



Provider Information Guide

For Child Care and Development Programs

- **Alternative Payment Program**
- **CalWORKs Stage 2 Program**
- **CalWORKs Stage 3 Program**

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WELCOME TO CRYSTAL STAIRS

Dear Child Care Provider,

Enclosed you will find the Crystal Stairs, Inc. Provider Information Guide for child care programs funded by the California Department of Education (CDE) Early Education and Support Division (EESD).

Crystal Stairs has prepared this guide to inform you about the policies and procedures that apply to your participation. This guide contains very important information you will need to know to ensure your success as a child care provider.

Our goal is to help you and your parent(s) meet the required regulations and policies. If you have employees, please make sure that this information is available to your staff.

Please read and review this information guide carefully. We strive to provide you with high quality services and invite you to contact us at any time if you need help or assistance.

We have placed a receipt insert for you to acknowledge that you have received the Provider Information Guide. It is important that you sign and return the Acknowledgement of Receipt to the Provider Services Department, Agreements Unit immediately.

Sincerely,

Provider Services Department

PROVIDER PARTICIPATION

Crystal Stairs does not directly fund spaces in specific child care centers or family child care homes. A parent in the program selects the provider (Parental Choice). Our goal is to promote parental choice and to empower parents to make informed choices about child care for their children.

The chosen provider is required to meet and provide documentation of the requirements outlined in this guide.

Non-Discrimination Policy (CCR Title 5 18224)

Crystal Stairs will not discriminate on the basis of race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status in determining which children are served in the program.

Child care providers that participate in the subsidy program may not discriminate on the basis of race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status in determining which children are served by the child care provider. Child care providers participating in the subsidy program must welcome children with disabilities and other special needs. Providers will not charge the program a categorically higher rate for serving children with disabilities and other special needs.

Providers will work with the agency, parents, health, education and child development professionals to facilitate access and make reasonable accommodations for children with disabilities in compliance with requirements of the Americans with Disabilities Act (ADA).

Providers Are Independent Contractors

Child care providers serving children of families enrolled in child care subsidy programs administered by Crystal Stairs are independent contractors, not employees.

This means that:

- Crystal Stairs does not determine the provider's hours of operation and/or how child care services are provided or performed.
- Crystal Stairs does not provide supplies, materials, and/or equipment necessary to perform child care services.
- Crystal Stairs issues subsidy payments to providers on behalf of families enrolled in the agency's child care subsidy programs.
- Parents are expected to adhere to all child care provider rules, responsibilities and policies.
- Crystal Stairs is not the provider's employer; child care services are performed based on a written service agreement executed with Crystal Stairs wherein the provider acknowledges that s/he is not an employee of Crystal Stairs.
- Crystal Stairs does not withhold or pay income or payroll taxes such as social security and unemployment and because child care providers are independent contractors, Crystal Stairs does not provide benefits (i.e., health insurance, vacation, sick leave) for providers.
- The State of California and/or Los Angeles County do not employ the provider and, therefore, the provider is not an employee of the State and/or the County.

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Sectarian Child Care Providers

As required by the California Department of Education (CDE) Early Education and Support Division (EESD), to receive reimbursement the provider must **not** conduct religious instruction or worship for children participating in state-funded programs. Please indicate whether you provide religious instruction during child care hours to your Agreements Processor.

PROVIDER ELIGIBILITY (CCR Title 5 18221)

The following child care providers may participate in the CDE-funded subsidy programs:

- Licensed Child Care Center
- Licensed Family Child Care Home
- License-Exempt Center
- Family: aunt, uncle, grandparent of a child (TrustLine Registry is not required)
- Friend, Neighbor, or relative not specified as an aunt, uncle or grandparent of a child, who can provide care for a child of one non-relative family (TrustLine Registry is required)
- Provisional License-Exempt Provider (TrustLine Registry is required within 30 days from the start of child care services) and reimbursement is dependent on a criminal record clearance
- Private School Affidavit (PSA)

All child care providers that participate in the subsidy programs must document their eligibility to participate in the program and all documentation will be reviewed and verified by agency staff.

- The effective date of approval is dependent on the receipt and final approval of all required documentation.
- Crystal Stairs will not begin payment to a provider until all required documentation has been submitted and the provider's agreement is completed and approved.
- Once approved, Providers will be mailed a Certificate of Enrollment (COE) indicating the names of the family and children authorized to receive child care including the start and end date of care, the days and hours of authorized care and one Attendance Record per child.

Parents enrolled in the program choose the provider for their family and the parent must follow all requirements for the child care provider of choice.

Licensed Providers Requirements

In California, the following types of providers are required to be licensed:

- Child Care Centers
- Small and Large Family Child Care Homes

The following are required of all licensed providers:

- Must be 18 years of age or over
- A copy of your valid California Driver's License or ID card
- A copy of your Social Security Card or IRS letter
- A copy of your current facility license
- A copy of written materials that are given to non-subsidized (private pay) and subsidized families enrolled in your facility including rates/fees for services and hours of operation
 - If you charge a tuition for providing school instruction, indicate your school hours and child care hours separately
- A W-9 form attesting to your business tax payer identification number

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- Completed Agreement forms certifying your understanding of program requirements and the rates/fees charged for child care and development services
- Completed Electronic Payment Selection Form

The program will not pay for child care services if your facility's license is suspended, revoked or invalid. If child care payments were made under these conditions, Crystal Stairs may seek reimbursement from you.

Your provider status will not change to license-exempt if your facility license has been suspended, revoked or invalid. Future payments will be suspended until your provider status has been cleared.

- Providers may request a Change of Status to update their provider type.
- Crystal Stairs will resume payment from the effective date of your new provider status.

Note: Providers are required to report suspected child abuse or neglect. The 24-hour Los Angeles County Child Protection Hotline number is (800) 540-4000.

License-Exempt Providers Requirements

In California, the following types of child care are exempt from licensing:

- Certain public or private recreation programs (license exempt centers)
- Care provided by a relative or non-relative

The following are required of all license-exempt providers:

- Must be 18 years of age or over
- A copy of your valid California Driver's License or ID card
- A copy of your Social Security Card
- Health and Safety Self-Certification forms
- TrustLine Registry, if applicable
- A written statement of the rates/fees charged for services
- A W-9 form attesting to your tax payer identification number
- Completed Agreement forms certifying your understanding of program requirements and the rates/fees charged for child care and development services
- Completed Electronic Payment Selection Form

TrustLine Registry

A non-relative provider, anyone other than an aunt, uncle, or grandparent of the child receiving services, MUST be cleared of any serious criminal history. They MUST submit fingerprints and an application to the Department of Justice (DOJ) to be TrustLine Registered.

- Providers will not be reimbursed for services until cleared by the TrustLine process.
- When the agency receives a TrustLine Registry Clearance Letter from the California Child Care Resource and Referral Network, you may become a participating provider, provided you submit completed agreement documentation.
- If your TrustLine application is denied, closed or pending, your Provider Child Care Agreement will be terminated and you will not be able to participate on the program.

Note: If the relationship to the child receiving services is not clear, we will require the provider to be TrustLine Registered.

In Home Care

If care is provided in the child's home the parent assumes the responsibilities of being the provider's employer and must follow legal, tax reporting and other employer-related requirements. A face-to-face orientation for both parent and provider is required prior to completing the agreement process. Updated documentation for legal, tax and other employee related requirements will be required every year. **Child care payments will be made directly to the parent and the parent will be responsible for paying the provider.**

Even though Crystal Stairs does not deduct taxes from payments issued for authorized child care services provided, Crystal Stairs does report earnings to the Internal Revenue Service (IRS).

Provisional License-Exempt Provider Requirements

A license-exempt child care provider who is not the aunt, uncle or grandparent of the child must be TrustLine registered.

- Providers who are required to be TrustLine Registered cannot be reimbursed for child care services, until the TrustLine is cleared.
- In situations where there is an "immediate need," a parent is allowed to select a Provisional Child Care Provider. The Provisional Child Care Provider must complete a TrustLine Registry Form and be TrustLine Registered within 30 days in order to be eligible for reimbursement.
- If a Provisional Child Care Provider fails to be TrustLine registered within the 30 day period, the agency will not reimburse for any child care services prior to the TrustLine Registration date.
- Child care services will only be approved for the Provisional Child Care Provider if no other licensed child care provider is able to provide services for the parents' child care needs.

Facility License Capacity (CCR Title 22, Article 6, Section 102416)

Providers will remain in compliance with applicable licensing requirements, laws and regulations at all times. Please refer to the regulations of Community Care Licensing (CCL) to ensure that you are meeting all requirements.

The license capacity specified on your facility license shall be the maximum number of children for whom care can be provided at any one time.

- Providers must ensure that additional child enrollments will not violate the overall capacity indicated on their facility license.
- It is the provider's responsibility to monitor the total number of children enrolled and present in their facility at all times during posted hours of operation.

Crystal Stairs will report all allegations of licensing violations to Community Care Licensing (CCL) for follow-up. Serious allegations may result in your facility license being suspended, revoked and/or placed on a probationary status. The revocation of your facility license will result in the termination of your agreement.

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Immunization Requirements

On June 30, 2015, the Governor signed SB 277 into law which no longer allows for the exemption of immunizations with a Personal Belief Exemption (PBE) based on personal nor religious beliefs for children in child care and public and private schools. PBEs submitted before January 1, 2016, will remain valid until the child reaches transitional kindergarten/kindergarten and then again in seventh grade.

Providers will be required to have documentary proof of each child's immunization status on file.

- Information about PBEs and assistance for families can be found at the CDE's MB 16-05 Resources and Frequently Asked Questions Web page at:
http://www.cde.ca.gov/sp/cd/ci/mb_1605faq.asp
- If you have any questions regarding this communication, please review the additional resources on the California Department of Public Health's Web page at:
<http://www.shotsforschool.org/laws/sb277faq/>

Changes to Provider Child Care Agreements (CCR Title 5 18221)

Notify the Provider Services Agreements Unit if your agreement information or program has changed.

Notification is required within five (5) business days for:

- Change of address or contact telephone number
- Change in license status or facility policies
- Change in rates/fees

Giving your change of address only to the post office, County, or GAIN office is not sufficient. You are required to give your address change and new contact telephone number directly to the Provider Services Agreements Unit.

- Crystal Stairs always assumes you receive mail at the address you have on file with us.
- If you do not notify us about an address change, Crystal Stairs is not responsible for mail that is lost, returned or not received.
- The program will not pay for child care services from the effective date of your move from your location. Crystal Stairs will not resume payment until all required documentation has been submitted, are complete and are approved for the new location.

Providers must complete an Agreement Renewal Packet for changes in your license status or program policies.

- If the completed Agreement Renewal Packet and supporting documents are received on or before the 5th calendar day, the changes shall be effective on the first of the following month.
- If the completed Agreement Renewal Packet and supporting documents are received after the 5th calendar day, the changes shall be effective on the first of the second following month.
- Changes shall be applied to current and newly authorized children.

Providers may change their requested rate/fee levels for subsidized children once per fiscal year (July 1st – June 30th).

- Request an Agreement Renewal Packet from the Provider Services Agreements Unit.

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As a reminder, the program will not pay for child care services if your facility's license is suspended, revoked or invalid. If child care payments were made under these conditions, Crystal Stairs may seek reimbursement from you.

You cannot change your provider status to license-exempt if your facility license has been suspended, revoked or invalid.

Changing Providers

A parent who wishes to change child care providers is encouraged to give at least two (2) weeks written notice to you and to the parent's Family Services Specialist. If the parent does not provide notice of a change, the parent is responsible for the fees you charge for early termination. Crystal Stairs does not reimburse for early termination fees charged to the parent. Parents enrolled in your facility must follow all the rules and requirements of a private-paying family.

REIMBURSEMENT FOR SERVICES (CCR Title 5 18221)

Child care providers must document rates/fees charged for child care and development services to the public. Crystal Stairs reimburses for child care services using the California Code of Regulation Title 5 Utilization of Regional Market Rate Survey regulations. These regulations are subject to change and are available online at the CDE website (www.cde.ca.gov).

1. Reimbursement is limited based on the applicable ceiling limit per the current market rate survey. The child's age, provider type and need for services will be used to determine the applicable ceiling.
2. Reimbursement will not exceed the fees charged to the public.
3. If the rate/fee a provider charges the public is above the Regional Market Rate Ceiling, the parent is required to pay the difference directly to you. This is a "co-payment." Crystal Stairs does not pay co-payments.

Note: Provider reimbursement is limited to the applicable ceiling or the Providers requested rate, whichever is less.

Additional Fees

Providers that charge additional rates/fees for services may be reimbursed as allowed by regulation. Child care providers must document charges for additional rates/fees and provide this information to the Provider Services Agreements Unit for review.

Under the law (CCR Title 5 18224), a provider must offer reasonable accommodations to a child with exceptional needs or a disability at no additional cost to the parent or Crystal Stairs. However, under certain circumstances, a provider may charge a higher rate/fee for providing services to children with disabilities and other special needs.

DAILY ATTENDANCE (CCR Title 5 18224)

Crystal Stairs provides you with pre-printed Attendance Records that are required to be completed each day for each child throughout the month.

- **Contact the office immediately if you have not received your pre-printed Attendance Record in the mail before the 5th business day of each claim month.**
- Do not alter the pre-printed information listed on the Attendance Record.
- Crystal Stairs will not process altered Attendance Records, photocopies or faxes.
- Remind parents or authorized representatives that they must complete the Attendance Record on a **DAILY BASIS** for each child in care.

Note: Please review your Attendance Record for accuracy, especially the Service Month and Year. It is the responsibility of the Parent and Provider to ensure that submitted Attendance Records are accurate and complete.

Alternative Attendance Record Documents

Crystal Stairs, mails pre-printed Attendance Records at the beginning of the month for all authorized children. If you have not received your pre-printed form before the 5th business day, you may record attendance using an alternative sign-in/sign-out document.

If you are submitting an alternative sign-in/sign-out document, the following information **MUST** be included:

- Provider Name and ID Number
- The name of the child receiving services
- The specific month, dates and year services were provided
- Actual arrival and departure times for child care, each day services were provided
- Actual times when a school-age child departs for and returns from school during the day
- A Certification Statement, attesting under penalty of perjury, that the information provided on the alternative sign-in/sign-out document is accurate
- Parent and Provider Full Signatures and Date on or after the last day of care during the service month
- Collection of Family Fees, if applicable which includes amount collected, parent and provider signature and date

Ensure that the information you are recording is legible and that you are submitting one (1) original alternative sign-in/sign-out document per child. **Altered pre-printed Crystal Stairs forms will not be acceptable as an alternative sign-in/sign-out document.**

Alternative sign-in/sign-out documents that are received without the required elements listed above will be rejected for completion.

- The provider must resubmit the Attendance Record once completed for payment review and reimbursement

Important Attendance Record Completion Reminders

Please refer to these reminders to submit "payment ready" Attendance Records.

1. Attendance Records must be completed **DAILY** by the parent, provider or authorized representative, by using a blue or black ink pen.
 - a. Typed Attendance Records /Alternative Documents are unacceptable.
2. Parents or authorized representatives are required to record the child's **actual arrival and actual departure times daily** and must indicate AM or PM for each actual time.

- a. **Block claiming (entering the same arrival and departure times) is unacceptable.** Parents or authorized representatives must enter the actual time of arrival and departure for each child in care.
3. The provider or authorized representative must enter the actual time when a school-age child departs for and returns from school during the day.
 - a. The pre-printed Attendance Record includes a shaded column for the school "time out" and "time in".
4. Space is provided for the parent or authorized representative to record **specific reasons** for all absences, holidays, vacations and/or any additional school updates on the Attendance Record.
 - a. A school calendar can be attached to the Attendance Record for any additional school updates that may not be on record. The parent should submit a copy of the most current school calendar to their Family Services Specialist.
 - b. A **doctor's note** is recommended and can be attached to the Attendance Record for absences due to illness or injury for five (5) or more consecutive days. The parent should contact their Family Services Specialist regarding these types of absences.
5. If applicable, the **Family Fee Certification & Receipt** section must be completed by both the parent and provider.
 - a. Select one of the three check mark boxes
 - b. Record the amount collected, amount collected with a payment plan or balance due.
 - c. Parent and Provider must sign and date the Family Fee Certification & Receipt section.
6. The Parent and Provider must sign and date the **Attendance Certification** statement on or after the last day that child care was rendered.
 - a. Attendance Records that are missing a parent and/or provider Attendance Certification signature are rejected for completion.
 - b. The provider must resubmit the Attendance Record, once completed, for payment review and reimbursement.
 - c. Missing Attendance Certification signatures may result in a delay of payment.
7. Mistakes and corrections made on the Attendance Record must be lined out, corrected and initialed by the provider, parent or authorized representative.
 - a. **White out and/or correction tape cannot be used to correct a mistake.**

Recording Absences

The parent or authorized representative must confirm all absences recorded on the Attendance Record.

- A **doctor's note** is recommended and can be attached to the Attendance Record for absences due to illness or injury for five (5) or more consecutive days and the parent should contact their Family Services Specialist regarding these types of absences.
- Absences, holidays, vacations and/or any additional school updates (i.e., early school dismissals) can be recorded on the last column on the Attendance Record on the day the absence occurred.

Dates of Non-Operation

Dates of non-operation are days in which a licensed child care provider is closed for business and requests reimbursement as part of their usual and customary business practice. Crystal Stairs will reimburse licensed child care providers up to a maximum of ten (10) dates of non-operation in a fiscal year (July 1st –June 30th). The provider must:

- Indicate the specific ten (10) dates of non-operation in their written materials.
 - Standard Holidays (New Year's Day, Independence Day and Christmas Day) will be honored on the specific date unless specified otherwise
- Indicate which specific ten (10) dates of non-operation for which you want to be reimbursed if you have more than ten (10) dates.
- Indicate "Non-Operational Day" on the Attendance Record.

Note: Reimbursement will be based on the hours in which a child would normally be scheduled to attend on that day, as authorized by the Family Services Specialist. In addition, when the provider exceeds their ten (10) dates of non-operation, the agency will prorate reimbursement to account for the additional non-operational days.

Providers should submit an updated list of their specific ten (10) non-operational days to the Provider Services Agreements Unit each year, no later than May 31st, if the specific dates change in the following fiscal year.

Parent Responsibility When Completing the Attendance Record

When completing the Attendance Record, the parent is responsible for the following information:

- The Parent must record actual times of arrival and departure DAILY
 - Best Practice: Indicate AM or PM after each noted time
 - Best Practice: Record an absence reason on the Attendance Record on the last column
- The Parent must complete, sign and date the Family Fee Certification and Receipt section, if applicable
 - The Parent must pay the assessed monthly Family Fee directly to the provider or establish a payment plan with specific due dates and amounts due
- The Parent is required to attest under penalty of perjury that the hours/days listed on the Attendance Record are true, certifying with a full signature and date on or after the last day that child care was rendered
 - Best Practice: Complete the Attendance Record in blue or black ink only
- The Parent must cross out mistakes and initial changes made on the Attendance Record

The Family Services Specialist will be notified each time there is an Attendance Recordkeeping Inconsistency. Once verified, the parent will be notified in writing and reminded of the recordkeeping requirements. Parents that do not maintain and/or record daily arrival and departure times on the Attendance Records, four (4) months within a six (6) month cycle, January-June or July-December, will be required to attend a Recordkeeping Training Session or risk termination from the program.

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Provider Responsibility When Completing the Attendance Record

When completing the Attendance Record, the provider is responsible for the following information:

- The Provider is required to have the Attendance Record available for Parents to record DAILY arrival and departure times
- The Provider must record the actual time when a school-age child departs for and returns from school during the day
- The Provider must complete, sign and date the Family Fee Certification and Receipt section, if applicable
 - The Provider is required to collect the assessed monthly Family Fee directly from the Parent or establish a payment plan with specific due dates and amounts due
- The Provider is required to attest under penalty of perjury that the hours/days listed on the Attendance Record are true, certifying with a full signature and date on or after the last day that child care was rendered
 - Best Practice: Complete the Attendance Record in blue or black ink only
 - Best Practice: Submit Attendance Records within 60 days of their due date
- The Provider must cross out mistakes and initial changes made on the Attendance Record

The Claims Supervisor will be notified each time there is an Attendance Recordkeeping Inconsistency. Once verified, the Provider will be notified in writing and reminded of the recordkeeping requirements. Providers that do not maintain and/or record daily arrival and departure times on the Attendance Records, four (4) months within a six (6) month cycle, January-June or July-December, will be required to attend a Recordkeeping Training Session or risk termination from the program.

ATTENANCE RECORDKEEPING INCONSISTENCIES

Parent Attendance Recordkeeping Inconsistencies

Indicators that an Attendance Record is not completed on a daily basis include:

- Not recording actual arrival and departure times for five (5) or more consecutive days (block claiming)
- Missing actual arrival and departure times for five (5) or more consecutive days
- Making attendance changes/cross outs for five (5) or more daily occurrences
- Claiming child care hours on an approved Provider's Non-Operational Day
- Not recording an Attendance Certification date on or after the last day of care during the service month
- Missing parent and/or provider full signature and date in the Family Fee Certification & Receipt Section
- Missing a required check mark box in the Family Fee Certification & Receipt Section
- Not listing an amount collected, indication of a payment plan or recording a balance due in the Family Fee Certification & Receipt Section

Provider Attendance Recordkeeping Inconsistencies

Indicators that an Attendance Record is not completed on a daily basis include:

- Not having the Attendance Record available for parents to record arrival and departure times on a daily basis

- Not recording when a school-age child departs for and returns from school during the day for five (5) or more daily occurrences
- Making attendance changes/cross outs for five (5) or more daily occurrences
- Not recording an Attendance Certification date on or after the last day of care during the service month

Attendance Records that are missing a parent and/or provider Attendance Certification signature are rejected for completion.

- The provider must resubmit the Attendance Record, once completed for payment review and reimbursement
- Missing Attendance Certification signatures may result in a delay of payment

FAMILY FEES (CCR TITLE 5 18221)

A family fee is the parent's share of cost for child care services.

When the Family Services Specialist determines that the parent must pay a family fee, the Specialist shall provide the parent with a Notice of Action that will indicate the monthly part-time and full-time amounts of the family fees for the duration of the authorization and the date that it becomes effective.

Monthly Family Fees are assessed per family and not by child and are monthly part-time or full-time amounts. In most cases, the amount due for the month will be pre-printed on the Attendance Record.

A letter will be issued to the approved child care provider informing them of the family fee amount. The parent may request a family fee payment plan if the family fees cannot be paid in full before the service month begins. This plan is an agreement between the parent and child care provider.

- If the parent completes and follows a payment plan with the child care provider, services will not be terminated.
- If the parent does not follow the established payment plan with the child care provider, the provider must check that family fees have not been paid on the Attendance Record and contact the Family Services Specialist immediately. The Family Services Specialist will initiate the Termination for Delinquent Family Fee Process.

Crystal Stairs will deduct the total monthly family fee amount from your payment.

Certification and Receipt of Family Fees

If a family fee is owed, the applicable part time or full time family fee rate for the month will be pre-printed on the Attendance Record.

The provider must check off one of the following check mark boxes listed on the pre-printed Attendance record:

Check Box indicating that a family fee was collected.

- Indicate the amount collected
- Both parent and provider must sign full signatures and date

Check Box indicating that you have established a payment plan with the parent.

- Indicate the amount collected
- Both parent and provider must sign full signatures and date

Check Box indicating that you did not collect the family fee due or that the parent did not comply with the established payment plan.

- Indicate the outstanding balance due
- Provider must sign a full signature and date
- The parent's Family Services Specialist will contact the parent regarding the full outstanding balance and will initiate the Termination for Delinquent Family Fee Process

Providers will receive written documentation from the Family Services Specialist whenever a family fee is newly assessed, changed or removed. The notification will include an effective date.

SUBMITTING ATTENDANCE RECORDS

Please make copies of all completed Attendance Records before submitting the original forms. Crystal Stairs promptly processes Attendance Records that are accurate, complete and received on time.

- **Attendance Records are considered on time if received in the office between the 1st and 3rd business day of each month by 3:00 PM, after the month in which the child care services were given.**
- **Send one Attendance Record per child per month by the scheduled due date.**
- **Review the Attendance Record daily to ensure that the information is accurate. Once the Attendance Record has been received in office, corrections cannot be made.**

You may submit your Attendance Records and supporting documents in any one of the following ways:

- Mailing Address
 - P.O. Box 92240, Los Angeles, CA 90009-2240
- Lobby Drop off Box
 - 5110 W. Goldleaf Circle, Suite 150, Los Angeles, CA 90056-1282
 - During business hours 8:00 AM-4:30 PM
- Exterior Provider Drop off Box
 - Turnaround area on Fairfax Avenue and Goldleaf Circle
- Long Beach Office
 - 4300 Long Beach Blvd, Suite 420, Long Beach, CA 90807
 - During business hours 8:00 AM-4:30 PM

Note: On-site customer service is limited at any of the Crystal Stairs office locations due to our business needs.

Important Attendance Record Submission Reminders

- Attendance Records that are submitted after 3:00 PM on the 3rd business day of the month will be processed the following month.
- Attendance Records will be processed "as is" and cannot be corrected.
- **Crystal Stairs fiscal year ends June 30th.**

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- **All approved and outstanding Attendance Records (including June claims) for the fiscal year are due no later than July 15th of the current calendar year to be considered for reimbursement.**
- Attendance Records submitted after July 15th of the current calendar year will not be processed for payment (including June claims).
- It is best practice to submit claims not later than the 3rd business day of the month no later than 3:00 PM.
- It is recommended that current Attendance Records be submitted by the 3rd business day by 3:00 PM of the month, but no later than 60 days of their due date to avoid payment delays.
- Contact the parent's Family Services Specialist immediately when the parent refuses to complete or does not properly complete the Attendance Record. Crystal Stairs will then remind the parent of the importance of this step. The parent's failure to complete the Attendance Record may be a reason for his or her termination from the program.
- The parent or authorized person should not "record attendance" for a child on a day when s/he is not under your care.
- **The parent must notify the Family Services Specialist if a child has five (5) consecutive days or more of absences. Failure by the parent to report this may result in a loss of payment to you for absences in excess of those five (5) consecutive days.**
- You cannot require the parent to take vacation time when you go on vacation.
- The Attendance Record is a legal document.

Attendance Record Status Information

Providers are able to access vital information regarding the status of their submitted Attendance Records 24/7 by using the following services:

- Dial a **toll-free 800 number** to hear the status for each of your Attendance Records for the last three months
- Visit our **website** to get the status for each of your Attendance Records online for the last six months

For the month you select, these services will tell you:

1. Number of Attendance Records *processed* (Attendance Records paid)
2. Number of Attendance Records *in process* (Attendance Records received in office but not paid)
3. Number of Attendance Records *rejected* (Attendance Records that are not payment ready)

Telephone Service Instructions

Dial **(800) 833-3663** and the automated voice will ask you to:

- Enter your Crystal Stairs Provider ID Number
- Enter the last four digits of your Tax Payer ID Number or Social Security Number
- Enter the month and year that you wish to review
- Information is updated every 24 hours

Website Service Instructions

Visit our website www.crystalstairs.org and:

- Click on Providers at the top of the Home Page
- Click on Claims Processing Status on the drop-down menu
- First time users must register their identification information, user name and password to access the service

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PROVIDER PAYMENTS

Contacting the Office

Providers are able to contact the Claims Unit directly using our assigned calling queue phone number. The calling queue is open for limited hours throughout the month.

Claims Unit Calling Queue Phone Number	(323) 421-1087 English (323) 421-2482 Spanish
Hours of Operation 1st-20th of the month	Monday-Friday 2:00pm-4:30pm
Hours of Operation 21st-End of month	Monday-Friday 8:00am-4:30pm

The Claims Unit will be able to assist providers with:

- Questions regarding monthly reimbursement amounts
- Claims Status updates

For questions regarding parent authorizations and eligibility, please have the parent contact the Family Services Specialist.

The Provider Services Department (Agreements Unit and Claims Unit) will be closed for the following holidays:

- Martin Luther King
- Presidents Day
- Cesar Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas day through New Year's Day

Provider Payment Schedule (CCR Title 5 18266)

Payment is issued by **the 20th business day of the month** following child care services, if the following requirements are met:

- Child care is approved and authorized
- Attendance Records are received at Crystal Stairs no later than 3:00 PM between the 1st and 3rd business day following the claim month
- Attendance Records are accurate, complete and payment ready

Attendance Records that are submitted after 3:00 PM on the 3rd business day of the month will be processed the following month.

As a reminder, Crystal Stairs is unable to provide end-of-the year bookkeeping services or monthly payment reconciliations. Please maintain all Explanations of Payments mailed with each reimbursement.

Note: On rare occasions, payments may not be processed on the scheduled payment date due to agency closure dates and/or holidays. If you choose to set up automatic debits to your electronic accounts on the same dates payments are scheduled, Crystal Stairs will not be responsible for bank fees you incur should your payment be delayed.

Provider Reimbursement Options

Child care services are paid electronically by the following options.

1. Direct Deposit Option

- a. Payments will be electronically deposited into your personal account each payment distribution period
- b. Please contact the Payment Processing Unit at (323) 421-1086 for information regarding changes to your bank account.

2. Pay Card Option

- a. Payments will be electronically deposited into your pay card account each payment distribution period
- b. Please contact Skylight One Account at (877) 814-7679 for lost, stolen and replacement pay cards.

Payment Limitations

Please understand the following:

- Child care payments from Crystal Stairs are dependent on funding from CDE. If funding for the program is eliminated, parents will be terminated from the program for this reason.
- Delays in State budget funds may impact payment.
- You are an independent contractor, not an employee of Crystal Stairs or the State of California.
- You are required to repay any money received while you did not comply with program guidelines, Crystal Stairs policies and/or your agreement.
- When you terminate a child's enrollment from your program, give the parent and Crystal Stairs at least 10 business days notice.

The IRS and Taxes

If child care is provided in your home:

- **You are an independent contractor;** Crystal Stairs does not withhold any taxes from your payment.
- You are responsible for paying all federal, State and local income taxes, as well as other taxes.
- Crystal Stairs reports all payments of \$600 or more in a calendar year to the IRS on Form 1099, but this does not apply to corporations. Crystal Stairs will mail you a copy of your 1099 form by January 31st.

If child care is provided in the child's home:

- Crystal Stairs is not required to report to the IRS, and does not report, payments for in-home child care services.
- The parent is considered the employer of the in-home provider. The parent is required to withhold and report all federal, State or local taxes, benefits, and workers compensation.
- The child care payment is issued to the parent and the parent is responsible to pay the provider.
- You are required to file all income-tax paperwork with the IRS and/or the State.
- If you have questions, contact a tax consultant.

TERMINATION FROM THE PROGRAM

You may terminate the Provider Child Care Agreement for any reason by giving a two (2) weeks written notice to the Provider Services Agreements Unit.

Crystal Stairs will take the appropriate action to terminate services and end the business relationship with a provider upon notification of any of the following:

- The Provider is no longer providing services for a family receiving subsidized child care.
- The Provider did not meet the deadlines for the submission of required documentation to maintain the provider child care agreement.
- The Provider's facility license has been suspended or revoked and has not been renewed per Community Care Licensing (CCL) department.
- The Provider did not inform the Provider Services Agreements Unit that their agreement information or program status has changed.
- The Provider did not meet a provision(s) and/or did not comply with the policies and procedures of the Provider Child Care Agreement.
- The Provider or anyone acting on your behalf (i.e., a relative or friend) threatened or committed any type of harassment; physical or verbal abuse; or assault on a child, parent, provider or Crystal Stairs employee.
- The Provider falsified/misrepresented any of the following:
 - Facts on the Provider Child Care Agreement
 - Documents submitted to the program
 - Attendance Records
- The Provider's TrustLine Registry is closed, denied, pending/reopen, or revoked.
- The Provider violated the **Provider Fraud Policy** (see Appendix for a copy of the Provider Fraud Policy).

Note: Termination under these circumstances will apply to ALL active agreements with the agency.

When Payments Will Be Denied

Crystal Stairs will not make payments to a provider if they have information that might include, but is not limited to, the following:

- The provider was incarcerated during the time child care was rendered, for license exempt providers.
- The provider was out-of-state during the time child care was rendered and did not meet the requirements of the Manual of Policies and Procedures, Title 22, Section 102417 (a).
- The provider asks employees to commit illegal or unethical acts.
- The provider's facility license has been revoked per Community Care Licensing (CCL) and was directed to cease providing care, but did not.
- The provider claimed a relationship to a child that would have precluded TrustLine, but in fact, the relationship did not exist, or the provider had been previously TrustLine Denied.
- The provider used a false identity.

The Provider will receive a written notice ending the Child Care Agreement and the business relationship with the agency. The reason and timeframe for termination will be outlined in the written notice.

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IMPORTANT NOTICE

If your provider agreement or your participation in any Crystal Stairs program is denied or terminated due to any misrepresentation of information and/or fraudulent activity, you will be permanently barred from entering into an agreement as a provider with Crystal Stairs.

GRIEVANCE PROCEDURES

When you have a complaint about the Agreements or Claims policies, procedures, and/or practices of Crystal Stairs, please follow the step-by-step instructions below.

1. Providers that have an issue, disagreement or misunderstanding with a staff member are encouraged to speak with that staff person. Often times these issues turn out to be a misunderstanding about a regulation or agency policy.
2. If a child care provider is not satisfied with a resolution after speaking with the staff person involved, contact the supervisor, coordinator or manager in the department.
3. If the provider is still not satisfied with a resolution after speaking with the supervisor, coordinator or manager, the provider may contact the Quality Assurance Department at (323) 421-1020. Providers will receive a written resolution letter within 15 days of filing a complaint with the Quality Assurance Department.
4. Providers that are dissatisfied with the resolution decision issued by Quality Assurance may appeal to the CFO.

APPENDIX

Provider Services and Reimbursement Frequently Asked Questions

Agreements Unit

1. How can I contact my Provider Agreements Processor?

Answer: Please contact Crystal Stairs and ask to speak to an Agreements Processor if you have not received any mail from our office. An Agreements Processor is assigned to all new and existing cases and all mailed documentation will list an assigned Agreements Processor and their contact phone number.

2. I need to change my requested rates, what do I need to do?

Answer: Please contact your assigned Agreements Processor and ask for an Agreement Renewal Packet. The effective date of the change is dependent on the completion of the requested information and receipt date. Changes can be made once per fiscal year (July-June).

3. My requested rates are incorrect, whom should I contact?

Answer: Please contact your assigned Agreements Processor for further review of your submitted documents.

4. Do I contact the office if my phone number has changed?

Answer: Yes, please contact your assigned Agreements Processor once you have changed your phone number and/or have moved. Crystal Stairs must have the most up-to-date information regarding your business.

5. I am moving from my location, can I still receive payment?

Answer: The program will not pay for child care services from the effective date of your move. Crystal Stairs will not reinitiate payment until all required documentation has been submitted, are complete and are approved for your new location.

6. Why am I classified as an Independent contractor rather than an employee of Crystal Stairs?

Answer: You are an Independent contractor since Crystal Stairs does not have the right to determine your hours of operation and/or how you provide or perform child care services. Crystal Stairs does have policies and procedures regarding the program requirements and for how providers keep, complete and submit Attendance Records for monthly payments. We also require that certain forms be completed and documents provided in order to execute a service agreement. However, these requirements do not direct providers as to when and/or how to provide or perform services to children in their care.

7. Is Crystal Stairs required to withhold taxes from my child care subsidy payments?

Answer: As an independent contractor, Crystal Stairs is not required to withhold taxes from payments you receive for performing child care services.

Claims Unit

1. What is a varied child care schedule?

Answer: A varied child care schedule is when a parent's need for child care is unpredictable due to the parent's specific hours/days of needs activity and/or employment. Unpredictable schedules will be authorized with a maximum number of hours and days per week. A parent should be using child care within the set maximum hours and days per week. Only actual care used is reimbursable to the provider. The parent's schedule will be reassessed every four (4) months.

2. What is a set child care schedule?

Answer: A set child care schedule has a set pattern and is predictable each week. Predictable schedules will be approved with a set number of hours and days per week.

3. Will I receive more reimbursement if the parent's hours have increased?

Answer: The parent's change in hours must be approved by their assigned Family Services Specialist. Payment is dependent on the total number days and hours that have been approved for the service month. Parents must report changes to their Family Services Specialist within five (5) calendar days.

4. What is a family fee?

Answer: A family fee is the parent's share of cost for child care. It is determined by the family size, income and total amount of child care services provided. Family Fees are assessed monthly and will be pre-printed on the Attendance Record. Providers are required to collect family fees directly from the parent. **Crystal Stairs will deduct the total monthly family fee amount from your payment.**

5. I have a discrepancy with my reimbursement, what do I do?

Answer: Please contact the Claims Unit for further review of your reimbursement amount. It is best practice to contact our office immediately after finding a discrepancy with your reimbursement.

6. I submitted my Attendance Record after the on-time deadline, when should I expect payment?

Answer: Attendance Records that are received after the 3rd business day at 3:00 PM will be processed the following month.

7. I have not received my Attendance Record for the month, what do I do?

Answer: Attendance Records are mailed to providers for all authorized children by the first of every new month. Please contact the office for a reprint before the 5th calendar day. If you contact the office after the 5th calendar day, a reprint will not be available. Attendance Records must be available for parents and completed on a daily basis. If you have not received your pre-printed form before the 5th calendar day, you may record attendance using an alternative sign-in/sign-out document.

8. How should my parent complete the Attendance Records accurately?

Answer: Parents are required to complete the Attendance Record on a daily basis. They must record actual arrival and departure times for their children, must record any absences and /or school updates, must sign and date the Attendance Record on the last day of child care and if applicable, must sign and date that a Family Fee was paid and/or indicate that an outstanding amount is due.

9. How do I record school age children hours on the Attendance Record?

Answer: Providers are required to record actual departure and arrival times for school-age children in the shaded columns on the Attendance Record on a daily basis.

10. Will I receive an Attendance Record if my parent is authorized mid month?

Answer: Normally an Attendance Record will be mailed to you with your Certificate of Enrollment. However if you do not receive an Attendance Record, please record attendance using an alternative sign-in/sign-out document. Please remember to include all the required elements.

Provider Fraud Policy

Each child care provider used by one or more participants in the CalWORKs program and the Child Care Assistance Program (CCAP), is required to understand and sign a copy of the Crystal Stairs Provider Fraud Policy. If you receive any monies or payments regarding Crystal Stairs programs by fraud, you may be asked for repayment, prosecuted to the full extent of the law and terminated as a provider receiving payments from Crystal Stairs.

Fraud is defined as:

- Intentionally giving false or misleading information on CalWORKs or CCAP provider agreements, attendance forms or other documents:
 - To begin providing child care services
 - To increase or continue existing services, or
 - To stop a reduction in services.
- Intentionally not giving information that could cause the child care services you provide to be denied, reduced or terminated.
- Accepting a participant knowing you are ineligible to provide child care services.
- Accepting any child care payment knowing the amount is more than you are owed or that you did not provide the services.
- In any other way intentionally giving false or misleading information or statements, or withholding information in accepting, obtaining, continuing, avoiding a reduction in or denial of benefits, services, monies or payments provided by Crystal Stairs.

If Crystal Stairs suspects or is notified in some way that you have given false or misleading information about your eligibility to provide child care or child care services provided, an investigation and ruling will be made in your case. The investigation may be referred to the Department of Public Social Services (DPSS), the California Department of Education (CDE) and/or law enforcement, and may include unannounced visits, telephone calls, review of related documents, etc.

If the determination is that you have committed any of the acts described above, Crystal Stairs will send you a notification that your child care provider agreement and your participation with all Crystal Stairs programs will be terminated. If you disagree with the termination decision *and* if the decision is reviewable, you may file a request for a review as described in your notification letter. There will be no possibility of reinstatement or reconsideration of your participation or involvement with Crystal Stairs programs after the termination decision, as final termination decisions are irreversible and permanent. Further, you will be responsible for the repayment of monies and payments for which you were not eligible.

Independent Contractor Advisory

Child care providers, serving children in families enrolled in child care subsidy programs administered by Crystal Stairs, are **independent contractors**. This means that:

- Crystal Stairs does not have the right to determine the provider's hours of operation and/or how child care services are provided or performed.
- Crystal Stairs does not provide the supplies, materials and/or equipment necessary to perform child care services.
- Crystal Stairs issues subsidy payments to providers on behalf of families enrolled in the agency's child care subsidy programs.
- Crystal Stairs is not the provider's employer; child care services are performed based on a written service agreement executed with Crystal Stairs wherein the provider acknowledges that s/he is not an employee of Crystal Stairs. The agency does not withhold or pay income or payroll taxes and/or provide fringe benefits (e.g., health insurance, vacation, sick leave) for providers.
- The State of California and/or Los Angeles County do not employ the provider and the provider is not an employee of the State and/or the County.