Solano Family & Children's Services
Your Child Care & Resource Connection
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Child Care Attendance Forms and Reimbursement Guidelines

In order for SFCS to process your Child Care Attendance Form (CCAF) and reimburse for childcare services in a timely manner; we will **strictly enforce** the following policies and procedures. Please keep in mind that the CCAF is the document that generates reimbursement to the childcare provider. It also serves as legal documentation of the actual times the child was with the provider each day, and who was responsible for that child at any given time. Therefore, its completeness and accuracy is extremely important.

General Information:

Please review the information printed on the upper left-hand corner of the CCAF and if you find any discrepancies, call and report them to your assigned Provider Services Specialist/Family Services Specialist. DO NOT change any information printed on the CCAF. One CCAF is generated for each child, per month, for a specific provider and therefore MUST NOT be used for any other child/provider/month.

Information printed on the CCAF (upper left-hand corner):

- *Full name of the child enrolled in the program*
- *Child's date of birth and age*
- *Program Code*
- *Full name of the parent enrolled in the program*
- *Parent's phone number*
- *Child Care Provider's telephone number*
- *Name of the worker assigned to the Family*
- *Child Care Provider's type of childcare facility*
- *Family ID*
- *Name of the worker assigned to the Provider*
- *CCAF number and barcode*
- *Child Care Provider's full name and address*

A Statement printed on the Subsidized Child Care Attendance Form (in capital letters) states "THE MERE ACT OF RECEIVING THIS CHILD CARE ATTENDANCE FORM DOES NOT GUARANTEE PAYMENT FROM SFCS". In order for child care reimbursements to be issued to the Child Care Provider for the month he/she is claiming, the provider must be in compliance with all applicable licensing/TrustLine/exempt child care regulations, and the provider must have a valid Child Care Certificate with SFCS (for each child being claimed for reimbursement).

Please do not write any information in areas that state "For SFCS Use Only".

All Information (Times, Signatures on the bottom of the CCAF, etc.) MUST be legible and written in **ink** – **no pencil.**

Completing the CCAF:

- **Parent**: The child's parent (or any person authorized by the parent to take the child to and from the child care facility) MUST enter the time the child is dropped off at the day care facility in the first column of the day (under "Time In"). The same thing happens when the child is picked up at the end of the day – in the last column of the day (under "Time Out"). This needs to happen on each day that care is provided. **Please refer to the Sample CCAF for examples of how this form needs to be completed under different circumstances.**

  On the last day of each month, or at the end of the last day child care services are provided for that month, the enrolled parent MUST sign with a FULL SIGNATURE on the line that reads: "Parent's FULL Signature:" (about ¾ of the way down the form). **Only the parent enrolled on the program can sign in this space.** Next to that Certification Signature, the parent MUST also write in the date he/she signed the form, in the space provided. If the parent's full signature is missing, or if the form is signed BEFORE the end of care provided in that month, this will be seen as the parent not following proper procedures when completing the CCAF. This will result in further action by SFCS, up to and including termination of services for the parent.

- **Provider**: Childcare providers who care for school-age children MUST enter the times when he/she drops off or picks up the child at school, in the shaded/middle section of the day. This needs to happen on each day that care is provided (during school days). **Please refer to the Sample CCAF for examples of how this form needs to be completed under different circumstances**.

  On the last day of each month, or at the end of the last day child care services are provided for that month, the provider MUST sign with a FULL SIGNATURE on the line that reads: "Provider's FULL Signature:" (near the bottom of the form). Next to that Certification Signature, the provider MUST also write in the date he/she signed

the form, in the space provided. If the provider's full signature is missing, or if the form is signed BEFORE the end of care provided in that month, this will be seen as the provider not following proper procedures when completing the CCAF. This will result in further action by SFCS, up to and including discontinuance of ALL certificates for childcare services, AND the provider will not be eligible to participate in the subsidy program in the future.

- **Absences**: All days are to be populated with in/out times or an absence code. When a child is absent, please enter one of the following absence codes, as applicable.

    - On days the child was expected to be in care, but for some reason did not show up, the Provider needs to write "Absent" **or "A"** where the in/out times would normally go, and the parent needs to record on the back of the attendance form the date and specific reason for the absence, along with the parent's full signature.
    - On days the Provider is closed for business, he/she needs to write "DNO" **(Day of Non-Operation)** where the in/out times would normally go. This only applies to Licensed Providers.
    - For Variable Schedules – On days when the parent does not need care for his/her certified activity, please write "No Care" **or "NC"** where the in/out times would normally go. Any spaces not filled in will be considered as "No Care" days and will not be reimbursed. Reimbursement will be based on **actual usage only**, up to the maximum hours listed on the certificate. The only exception to this is when a Licensed Provider's Day of Non-Operation (DNO) falls within the certified schedule.

Daily Sign-In/Out Requirements:

State regulations require that the **actual times of attendance** for subsidized children in care be entered in and out on a **DAILY** basis. This means that parents and providers must enter in and out times for each child every time the child enters or leaves the provider's care. The time entered onto the CCAF must be the **actual** time. So, if the child enters care at 8:05 in the morning, 8:05 a.m. is what the parent must write as the time **in**. It is not acceptable to write 8:00 a.m. in this case. **Parents or providers who fill out the CCAF all at once (usually at the end of the month before submitting the CCAFs) may be discontinued from the program for not following state regulations.**

Parents must notify us within 3 days when a child enrolled on our program is not attending as scheduled. Failure to do so will result in a Warning Notice being issued. Occasional/sporadic absences are not a problem, and only need to be reported to us on the attendance forms by writing "Absent" where the in/out times would normally go. Also, child vacation days of two weeks or less per year, only need to be reported on the attendance forms.

Reminder: When the child will no longer be attending the facility, make sure that the parent signs the bottom of the form (in the designated space) on the last day of care.

Family Fee Statement:

If the family has to pay Family Fees, the provider MUST complete the Family Fee Statement on the back of the CCAF in order for the form to be considered complete. If the Family Fee Statement is not complete, the Delinquent Family Fee Procedure will be followed as outlined in the Family Fees Process handout.

Incorrect or Incomplete CCAFs:

Signatures in the Certification Areas (at the bottom of the CCAFs) are required for ALL subsidy programs, in order for us to reimburse the provider.

- The Parent & Provider must review the CCAF for completeness, BEFORE signing & dating it.
- If the Provider's Certification Signature is missing on the CCAF, we will hold it until the provider comes in and signs it. This may cause a delay in reimbursement.
- If the Parent's Certification Signature is missing on the CCAF, and the parent is still using that provider, we will hold it until the parent comes in to sign it. This may cause a delay in reimbursement to the provider.
- If the Parent's Certification Signature is missing on the CCAF, and the parent is no longer using that provider, we will reimburse the provider, but the parent may be discontinued from our program

A child's actual attendance is considered to be Broadly Consistent with the Certified Need, when it DOES NOT:

- Affect the determined Family Fee amount (full-time vs. part-time).
- Affect the Regional Market Rate Ceiling used to reimburse the childcare provider (full-time vs. part-time; weekly/monthly vs. hourly/daily; etc.).
- Reflect a consistent PATTERN of use (at least 3 weeks in a calendar month).

When SFCS determines the CCAF was not completed as required, or according to the family's certified need/hours, we will contact the parent to determine the reason(s) for this.

- If the parent reports a change in childcare hours or need, we will update their case and issue a new Notice of Action (NOA) accordingly. We will also send the provider a new Certificate (Provider Copy) reflecting the change(s). We will reimburse the provider according to the family's certified need/hours, until a new NOA is issued and effective.
- If the **Parent** is not following proper CCAF procedures, SFCS will reimburse the provider according to the family's certified need/hours, and we will take the following action:

    - **First Finding**: The Family Services Specialist (FSS) will call and remind the parent of the proper use of the CCAFs, as well as the consequences of not following procedures. This conversation will be followed up with a warning letter to the parent.
    - **Second Finding**: The FSS will issue a second & final letter warning the parent of the consequences of not following procedures.
    - **Third Finding**: The FSS will issue a Discontinuance NOA and a discontinuance Notice to Provider (NTP), ending services to the family. Discontinuances, due to three or more Findings, will occur if all three or more Findings happen within a six-month period.

        - Examples of non-compliance include, but are not limited to: missing in/out times (five or more in any given month, on any given CCAF); requesting a replacement CCAF after the first day of care in that month; over-lapping in/out times on multiple provider CCAFs; etc.

- If the **Provider** is not following proper CCAF procedures, SFCS will reimburse the provider according to the family's certified need/hours, and we will take the following action:

    - **First Finding**: The Provider Services Specialist (PSS) will call and remind the provider of the proper use of the CCAFs, as well as the consequences of not following procedures. This conversation will be followed up with a warning NTP.
    - **Second Finding**: The PSS will issue a second & final warning NTP to the provider regarding the consequences of not following procedures.
    - **Third Finding**: The PSS will issue a Discontinuances (NTP) to the provider, ending services to all children currently in care, resulting in a minimum of one-year suspension period. Suspensions due to three or more Findings, will occur if all three or more Findings happen within a six-month period.

        - *Examples of non-compliance include, but are not limited to: missing child's departure to, and return from school times (five or more in any given month, on any given CCAF); over-lapping in/out times on multiple provider CCAFs when the provider is responsible for picking the child up or dropping him/her off.*

- If the parent claims that the provider is completing the parent's portion of the CCAFs (by writing in the in/out times), or does not have the CCAF available for the parent to complete them on a daily basis, or somehow is interfering with the parent's ability to complete them on a daily basis, SFCS will reimburse the provider according to the family's certified need/hours, and we will take the following actions:

    - The FSS will issue a warning letter to the parent (following the order listed above of First through Third Findings).
    - The PSS will poll all parents using that provider to see if the allegations are across the board.
    - If the allegations are substantiated, the PSS will issue the provider a warning NTP (following the order listed above of First through Third Findings).

Consequences of NOT following these procedures:

- Parents who do not follow these procedures, will be discontinued from our program, which in turn affects the provider's enrollment & income.
- Providers may be discontinued from the subsidy program (all certificates, not just one family) for reasons including, but not limited to the following:

    - Provider completing the CCAF instead of the parent.
    - The in/out times are missing on CCAFs for school-age children.
    - Provider interfering with the parent's ability to complete the CCAF ON A DAILY BASIS.
    - Provider records (and accepts reimbursement for) hours of care NOT provided.

        - Under most circumstances the provider will receive warning before termination of all certificates, but in fraud cases, the discontinuance will be immediate.

- If the parent or provider is found to have completed the CCAF in a fraudulent manner, the responsible party(ies) will be discontinued from the program, without advance warning, and will not be allowed to participate in the future (except for Parents, as mandated by program regulations). In these cases, we will not reimburse the provider.

Cut-Off Day to Receive CCAFs:

CCAFs received by SFCS before 5:00 p.m. on Tuesdays will be processed, and reimbursements will be issued by the third Wednesday after.

Below is an example of the reimbursement schedule:

December 2022

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
16	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Correct & complete CCAFs received by 5:00 p.m. on December 1 will be processed, and the reimbursement will be issued by December 16.

Correct & complete CCAFs received between December 2 and December 8 by 5:00pm will be processed, and the reimbursement will be issued by December 23.

Please Note:

- **Please do your best to ensure we receive all CCAFs by the 15th of the month (after services have been provided). Keep in mind that the sooner we receive it, the sooner we will process the reimbursement.**
- The cut-off date **will not be extended** when SFCS-observed holidays fall on Tuesday. For specific reimbursement dates, please refer to the Child Care Attendance Form Reimbursement Schedule. Regardless of when CCAFs are received by SFCS, they are not reimbursable until the month after the services are provided.
- SFCS operates on a fiscal year calendar, which runs from July 1 through June 30 of the following year. CCAFs for each fiscal year must be received by SFCS no later than **July 31** of the following fiscal year for SFCS to issue the reimbursement.
- CCAFs submitted to us more than 30 days after the close of the month of service will not be processed for reimbursement. They will be held until the end of the fiscal year, and IF we have available funds, we will process them at that time. The only exception to this policy is for children enrolled in the CDSS (Stage 1) program.

For more information on how to complete the CCAF, please call your assigned worker. Parents can call their Family Services Specialist; Child Care Providers can call their assigned Provider Services Specialist.