Loans
- Grants or scholarships to students for educational purposes other than any balance available for living costs
- Reimbursements for work-required expenses such as uniforms, mileage, or per diem expenses for food and lodging
- When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay
- Food stamps or other food assistance
- Earned Income Tax Credit or tax refund
- GI Bill entitlements, hardship duty pay, hazardous duty pay, hostile fire pay, or imminent danger pay
- Non-cash assistance or gifts
- All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits
- Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
- Business expenses for self-employed family members (must provide receipts or signed tax returns)
- Disaster relief grants or payments, except any portion for rental assistance or unemployment
- Verified child support payments paid by the parent whose child is receiving child development services
- Adoption assistance payments received pursuant to Welfare and Institutions Code section 16115 et seq.
- Housing vouchers
- Allowances received for uniforms or other work clothing, food or shelter (proof needed)
- Money earned from work study that are **not** being used for living expenses

Income documentation must be current at the time of certification, recertification, or for a change request. Please request updated copies of award letters if applicable.

Employment Income
Use the following documents:

- Prior month employment earnings from all sources of employment.
  - Payroll Check Stubs for the month preceding
  - A letter from the employer indicating income rate and pay frequency
  - Other records of wages issued by the employer
- If the verification listed above cannot be provided because it would adversely affect employment, parents may complete a self-certification of income and prior year completed tax returns or other records of income to support the self-certified income.
Self-Employment
Self-employed parents MUST submit:
A Declaration of Need and Self Certification of Income for Self Employed Parents Form that includes the following:

- Days and hours of employment.
- A description of the duties of employment and whether or not the parent is employed in the home.
- A copy of the work space lease/rental agreement if the parent works outside the home at one location.
- A list of clients and their contact information if the parent works in different locations.
- A current monthly estimate of the amount of gross income generated from self-employment.

In addition to the form, parents MUST provide at least two of the following documents to verify days and hours worked:

- Appointment logs, client receipts, job logs, mileage logs, or a list of clients with contact information.

To verify income, parents MUST provide as many as possible of the following documents:

- Letter(s) from the source of the income including the name and contact number of the persons who received the services provided by the parent and the money earned for those services.
- Copies of checks/receipts from the source of income (client receipts/logs for services rendered)
- Business records (receipt/ledgers).
- Recent bank statements from business AND/OR personal accounts.
- Copy of the parent’s most recent and signed business/personal tax return.
- Anything other information that verifies the parent’s current gross income received from self-employment.

If applicable, parents should also submit the following:

- A copy of business licenses, business cards, website addresses, flyers advertising the business, or any other proof that the business exists.

If the submitted documentation is not sufficient to determine the days and hours worked or the monthly gross income, Crystal Stairs, Inc. staff can request any additional documentation that can verify the parents’ need and eligibility for child care services.

Parents who are self-employed as a licensed family child care provider or as a license exempt provider may qualify for child care services ONLY:

- If they meet eligibility requirements AND
- Have an additional need for child care services outside of the business hours of their day care home or outside of the hours the license exempt provider is providing child care.

Crystal Stairs, Inc. reserves the right to ask for additional documentation not listed here to verify the family’s total countable and/or non-countable income if necessary.
Temporary Assistance for Needy Families (TANF) or Welfare Cash Aid

Parents receiving TANF income (welfare cash-aid) **MUST** submit:

- A current Notice of Action from the county welfare department stating cash aid income.
- A letter from the county welfare department indicating that the parent is a current aid recipient and stating cash aid income.
- A printout from the county welfare department database
8. DOCUMENTING FAMILY SIZE

Documenting Family Size

All parents and children residing in the home MUST be listed on the Confidential Application for Child Development Services at time of enrollment and at each recertification.

“Parent” is defined as the biological, adoptive, foster, caretaker relative, legal guardian, or any other adult living with the children who is responsible for the children’s care and welfare.

To document the number of children in the family, Crystal Stairs MUST receive one of the following documents for each child counted in the family size:

- Birth Records
- Court order regarding child custody
- Adoption documents
- Records of foster care placement
- School or medical records
- County welfare department records
- Other reliable documentation that indicates the relationship to the parent

When a child in the family size turns 18 years of age during a family’s certification period, sibling shall remain eligible in the family size for the remainder of the certification period (originally not less than 12 months).
10. ONGOING REQUIREMENTS FOR PARENTS

Recertifying Parent Eligibility
Effective July 1, 2017, in accordance with EC sections 8263(h) and 8263.1, once a family establishes eligibility and need at initial certification or recertification, the family shall be considered to meet all eligibility and need requirements for no less than 12 months.

During the recertification process, parents are required to provide information about their status, including need, income, and family composition. Our recertification process requires parents to submit the information used to determine their continued need and eligibility. The Family Service Specialist will contact the parent via mail and will need them to return all requested documents to Crystal Stairs, Inc. on the day of scheduled appointment. Parents may request to complete the recertification process prior to the completion of the 12 months. These requests must be written by the parent and sent to Crystal Stairs, Inc.

Parents must provide proof of all income sources of each adult counted in the family size. All documents submitted must be current (within the last 30 days) and consecutive. All income sources will be verified by a Crystal Stairs, Inc. Family Service Specialist.

The parent’s recertification appointment is mandatory; therefore parents must attend to sign the 9600 Application form. If parent must reschedule, they must contact their Family Service Specialist prior to the scheduled appointment.

Once all required documents are received at the appointment, the documents will be reviewed and verified through the agency’s review process. Once review is completed, all final notifications will be sent to the parent.

Child Care Approvals for Services
Once a family is certified as eligible for child care services, demonstrates a need for services, and selects an eligible provider, parents will be issued a Notice of Action (NOA) and the selected provider(s) will be issued a Certificate of Enrollment (COE).

Child care services used outside of the specific time and dates indicated on the Notice of Action or the Certificate of Enrollment are the parent’s financial responsibility. Crystal Stairs will not reimburse for services used prior to the written approval from the Family Services Specialist or after services are terminated.

Once certified, your family shall receive services for no less than 12 months, without having to report changes in eligibility or need. If your family is certified for child care services as income eligible, you must report when your adjusted monthly income, adjusted for family size, exceeds 85 percent of the state median income (SMI).
Recording Daily Attendance on Attendance Records

Crystal Stairs, Inc. will mail providers pre-printed Attendance Records. The parent should contact their Family Services Specialist immediately if their providers’ Attendance Records are not received in the mail prior to the first calendar day of the month.

**Attendance Records MUST be completed by the parent or their authorized representative on a DAILY BASIS for each child in care.**

Completing the Attendance Record

When completing the Attendance Record, parents or their authorized representative is responsible for the following information:

- Recording actual times of arrival and departure **daily, AND** indicating a.m. or p.m. after each noted time.
- **Completing, signing, and dating** the Family Fee Certification and Receipt section if applicable.
- Signature of parent at the end of each month.

Failure by parents to complete Attendance Records as required may lead to disenrollment from the program.

Accurate and Daily Completion of Attendance Records

Parents should refer to these instructions below, along with the **Attendance Record**, to ensure accurate and timely completion and provider reimbursement.
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PARENT AND PROVIDER ATTENDANCE CERTIFICATION

As the parent, I declare under penalty of perjury that the information above is an accurate record of child care provided and that during this time period I was employed, or attending training/school, or other qualifying activity. I have read all the program rules printed on the back of this form.

Parent Signature: Jane Jones
Date: 5/1/2015

As the provider, I declare under penalty of perjury that the information above is true and correct, and that the child care as stated above was provided. I understand that I may be required to repay any overpayment. I have read all the program rules printed on the back of this form.

Provider Signature: Betty Smith
Date: 5/1/2015
Addendum to the Parent Handbook
Ongoing Requirements for Parents

1. **Attendance Records** are due by the 3rd business day of the following month by 3:00 p.m. to ensure timely payment.
2. **Attendance Records** received after the due date are considered late and will be processed for payment the following month.
3. Contact the office immediately if you have not received your preprinted **Attendance Record** in the mail.
4. Use Blue or Black ink to complete the **Attendance Record**.
5. Initial any changes made on this form. Corrections on this form should be crossed out. DO NOT use white out and/or correction tape.
6. Record actual time in and actual time out hours on a DAILY basis; do not round off times. Remember to indicate AM/PM next to each time.
7. Record daily time out and daily time in hours for split schedules and/or for school age children on the shaded columns.
8. Record absence reasons and/or indicate any school schedule updates in the space provided.
9. Parent and Provider must sign and date on or after the last day of care during the service month in the Attendance Certification Section.
10. Mail **Attendance Records** to the address listed below. You may also drop off your **Attendance Records** to our office lobby drop box or exterior drop boxes. Prior to submitting your **Attendance Record(s)**, we recommend that you make a copy for your records. Copies cannot be made on-site.
11. Incomplete **Attendance Records** will be processed and paid “as is.” Changes cannot be made to the form once it has been submitted for payment.

**Mailing Address**
Crystal Stairs, Inc.
P.O. Box 92240
Los Angeles, CA 90009-2240

To check on the status of your claim, please call our automated number at (800) 833-3663 or visit our website at www.crystalstairs.org

**FAMILY FEE CERTIFICATION AND RECEIPT**
1. If a flat monthly family fee has been assessed for this parent you will be required to collect this fee from the parent during the service month.
2. The flat monthly family fee amount will be printed on the Family Fee Certification and Receipt section on the front of this form.
3. Crystal Stairs, Inc. will deduct the total flat monthly fee amount from your total monthly child care reimbursement that is applicable for the month.
4. Providers must check one of the three check boxes and indicate the collected/outstanding amount on the Family Fee Certification and Receipt section on the front of this form.
5. If the parent is unable to pay the entire monthly family fee amount by the end of the service month, you can offer the parent a payment plan. If you have entered into a payment plan with the parent, please indicate this on the **Attendance Record**.
6. Parent and Provider must sign and date the Family Fee Certification and Receipt section on the front of this **Attendance Record**.
7. Providers will receive written documentation whenever a family fee is newly assessed, changed or removed. The notification will include an effective date.
8. The Parent is responsible for all outstanding fees and unpaid balances.

Please call the following numbers for payment related questions
(323) 421-1087 English or (323) 421-2482 Spanish

Please call the following numbers for approval related questions
(323) 421-1038 English or (323) 421-2481 Spanish
Family Fees
When a family’s total countable income is assessed between 39% and 85% of the State Median Income, the family will be assessed a family fee. Family Fee amounts are assessed per the current Family Fee Schedule provided by the California Department of Education (CDE). Families receiving TANF (cash aid) are exempt from paying fees and CPS/At-Risk families may get their fees waived by a licensed professional.

Family fees will be assessed at initial enrollment, recertification, or when a parent voluntarily reports changes to reduce their family fees. Families will be assessed flat monthly family fee based on the total number of certified childcare hours per month. Family fees will not be increased during the certification period of not less than 12 months.

Assessment of Fees

Family Fees will be assessed based on the following criteria:
- Hours of certified child care need per month
  - Part-time fees will be assessed when the child has a certified need of less than 130 hours per month.
  - Full-time fees will be assessed when the child has a certified need of 130 hours or more per month.

Effective Dates

Family Fees effective dates will be implemented in the following ways:
- When a family is initially enrolled onto the program, the family fee will be effective the first day child care is authorized
  - When the initial enrollment is not effective the first day of the month, the family fee will be assessed based on the certified hours for the partial month and the appropriate family fee will be applied for each subsequent month.
- When a parent has to complete recertification, fees will become effective on the first day of the month after the 14/19 day appeal request period has exhausted
- When a parent has voluntarily reported changes to reduce their family fees, the change will be effective on the first day of the month that follows the issue date of the Notice of Action.

Payment of Fees

Family Fees will be indicated on the Notice of Action (NOA), the Certificate of Enrollment (COE) and on the monthly Attendance Record (AR). Parents will be required to pay the fee directly to the provider before services are provided and on a monthly basis. Parents and providers will be required to indicate on the monthly AR the amount paid or if they have entered into a family fee payment plan.

Parents are expected to review the Notice of Action as soon as they receive it. If they disagree with the amount of the fee or believe that an error has occurred, they MUST file an appeal by following the instructions on the reverse side of the notice, by phone, fax, or mail. Parents can also call and request a verbal appeal (see sections “Notices of Action” and “Appeals”.)
During a partial month of care, the amount of the fee will not exceed the cost of care. The only reimbursement due to the provider will be the family fee.

If the parent changes providers mid-month, the family fee will be deducted from the payment to the first provider.

If the family has been assessed a fee and is paying for child care services for children in the family for which Crystal Stairs, Inc. could not meet the child care needs of, parents may be eligible for a family fee credit. The credit will not exceed the total amount paid to the other provider(s) of these child care services. The credit will be applied to the family’s subsequent fee billing period. Parents who think they are eligible for a fee credit should notify their Family Services Specialist. If it is determined that parents are eligible for a fee credit, parents MUST provide copies of receipts or cancelled checks for those other child care services.

Parents pay family fees directly to the child care provider, and they should obtain and keep receipts for their records. Fees paid AFTER THE 3rd CALENDAR DAY OF THE MONTH are considered late.

Families whose child care services are terminated for not paying fees may not re-enroll for services until the delinquent fee balance has been paid.

Parents who cannot pay the fees in full MUST request a fee repayment plan from their provider. Both the parents and the child care provider will agree to the terms of the plan. If the provider refuses to give parents a repayment plan, parents MUST contact their Family Services Specialist immediately. If parents adhere to the repayment plan, services will not be terminated.

If parents are late paying family fees, child care providers MUST report this immediately to the parents’ Family Services Specialist AND record it on the child’s Attendance Record. If Crystal Stairs, Inc. determines that the parents paid the fees late, they will be issued a Notice of Delinquent Family Fees. To remain on the program, parents MUST pay the outstanding balance in full, parent and provider MUST complete the receipt that was included with the notice and parent MUST submit that receipt to their Family Services Specialist. If this is completed before the termination effective date on the notice, child care services will be reinstated.

**Family Fees vs. Co-Payments**

Family fees are not the same as co-payments. Parents who choose a child care provider that charges fees above the reimbursement limit, may have to pay both a family fee AND a co-payment.

If parents have questions, they should contact their Family Services Specialist (see section “Limits on Child Care Reimbursements”).
11. CHANGES IN PARENTS’ NEED OR ELIGIBILITY

Changes in Need or Eligibility

Once certified, all families shall receive services for no less than 12 months, without having to report changes in eligibility or need. If a family is certified for child care services as income eligible, they must report when their adjusted monthly income, adjusted for family size, exceeds 85 percent of the state median income (SMI).

Parents have the right to voluntarily report changes in order to reduce family fee assessments, increase service schedules, or extend the period of eligibility before recertification. Parents can report these voluntary changes directly to their Family Services Specialist in person, by phone, by voicemail message, by e-mail, or in writing. Once parents report a change, they will be asked to provide documentation to support the change.

Examples of voluntary changes in family circumstances include:

- A need to increase child care hours
- A change in income/ salary
- Change in marital status
- Birth of new child
- Newly employed/Starting a new job
- Changing from Part-time to Full-time work to attend school or training
- Starting work after the end of school or training
- Changing from part-time school to full-time school
- New schools or tracks for children

Although the following changes do not affect family circumstances, parents are encouraged to voluntarily report the following as soon as possible:

- Updates to emergency contact information for parents and/or for those authorized to drop-off/pick-up child(ren) from child care
- New mobile (cell) or home telephone numbers
- New street or mailing addresses
- New e-mail addresses

Changing Child Care Providers

Parents may change child care providers at any time. Crystal Stairs, Inc. encourages parents who wish to change or end services to give their provider at least two weeks’ notice (14 calendar days) that they are ending services or changing providers.

Parents who fail to give their provider two weeks’ notice will be solely responsible for any child care payment due to the provider because the notice was not given OR if the children are removed from the provider before the end of the two weeks’ notice. Crystal Stairs, Inc. will NOT pay the provider for services after the last day that the children attended care.
Parents should first give notice to their provider and then notify their Family Services Specialist of the last date that child care with that provider will be utilized.

Parents should also submit a Child Care Provider Identification Form indicating the name and information of their new provider. Parents who do not have a new provider may call our Resource and Referral Department at (888) 543-7247.

Once child care services with the new provider have been approved, parents will receive a Change Notice of Action (NOA) indicating the first day on which Crystal Stairs, Inc. will begin paying the new provider.

The new provider will be sent a Certificate of Enrollment (COE) with a start date and the child care schedule and Attendance Records for all children authorized to utilize child care with that provider.
12. DENIAL/TERMINATION FROM THE PROGRAM

Denial/Termination
Child care services can be denied/terminated when a parent or child:

- No longer meets eligibility requirements
- No longer demonstrates a need for child care services
- Fails to adhere to state regulations

Child care services may be terminated for one the following reasons:

- At the request of the parents.
- Services for children that exceed the program age limit.
- Failure to report if income exceeds 85 percent of SMI within 30 days.
- Failure to adhere to Crystal Stairs, Inc. program policies and procedures.
- Failure to submit requested documents.
- Failure to demonstrate adequate progress towards vocational goal.
- Failure to pay family fees and/or failure to initiate or comply with repayment plan.
- Program funding ends.
- Intentionally providing false or misleading information documenting need or eligibility.
- Knowingly providing incorrect or inaccurate information to obtain child care services that the parents would not otherwise be eligible to receive.
- Using profane language (written or verbal), posing any type of threat (specific or implied), vandalizing property, engaging in verbal or physical abuse, or endangering the life of any child, parent, child care provider, or Crystal Stairs, Inc. staff member.

Denial/Termination Process
Parents will be issued a Denial/Termination of Services Notice of Action that explains the reason for the denial of application for services or disenrollment from program.

If parents feel that the action is incorrect, they have the right to appeal the Notice of Action.

Appeals
Parents who disagree with an action may appeal by filing a request for a hearing with Crystal Stairs, Inc.

After Crystal Stairs, Inc. receives the appeal, the intended action shall be suspended until the review process has been completed.

The review process is complete when the appeal process has been exhausted or when parents abandon the appeal process.
Parents are allowed to have an authorized representative to attend the hearing on behalf of or with them. When a parent has an authorized representative attending their hearing, the parent is not required to be present at the hearing.

Parents can start the appeal process by requesting it verbally, in writing, in person, by telephone, by fax, and by e-mail. Parents requesting an appeal in writing can do so by completing the reverse side of the Notice of Action and mailing, faxing, or delivering it in person to:

Crystal Stairs
5110 W. Goldleaf Circle
Suite 150
Los Angeles CA 90056-1282
Attn: CDE Appeals Unit

Fax: (310) 337-5699

Requests for appeals MUST be received BEFORE the appeal due date on the Notice of Action. Appeal requests received after the appeal due date will not be accepted, and child care services will terminate as of the “Effective Date” on the notice.

After the appeal has been received, parents will be scheduled for an appeal hearing during which the intended action will be reviewed. They will be notified of the time and date within 10 calendar days of submitting the appeal. Parents should bring documents to help explain and support their position on the action that was taken.

Decisions on appeals will be issued in writing within 10 calendar days of the hearing.

Parents who disagree with Crystal Stairs, Inc. decision may appeal to the California Department of Education by:

- Submitting a written statement that specifies the reasons why they believe that the Crystal Stairs decision was incorrect AND
- Including a copy of the Crystal Stairs, Inc. decision letter and the front and back of the Notice of Action being appealed.

The appeal documents should be mailed or faxed to:

California Department of Education
Early Education and Support Division (EESD)
1430 N Street, Suite 3410
Sacramento CA 95814
Attn: Appeals Coordinator

Fax: (916) 323-6853
Phone: (916) 322-6233