



# Crystal Stairs Services and Requirements

Please read the following information carefully. It explains what you are entitled to and responsible to do as a parent on the CAPP Child Care Program. If you have questions, please contact your Program Specialist. Please initial next to each statement and sign on the back of this form.

## I. SERVICES PROVIDED THROUGH THE PROGRAM

- \_\_\_\_\_ 1. Full-time or part-time childcare for children up to the day before their 13th birthday [19th (Federal) and 21st (State) for exceptional needs children with an IEP] as long as you are income-eligible, and need services for any of the following reasons:
  - a. Working
  - b. Attending school, college, or vocational training
  - c. Seeking work or training
  - d. Children are at risk of abuse or neglect
  - e. Medical or other incapacitation certified by a qualified professional
  - f. Homeless or Searching for Permanent Housing
- \_\_\_\_\_ 2. Childcare of your choice (restrictions apply). Your program specialist must approve all selections or changes of childcare in advance. With approval, the required paperwork can be completed before services start. To request a change in providers, contact your program specialist. **If you begin care without prior approval in writing, the program will not pay for the days of childcare before the change was approved.** Licensed providers require at least a 2 weeks notice before you stop using their services. Please speak to your current provider to establish an end date BEFORE you leave their care and start with a new provider.
- \_\_\_\_\_ 3. Assistance with referrals to childcare, social, and community services.

## II. RESPONSIBILITIES OF PROGRAM PARENTS

In order to receive childcare services, state guidelines and Crystal Stairs Policy require certain actions on your part. These are:

- \_\_\_\_\_ 1. Meet with your program specialist every year to certify your eligibility for services; this includes a face-to-face meeting with your program specialist and providing documents that confirm your current income and job/training status for each adult counted in your family size. It is very important that you show up for this meeting and/or submit required documents or your childcare services will be terminated.
- \_\_\_\_\_ 2. Any documentation submitted to Crystal Stairs that provides proof of your eligibility and need for childcare services must be verified by your program specialist before services can begin. Your program specialist has the right to ask you for additional paperwork if the paperwork initially submitted cannot be verified. It is grounds for termination if you do not submit the requested documentation or if you submit falsified or misleading documentation. Crystal Stairs reserves the right to bill you for any childcare payments made to any provider during the time you were not eligible.
- \_\_\_\_\_ 3. If your family income is between the 50th and 75th percentile of the state median income, you will be required to pay a share of your childcare costs. This share of cost is called a parent fee. Parent fees are based on your gross monthly income and your family size. If you are required to pay a fee, all fees must be paid directly to your provider on time and in the full amount or daily rates shown on your monthly Attendance Record, or your Attendance Record must state that you and your child care provider have entered into a mutually agreed upon payment plan. If you do not pay your fees, your childcare services will be terminated. See the Parent Fee Payment Policy for a full explanation.
- \_\_\_\_\_ 4. It is important for your program specialist to reach you by mail and telephone as needed. You must report any change in your home address, work address or telephone numbers to your program specialist within 5 calendar days. Putting a change of address only at the post office or County office is not sufficient. Crystal Stairs will not be responsible for mail that is lost, returned or not received if the agency was not notified of the changes and mail is sent to the address in your file. If you do not report these changes, your childcare services will be terminated.
- \_\_\_\_\_ 5. Any changes in your family income (raise or salary increase), family size, marital status, employment and/or educational status for you and any other adult counted in the family size, must be reported to your program specialist within 5 calendar days. Some examples of such changes include:
  - becoming unemployed
  - going from full-time work to attending school or training
  - starting work after school or unemployment
  - changing from full-time to part-time work
  - changing from full-time to part-time school enrollment or withdrawing from classes or a training program
  - special circumstances such as
    - maternity leave, medical disabilities or other incapacitation
    - extended vacations
    - family emergencies that may affect your ability to work or continue training including incarceration

If you or any other adult counted in the family size do not report changes within 5 calendar days or Crystal Stairs determines that you intentionally gave false or misleading information regarding your income or need for childcare and you used childcare services, you will be terminated and billed for any childcare payments Crystal Stairs has paid to any providers during the time you were not eligible.



**II. RESPONSIBILITIES OF PROGRAM PARENTS (cont.)**

- \_\_\_\_\_ 6. If you or any other adult counted in your family size is not employed or in school/training, you can search for work or a training program and Crystal Stairs can pay for your childcare. This is called Job Search status . You must notify your program specialist within 5 calendar days if Job Search status is needed. You will be required to submit a Job Search Plan that describes the activities you will do to get a job, change or better your employment, and a description of when you will need childcare hours during Job Search status. Crystal Stairs can only pay childcare for a 60-day period (max 5 days/week, max 29 hours/week) while on job search. If you are searching for a job while you are already working or going to school, you can receive an extension of 20 more days if you have been in school or working for more than 20 days and **AFTER** you inform your program specialist. You must tell your program specialist within 5 calendar days if you start work or enroll in school/training. You may save any of the 60 days that you did not use in your job search for another job search period during the same fiscal year.
- \_\_\_\_\_ 7. **Each day you drop off and pick up your child for childcare services, you must sign the Attendance Record in blue or black ink with your full signature.** Anyone you authorize to drop off and pick up your child must do the same. Sign the Attendance Record on the bottom at the end of each month. It is not valid without your signature and that of the provider. The Attendance Record is a legal document, when the provider and parent have signed it. That means you are responsible for and agree with all of the information on that document. If you do not fill out or sign the Attendance Record correctly and on time, your childcare services will be terminated.
- \_\_\_\_\_ 8. The days and hours for your childcare are determined by your work, school, or training schedule along with any needed travel time (time it takes for you to get to school or work from the provider's location), study time for student parents or sleep time for parents that work a grave yard shift. The Program provides services to meet your needs. As those requirements change, Crystal Stairs can make adjustments. You must talk to your program specialist if there are any changes in your circumstances and childcare needs. **Crystal Stairs will not pay for childcare services you use before approval.** You must tell your program specialist within 5 calendar days if one or more of your children will not use childcare because of vacation, family visitation, maternity leave, a medical problem, or another event. If you misuse childcare services, those services will be terminated.
- \_\_\_\_\_ 9. If you use disrespectful language (written or verbal), pose any type of threats (specific or implied), vandalizing property, present verbal or physical abuse, or endanger the life of any child, parent, childcare provider, or Crystal Stairs staff member your childcare services will be terminated. This type of behavior will not be tolerated. Legal steps will be taken, if necessary
- \_\_\_\_\_ 10. When you request a contract for an exempt provider, all acceptable paperwork and documents must be submitted by the due date before Crystal Stairs will pay for your childcare. Your provider and you have up to 30 days to complete the contract process. If your provider and you do not complete a contract and/or do not meet all the requirements by the deadline, there will be no payment for childcare services and you will be asked to choose another provider. If the process takes more than 90 days, children who have not used care may be terminated from the program.
- \_\_\_\_\_ 11. When you request a contract for a licensed provider, all acceptable paperwork and documents must be submitted by the due date before Crystal Stairs will pay for your childcare. Your provider will have up to 30 days to complete the contract process. If your provider does not complete the a contract and/or does not meet all the requirements by the deadline, there will be no payment for childcare services and you will be asked to choose another provider. If this process takes more than 90 days, children who have not used care may be terminated from the program.
- \_\_\_\_\_ 12. Once a provider is contracted and childcare authorized, your program specialist will send your provider a Certificate of Enrollment and Attendance Records. **Any care used before the Certificate of Enrollment is received and dated will not be paid for.** This includes when you change providers or use more childcare hours than are listed on your provider's previous Certificate of Enrollment or your previous Notice of Action.
- \_\_\_\_\_ 13. The program can **ONLY** pay for childcare services that are authorized around work/school or any other approved childcare need. Crystal Stairs does not pay for private school tuition or education hours if your day care center provides it. Crystal Stairs does not pay for clothing items and school uniforms such as shirts and caps; transportation that is not included in your provider's established rate; meals; additional summer programs or field trips. Crystal Stairs will pay for childcare registration fees, when this is included in your provider's contract but not school registration fees.
- \_\_\_\_\_ 14. Crystal Stairs cannot pay for more than one provider if one provider can take care of all your childcare needs. Please talk to your program specialist if you have any questions.

**I HAVE READ THIS NOTICE OF CRYSTAL STAIRS SERVICE AND REQUIREMENTS AND UNDERSTAND MY RESPONSIBILITIES AS A PARENT ON THE CAPP CHILD CARE PROGRAM.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Copy given/mailed \_\_\_ / \_\_\_ / \_\_\_