



Del Norte  
Child Care  
Council

# PROVIDER HANDBOOK

- ALTERNATIVE PAYMENT PROGRAM
  - CALWORKS STAGES 2 AND 3

Effective May 1, 2025

# Del Norte Child Care Council

## MISSION:

*To promote and encourage the healthy growth, education, care, and development of children through increased community and family awareness of children's needs.*

## VALUES:

- *Respect*
- *Integrity*
- *Excellence*
- *Health and Wellness*
- *Flexibility*
- *Fiscal Responsibility*

**Approved by Del Norte Child Care Councils Board  
of Directors**

**DEL NORTE CHILD CARE COUNCIL  
 PROVIDER HANDBOOK  
 ALTERNATIVE PAYMENT PROGRAM  
 CALWORKS STAGES 2 AND 3**

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## **INTRODUCTION**

Welcome to Del Norte Child Care Council! You have been selected by a parent on one of our subsidized child care programs to provide child care to their children. Because that parent has qualified for a child care subsidy that will cover part or all of their child care costs, we can reimburse you for the care for which that parent is eligible. In order to be reimbursed for any services, you need to be aware of and follow both Del Norte Child Care Councils' policies and those of the governmental agencies which provide the child care funding. The purpose of this handbook is to explain those policies to you so that you can be reimbursed in a timely fashion for the care you will provide. This handbook covers the subsidized child care programs of Alternative Payment and CalWORKs Stages 2 and 3.

### **1.01 DEL NORTE CHILD CARE COUNCIL**

Del Norte Child Care Council offers a wide range of programs in child care services. For current information, please visit [www.dnccc.com](http://www.dnccc.com), or call 707-464-8311.

Child care providers are encouraged to contact Del Norte Child Care Council in order to obtain information regarding child care quality enhancement information, technical assistance, and information regarding how to obtain reimbursement for serving healthy meals and snacks for children in care.

### **2.01 PARENT CHOICE POLICY**

Del Norte Child Care Council offers child care subsidy programs known as parent choice programs—this means it is the parent's responsibility to select a provider for their children. The facility chosen by the parent must be licensed and/or operating in accordance with applicable State of California law. The parent selects the child care provider; Del Norte Child Care Council does not place children in care nor recommend providers.

Parents may change their care settings to meet their needs and should contact their Case Manager to report a change. As a courtesy, parents should give their providers notice in accordance with their provider's rules. If parents do not give notice to their child care provider and do not use child care, Del Norte Child Care Council will be unable to pay you for any of that time period.

### **3.01 YOUR RELATIONSHIP TO DEL NORTE CHILD CARE COUNCIL**

You are an independent contractor selected by a parent enrolled on one of Del Norte Child Care Councils child care services programs. Nothing contained in this handbook is intended or is to be construed to create a partnership or joint venture between Del Norte Child Care Council and parents or providers participating in our programs, or to make any of the aforementioned parties the agent of the other(s).

Child care providers who participate in Del Norte Child Care Councils child care services programs are not employees, partners, agents or principals of Del Norte Child Care Council . Child care providers are not entitled to the rights or benefits afforded to Del Norte Child Care Council employees, including disability or unemployment insurance, workers compensation, medical insurance, sick leave, or any other employee benefit.

Del Norte Child Care Council does not inspect or warrant the condition of child care providers facilities or the quality of supervision the children receive. Del Norte Child Care Council assumes no responsibility for illness, injury or damages arising from the performance of our agreement for services. Parents and child care providers agree to indemnify and hold harmless Del Norte Child Care Council, its officers and its employees from costs, suit or liability allegedly arising from the provision of child care services.

***This means:***

1. You are not the employee of Del Norte Child Care Council . You are an independent contractor who works for the parent who has selected you to be his/her child care provider.
2. Del Norte Child Care Council cannot function in any way as your employer. For example, we cannot:
  - a. Verify your employment for anyone
  - b. Pay unemployment benefits
  - c. Be a reference for loans, housing, etc.
3. Del Norte Child Care Council does not withhold any taxes from any payments made for child care. You are responsible for your own taxes and insurance. If Del Norte Child Care Council pays you more than \$600 during the calendar year, Del Norte Child Care Council will issue you a Form 1099 at the end of that calendar year and send a copy to the Internal Revenue Service and the State Franchise Tax Board. It is your responsibility to file your own taxes.
4. You are responsible for keeping your own business records. We recommend that as soon as you start providing care that you talk with a tax consultant that can help you set up your business records appropriately.
5. As an independent contractor, you set your own rates. The State of California establishes a ceiling amount that Del Norte Child Care Council can pay, so if your rates are higher than what we can pay, the parent is responsible for paying you the difference.
6. The rates you charge Del Norte Child Care Council must be the same as what you charge or would charge to the general public.

Del Norte Child Care Council reserves the right to refuse participation to any child care provider who owes an outstanding debt to Del Norte Child Care Council (including

outstanding family fees or reimbursement for services), or has provided false or misleading information, either as a parent or a provider on our programs.

#### **4.01 YOUR RELATIONSHIP WITH THE PARENT**

The parent has hired you to be their child care provider and entrusted you with the care and well-being of their children. The better you communicate with the parent, the better care you will be able to provide to the children. We strongly recommend that parents visit your site and discuss with you all relevant issues related to their child's care, including:

1. Days and times when you are available to provide care
2. Your charges for basic child care for the days/hours the parent needs
3. Additional services you may provide (such as transportation) for which the parent will have to pay
4. Any additional costs you might expect the parent to pay

Parents may end their services with their provider either because they no longer want to use that provider or because they are no longer eligible to receive child care subsidies. Del Norte Child Care Council asks parents to give their providers advanced notice whenever possible.

#### **5.01 PROVIDER PARTICIPATION POLICY**

Child care providers must meet certain criteria in order to be reimbursed for child care services. You must:

1. Be licensed by Community Care Licensing (CCL) or exempt from licensure. For licensed providers, you must be in good standing with CCL. Del Norte Child Care Council must have a copy of your current license in our files in order to make payment. If you move, licenses are not transferable, child care cannot be paid until a new license is issued to the provider. Other documentation may be required from any provider that moves, licensed or not.
2. Provide care in Del Norte County
3. Operate on a non-discriminatory basis, giving equal treatment and access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability
4. Submit a valid rate sheet to Del Norte Child Care Council showing the rates you charge for services
5. Allow parents, when the child(ren) is/are in care, unlimited access to their child(ren)
6. Complete a W-9 form for Internal Revenue Service reporting
7. Be at least 18 years old and clear of active or contagious tuberculosis
8. Have no convictions of any crime involving violence against, abuse or neglect of children
9. Agree to maintain confidentiality regarding all children and families receiving services
10. Report to Del Norte Child Care Council if location of care changes and/or if provider's address changes
11. Report when ownership of facility changes

Del Norte Child Care Council will ask you to submit documentation of the above requirements in order to ensure that we are following state regulations.

Del Norte Child Care Council may require any additional documentation necessary to establish that **licensed** providers are charging the same rates for subsidized children that they are charging for non-subsidized children.

Parents that observe a Health & Safety violation by their provider should contact their Case Manager.

## **5.02 TRUSTLINE OR RELATIVE CARE**

### **TRUSTLINE (NON-RELATIVE TO CHILD)**

State law requires all non-licensed child care providers (other than the child's aunt, uncle or grandparent by blood, marriage or court decree) to be TrustLine registered before they can be reimbursed for services. The TrustLine process, which consists of a background check conducted by the California Department of Social Services, can take as little as a few days or as long as a year or more, depending on circumstances. TrustLine registration is granted once a provider clears the background check.

This means that if you are not licensed or the child's aunt, uncle or grandparent, you must contact Del Norte Child Care Council at 707-464-8311 for assistance. You will need to complete paperwork, which includes a:

- TrustLine application form
- Criminal History Form

In addition, you must have your fingerprints scanned electronically (LiveScan) at local LiveScan Vendor, and wait for the background check to be completed before we can reimburse you for any services.

Once you are registered, you will not need to reapply even if caring for a different family's children, however if you move and change your address, you must notify us.

## RELATIVE

If you are the child's aunt, uncle or grandparent by blood, marriage or court decree, a relative provider packet must be completed and submitted to the Case Manager before services can be approved. Incomplete packets may delay payment, approval of care will not be backdated.

### **6.01 PROVIDER RATES**

As an independent contractor, you set your own rates. You should discuss those rates with the parent to whom you are providing service so that the parent understands the costs of your services.

The California Department of Education (CDE) requires that:

- All **licensed** providers must have a valid rate sheet on file at Del Norte Child Care Council that states the rates they charge non-subsidized children
- Every child on Del Norte Child Care Councils programs must have a child care certificate stating the days/hours of authorized care and the agreed upon rate of reimbursement for that child
- Del Norte Child Care Council will not provide reimbursements that exceed the ceiling (see Maximum Reimbursement below)
- Non-licensed providers can only be reimbursed for actual hours that the child uses authorized care

Providers are prohibited from charging more for subsidized families than they charge non-subsidized families.

## ***PROVIDER REIMBURSEMENT***

### **7.0 CERTIFICATES**

The certified hours of care will appear on the certificate. It will include the start date and end date of the schedule, and the name of the child. The certificate will be sent to you, please sign and return to our office. You are encouraged to make a copy of the certificate and keep in your files. Each parent will also receive a certificate which documents the certified schedule of care. Del Norte Child Care Council will be monitoring use of care by the parent.

### **7.01 MAXIMUM REIMBURSEMENT**

The State of California conducts regular surveys of child care providers throughout the state to determine the average cost of care per region. Based on the data collected, the State sets a ceiling on the amount that agencies such as ours can reimburse for child care. Del Norte Child Care Council will be able to reimburse providers for the ceiling applicable to that child, or the provider's rates, whichever is less. Any difference between the provider's charge and the amount Del Norte Child Care Council pays should be billed by the provider to the parent. This is considered a parent's co-payment.

## 7.02 RATE CHANGES

Del Norte Child Care Council requests written notice for all rate changes. Changes must be submitted 60 days prior to effective date.

For example, if you have a rate increase that is effective on September 1, you need to send us written notification by July 1.

## 7.03 ATTENDANCE REPORTING

In order to comply with laws and regulations, Del Norte Child Care Council must apply very specific requirements for the recording of attendance:

1. Del Norte Child Care Council issues an Attendance Form to you, the child care provider, for each child for each month. Only care for the specified month should be documented on the Attendance Form. Care for two months should never overlap on one Attendance Form. If you have not received an Attendance Form by the time care has started, you should have the parent contact her/his Del Norte Child Care Council case manager immediately.
2. Attendance Forms should be kept with providers and are the only form of documentation accepted for billing.
3. Parents or authorized representatives are required to record exact time in and out for each day, including a.m. and p.m. and full signatures.
4. Only adults 18 years and older that drop off or pick up the child(ren) may note time in or out of care. Parents should give you a written authorization so you will know which adults the parent has authorized to drop off or pick up their children in and out of care, if not the parent.
5. Whoever is authorized to bring the child to care and to pick the child up from care must write the exact time on the Attendance Form. You should never sign Attendance Forms for parents. If you or an authorized adult are taking the child to school or picking the child up from school, you should enter times and have an authorization in your files
  - a) If a child is scheduled for before-school care only, you may note the exact time.
  - b) If a child is scheduled for after-school care only, you may note the exact time.
  - c) If a child is scheduled for before and after school, you may note the exact times the child leaves for and returns from school.
6. Child care providers who have been authorized by the parent(s) to pick up children must note times on a daily basis.
7. When the last day of care for the month has been provided, the bottom of the attendance form must be signed and dated by you and the **enrolled parent** (not the authorized pick-up person) **in blue or black ink and with full signatures**. The end of month signatures verify all information is true and correct, under penalty of perjury. If the parent has not signed the Attendance Form at the end of the month and the parent is unreachable after attempts are made by staff through mail, email, text, or phone, the Director may authorize payment for eligible days and hours of care if the provider has signed that information on the Attendance is true and correct.
8. Child care providers are prohibited from asking parents to pre- or post-sign attendance forms. If the attendance form appears to have been completed all at once by the parent

or by you, your reimbursement may be delayed or may not be covered. This is linked to Del Norte Child Care Councils need to detect and prevent fraud.

9. If the parent makes a mistake on the attendance form (for example, notes times on the wrong date), they should cross out the error and initial it, and fill in the correct information.
10. If the parent uses care that is not broadly consistent with the child care schedule (care that is less than 50% of what is scheduled or care that crosses from full time or part time and vice versa), the Case Manager will attempt to contact the parent regarding services. The parent may be responsible to pay for that care.
11. The hours recorded on the Attendance Form must be the exact hours the child was actually in care. If the hours of care differ from those on the Child Care Certificate (CCC), the parent should use the appropriate reason code to explain the discrepancy. For example, days you are closed.
12. If the certificate no longer reflects the child care needs, the parent should notify their Case Manager if more hours of care are needed
13. Attendance Forms may not be altered or modified by either the parent or provider
14. Child care providers are required, at a minimum, to sign full signature in ink at the end of the month.
15. Del Norte Child Care Council must have original end of month signatures on the Attendance Form in order to complete the reimbursement process.
16. If an Attendance Form is not used due to the child no longer attending, the form should be sent back to the Case Manager.

If a child is absent or does not use scheduled care, the parent or authorized pick-up person must fill in the “Reason Code” box with one of the following codes:

Provider Closed for All or Part of the Day for holiday or other reason	All Ages – Child Absent From Care or In Care for FEWER Hours than on Authorized Schedule		School-Aged Children	
<b>C</b>	<b>S</b>	Child or family member sick, at Dr.’s appointment, or absent for other medically-related reason	<b>S</b>	Child sick and used more hours than usually scheduled on a school day
	<b>A</b>	Other absences (e.g. child/parent vacation, visiting relative, or other personal reason)		

- I. The “C” code is to be used when you are closed or unavailable to provide care for all or part of a scheduled day of care.
- II. The “S” code is to be used when:
  - a) Any child is absent from care or uses fewer hours than scheduled due to a medically-related reason.
  - b) A school-aged child is ill on a school day and is in care for more hours because of the illness.

- III. The “A” code is to be used when a child is absent from care or uses fewer hours than scheduled due to a non-medical reason.

#### **7.04 REIMBURSEMENT FOR ABSENCES**

Del Norte Child Care Council can pay licensed providers for holidays, absences, and vacations under a certificate with set hours (this does not include variable schedules): The subsidy program will pay the first ten (10) planned closure days that have been submitted by June 1 to the Case Manager per fiscal year (days coded as “C”) when no care is used (regarding provider closures) and if these charges are applied to non-subsidized families as described in the provider’s rates or contract on file.

- 1. The first 10 medically-unrelated absence days per fiscal year (days coded as “A”) when no care is used (regarding child absences).

Del Norte Child Care Council can only pay non-licensed (family, friend, neighbor) providers for the actual care they provide and cannot pay for hours or days for which the provider did not provide care or was unavailable to provide care.

In addition:

- a) Del Norte Child Care Council reserves the right to refuse to pay for unexplained absences.
- b) If there are excessive absences, Del Norte Child Care Council will attempt to obtain an explanation from the parent regarding services needed.
- c) The state limits payment to an alternate, eligible provider when a parent’s regular provider is not available on a scheduled day to ten (10) sick days for a child that is ill or ten (10) closure days.

#### **7.05 PAYMENT REIMBURSEMENT SCHEDULE**

- 1. Del Norte Child Care Council will make every attempt to issue payment within twenty one (21) calendar days of receipt of properly completed, accurate Attendance Forms if the properly completed Attendance Forms are received at a Del Norte Child Care Council office by 5 p.m. the third calendar day of the month after care was provided.

- a) If the third falls on a holiday, weekend, or a day of office closure, Attendance Forms may be submitted by 5 p.m. on the following business day.
- b) Attendance Forms are accepted at 212 K Street in Crescent City. –

2. For Attendance Forms that are received at Del Norte Child Care Councils office after the 3<sup>rd</sup> of the month but prior to the end of the month after care was provided, Del Norte Child Care Council will attempt to issue payment within 21 calendar days.

Exceptions to Del Norte Child Care Councils commitment to issue payments within these timelines include, but are not limited to:

- Natural disasters or events which result in Agency closure days
- Delay in receiving contract funds from the State
- Electronic/internet issues which may affect Del Norte Child Care Council or banking institutions
- Circumstances beyond the control of Del Norte Child Care Council

The last payment for any Attendance Form submitted in a fiscal year is the last week of July. Once the books are closed, no payments can be issued.

#### **7.06 NON-REIMBURSABLE CHARGES**

Del Norte Child Care Council is bound by the regulations that govern all parent choice programs. The regulations stipulate the conditions under which we can or cannot reimburse child care providers. Under these regulations, Del Norte Child Care Council will **not** reimburse providers:

1. In advance of services rendered
2. Until you have completed all the necessary paperwork for reimbursement
3. Unless the parent has enrolled on our program and has a written Child Care Certificate (CCC) approved by Del Norte Child Care Council
4. If the information in your file is not current
5. If any information on the Attendance Form is false or inaccurate
6. If the child is suspended from child care
7. For instructional minutes of a public educational program available to a school age child, or a private school in which the child is enrolled and attending
9. For time when the child is receiving any other child care and development program
10. Days on which the provider is not open to provide services
11. If the parent or Del Norte Child Care Council ends the agreement for services

You may have other services that the parent might want to use, but Del Norte Child Care Council will not be able to pay for them. Del Norte Child Care Council does not pay for the following charges:

- A. Transportation charges
- B. Private school costs or tuition
- C. Late fees
- D. Notice time when care is not used
- E. Field trips
- F. Meals (unless as part of a separate agreement between the child care provider and Del Norte Child Care Council as part of the Child and Adult Care Food Program/CACFP)
- G. Days in excess of 10 per fiscal year for provider non-operation (e.g., vacations, holidays, or when the provider is otherwise unavailable)
- H. Hours the child is being “home-schooled” and the child would normally be in school
- I. Hours the child is in care due to school suspension or expulsion

If the parent selects services for which Del Norte Child Care Council cannot pay, you will need to make arrangements to bill the parent directly for these additional services.

#### **7.07 METHODS OF PAYMENT**

Del Norte Child Care Council makes payment to providers by direct mail (hard check) or through our direct deposit program which electronically transfers money into the financial account of the provider’s choosing. If a child care provider chooses direct deposit, the provider can choose either:

- Savings Account
- Checking Account

Del Norte Child Care Council recommends using direct deposit in order to avoid lost or stolen checks.

#### **8.01 PROVIDER END OF PARTICIPATION**

Del Norte Child Care Council may end the business relationship or terminate payment to child care providers should any of the following conditions occur:

##### **1. LICENSE REVOCATION/SUSPENSION/PROBATION FOR ANY LICENSED FACILITY**

###### **a. Revocation/Suspension**

If a provider’s license is revoked or suspended, Del Norte Child Care Council will cease to reimburse the provider as of the date of the revocation or suspension. The parent and the provider will be notified in writing that payment has been terminated and the reason for the termination. In order to continue receiving services from Del Norte Child Care Council, the parent will have to select a different provider. If a child care provider’s license is revoked, they will not be eligible to participate in Del Norte Child Care Councils Resource and Referral and Subsidy programs (including as a family member or any type of exempt provider) until five (5) years past the date of the revocation.

###### **b. Probation**

If a provider is placed on probation, Del Norte Child Care Council will notify the parent of the provider’s probation status and explain that the parent has the option to select

another provider or remain with their current provider without risk of services being terminated from the program. Del Norte Child Care Council will not approve services for new families with this provider during the probationary period.

2. **CHANGE OF LOCATION**

- a. **Licensed Providers:** Child care licenses are not transferable. Any time a provider moves, they must apply for another license. When the new facility is licensed, Del Norte Child Care Council requires a new W-9 and copy of the new license. In order to continue receiving subsidy payments, the provider must notify Del Norte Child Care Council prior to moving. If there is a time lapse between the provider's new and old license, no payment can be made for that time.
- b. **Non-Licensed Providers:** The provider must notify Del Norte Child Care Council **prior** to moving. Del Norte Child Care Council will require that the provider update forms necessary in her/his file.

3. **TRUSTLINE DENIAL/REVOCAION/CLOSURE**

State law prohibits Del Norte Child Care Council from paying a provider whose TrustLine application is denied or closed. If an existing provider's TrustLine is ever revoked, Del Norte Child Care Council will stop payment immediately. In either of these cases, they will not be eligible to participate in Del Norte Child Care Councils Resource and Referral and Subsidy programs.

In addition, Del Norte Child Care Council will cease conducting business with a provider who does any of the following:

1. Violates any rules listed on the Provider Program Rules Agreement
2. Falsifies or submits falsified information on attendance forms
3. Fails to supply Del Norte Child Care Council with required documents
4. Forges any signatures on any documentation
5. Exhibits behavior that endangers the health/safety/welfare of any child in their care
6. Uses abusive or vulgar language and attempts to bribe, coerce, extort or threaten any Del Norte Child Care Council employee, client or vendor
7. Demonstrates lack of cooperation with Del Norte Child Care Council staff
8. Is unable or refuses to submit properly completed paperwork, including Attendance Forms
9. Charges Del Norte Child Care Council a higher rate than that charged to the general public
10. Does not comply with any rule which would prevent Del Norte Child Care Council from complying with appropriate guidelines
11. Is involved in criminal conduct of any kind involving Del Norte Child Care Council staff or Del Norte Child Care Council locations
12. Uses alcohol or illegal drugs on Del Norte Child Care Council premises or is under the influence of alcohol or drugs on Del Norte Child Care Council premises

Del Norte Child Care Council will give written notice of termination if we are ending services with a provider. However, this may be subsequent to verbal communication by an authorized representative of Del Norte Child Care Council. The notice will outline the infraction and the reason(s) for termination.

Providers who wish to be reinstated may request reinstatement from the Program Director one year after termination. This staff member will forward the request to the Executive Director who will render a decision regarding reinstatement. Once a decision is made, the written decision will be delivered to the child care provider.

#### **9.01 GRIEVANCE PROCEDURE**

The Del Norte Child Care Councils Grievance Procedure may be used by providers who have a complaint regarding Del Norte Child Care Councils' services, and which is not addressed by the appeal procedure or uniform complaint procedure. A copy of the grievance procedure is available at Del Norte Child Care Councils' office at 212 K Street Crescent City, CA 95531. Call 707-464-8311.

Complainants shall first discuss a complaint with the appropriate Division Director. If the discussion does not resolve the matter, the provider should present their concern in writing to the Division Director within fourteen (14) days after the cause for the complaint has occurred. The written complaint should clearly state "complaint", what law or regulation or application of the same the provider is objecting to, and a statement regarding what the provider believes would be a fair resolution to the matter. If the provider is not satisfied with the Division Director's response, the provider may present the complaint (and copies of documents pertaining to the complaint) in writing to the Executive Director within fourteen (14) days after receipt of the Division Director's written response. The Executive Director shall render a decision in writing no later than 60 days after receiving the complaint at their level. This decision shall be considered final.

Further details are outlined on the Grievance Procedure.

## **GENERAL POLICIES**

When you agree to provide care to a child receiving a child care subsidy, you agree to accept the regulations and policies set by state law, funding sources and Del Norte Child Care Council. The following is additional information regarding rules and policies for Del Norte Child Care Councils child care subsidy programs.

### **10.01 CONFIDENTIALITY OF SERVICES**

Del Norte Child Care Council will maintain confidentiality regarding the use of personally identifiable information regarding parents, children and providers. However, information may be shared as necessary with the California Department of Education and its agents as appropriate, Community Care Licensing, or Del Norte Child Care Councils agents (auditors, legal advisors, business associates, insurance representatives, and other authorized entities).

Parents and providers should be aware that Del Norte Child Care Council staff from different programs may exchange information regarding parents, providers, or children served as necessary in order to support program integrity. Information may also be released outside of Del Norte Child Care Council with a signed Del Norte Child Care Council Release of Information from the parent, or if a valid subpoena is issued to Del Norte Child Care Council, or as part of a law enforcement, welfare fraud, or Child Protective Services investigation.

### **10.02 DATA COLLECTION**

Del Norte Child Care Council is required to collect the following data:

- if the family is receiving public assistance
- the documented need for receiving child care
- the ZIP Code of the parent's residence address
- the ZIP Code of the provider
- whether the family has one parent
- date the family first received subsidized child care services
- type of child care
- the name of the child care provider
- phone number of the provider
- address of the child care provider
- date payments begin/end with the provider
- gender of the parent and child
- race and ethnicity (if of Hispanic or Latino descent) of the child

### **10.03 CONFLICT OF INTEREST**

It is possible that employees of Del Norte Child Care Council may participate as a parent or provider in the child care services programs. In order to reduce the appearance or the potential of a conflict of interest, it is necessary that any employee who is receiving benefits of child care programs inform designated staff. This will enable Del Norte Child Care Council to implement additional internal controls to avoid any appearance of conflict of interest.

Examples of this include, but are not limited to:

- Any relationship of the employee or the employee’s immediate family (as defined in Del Norte Child Care Councils Personnel Policies) to any child care provider receiving reimbursements on behalf of a parent
- Any relationship of the employee or the employee’s immediate family to any parent participating on any child care subsidy program managed by Del Norte Child Care Council
- Any relationship of the employee or the employee’s immediate family to any other employee or Board member of Del Norte Child Care Council

**10.04 FRAUD POLICY**

Fraud is defined as intentional deception(s) or misrepresentation(s) made by a person with knowledge that the deception could result in some unauthorized benefit to themselves or some other person.

Funds that pay for subsidized child care services are public taxpayer dollars. Del Norte Child Care Council is required to actively prevent fraud and to act promptly if fraud is suspected.

If any party obtains child care funds or benefits by deliberately providing inaccurate or incomplete information, Del Norte Child Care Council shall actively pursue recovering such funds. Parents are required to accurately represent their income, family size, age of child(ren), work schedule, daily sign in and sign out, as well as to all aspects of program participation described in this Handbook. Providers are required to accurately represent attendance, rates charged to the general public, change in licensing status, and all other information described in this Handbook.

Credible information received by Del Norte Child Care Council from any source regarding possible misuse of public funds will be treated seriously and investigated by Del Norte Child Care Council staff and/or law enforcement. Recovery of funds may be pursued through a collection agency, small claims court, or the District Attorney’s office. Falsification of information or any deliberate act that wrongfully secures child care payments is cause for termination from the program.

**10.05 DECLARATION OF OPERATION AND NON-DISCRIMINATION**

Del Norte Child Care Council operates in accordance with all applicable state and federal laws. The program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served. We welcome the enrollment of children with disabilities and exceptional needs.

**10.06 HOLD HARMLESS PROVISION**

Parents and providers shall hold harmless Del Norte Child Care Council, its employees, officers and Board members for any actions related to the administration of the programs.

### **10.07 UNIFORM COMPLAINT POLICY**

It is the intent of the Del Norte Child Care Council to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the Del Norte Child Care Councils alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Social Services. Early Education and Support  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of their choosing in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

### **10.08 TAX REQUIREMENTS AND REPORTING**

Del Norte Child Care Council will report payments to providers of \$600 or more during the calendar year to both the Federal and State governments. At the end of each calendar year, you will be sent a Form 1099 (statement of non-employee earnings) stating the total money you received from Del Norte Child Care Council during the calendar year. Copies of the Form 1099 are sent to the IRS (Federal government) and to the California Franchise Tax Board (State government). Del Norte Child Care Council is not responsible for any tax liabilities you might have.

Additionally:

1. Del Norte Child Care Council is required to report all independent contractors to the State Employment Development Department (EDD) for the purpose of child support enforcement
2. Any disputes you may have with any tax auditing organization are your responsibility
3. If someone else uses your identity to receive child care payments, Del Norte Child Care Council has no authority or investigative powers to assist providers in this matter
4. Del Norte Child Care Council strongly advises providers who have questions or concerns regarding the potential tax consequences of their child care payments to contact a qualified tax professional, the Internal Revenue Service (IRS), the California Franchise Tax Board, or the California Employment Development Department (EDD)

### **11.01 FAMILY FEES**

Parents may be required to pay a family fee (share of cost) to Del Norte Child Care Council. Family fees are assessed on a sliding scale for one child enrolled in care. Family fee amounts are established by the State of California. Please be aware that some parents may confuse family fees owed to Del Norte Child Care Council with fees owed to you. Del Norte Child Care Council collects any family fees directly from the parent.

### **11.02 PARENT'S RIGHTS TO INFORMATION REGARDING PROVIDERS**

Per Oliver's Law, individuals have the right to information regarding any substantiated or inconclusive complaints about a child care provider. Licensed providers are also required to give parents notice of their rights.

***To learn a licensed program's complaint history, parents are strongly encouraged to call Community Care Licensing at 1-844-538-8766.*** Del Norte Child Care Council does not assume responsibility to inform parents of any past complaint(s) regarding any particular child care provider.

All licensed child care centers and family child care homes are required to provide the parent, upon enrollment, a copy of any "Type A" Community Care Licensing Violations within the past year. Further, upon request, licensed providers are required to show parents copies of Community Care Licensing reports for the past three years.

Parents who choose a non-licensed child care provider have the ongoing responsibility to see that their provider continually meets required basic health and safety standards as stated in Del Norte Child Care Councils Health and Safety Certification, which both parents and providers are required to sign.

Megan's Law (AB 488 Parra) provides the public with internet access to detailed information on registered sex offenders. Parents can visit the Department of Justice "Registered Sex Offender" database at [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov).

### **11.03 U.S. POSTAL SERVICE - MAIL**

Parents and providers must:

- Accept mail sent by Del Norte Child Care Council, as submitted by parents or providers for their own file
- Respond to notifications sent by mail (certified mail)

If parents or providers feel they are not receiving mail from Del Norte Child Care Council, they should address this problem with the US Postal Service office in their area. Del Norte Child Care Council is not responsible for lost mail.

**Del Norte Child Care Council strives to assist families enrolled on our program to reach their goals, and we look forward to working with the providers they choose to care for their children.**



Please visit our website for information on workshops that may benefit you. We also post jobs and community resources on our website.  
[www.dnccc.com](http://www.dnccc.com)