

PARENT HANDBOOK

FOR STAGE 2, 3 AND AP





Child Care Subsidy Programs Parent Handbook

*Your Guide to Enrollment and Participation in the
CalWORKs Child Care (Stages 2 & 3) & the California Alternative Payment Programs*

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Revised July 2019

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This handbook was developed and published, in whole, with funds from the California Department of Education, Child Development Division. Pathways LA is solely responsible for its contents.

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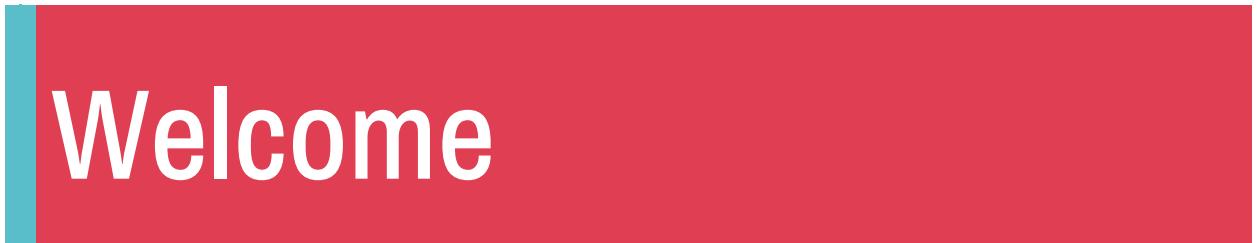
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Welcome

I. WELCOME

Dear Parent,

Congratulations on enrolling your child in a Pathways LA program! Thank you for your trust in us through the enrollment process. We are grateful you have made quality child care a priority for your family. We trust that the investment made on behalf of your child and family via our child care programs will support your family as you work to accomplish career, training, and family wellness goals.

Our team wants to ensure that you are aware of your rights and responsibilities as a recipient of the benefits of a Pathways LA program. Please take the time to read and understand the policies and procedures in this handbook and be sure to ask a Pathways LA Program Specialist any questions you might have. Our team is here to support you!

This handbook is a reference tool for you to use during your participation in a Pathways LA program, and it will serve as your guide at the time of re-certification. Over the course of your enrollment, some policies will change; we will notify you of any changes in writing.

Our commitment to you is to treat you and your family fairly and with dignity and respect. Welcome to the Pathways LA family!

Sincerely,

Araceli Quintero
Director, Child Care Subsidy Programs



About Pathways LA

II. ABOUT PATHWAYS LA

Pathways LA is a non-profit organization working to ensure all children have access to quality, developmentally appropriate, educationally stimulating early care and education. Pathways LA is an Alternative Payment and Resource & Referral agency serving metropolitan Los Angeles.

Founded in 1978 by educator and activist Bea Gold, Pathways LA was an early leader in promoting child care programs that are inclusive of children with exceptional needs. Today, we continue to promote strengths-based education and best practices for child development by assisting families, supporting child care providers, caring for children, and advocating for the community.

Pathways LA has a staff of more than 60 that reflects the cultural and linguistic diversity in our community. We are proud to offer our services in English, Spanish, Russian, Armenian, and Korean and are continually striving to make our staff and our resources more accessible and useful.

VISION

All families will have access to high quality inclusive early care and education services regardless of income, and children of all abilities will have the opportunity to achieve their full potential.

MISSION

Pathways LA strengthens low-income and vulnerable working families, promotes high quality early care and education services for children of all abilities, develops knowledgeable early care providers and promotes economic resilient communities.

STRATEGIC IMPERATIVES

Pathways LA exists so no family, regardless of income or social status, is forced to go without high quality child care and early education opportunities for their children. We aim to achieve this through the following:

1. Increase the impact of Pathways LA services and programs on child and family outcomes, especially for those most vulnerable.
2. Improve the effectiveness of provider skills training efforts.
3. Increase school readiness best practices in early care and education programs serving low income families in Pathways LA service area.

SERVICE AREA

Pathways LA is the largest child care subsidy organization serving metropolitan Los Angeles. Our service area spans 92 square miles that include 30 zip codes and 20 communities.



Together with nine sister Alternative Payment and Resource & Referral agencies, all LA County is served.

Your family's designated agency is determined by the zip code where child care is taking or will take place. If child care is taking place outside of the Pathways LA service area, we will refer you to the appropriate agency. Pathways LA cannot enroll families outside of our service area, but we will guide you in the right direction.

ZIP CODES

90004	90010	90014	90020	90027	90036	90041	90048	90068	90210
90005	90012	90017	90021	90028	90038	90042	90057	90069	90211
90006	90013	90019	90026	90029	90039	90046	90065	90071	90212

COMMUNITIES

Atwater Village	Downtown LA	Hancock Park	Little Tokyo	Pico Heights
Beverly Hills	Eagle Rock	Highland Park	Los Feliz	Silver Lake
Chinatown	Echo Park	Hollywood	Mid-City	West Hollywood
Cypress Park	Glassell Park	Koreatown	Mid-Wilshire	Westlake

HOURS OF OPERATION

Pathways LA is open to walk-ins during regular business hours. We have extended hours on Wednesday. The schedule is subject to change, and often does based on holidays observed by our funders, LA County and the State of California. Please call our office ahead of your walk-in visit.

Monday	8 a.m. – 5 p.m.
Tuesday	8 a.m. – 5 p.m.
Wednesday	8 a.m. – 7 p.m.
Thursday	8 a.m. – 5 p.m.
Friday	8 a.m. – 5 p.m.

CHILD CARE SERVICE PROVIDER HOURS

Child Care Providers are not Pathways LA employees. They are *private contractors*. As such, child care providers set their own hours of operation and holiday and vacation schedules. Discuss your child care scheduling needs and questions with your child care provider.

General Policies

Please initial the following subsections:

- Confidentiality
- Fraud

III. GENERAL POLICIES

Pathways LA strives to treat every family, child, provider, and partner with the utmost respect. The following policies apply across all our departments and were designed to facilitate and ensure positive interactions among all stakeholders.

CODE OF CONDUCT

Parents and Providers participating in a Pathways LA child care program are required to conduct themselves in an respectful manner when communicating with Pathways LA employees.

Foul or abusive language in person or over the phone will not be tolerated. Pathways LA reserves the right to terminate child care services if it is determined that a parent's or provider's conduct is inappropriate. Acts of violence, threatened violence, or unlawful harassment against Pathways LA employees may result in legal action. In these cases, services will be immediately terminated, and child care reimbursement will be immediately suspended without prior notice to the parent or provider. If the parent's or provider's behavior leads to service termination, Pathways LA will not be responsible for any reimbursement due to the provider beyond the termination date.

If a parent believes a Pathways LA employee has acted inappropriately toward her/him/them or anyone else, the Parent should report that information to a Pathways LA manager or director. Management will investigate the matter and respond accordingly.

CONFIDENTIALITY

Pathways LA maintains the confidentiality of all records and information in accordance with applicable federal, state and local laws, regulations, ordinances, and directives relating to confidentiality. The use or disclosure of any information maintained in each Parent and Provider file concerning child care providers, eligibility list, or enrolled families will be limited to purposes directly connected with the administration of the program.

Pathways LA will, without notice to the parent or provider, cooperate with authorized requests from law enforcement or government/private agencies conducting official investigations.

Parents may authorize a third party, not to include their active child care provider, to access information regarding their family's case by submitting a completed and signed Pathways LA Authorization for Release of Information form. The form must be submitted to our office in person prior to any third-party request for information.

In an extraordinary circumstance, a parent may request authorization to release information to a third party over the phone. The parent must verify her/his/their identity by providing personally identifiable information prior to a third party joining the call.

Pathways LA will not release any personal information about a parent and family to a child care provider, nor will Pathways LA release any personal information about a child care provider to a parent.

Parent Initials _____

IDENTIFICATION REQUIREMENT

To protect the identity of our participants, the confidentiality of our programs, and the safety of every person who walks through our doors, Pathways LA requires all visitors, including participants, to show valid government-issued photo identification when visiting our office. Pathways LA reserves the right to request more than one form of identification.

Similarly, all callers will be asked to verify their identity by providing personally identifiable information at the beginning of each phone call.

Confidential information will not be disclosed to individuals who cannot verify their identity.

DISCRIMINATION

Pathways LA is committed to inclusion and respect. Unlawful discrimination based on race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws is strictly prohibited.

VERBAL AGREEMENTS

Parents with an active Parent Contract with Pathways LA are subject to Pathways LA rules and regulations. It is each parent's responsibility to follow and comply with the rules and regulations of the Parent Contract she/he/they signed.

Visitor Identification

Every adult who visits the Pathways LA office will be asked to present a valid government-issued photo identification.

Doing so is mandatory and is a measure to protect your privacy and confidentiality.

Verbal Agreements

Pathways LA does not make nor honor verbal agreements.

Child Care Fraud

Child care fraud is a crime. Providing fraudulent, false, or misleading information to establish eligibility in a Pathways LA child care program will not be tolerated.

Pathways LA does not, under any circumstance, make nor honor verbal agreements. Agreements between Pathways LA and a parent must be in writing, approved and signed by an authorized Pathways LA representative. No other type of agreement is valid or binding.

FRAUD

Fraud is a crime. Child care fraud is the misrepresentation of facts material to certifying, recertifying, or maintaining a child care services case made with the intent to obtain a benefit to which the family is not legally entitled. An individual commits fraud when she/he/they knowingly and with intent does **any** of the following:

- A. Makes a false statement or misrepresentation to obtain benefits
- B. Fails to disclose a fact, which if disclosed, could result in denial, reduction, or disenrollment of benefits
- C. Accepts benefits knowing she/he/they is not entitled
- D. Accepts any amount of benefits knowing it is greater than what she/he/they is eligible for

Providing fraudulent, false, or misleading information to establish eligibility in a Pathways LA program is grounds for termination. Pathways LA has the right to and will immediately terminate fraudulently obtained child care services.

Parent Initials _____

MANDATORY REPORTING POLICY

All licensed family child care providers, provider assistants, child care center directors, and their employees are required by law to report any known or reasonable suspicion of physical, sexual, or emotional abuse and child neglect. Pathways LA staff have the same responsibility.

Pathways LA will forward any child abuse reports made by child care providers or anonymous callers to the Department of Children and Families Services (DCFS) within 24 hours. The investigation will be conducted by DCFS staff. Pathways LA has no authority or influence over the proceeding.

COMPLAINT POLICY

Concerns from parents about the program will be referred to and handled by the appropriate Pathways LA manager. Attempts will be made to resolve problems by referring to the Parent Handbook and clarifying procedures and policies as needed. If the concerns involve the action or behavior of Pathways LA staff, the concern will be referred to the staff member's manager. If necessary, such concerns will be referred to the appropriate department director.

UNIFORM COMPLAINT PROCEDURE

It is the intent of Pathways LA to fully comply with all applicable state and federal laws. A complaint under the Uniform Complaint Procedures is a written and signed statement by an individual, public agency, or organization alleging a violation of federal or state laws governing certain educational programs.

Complaints must be signed by the party making the complaint and filed with the:

California Department of Education
Early Learning and Care Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

GIFT POLICY

Pathways LA does not allow its employees to give or accept gifts from parents or providers as it may create or appear to create bias. The trust your family places in us demonstrates your high regard for our services. Our continued dedication to excellence and respect for you as an individual and your family is how we express our gratitude. If you want to show your appreciation for work above and beyond an expectation of excellent service, a Thank You call or card will be welcomed.

Complaints Against a Licensed Child Care Provider

Complaints against a licensed child care provider for health and safety concerns are taken seriously and investigated by the appropriate authorities. See the Complaints Against a Licensed Provider policy in the Child Care Programs section of this Parent Handbook.

Mandatory Reporting

State law requires Pathways LA employees to report any known or reasonable suspicion of physical, sexual, or emotional abuse and child neglect to the authorities. All licensed family child care providers, provider assistants, child care center directors, and their employees are also mandatory reporters.

Child Care Programs

Please initial the following subsections:

- Unlimited Access to Child
- Providers are Private Contractors
- Changing Child Care Providers

IV. CHILD CARE PROGRAMS

Pathways LA Child Care Payment and Assistance Programs serve eligible families by providing subsidies and services for children from birth through thirteen years and children with exceptional needs up to age 21, funding permitting. These programs are designed to support low-income parents with child care so that they may continue to work, find work, or improve their capacity to join the workforce.

The programs covered in this Parent Handbook – CalWORKs Stage 2 and Stage 3 and the California Alternative Payment – are funded by the California Department of Education (CDE) and administered by the CDE's Early Learning and Care Division.

Pathways LA adheres to all applicable laws, rules, and regulations governing the Child Care Payment and Assistance Programs and operates in accordance with California and federal laws governing non-profit organizations.

Pathways LA does not employ child care providers and/or their staff. Pathways LA contracts with authorized private licensed and license-exempt providers to deliver child care services. Child care providers are independent contractors.

Each program has specific participation requirements. Parents are informed of those requirements prior to enrollment and are responsible for complying with the program policies imposed by Pathways LA and the program funders.

In this section, you will learn about the different child care programs offered by Pathways LA, the importance of Parental Choice, and your options for selecting a child care provider.

PROGRAM DESCRIPTIONS

Each child care program offered at Pathways LA has specific Eligibility Criteria, or requirements, for participation. A Pathways LA Program Specialist will help

Stage 1 Child Care

Stage 1 of the CalWORKs Child Care Program is offered by Pathways LA but is not covered in the Parent Handbook.

For information about Stage 1, ask to speak to a Stage 1 Program Assistant.

Selecting a Provider

Pathways LA recommends parents have a provider in mind at the time of enrollment.

Our Resource & Referral Department can provide you with information on how to find an eligible child care provider that meets your family's needs.

Ask to speak to an R&R Specialist today or call (213) 427-2710.

you determine your eligibility. Below are general descriptions for each of the programs covered in this Parent Handbook.

CALWORKS CHILD CARE PROGRAM (STAGE 2 AND STAGE 3)

CalWORKs Child Care is a program for current and former recipients of CalWORKs cash aid who are working, participating in a county-approved Welfare-to-Work activity, looking for work, seeking housing, and/or in a job training or educational program. CalWORKs Child Care is designed to help families receiving public assistance pay for the full or a portion of the cost of child care while the participating parent(s) works to comply and/or complete the program requirements.

Parents participating in the CalWORKs Child Care Program may select a child care provider within the Pathways LA service area from the following categories: Licensed Child Care Centers, Licensed Family Child Care Homes, Before and After School Programs, License-Exempt Relative, and License-Exempt Non-Relative.

This Parent Handbook covers policies and procedures for the Stage 2 and Stage 3 of the CalWORKs Childcare Program; for information on Stage 1 of the CalWORKs Program, including information for Cal-Learn participants, please ask a Program Specialist to refer you to the appropriate division.

Additional information on Eligibility and Need Criteria for Stage 2 and Stage 3 of the CalWORKs Child Care Program is available in the Program Enrollment section of this Parent Handbook.

ALTERNATIVE PAYMENT PROGRAM

The Alternative Payment (AP) Program provides child care payment assistance to eligible families who need child care services because they are working, looking for work, seeking housing, and/or in a job training or educational program. The AP program may pay for all or a part of the child care services, depending on the family's certifiable need. This program is open to parents who do not currently receive, have not in the past received, or are not eligible to receive CalWORKs cash aid.

Parents participating in the AP Program may select a child care provider within the Pathways LA service area from the following categories: Licensed Child Care Centers, Licensed Family Child Care Homes, Before and After School Programs, License-Exempt Relative, and License-Exempt Non-Relative.

Enrollment in the AP Program is subject to funding availability. Families interested in the AP program are encouraged to submit their family profile to the Pathways Eligibility List (PEL). More information on the PEL is available under the Priority of Service policy in the Program Enrollment section of this Parent Handbook. Additional information on Eligibility and Need Criteria is available in the Program Enrollment section.

OTHER CHILD CARE PROGRAMS

Pathways LA also offers CalWORKs Stage 1 Child Care, Child Care Bridge, the Berendo Family Child Care Home Education Network, and the West Hollywood Pre-School Program. For information on those programs, contact a Pathways LA Program Specialist.

PROGRAMS AT-A-GLANCE

CalWORKs Stage 2 & 3

For children age 0-13 OR children with exceptional needs age 0-21.

Parent has a verifiable Need (e.g. working, enrolled in training program, homeless)

Parent is receiving cash aid; OR, Parent received cash aid in the past 24 months.

Year-Round Open Enrollment

Alternative Payment

For children age 0-13 OR children with exceptional needs age 0-21.

Parent has a verifiable Need (e.g. working, enrolled in training program, homeless)

Family must be income eligible OR has a CPS/At-Risk Referral OR is homeless.

Limited Enrollment. Subject to Priority of Service Policy.

**The above figure includes general information about participant eligibility and need. Full details on Eligibility and Need Criteria are available in the Program Enrollment section. If you have any questions about your child care options, speak with a Pathways LA Program Specialist.*

PARENTAL CHOICE

Parental Choice is a key element of our child care payment assistance programs. Parents have the right to choose the type of child care and child care services provider that best meet their family's needs.

Parents are solely responsible for selecting a child care provider for their child(ren); however, there are two key limitations. First, if a family selects a provider outside of the Pathways LA service area, the family will be referred to the designated Alternative Payment and Resource & Referral agency.

Second, Pathways LA will reimburse the provider up to the Regional Market Rate (RMR) ceiling as established by the State of California. The RMR is categorized by provider type and the child age. Should a Parent select a provider that charges rates above the RMR, the Parent is solely responsible for paying the balance, known as a co-payment, directly to the provider.

While Parental Choice is a cornerstone of our programs, providers may not participate in our programs unless they complete and comply with a Pathway LA Provider Service Agreement that outlines all program and agency requirements.

TYPES OF CARE

Four types of child care providers are eligible to participate in our programs. Providers must be willing to comply with Pathways LA rules and regulations and enter into a binding Service Agreement. Below are descriptions of the provider types available to program participants.

LICENSED CHILD CARE CENTERS

Child Care centers are licensed and overseen by the California Community Care Licensing Board (CCL). Centers offer physical, social, developmental and educational activities for groups of children of different ages. State regulations specify staff size, educational requirements, and health and safety standards. All staff must be certified free of any serious criminal history. These centers may be operated by public or private agencies, including churches.

LICENSED FAMILY CHILD CARE HOMES

Family Child Care Homes (FCCH) are licensed and overseen by the CCL. They are operated in private homes and are subject to inspection. There are two license types in this provider category: Small and Large. Small FCCH may care for up to eight (8) children. Large FCCH are required to employ a full-time assistant and may care for up to 14 children. State regulations specify health and safety standards for both the provider and the provider's home. The

provider and all persons age 18 and older in the home must be certified free of any serious criminal history.

BEFORE AND AFTER SCHOOL PROGRAMS/LICENSE-EXEMPT FACILITIES

These programs provide child care services before and/or after school or when school is not in session (e.g. summer and winter camps). These may include municipal park and recreational centers and programs on school sites. These sites are not overseen by the CCL.

FAMILY, FRIENDS, & NEIGHBORS (LICENSE-EXEMPT CHILD CARE)

License-exempt providers are providers without a license from the CCL. These providers may be adult relatives, friends, neighbors, or babysitters who, in their own home, care for the children of only one family. There are no state health and safety regulations for this type of provider. There are two types of licensed-exempt care: License-Exempt Relative and Licensed-Exempt Non-Relative, each with specific requirements.

Licensed Exempt-Relative

Eligible License-Exempt Relatives are the grandmother, grandfather, aunt or uncle of the child by blood or by marriage. A licensed-exempt relative must provide proof of the relationship by submitting documentation for verification, such as a birth certificate or marriage license.

Licensed Exempt-Non-Relative (TrustLine Providers)

Eligible License-Exempt Non-Relatives are adults who care for an unrelated child. The State of California does not consider siblings, great grandparents, great aunts/uncles and cousins as relatives for this purpose. These providers must register as TrustLine providers and may only provide child care services for one family. If a provider's TrustLine registration is ever denied, closed or revoked, she/he/they will not be eligible for reimbursement, and their Service Agreement with Pathways LA will be terminated.

Parental Choice

Parents have the right to choose the type of child care and child care services provider that best meet their family's needs.

Reimbursement

Rates, Family Fees & Co-Payments

Some families may be responsible for a Family Fee or Co-Payment. Learn about the Regional Market Rate Ceiling (RMR), Family Fees and Co-Payments in the Attendance Policy & Payment Procedure section of this Parent Handbook.

IN-HOME CHILD CARE

Some families may want to select In-Home Care. This option requires additional documentation, such as verification of compliance with Federal regulations and laws and agency approval. For information about this care option, please contact your Case Specialist.

Parent Initials _____

UNLIMITED ACCESS TO CHILD

Parents must always have unlimited access to their children while they are in the care of the provider. Providers should encourage parents to participate in the daily activities of their children whenever possible and allow parents to visit during operating hours.

Parent Initials _____

CHILD CARE REFERRALS

Pathways LA maintains a database of licensed child care providers, including child care centers family child care homes that offer care in our service area. Additionally, we also have information on legally license-exempt child care centers. We provide parents with education and resources on best practices for selecting a child care provider; however, we cannot and do not make recommendations. The selection of a provider is reserved for the parent; it is the parent's right and sole responsibility. This service is free and available to the public living or seeking child care in the Pathways LA service area, regardless of income.

Parents should contact the Resource & Referral Department at (213) 427-2710 for more information or to obtain child care referrals. Referrals are also available on our website, www.pathwaysla.org.

PROVIDERS ARE INDEPENDENT CONTRACTORS

Pathways LA does not employ child care providers nor their staff. Child care providers are *private, independent contractors*.

Pathways LA does not inspect or warrant the condition of any provider facility nor the degree or type of supervision provided. We assume no responsibility for injury or damages arising from the performance of the Service Agreement. The parent and provider agree to hold harmless Pathways LA, its officers, and its employees from costs, suits, or liability allegedly arising from the provision of child care services.

The CCL makes licensed child care provider evaluation reports available online:

www.cdss.ca.gov/inforesources/Community-Care-Licensing

Parent Initials _____

CHANGING CHILD CARE PROVIDER

Parents may change child care providers to meet their family's needs if the parent informs Pathways LA at least 19 calendar days prior to the change to allow time for the change to be processed. The parent must also notify the provider in accordance with the provider's rules and policies regarding termination of services.

Parent Initials _____

MULTIPLE CHILD CARE PROVIDERS

In general, child care services may only be approved with one child care provider per child. There are scenarios where a second provider may be approved; in these scenarios, outlined below, pre-approval is required. Contact a Program Specialist for more information.

LIMITED HOURS OF OPERATION

If the primary child care provider's hours of operation do not accommodate the certified need for services (e.g. child care is needed on weekends, but the primary provider is closed), a parent may request a secondary provider.

SCHOOL READINESS SERVICES

If the parent is using a non-center provider for her/his/their pre-school aged child and chooses to partially enroll the

Child Care Providers Are Not Pathways LA Employees

Child Care Providers
are Independent
Contractors.

Pathways LA does not
employ child care
providers, nor do we
inspect or warrant the
condition of child care
facilities.

Multiple Child Care Providers

A second child care
provider may be
approved. A specific
form must be
completed to review
the Parents request.
Pre-approval from
your Program
Specialist is required.

child in a licensed center to expose the child to a school readiness experience, a licensed center may be reimbursed even if the primary provider is available.

PRIMARY PROVIDER CLOSURES

If the primary provider is closed (e.g. the provider is closed on a holiday, but the parent is scheduled to work), the parent may request a secondary provider.

ALTERNATE CHILD CARE PROVIDERS

Parents may select an alternate child care provider for up to 10 calendar days per year. This is available to parents only if the child is ill and the primary provider will not accept the child or if the primary provider does not operate on days when the family needs child care services.

A parent in need of an alternate child care provider must contact her/his/their Program Specialist at least 19 calendar days prior to the start of care or no later than the first day child care services take place. If the alternate provider is not already contracted with Pathways LA, the provider will be required to enter into a Service Agreement before Pathways LA can issue reimbursement. If the alternate provider is a License-Exempt Non-Relative provider, the provider must be registered in the TrustLine Registry at the time child care services are rendered to be eligible for reimbursement.

COMPLAINTS AGAINST A LICENSED PROVIDER

Providers must meet all regulatory standards and comply with all licensing regulations to be in our Resource & Referral database. Pathways LA is not an enforcement agency. We have no authority over the licensing of providers. However, we support licensing rules and regulations and maintain ongoing communication with Community Care Licensing (CCL).

Parents who believe their *Licensed Provider* has failed to comply with health and safety requirements are encouraged to contact CCL within 24 hours of the alleged incident and submit their complaint by phone at 1-844-LET US NO (538-8766) or in writing via email at LetUsNo@dss.ca.gov.

Complaints that allege a violation of CCL regulations may be considered a breach of the Licensed Provider's Service Agreement with Pathways LA. After contacting CCL and within 24 hours of the alleged incident, parents should also contact their Pathways LA Program Specialist to submit their complaint in writing or by phone.

The complaint to Pathways LA must include the nature of the report, the date and approximate time of the alleged incident, the name and address of the Licensed Provider.

The complaint will be documented in the Licensed Provider's file and may result in further action, including a report to CCL, the Department of Children and Family Services, and/or the police.

Upon receiving a complaint, Pathways LA staff will contact CCL. If CCL finds that the Licensed Provider has committed a violation, CCL will issue a revocation, a Temporary Suspension Order (TSO), or the Licensed Provider will be placed on probationary status.

If the Licensed Provider is issued a revocation or TSO, Pathways LA will terminate the Service Agreement with the Licensed Provider as of the date of the revocation or TSO, within two business days of receiving notice from CCL. We are not responsible for any reimbursements to the Licensed Provider after the Service Agreement has been terminated.

If Pathways LA receives notice from CCL that the provider has been placed on probation, the parent will have the option to make alternative child care arrangements or continue using the provider. Within two (2) days of CCL notifying Pathways LA that the Licensed Provider has been placed on probation, we will notify the parent in writing. The parent may remain with the facility without risk of subsidy payments being terminated.

If CCL finds that the complaint against the Licensed Provider was unfounded, the Service Agreement will remain in full force. Pathways LA will maintain a record of all parent complaints in the Licensed Provider's file. If a pattern of complaints is established, our management will review the nature of the complaints to determine whether to remove the Licensed Provider from our Resource & Referral database. Providers disqualified from future referrals will be notified in writing by mail and will receive information about the reinstatement procedure.

Pathways LA reserves the right to terminate services or refuse to enter into a Service Agreement with a Licensed Provider if there are serious health and safety concerns.

Program Enrollment

Please initial the following subsections:

- Income
- Notification of Changes
- Recertification Procedure
- Non-Use of Services
- Termination Due to Failure to Comply with Program Rules
- Appeal & Fair Hearing Procedure

V. PROGRAM ENROLLMENT

Successful enrollment in a Pathways LA program requires completing several steps and complying with multiple policies. This section explains: eligibility, verification of need criteria, certification procedure, when and how a parent must notify Pathways LA of changes, causes for termination, appeals procedure, and more. Read each section carefully to understand the program enrollment requirements, and ask your Case Specialist to address any questions you might have.

ELIGIBILITY CRITERIA

Several criteria are used to determine a family's eligibility in the CalWORKs Stage 2 & Stage 3 Child Care and California Alternative Payment Programs.

To enroll in a Pathways LA child care program, families **must** first meet the following:

A. General Child Age

Have a child between the ages of 0 and 13 years
OR a child age 0 to 21 years with an exceptional need verified by an active Individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP).

In addition to Eligibility Criteria A, families **must meet at least one** of the following:

B. Income

Have a gross monthly income below 85% of the State Median Income (SMI) based on family size at the time of application for services. A family will remain income eligible for services through the initial certification period and following recertification until its gross monthly income exceeds 85% of the SMI based on family size. For information on the SMI, look for the Schedule of Income Ceilings on www.pathwaysla.org/program-forms or ask a Pathways LA Program Specialist.

Eligible Needs

There are five Needs for which a parent may request child care payment assistance. They are:

- Employment
- Vocational Training
- Seeking Employment
- Seeking Permanent Housing
- Incapacity

Each Need has its own eligibility criteria and verification requirements.

State Median Income

The State Median Income and income ranking table are updated periodically by the California Department of Education. For more information, look for the Schedule of Income Ceilings on www.pathwaysla.org/program-forms or ask a Program Specialist.

C. Current/Former CalWORKs Cash Aid Parent Recipient

Have a parent in the household who is currently receiving CalWORKs cash aid **OR** a parent in the household who has, in the past 24 months, received but is no longer receiving or is no longer eligible to receive CalWORKs cash aid. The 24 months are calculated from date the benefits were terminated, sanctioned, or time-limited.

D. Child Protective Services (CPS)/At-Risk

Have a child(ren) receiving services from CPS **OR** a child(ren) who is appropriately referred by CPS or a licensed professional providing services to the family for being at risk of abuse, neglect, or exploitation.

E. Homelessness

Have a child(ren) who meets the McKinney-Vento Act definition of homeless. The definition includes:

- i. Children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
- ii. Children and youths who may be living in motels, hotels, trailer parks, or camping grounds due to lack of alternative adequate accommodations;
- iii. Children and youth living in emergency or transitional shelters or are abandoned in hospitals;
- iv. Children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
- v. Children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; or
- vi. Migratory children who qualify as homeless because they are children who are living in similar circumstances listed above.

PARTICIPATION REQUIREMENTS BY PROGRAM

Some Pathways LA child care programs have additional participation requirements imposed by law or our funders' administrative rules. Pathways LA must, without exception, uphold the following program-specific requirements:

CalWORKs Stage 2 & 3

To be eligible to enroll in the CalWORKs Stage 2 Program, families must, at minimum, meet Eligibility Criteria A **AND** C. Families enrolled in the CalWORKs Stage 2 Program may remain enrolled until the parent reaches the 24th month from the date the parent's CalWORKs cash aid was terminated, sanctioned or time-limited.

The CalWORKs Stage 3 Program is the only Pathways LA program not time-limited. Families may remain enrolled as long as the family is income eligible, the child(ren) is age eligible, and funding is available. Direct enrollment into the CalWORKs Stage 3 Program is prohibited. New Stage 3 cases are cases transferred from CalWORKs Stage 1, Stage 2, or from another agency.

Alternative Payment

To be eligible to enroll in the Alternative Payment (AP) Program, families must, at minimum, meet Eligibility Criteria A **AND** B, D, or E. Families requesting enrollment in the AP Program are subject to the Priority of Service policy.

PRIORITY OF SERVICE

When a family requests enrollment in the Alternative Payment Program, the family is placed on a waiting list. At Pathways LA, we call this the Pathways Eligibility List (PEL).

A family's position (also known as the ranking) on the PEL is based on income, family size, and the date of their enrollment request. As funding becomes available, families on the PEL are contacted by phone and/or mail based on their ranking.

In addition to a family's PEL ranking, Pathways LA must prioritize enrollment applications in the following order:

1. Families with a Child Protective Services (CPS) or At-Risk Services referral submitted by a social service agency or provider.
2. Families with a child with an exceptional need verified by an active Individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP).
3. A family with the lowest gross monthly income in relation to family size.
 - a. If two families rank equally, the child(ren) with exceptional needs will be enrolled first.
 - b. If the child(ren) does not have an exceptional need, the family with the earliest enrollment request date will be prioritized.

It is important that families on the PEL update any changes in their contact or eligibility information by calling our Resource & Referral Department at (213) 427-2710.

When a family is contacted to initiate the enrollment process, their eligibility will be verified. If the family is determined to be eligible, an appointment will be scheduled to begin the certification process.

NEED CRITERIA

In addition to Eligibility Criteria, families must verify a "need" to enroll in a Pathways LA child care program. A Need, sometimes referred to as a parent's activity, is defined as one or a

combination of employment, vocational training, seeking employment, incapacity, or homelessness.

Each adult in the household must verify at least one Need. A family's authorized service level, or approved child care service hours, is determined by the verified Need. The sections to follow provide detail for each of the eligible Needs.

EMPLOYMENT

Parents who work full-time, part-time, or are self-employed are known as Working Parents. Working Parents must provide proof of all income earned and have an Employment Verification form completed by their employer on file with Pathways LA.

Pathways LA reserves the right to request additional documentation necessary to verify the work schedule and income for Working Parents.

Service Level Determination (Verified Hours)

Set Schedule

A set schedule is a fixed work schedule where the days and hours worked remain constant. For example, a Working Parent who works Monday through Friday from 8am to 5pm works a set schedule. Pathways LA requires Working Parents on a set schedule to submit, for verification, one (1) full month of pay stubs for the month preceding enrollment.

Variable Schedule

A variable schedule is a fluctuating work schedule. The days and hours worked may change from week to week. For example, a Working Parent who works Monday from 9am to 3pm, Tuesday from 2pm to 11pm, and Friday from 10am to 4pm one week and a different schedule the following week, works a variable schedule. Because of the unpredictable nature of the schedule, the family's child care service level will be limited to a maximum range of hours and days per week. Pathways LA requires Working Parents on a variable schedule to submit, for verification, three (3) months of pay stubs to determine the eligible service level. Child care services for variable schedules will be reimbursed based on actual hours of care as reflected on the Attendance Record submitted by your provider. Families on variable schedules are not eligible for reimbursement on days care does not take place, including established provider holidays.

Travel Time

Additional service hours may be approved for a Working Parent to travel to and from work. This additional time is approved based on the travel time to and from the location where child care services take place and the Parent's work location. Travel Time cannot exceed half of the daily service hours authorized for the activity (employment), up to a maximum of four (4) hours per day.

Sleep time

Sleep time may be approved for Working Parents who are employed any time between 10pm and 6am, not to exceed the number of hours authorized for employment and travel time between those hours. To request Sleep Time, an eligible parent must contact her/his/their Program Specialist.

Self-Employed Working Parents

Working Parents who are self-employed must complete a declaration, signed under penalty of perjury, that includes a description of their work and an estimate of days and hours worked per week.

Self-employed Working Parents must provide proof of income, such as a letter from the source(s) of income (i.e. client) or copies of tax returns or statements of estimated income for tax purposes. Working Parents who do not have such documentation may submit a signed affidavit (or self-declaration form) indicating their earned income for the previous three months. Additionally, self-employed Working Parents may be asked to submit copies of appointment logs, receipts, lists of regular clients, and documentation of expenses.

Pathways LA may verify the information by contacting one or more of the clients from the Working Parent's client list. Pathways LA reserves the right to request additional documentation necessary to verify the work schedule and income for self-employed Working Parents. Pathways LA will divide the parent's self-employment income by the applicable minimum wage to determine the parent's weekly hours.

Employment in the Family's Home

A Working Parent working in the family's home must provide justification for requesting enrollment in a Pathways LA child care program based on the type of work and work requirements, the age of the child(ren) for whom services are sought, and the specific child care needs (applicable only for children under five (5) years of age).

Travel Time

If you commute to and from work or school, you may be eligible for additional child care service hours. Ask your Program Specialist if you qualify for Travel Time.

Study Time

Parents may qualify for additional child care service hours if they need time to study for their training or education program. Ask your Program Specialist for more information about Study Time to learn more.

Pathways LA will determine if the parent's employment and stated child care need preclude the supervision of her/his/their child.

Employment in a Licensed Family Child Care Home

A Working Parent employed as an assistant at a Licensed *Large Family Child Care Home* (FCCH) must provide the following documentation:

1. A copy of the FCCH license indicating it is licensed as a Large FCCH; and,
2. A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement of 22 CCR 102416.5(c); and,
3. Proof that the parent's fingerprints are associated with that FCCH as its assistant, which Pathways LA may verify with Community Care Licensing; and,
4. Payroll deductions withheld for the assistant by the licensee (e.g. a pay stub).

If a parent is requesting services for her/his/their own child in the FCCH where the parent is employed, the parent must provide a declaration signed, under penalty of perjury, from the FCCH licensee declaring that the parent will not provide child care services to her/his/their own child. Pathways LA will determine whether the parent's employment and the identified child care need preclude the parent from supervising her/his/their own child.

VOCATIONAL TRAINING

Parents participating in a work or student training program that leads directly to an approved recognized trade, para-profession or profession are known as Student Parents. Parents enrolled in an educational program for English Language Learners (ELL) or a program to attain a high school diploma or general educational development (GED) certificate, also known as a High School Equivalency (HSE) certificate, must also comply with the Student Parent requirements.

Child care services during school or training hours are granted for a maximum of six (6) years from the date of the Student Parent's initial certification for child care services or for a maximum of 24 units or equivalent after receiving a bachelor's degree, whichever comes first.

The six-year clock will begin on the first day the parent's case is certified with a vocational training activity. Any gaps in the parent's vocational training will not stop the parent's six-year clock. Examples of gaps in a parent's vocational training are:

1. Semester breaks
2. Time off (e.g. semester off) taken by the parent
3. Periods when the parent is not approved for child care services

The Parent's six-year clock will not reset if they change their vocational goal.

Service Level Determination (Verified Hours)

Training Verification

Student Parents must submit a signed and stamped Pathways LA Training Verification form or an electronic print-out from the training institution/school. The Training Verification form requires the Student Parent to indicate the type of training the Student Parent is receiving, the classes in which the Student Parent is enrolled, and the days and times per week when the training takes place.

Student Parents who participate in CalWORKs and who receive cash aid must have their training pre-approved by their GAIN worker.

The Training Verification form or an electronic print-out from the school's database must comply with **all** of the following:

- A. Not be altered or appear to be invalid;
- B. Indicate the Student Parent's complete class schedule, including days and times for each enrolled class;
- C. Be signed by the Student Parent;
- D. Be signed or stamped by the registrar of the college or by the program director of the training institution; and,
- E. Indicate a clear closing date for the semester/term.

Pathways LA may request additional information from the Student Parent or the training institution to determine enrollment eligibility.

All training institutions must be recognized by the United States Department of Education. No exceptions will be made. More information is available on the Department of Education website: www.ope.ed.gov/accreditation/.

Online Courses

Class time for Student Parents participating in on-line courses will be determined by the number of units in which they are enrolled. An hour of class time will be granted per unit. The Student Parent must submit a copy of the syllabus and/or other class documentation, which may include the web address for the program.

Travel Time

Additional child care service hours may be approved for a Student Parent to travel to and from school/training. This additional time is approved based on the travel time to and from the location where child care services take place and the school/training location, not to exceed half of the weekly service hours authorized for school/training, up to a maximum of four (4) hours per day.

Study Time

Student Parents with an already certified child care case with Pathways LA who have demonstrated adequate progress in their school or training program may request additional child care service hours to facilitate their participation in study time. Student Parents interested in approved Study Time must contact their Program Specialist to make the request.

For all college, unit-bearing coursework, Student Parents may qualify to receive up to two (2) study hours per week, per enrolled unit. If Student Parents need additional hours because of lab or field work assignments, they may submit a written request indicating the desired hours; Pathways LA will confirm the request with the class instructor.

If the class or lab is non-unit bearing, Student Parents may qualify to receive up to one (1) hour of study time per class hour. All requests will be reviewed on a case-by-case basis.

Professional/Vocational Goal

Student Parents must complete a Pathways LA Professional/Vocational Goal Sheet at their certification and at each re-certification. Child care services will not be approved for the hours during which Student Parents participate in repeating courses (due to unsatisfactory grades) -- or for courses like physical education or leisure -- unless proof that these classes are part of a certified program's curriculum is submitted to and approved by Pathways LA. A letter from the authorized school or department staff indicating the requirements for the curriculum is acceptable.

Adequate Progress

Student Parents must provide proof of adequate progress. Adequate progress is defined as a 2.0 grade point average in graded programs or passing at least 50% of the program requirements in non-graded programs. Student Parents must submit for review official progress reports at the time of recertification for the most recently completed semester, quarter, or training period attended.

Pathways LA reserves the right to confirm the progress of any Student Parent. If satisfactory progress is not made, Student Parents may continue to receive child care services through the following recertification period. If Student Parents fail to make satisfactory progress during their second certified period, they will be disqualified from participation in a Pathways LA child care program and will be disenrolled. The Student Parent will not be eligible to re-enroll for six (6) months from the disenrollment date if the parent is not participating in another certified need.

SEEKING EMPLOYMENT

Parents seeking employment are eligible to receive child care for no less than 12 months and are limited to a job seek schedule of no more than five (5) consecutive weekdays per week (excluding holidays) and less than 30 hours per week.

Parents seeking employment must complete a declaration, under penalty of perjury, that states their plan to secure, change, or increase employment and a general schedule of when child care services will be necessary. Travel time cannot be assessed for this Need.

HOMELESS/SEEKING PERMANENT HOUSING

Parents seeking permanent housing are eligible to receive child care for no less than 12 months. Parents approved under this Need are limited to a housing search schedule of no more than five (5) consecutive weekdays per week (excluding holidays) and for no more than 30 hours per week.

Parents seeking permanent housing must complete a declaration, under penalty of perjury, that states that the family is seeking permanent housing, their plan to secure a fixed, regular, and adequate residence, and a general schedule of when child care services will be necessary. Travel time cannot be assessed for this Need.

PARENTS WITH AN INCAPACITY

Parents with an incapacity are eligible to receive child care services not to exceed 50 hours per week and for no less than 12 months. A Parental Incapacity is defined as the temporary or permanent inability of the parent to provide care and supervision to her/his/their child for part of the day due to a verified physical or mental health condition.

Parents with an incapacity must submit a Statement of Incapacity completed by a legally qualified health professional and include the name, business address, telephone number, professional license number, and signature of the legally qualified professional.

The statement must indicate the functions and tasks that prohibit the parent from providing care and supervision for her/his/their child for part of the day. The statement must also detail the days and hours per week for which services are recommended to accommodate the incapacitation, considering the age of the child, the care needs, and the probable duration of the incapacitation. Pathways LA reserves the right to request additional documentation from the qualified health professional for verification of the statement of incapacity. Travel time cannot be assessed for parents with an incapacity.

CERTIFICATION PROCEDURE

Parents are required to present and/or submit additional information and/or documentation before their Certification Appointment. Parents will receive a list of all required documentation in writing and have 15 days from the date of that written notice to submit all required documentation. The enrollment request will be closed if a parent fails to submit paperwork within the 15-day window. Certification Appointments will not be scheduled until all required documents are submitted.

The final step of the enrollment process – after the family's Eligibility and Need are verified – is Certification. At Certification, the parent is invited to a Certification Appointment via phone or mail. A Certification Appointment will not be scheduled until both Eligibility and Need are verified.

The following subsections cover the information required from parents at Certification or Recertification. The same information and documentation will be required at each Recertification, which occurs no less than 12 months from the initial certification.

INCOME

A family's verified monthly income determines eligibility and if the family will be responsible for a Family Fee. Pathways LA reserves the right to deny services if adequate documentation is not submitted and/or if the Parent exceeds the State Median Thresholds.

Acceptable documentation may include:

- A. At least one month of pay stubs, three months' worth if the parent is working a variable schedule; and/or,
- B. A letter from the employer, on business letterhead, may temporarily substitute for a pay stub. The letter must be signed and dated by the employer's personnel office or the parent's immediate supervisor; and/or,
- C. CalWORKs cash aid verification from the Department of Public Social Services; and/or,
- D. Unemployment award letter; and/or,
- E. Financial Aid/Work Study award letter.

Parents are required to complete a Pathways LA Parent Income Declaration at their initial Certification and at every Re-Certification.

Parents must report all sources of income at the time of enrollment. Parents must report within 30 days if the family income exceeds the 85% of the SMI at any point during their enrollment. See the Schedule of Income Ceilings for the 85% of SMI.

Schedule of Income Ceilings for the 85% of SMI

Published 07/01/2019. Amounts subject to change.

For the most up-to-date figures, look for the Schedule of Income Ceilings on www.pathwaysla.org/program-forms or ask a Pathways LA Program Specialist.

FAMILY SIZE	FAMILY MONTHLY INCOME
1-2	\$5,343
3	\$5,802
4	\$6,719
5	\$7,794
6	\$8,869
7	\$9,070
8	\$9,272
9	\$9,473
10	\$9,675
11	\$9,876
12	\$10,078

Parent Initials _____

FAMILY SIZE

Family size is determined by the total number of children and adults in the household. Parents must provide the full names of each adult in the household and the names, gender and birthdates of the children in the household, and they must provide supporting documentation on the number of children and adults in the family. Family size is used to predetermine if a family will be responsible for a Family Fee. Learn more about Family Fees in the Attendance Policy and Payment Procedure section of this Parent Handbook.

The number of children must be documented by providing one of the following:

- A. Birth certificates
- B. Court orders regarding child custody
- C. Adoption documents
- D. Record of Foster Care placements
- E. School or medical records
- F. County welfare department records
- G. Other reliable documentation indicating the relationship of the child to the parent

ADDRESS AND CONTACT INFORMATION

Parents must provide Pathways LA with a current contact number. Parents must also provide their residential address. Parents must verify their address by providing a current valid California Identification or Driver's License, utility bill, or rental agreement.

Pathways LA will also request a valid email address. Parents who provide an email address will be able to send and receive communication related to their child care case and receive Notices of Action from their Program Specialist. Parents who provide a cell phone number grant Pathways LA permission to send occasional text messages. Pathways LA will not be responsible for costs incurred by the parent for receiving text notifications.

IMMUNIZATION RECORDS

Current immunization records are required for every child at initial enrollment in a Pathways LA child care program, unless the child is enrolled in a public or private elementary school or receiving child care services at a licensed facility.

EMERGENCY AND IDENTIFICATION INFORMATION

Parents must complete a Pathways LA Emergency and Identification Information Form. Only adults listed on this form will be allowed to drop off or pick up children from the child care provider. Parents may add or remove adults at any time in writing, using the Emergency and Identification Information Form.

NOTIFICATION OF CHANGES

Once a family establishes eligibility and need at the initial certification or recertification, the family is considered to meet all eligibility and need requirements for no less than 12 months, with one exception. Parents have the right to maintain their approved level of service regardless of a change in the family's circumstances, except for an income increase that causes the family income to exceed 85% of the SMI.

Families must report within 30 days increases to the family's income that cause the family income to exceed 85% of the SMI. For the most up-to-date figures, look for the Schedule of Income Ceilings on www.pathwaysla.org/program-forms or ask a Pathways LA Program Specialist.

Families may voluntarily report changes which will result in a decrease in their Family Fees.

Families may voluntarily report changes that would result in an increase or decrease in their child care service level. Any request for a change to the family's level of service, whether an increase or decrease, is done so voluntarily using the Family Request for Changes Form. To initiate these changes, requests must be made in writing and include: 1) the days and hours of the requested change; 2) the effective date of the requested change; and, 3)

documentation supporting the requested change. Changes will be processed within 10 business days from the date complete documentation is received by Pathways LA.

Retroactive changes cannot be made. All changes will be implemented from the date the change is reported and all required documentation is submitted.

Potential changes in need and increase in service level may affect the provider's child care payment. It is in the parent's best interest to update their Pathways LA Program Specialist when changes to their child care service level will affect their child care payment. Examples of this include:

- A. Certified hours changed from day to night time.
- B. Increase in the parent's work hours require a service level increase from part-time to full-time care. Part-time is determined as 30 hours or less, and full-time is determined at 30 hours or more per week.
- C. Approved days changed, e.g. a parent approved for Monday-Friday, now works Wednesday to Sunday.

Parent Initials _____

RECERTIFICATION PROCEDURE

At no less than 12 months from the date of certification, all parents enrolled in a Pathways LA child care program are required to recertify their need for child care. The same information is required for Re-Certification as for the initial Certification.

Parents will be sent a Document Request Letter (DRL) at least on (1) month prior to their recertification date. The DRL will direct the parent to schedule an appointment within the 30-day period following her/his/their recertification date to complete recertification. The parent will have up to 45 days to complete her/his/their recertification following the last day of the 12-month

Notification of Changes

A family is required to notify Pathways LA about changes to their income and need only under a few select circumstances. Read the Notification of Changes policy closely, so that you understand your rights and responsibilities upon enrollment. If you have any questions, contact your Program Specialist.

Family Fee

Some families may be responsible for a Family Fee. Learn about the Family Fee in the Attendance Policy & Payment Procedure section of this Parent Handbook.

certification period. The 12-month certification period starts on the date child care services were initially certified by a Program Specialist.

Parents who fail to make an appointment and/or complete their recertification within the period designated will receive a termination Notice of Action (NOA). The child care provider will also be issued a termination notice informing them of the last day of care for which Pathways LA will reimburse them.

Parents are solely responsible for contacting their Program Specialist to schedule an appointment date and time. Program Specialists can be reached on their direct line, email or by calling the main number at (213) 427-2700.

Pathways LA will not accept responsibility for any unscheduled, incomplete, or missed appointments. Failure to complete the recertification process will be grounds for immediate termination from the program.

Parent Initials _____

SUSPENSION OF CHILD CARE SERVICES

Parents may request a temporary leave from child care services from their Pathways LA Program Specialist for one or all children; this is known as a Suspension of Services. Children on an approved Suspension of Services will not be disenrolled from the program. However, providers will not be reimbursed by Pathways LA for services rendered during the suspension period. Reimbursement will resume when the child returns to the care of the provider as specified in the approved request. Parents should communicate the need for any stoppage in services with their provider. Pathways LA cannot guarantee that the provider will re-admit the child.

A Suspension of Services must be requested at least 19 calendar days before the leave begins. A suspension may be granted for a minimum of two (2) weeks to a maximum of sixteen (16) consecutive weeks per program per fiscal year. Parents must discuss their need with a Pathways LA Program Specialist to determine a start and end date of the suspension period. Nineteen (19) calendar days before the approved return date, a Pathways LA Program Specialist will send the parent a reminder of the leave period expiration date via a Document Request Letter (DRL). The DRL will state that services will be terminated if the child does not return from leave or if the parent does not request an extension. If at the time of the DLR letter the full 16 weeks allowed per fiscal year have not yet been used, the parent may request an extension of the leave up to the allowable maximum. The extension must be requested and approved before the original leave period expires.

Suspension of Services may be granted for any of the following reasons:

- A. Child(ren) will be away from home for an extended period visiting with a parent or relative by court order (e.g., joint custody arrangements, visiting grandparents, etc.). A copy of the court order must be provided to Pathways LA.
- B. Family emergencies that require the parent to leave town.
- C. Medical leave as designated by a physician.

TERMINATION DUE TO FAILURE TO COMPLY WITH PROGRAM RULES

Any parent enrolled in a Pathways LA child care program who knowingly provides fraudulent or incomplete information to establish eligibility or who fails to report changes in income or other relevant information will be immediately terminated from the program.

A parent terminated from the program for this reason will receive a 19 calendar day termination NOA by mail. The child care provider will also receive an NOA regarding the termination. All parents are eligible for and may request an appeal hearing. The appeal process is outlined on the back of the NOA.

Other grounds for termination from a Pathways LA child care program include, but are not limited to, any of the following:

- A. Parent fails to provide current and correct information at the time of enrollment, certification, or recertification;
- B. Parent fails to complete and/or sign all documents required for enrollment, certification, or recertification;
- C. Parent fails to use the hours of care as agreed by the parent, provider, and Pathways LA;
- D. Parent becomes delinquent in the payment of family fees to the provider;
- E. Parent fails to complete Attendance Records daily and submit them according to the agency deadlines;
- F. Falsification of or refusal to sign the Attendance Record; and/or,
- G. Unapproved long-term absences from child care;
- H. Family income exceeds 85% of the SMI;
- I. Family fails to comply with the Pathways LA Code of Conduct;
- J. If the provider is living in the same household as the family, or if the parent is working in a child care center and in the same classroom attended by the child.

In accordance with the California Department of Education, Early Learning and Care Division guidelines, parents will be mailed a NOA prior to cancellation of services and termination from the program.

Parent Initials _____

TERMINATION OF SERVICES BY REQUEST

PARENT REQUEST

Parents may choose to discontinue services with their provider at any time. Parents are encouraged to notify their providers and Pathways LA in accordance to the provider's rules and policies regarding termination of services. Parents are encouraged to notify Pathways LA at least 19 calendar days prior to the change to allow time for the change to be processed. Pathways LA will terminate services on the date the parent notifies us of the discontinued care. If a future date is reported, the future date will be indicated. Terminations will not be processed retroactively.

PROVIDER REQUEST

Providers may discontinue services according to their written policies and procedures if an enrolled parent and/or child does not comply.

Providers who discontinue services for a child(ren) enrolled in a Pathways LA program must notify the parent and Pathways LA at least ten (10) business days prior to the last date of service. Pathways LA will not reimburse the provider beyond the last day of care provided.

TERMINATION DUE TO REVOKED OR SUSPENDED LICENSE

If Pathways LA is notified by Child Care Licensing that a child care facility's license has been suspended or revoked, Pathways LA will within two (2) business days of receiving notice:

1. Terminate payment to the licensed child care facility for services provided as of the effective date of the suspension or license revocation. The facility will only be eligible for reimbursement for services provided prior to that date; and,
2. Notify the licensed child care facility and the parents enrolled at the facility through a NOA that service and reimbursement have been terminated and the reason for the termination.

APPEALS & FAIR HEARINGS PROCEDURES

Parents who wish to appeal the action stated in a NOA must file their initial appeal with Pathways LA in the form of a written request for a hearing/appeal within 19 calendar days of the date of the NOA. Parents must send or deliver that appeal request to the address under "Agency Information" in the NOA.

The first appeal is called a "Local Appeal" and is conducted by Pathways LA staff. The Local Appeal hearing will be conducted by a staff member who is at least one level above the staff member who made the contested decision (i.e. a director will conduct the hearing if a manager made the decision being contested). If a parent is engaged in an appeal or fair hearing process, the Appeal Team may grant an extension of services. An appeal request is considered abandoned when a parent fails to respond or attend the appeal appointment as

agreed upon with the Pathways LA Appeals Team. Parents may only reschedule the appeal appointment once. If the case is abandoned by the parent, the family is no longer eligible for a Local Appeal, and will be notified of such in writing by Pathways LA.

During a Local Appeal hearing, the parent may speak for him/herself/themselves or may be represented by a representative of their choice (e.g. a friend or attorney) for whom the parent has submitted an Authorization for Release of Information form. If necessary, Pathways LA will make an interpreter accessible to the parent. A Pathways LA representative will be present to explain the agency's reason(s) for the action indicated on the NOA. Within 10 calendar days of the Local Appeal hearing, Pathways LA will mail a decision letter to the parent with the result of the Local Appeal.

A parent who wishes to appeal the Local Appeal decision may file a written request for appeal with the California Department of Education, Early Learning and Care Division. The procedure for requesting a state hearing is outlined on the back of the NOA and in the Pathways LA Local Appeal decision letter.

Parent Initials _____

Attendance Records

Please initial the following subsections:

- Attendance Requirement
 - Inconsistent Use of Service
 - Non-Use of Service

VI. ATTENDANCE RECORDS

Pathways LA administers payments for child care services directly to Providers with an approved Service Agreement based on the service confirmed by the submission of timesheets. Based on the eligibility determined at certification and recertification, parents may be responsible for a Family Fee and/or a Co-Payment.

CARE CLOUD

The Provider Care Cloud is an online tool where providers can view, download and print Attendance Records (ARs) or Provider Payment Requests (PPR). They can also check the status of ARs/PPRs submitted for reimbursement and view and print Explanation of Payments (EOP) statements.

Providers are automatically enrolled in the Care Cloud at the approval of their Provider's Services Agreement. If your provider has questions regarding the Care Cloud, please refer them to a Pathways LA Program Specialist.

COMPLETING ATTENDANCE RECORDS

Each child participating in a Pathways LA child care program is enrolled for specific days per month and specific hours per day, unless the parent is approved on a variable schedule. This service level is determined at certification and/or recertification based on the verified need and reassessed when a parent reports a change.

Parents and providers are required to submit monthly timesheets for every child. The California Department of Education, Early Learning and Care Division (CDE/ELCD) provides ARs for this purpose. ARs are used to monitor the use of child care services and to calculate payment to providers. ARs are available to providers via the Care Cloud, to which they are provided access by Pathways LA.

Both the parent and the provider must review the AR for accuracy and completion at the end of each month, prior to signing and submitting the AR to Pathways LA for reimbursement.

Attendance Records

Accurate and timely Attendance Records are a requirement of participation in a Pathways LA program and key to timely payments to your provider.

Reimbursement and Fiscal Schedule

Attendance Record due dates and payment dates are detailed in the Reimbursement and Fiscal Schedule.

Contact the Payments Division at (213) 427-2700 with questions.

Child Absences

Parents must track all child absences on the back of the Attendance Record. The date, reason and the parent's signature are required.

ARs must be signed by both parents and providers under penalty of perjury and are generally due by the fifth (5th) day of each month and within 60 days after the end of the service month. If the fifth of the month falls on a non-business day, refer to the current Reimbursement and Fiscal Schedule for the submission date. The Reimbursement and Fiscal Schedule is available from the Pathways LA Payments Department. It is also available on the Pathways LA website at www.pathwaysla.com/program-forms. Untimely submission may result in late payment or no payment to the provider.

Providers are required to submit a monthly AR for each child who receives services; an AR is considered valid only if **all** the following are included:

- A. Name of the child receiving services
- B. Specific dates services were provided
- C. Daily records of the actual times the child entered and actual times the child left care for each day services were provided
- D. Both the parent and the provider signatures at the end of each month attesting under penalty of perjury that the information provided on the AR or invoice is accurate

When applicable, the Family Fee amount will be indicated on the AR. Both parent and provider must sign and date on the indicated area on the AR to verify that the parent has paid the Family Fee in full to the provider. If parent and/or provider fail to declare the outcome of the Families Fee, payment will be held until the provider can provide Pathways LA with written confirmation of the outcome (i.e. a receipt).

FAMILY FEE CERTIFICATION & RECEIPT	
PART TIME MONTHLY FEE: \$ 52.00 <i>(Please Check One Box)</i> <input checked="" type="checkbox"/> All Family Fees have been paid. Amount Collected: \$ <u>103.00</u>	FULL TIME MONTHLY FEE: \$ 103.00 Parent Signature & Date <i>Jane Smith 1/1/2019</i>
<input type="checkbox"/> A Payment Plan is in place between the parent and provider. Amount Collected: \$ _____	Provider Signature & Date <i>Joe Smith 1/1/2019</i>
<input type="checkbox"/> Family Fees have not been paid and I do not have a payment plan in place. Outstanding Balance: \$ _____	

Timely submission of ARs is the joint responsibility of parents and providers. Providers will have access to print monthly ARs from the Provider Care Cloud. If the AR is not available due to pending updates or changes, the parent and child care provider are required to keep track of the child care hours used on a separate document which may need to be submitted to Pathways LA for reimbursement to be processed.

Consequences for refusing to complete an AR daily or at the end of the month may include: a reduction in the reimbursement to the provider; withheld payment; termination of the business relationship with the provider; or, disenrollment from services of the family. If either party refuses to complete an AR daily, the parent or provider must immediately notify the Program Specialist named on the AR.

Pathways LA is not responsible for lost, incomplete, or untimely ARs sent by mail. Reimbursement cannot be guaranteed for ARs received more than 60 calendar days after child care services were provided. All ARs submitted after 60 calendar days will be held until the end of the fiscal year, at which point Pathways LA will determine if funds are available to proceed with reimbursement. Pathways LA will not issue reimbursement for previous fiscal years.

CHILD ABSENCES

To properly determine a provider's reimbursement, parents must inform Pathways LA of any days the child is absent from care, school, or is released early from school. All absences must be clearly documented on the back of the Attendance Record (AR) for each child. Parents must indicate the date of the absence, the reason for the absence, and provide a signature as verification of the information.

Please enter the reason for absences below / Indique la razon por la ausencia aqui.

Date/Fecha	Reason for absence or early pick up (i.e. early release from school)/ Razon de la ausencia o recogida temprano (ejemplo: escuela cerro temprano)	Parent's Full Signature/ Firma Completa del Padre

INCORRECT COMPLETION OF ATTENDANCE RECORDS

Pathways LA will review the ARs for completeness and accuracy. Pathways LA will not return ARs for corrections or adjustments, as they are legal documents signed under penalty of perjury. Pathways LA may not be able to reimburse your provider or a delay in your provider's payment may result if ARs are received with **any** of the following:

- A. Missing, incorrect, and/or illegible daily time in/time out;
- B. Conflicting time in/time out with child's school information;
- C. Use of correction fluid/tape ("white-out");
- D. Pencil;
- E. Submitted for the wrong month;
- F. Altering/creating ARs for unauthorized children, resulting in the submission of fraudulent information

Consequences for submitting fraudulent information may include withholding payment; terminating the business relationship with the provider, or disenrolling services to the family.

ATTENDANCE POLICY

Regular attendance is known to maximize the benefits of early learning and enhance the child care experience. Children participating in a Pathways LA program are expected to have attendance consistent with their certified child care hours, also known as the certified need. Pathways LA will regularly review each child's attendance to determine whether the care used is consistent with the certified need. Temporary or one-time schedule changes and the reason for an absence (if provided) will be considered when making that determination.

INCONSISTENT USE OF SERVICE

When a parent uses child care service in a matter that is inconsistent, the Program Specialist will inform and review the certified need with the parent. Inconsistent Use of Service is more specifically defined as:

- A. Temporary use of part-time care when full-time care is certified (e.g. Certified need is 52 hours/week, but only 28 hours/week are used); or,
- B. The child care hours used are at or below 70% of the certified need for the month

Parents have three (3) opportunities to match their child's attendance to the certified need before the case is disenrolled for failure to comply. The parent will receive the following notices:

Notice 1: After one (1) month of inconsistent attendance, the parent's Program Specialist will call the parent to discuss and determine whether the certified need matches the parent's actual child care services need. If the parent reports a difference between the two, the parent will be asked to submit a Family Request for Changes Form reflecting the actual need. parents will be reminded of their certification period eligibility and encouraged to maximize their child care benefit.

Notice 2: After two (2) months of inconsistent attendance, the parent will be notified in writing of their failure to comply with the Attendance Policy requirement and reminded that their case will be disenrolled after a third month of inconsistent attendance. The parent may submit a Family Request for Changes Form or begin to use child care services in a matter consistent with their certified need.

Notice 3: After three (3) months of inconsistent attendance, the parent will be disenrolled from the program. The parent may then follow the appeal process detailed on the back of the Notice of Action if they disagree with the case decision.

NON-USE OF SERVICE

Non-use of services for 30 consecutive days may result in disenrollment from the program.

If a parent selects a child care provider who is no longer eligible to provide services or if the parent requests a change in provider, the parent has a maximum of 60 days to select a new child care provider. If the parent does not select a new provider within 60 days, the child care case will be terminated due to non-use of services.

Parent Initials _____

Payment Procedure

Please initial the following subsections:

- Family Fee
- Co-Payment
- Child Care for School-Aged Children
- Other Fees

VII. PAYMENT PROCEDURE

FULL-TIME VS PART-TIME CERTIFICATION

The distinction between full-time and part-time certified care is important because some policies are applied differently depending on whether care is approved for full-time or part-time.

A parent is certified for full-time care when the parent is approved for 130 or more child care hours per month or 30 or more child care hours per week.

A parent is certified for part-time care when the parent is approved for less than 30 hours of child care hours per week.

REGIONAL MARKET RATE

The RMR is determined by the California Department of Education (CDE). The allowable reimbursement rate is the RMR ceiling and is a limitation imposed on Pathways LA. It may be increased or decreased by CDE without notice. The factors used by CDE to determine the RMR are geographic location, authorized days and hours based on child care need, providers established payment schedule (i.e. hourly, daily, weekly, or monthly), and age of the child.

Parents and providers will be notified of the provider's established rates and RMR payment limitations in the Notice of Action (NOA) mailed at the time child care services are authorized by Pathways LA. If the RMR does not cover the providers full rate for child care services, the parent is responsible for paying the provider the difference, known as a co-payment.

FAMILY FEE

Pathways LA will calculate the Family Fee according to the Family Monthly Fee Schedule issued by CDE. CDE determines family fees using the following three factors:

1. Family's adjusted monthly income
2. Family size
3. Family fee will be applied to child who is certified for care with the most hours

Families with a certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need of 130 hours or more per month will be assessed a full-time fee. Pathways LA will not recalculate fees based on a child's actual attendance.

If a parent is assessed with a Family Fee, the Program Specialist will issue a NOA that will indicate the effective date of the fee along with the amount that the parent must pay each month. If the parent disagrees with the assessed fee amount or believes that an error has occurred, the parent may file an appeal by following the instructions indicated on the back

of the NOA. Parents may waive their appeal rights to apply an immediate reduction in the Family Fee. Reductions will take effect the first of the following month. Providers also receive a notice indicating each family's Family Fee. The monthly Attendance Record (AR) will also indicate the Family Fee due that month.

Pathways LA policy requires the Family Fee be paid directly by the parent assessed with a Family Fee to the provider. A Family Fee must be paid to the provider within the service month during which the fee was assessed. The payment due date may be arranged between the parent and the provider. Both parties must sign the AR under penalty of perjury that the Family Fee was paid in full. All ARs are due by the 5th of each month. If parents and providers fail to declare the outcome of the Families Fee, payment will be on hold until the provider can provide Pathways LA with written confirmation of the outcome (i.e. a receipt).

Alternative Payment agencies like Pathways LA are required to disenroll child care for a parent's failure to pay the required Family Fee to the provider in a timely manner. Pathways LA will proceed with disenrollment of child care services if the amount due is not paid in full to the provider each month. Disenrolled families with delinquent Family Fees may not re-enroll for services until the delinquent fees have been paid in full.

If a change in the family's situation affects the amount of child care hours approved or any assigned fees, the parent is solely responsible for reporting the change to Pathways LA. See the Notification of Changes section for more information.

Parent Initials _____

CO-PAYMENT

When a provider's rate and other allowable charges exceed the maximum subsidy amount, the parent is responsible for paying the provider the difference between the provider's rate and the maximum subsidy amount. This payment is known as a co-payment. Pathways LA is not responsible for co-payment arrangements between parents and providers.

Parent Initials _____

CHILD CARE FOR SCHOOL-AGED CHILDREN

Pathways LA is not responsible for the cost of and does not pay for formal education. If children attend a private school or are home-schooled for grades kindergarten and above, parents are responsible for the cost of the formal education.

Parents with children who are kindergarten age or older may have child care approved before and/or after school, as well as during off-track, holiday, and vacation periods.

If a center or private school has a flat fee for education and child care combined, Pathways LA cannot enter into agreement with the center or school. If eligible, registration fees will be prorated according to the number of hours a day the child attends formal education.

Parent Initials _____

KINDERGARTEN READINESS

Children who are eligible for public school kindergarten are not eligible for subsidized preschool. However, a child may continue to receive preschool services until certified as "kindergarten ready" or until entry into first grade if the parent:

- A. provides Pathways LA written documentation from either a licensed child development or education professional stating that the child is not "kindergarten ready"; or,
- B. submits a written declaration stating that she/he/they has chosen to not send their child to kindergarten.

If the child is not "kindergarten ready" the following year, the parent must contact Pathways LA. Such scenarios will be handled on a case-by-case basis.

REGISTRATION/MATERIALS/INSURANCE FEES

In addition to fees for basic child care services, Pathways LA may reimburse providers for child care registration, materials and/or insurance fees if the amount up to the RMR ceiling established by CDE. Any registration, materials, and/or insurance fees must be declared in the provider's written policies and charged to all non-subsidized parents. The provider's policy must reflect the total amount due for the combined registration, materials, and/or insurance fees and the date and frequency the fees are due.

Provider Holidays

Provider Holidays, or Non-Operation Days, are limited to ten (10) per calendar year. Talk to your child care services provider about their holiday and vacation schedule. Any days of service used beyond the 10-day maximum may result in fees to your provider that Pathways LA will not cover. Any such fees will be solely your responsibility.

For example, if the provider charges a registration fee, the provider's policy must state the total amount due, the due date and whether that fee is a one-time or renewable fee. The total reimbursement to a provider (fees for basic child care services and all other allowable fees) must not exceed the RMR ceiling. If reimbursement exceeds the RMR ceiling, the parent is responsible for paying the balance of the fees to the provider.

OTHER FEES

Pathways LA will not reimburse for late fees charged to parents for failure to pick up children at the required time or by the close of the provider's business day. Any amount due to the provider for child care services provided in excess of approved days and hours are the responsibility of the parent.

Pathways LA does not reimburse for tuition, book fees, or any other school-related charges for children attending private school, kindergarten and primary grades. See School-Age Child Care Policy.

Pathways LA does not reimburse for uniforms, caps, shirts, other items of clothing, meals, transportation, field trips, or other special activities. The parent and provider should settle additional costs between each other. Pathways LA is not responsible for assessing nor collecting such fees.

Parent Initials _____

PROVIDER NON-OPERATION DAYS

Licensed providers are eligible to be reimbursed for up to ten (10) non-operation days per fiscal year. Sometimes called holiday or vacation days, these days must normally be authorized days of care to be eligible for reimbursement. Documentation must be on file prior to the request for reimbursement proving that the non-operating days are enforced for the provider's non-subsidized families.

Providers are responsible for informing parents in advance of their non-operation or closure dates. Parents are responsible to reimburse the provider for all non-operation days beyond the ten (10) days. Parents approved on a variable schedule are not eligible for reimbursement for non-operation days.

Closing

VIII. CLOSING

This Parent Handbook has been provided to inform you of the policies and procedures governing Pathways LA Child Care Payment and Assistance Programs.

As a program participant, you will be a recipient of public benefits primarily funded by the State of California. You are responsible for thoroughly reading this handbook and for pursuing clarification for any questions you may have. You are expected to adhere to all the rules and regulations set forth. **Your enrollment is not complete and will not be approved until you submit a signed acknowledgement (available on the following page) confirming that you received, read and understand this Parent Handbook.**

If you have any questions about the contents of this Parent Handbook, Pathways LA and/or a Pathways LA program, you may contact any Pathways LA CDE Program Specialist.

This handbook will be updated to reflect changes in California law, our funders' policies and our agency polices. You will be notified of such changes in writing.

Thank you.

Glossary

IX. GLOSSARY

Attendance Record (AR): Monthly voucher indicating the daily in and outs of child care hours used during the service month to reimburse the Provider.

California Department of Education (CDE): The State of California government agency that administers the CalWORKs Stage 2 and Stage 3 and the Alternative Payment programs. CDE writes rules and regulations for the programs and serves as the pass-through agency for state and federal funding.

Certified Need: The number of hours of care for which a child qualifies based on the parent's activity, income and other eligibility criteria.

Child Care Licensing (CCL): The division within the California Department for Social Services responsible for monitoring licensed facilities for compliance with laws and regulations by conducting orientation sessions for potential applicants, issuing or denying licenses, performing on-site facility visits, investigating complaints, and initiating or recommending enforcement actions against facilities.

Child Care Provider: A licensed provider or a license-exempt provider who delivers direct child care services to one or more children. A child care provider is not an employee of Pathways LA, the County, nor the State of California.

Child Protective Services (CPS): Government agency that provides protection for children who are at risk of, or are experiencing physical, sexual, or emotional abuse, or emotional or physical neglect. The focus is on the safety of the child and support for parents to strengthen families and promote safe nurturing homes for children.

Children with Exceptional Needs: Children with intellectual disabilities, hearing impairments, speech or language impairments, visual impairments, serious emotional disturbance, orthopedic impairments, autism, traumatic brain injury, other health impairments, or specific learning disabilities and who have either an active Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP) and are receiving appropriate special education/early intervention services. An IEP is obtained from the child's school district or Regional Center. An IFSP is obtained from the Regional Center.

Co-Payment: The amount a participant is responsible to pay, if she/he/they selects a child care provider who charges a fee higher than the current Regional Market Rate Ceiling. The co-payment is made directly to the child care provider, and it is distinct from the family fee.

Department of Public Social Services (DPSS): The County of Los Angeles department responsible for providing social and financial services to eligible people.

Family Fee: The amount a participant must pay toward child care costs based on income and the fee schedule established by the State. The family fee is distinct from the co-payment.

Family Size: Shall be determined by the number of parents and the children, aged 0-18, for whom the parents are responsible who comprise the household in which the child is living.

Family: Parents and the children for whom the parents are responsible who comprise the household in which the child receiving services is living. When a child and his or her siblings are living in a family that does not include their biological or adoptive parent "family" shall be considered the child and related siblings.

Fiscal Year (FY): Period in which an agency calculates its annual financial statements. Pathways LA's fiscal year begins on July 1 and ends the following June 30.

Income-Eligible: A family is considered "Income-Eligible" when the family's adjusted monthly income based upon the family size is at or below 85% of the state median income (SMI) at the time of certification or recertification. For information on the SMI, look for the Schedule of Income Ceilings on www.pathwaysla.org/program-forms or ask a Pathways LA Program Specialist.

Independent Contractor: Service provider who is in an independent trade, business or profession where they offer services to the general public. Providers are independent contractors; not Pathways LA employees.

Non-Subsidized Families: Families that no longer or have never received support from a government entity to help pay for a service.

Parent: Biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner, of the parent or any other adult living with a child who has responsibility for the care and welfare of the child.

Priority of Service Policy: Policy established by the California Department of Education to determine that a family and/or child meet the legal requirements for receipt of subsidized services and the order in which families shall be prioritized during the enrollment process.

Program Specialist: Pathways LA staff member assigned and responsible for a parent's child care case.

Regional Market Rate Ceiling (RMR): Determined by the California Department of Education, the RMR is the allowable reimbursement rate limitation based on geographic location, authorized days and hours; child care need; providers established payment schedule (i.e. hourly, daily, weekly, or monthly); and age of the child.

Service Area: The designated area in Los Angeles County, defined by zip codes, where Pathways LA provides services.

Subsidized Families: Families receiving support from a government entity to help pay for a service.

TrustLine Registry: California's registry of license-exempt child care providers who have passed background screening and been cleared through a fingerprint background check by the California Department of Justice.



Handbook Receipt



PARENT HANDBOOK RECEIPT

INTRODUCTION

The Pathways LA Parent Handbook (7/2019 Edition) contains program descriptions, and eligibility and participation requirements. Review the Handbook in its entirety and contact your Program Specialist with any questions. Sign this acknowledgement of receipt, and submit it via email at childcare@pathwaysla.org, electronically using the Family Portal, in person, or mail it to:

Pathways LA
Attn: CDE Division
3325 Wilshire Blvd, Ste 1100
Los Angeles, CA 90010

CONTACT

How may we contact you about your Pathways LA case and our programs? Check all that apply.

- Phone: (_____) _____ - _____ Text: (_____) _____ - _____
 Email: _____

PARTICIPANT ACKNOWLEDGEMENT

By signing below, I acknowledge receipt of the Pathways LA Parent Handbook (7/2019 Edition). I agree to make myself familiar with its contents, pursue clarification of any questions I might have, and adhere to all the rules and regulations set forth. I specifically acknowledge understanding of the following policies, procedures, and/or disclosures:

- | | |
|--|--|
| <input type="checkbox"/> Confidentiality | <input type="checkbox"/> Suspension of Services |
| <input type="checkbox"/> Fraud | <input type="checkbox"/> Termination for Failure to Comply |
| <input type="checkbox"/> Types of Care | <input type="checkbox"/> Appeals and Fair Hearings |
| <input type="checkbox"/> Unlimited Access to Child | <input type="checkbox"/> Inconsistent Use of Service |
| <input type="checkbox"/> Providers Are Independent Contractors | <input type="checkbox"/> Non-Use of Service |
| <input type="checkbox"/> Changing Child Care Provider | <input type="checkbox"/> Family Fee |
| <input type="checkbox"/> 85% SMI Table | <input type="checkbox"/> Co-Payment |
| <input type="checkbox"/> Notification of Changes | <input type="checkbox"/> Child Care for School-Aged Children |
| <input type="checkbox"/> Recertification Procedure | <input type="checkbox"/> Other Fees |

I further understand that I will be notified by Pathways LA of any policy updates in writing, and that I have an obligation to review those policies when they are provided to me to continue my participation in a Pathways LA program.

_____ Parent/Caregiver Name (Print) _____ Parent/Caregiver Signature _____ Date _____

OFFICE USE ONLY	Received on: _____ / _____ / _____	Via: <input type="checkbox"/> Mail <input type="checkbox"/> Fax <input type="checkbox"/> Email	Verified on: _____ / _____ / _____
Case Specialist Name (Print): _____	Case Specialist Signature: _____		