

# **Quartz Valley Indian Reservation Child Care & Development Program**

## ***Payment Assistance Program***

### ***CCDF Handbook***

Quartz Valley Indian Reservation Child Care & Development Program  
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**Note:** When used in this Handbook, the term “parent” refers to a biological parent, adoptive parent, stepparent, caretaker relative, legal guardian, domestic partner of the parent, or any other adult living with a child who has the responsibility for the care and welfare of the child.

**Parent’s receiving child care payment assistance services are expected to follow their child care provider’s policies and procedures, in addition to those of QVIR.**

**Need Criteria**

Eligibility requirement for Quartz Valley Indian Reservation Child Care and Development Program (QVIR) child care payment assistance program are set by the Quartz Valley Indian Reservation in accordance to the California’s State Poverty line. Low income families who may qualify include:

- Employed Parents
- Parents Seeking Employment (families may use up to 20 working days during the fiscal year for seeking employment, not to exceed 5 days per week for an average of less than 6 ½ hours per day. To receive a child care subsidy for the time a parent is looking for work, the parent must provide QVIR with proof of registration with the Employment Development Department or submit signed documentation from agencies visited.)
- Parents participating in training or academic program leading to employment or Higher Education.
- Parents needing child care as part of a social service plan to reduce the risk of abuse/neglect of their children.
- Parents who have a mental or physical incapacity which limits their ability to care for their children.

Because funding is limited, a waiting list of eligible families is maintained.

Any parent enrolled in the QVIR program must be participating in one of the above activities and are obligated to inform QVIR of any change that may affect their eligibility status.

Parent’s receiving child care subsidy services are expected to follow their child care provider’s policies and procedures, in addition to those of QVIR.

### **Eligibility Requirement**

To be eligible for child care payment assistance, the parent must be:

- ❖ Must have a net income that does not exceed 80 percent of the State's median income for a family of the same size
- ❖ Working or Enrolled in School/Job Training
  - Working - Employed and receiving minimum wage, Self-Employed, Job related travel time, engaged in tribal business, and/or actively seeking employment (submitting applications or attending interviews) this will be documented.
  - Education - Applicants who are enrolled in a Tribal Adult Education Program are eligible for CCDF child care assistance while attending an educational program. Each student is responsible to submit their school schedule to show hours of care needed quarterly; and submit grades at the end of each semester to show completion. The applicant must attempt to schedule their courses as close as possible; for full support the student will work closely with the Education Department when determining classes. In addition the CCDF program will allow an additional 30 minutes for each class enrolled in for study purposes; traveling time will be determined on a case-by-case basis never to exceed 1 hour; this needs to be justified through mapquest. It is an understanding that students enrolled in the CCDF program must maintain at least a 2.0 GPA or the student will be placed on probation for 6 months for grades to be increased to a 2.0 GPA or higher; in the event a student should not meet this requirement while on probation, services will be terminated for one semester.
  - Job Training - Families already within the program who have lost their job(s) are eligible for job search assistance. Job search is for 3 months or 160 hours; to be documented. This may include: local workforce, TANF, unemployment, sign-off from employer to show appointments, list of applications submitted, etc. Recipients will be responsible to communicate with the CCDF program prior to job search and work with the Tribal Education Department to identify progress and appropriate documentation.
- ❖ Receiving child protective services, or have a child who is at risk of abuse, neglect, or exploitation. (Special Needs)
  - Protective Services - Children are eligible to receive Child Care assistance if the child is considered "at risk". The family can discuss with the Education Director the issues at hand regarding child care (all documented) or, the ICWA Department can give a referral based on families within their program. In both instances a case plan is developed for each family that is determined "at risk" by CCDF, ICWA and the family to help with sustainability. Respite Care is the provision of short-term, temporary relief to those who are caring for children; Respite Care-Must submit proper documentation by a licensed physician or psychiatrist or documentation from Indian Child Welfare department. Limited time 24 hours twice a year.

- ❖ A member of the Quartz Valley Indian Reservation or a Biological parent enrolled in a Federally Recognized Tribe/Quartz Valley Indian Reservation within the service area (Service Area are zip codes 96032, 96037, 96027 96014)
- ❖ Documentation - Quartz Valley Indian Reservation requests and requires supporting documentation for all items listed, Income Verification, Working or school/training schedule, Enrollment Numbers, and Social Security Numbers, and Immunizations for each child prior to determination of eligibility.

To be eligible for child care payment assistance, the child must be:

- ❖ Between the ages of 3 weeks – under 13 years
  - The Quartz Valley Indian Reservation allows CCDF-funded child care for children age 13 and above but below age 17 who are physically and/or mentally incapable of self-care. Children who cannot care for themselves in age appropriate activities and the routines of daily living, as diagnosed and verified by a child’s physician.
- ❖ Residing with a parent(s) or someone acting in loco parentis who is working or attending job training or an educational program or receiving or needs to receive protective services.

### **Income Eligible**

Income is defined as any earned or unearned income that should affect the net income for the household; this shall include but not limited to check paystubs for prior month, Child Support, Alimony, SSI, Unemployment, Cash Aid and Per Capita; this does not include household members under the age of 18 years old or Income Tax Returns.

Income shall not exceed 80 percent of the State’s median income for a family of the same size: **State California effective date of SMI FY2013**. Income documentation must be submitted prior to subsidy approval; this shall include but not limited to check pay-stubs for prior one (1) month, Child Support, Alimony, other federal programs and Per-Capita.

As documentation is received the Quartz Valley Indian Reservation Child Care and Development Program’s staff will evaluate and configure the total monthly salary per household. Based off the tallied household monthly salary the Sliding Fee Scale will be utilized to determine, household eligibility and your family Co-Payment.

The Sliding Fee Scale was developed based on the Federal Poverty Guidelines and the State Medium Income level (SMI). A household whose income does not exceed 80% of the SMI for a family of the same size and whose parent(s) are working or attending a job training or educational program or who receive or need to receive protective services shall be determined income eligible.

### **Children with Special Needs Eligible**

Children with Special Needs – a physical, mental or social disability established by a licensed physician or Specialized Professional.

The Quartz Valley Indian Reservation Child Care and Development Program shall treat each Special Needs Case differently (on a case-by-case basis). QVIR will give priority for child care services to children with special needs; if two families apply for services at the same time the family with “Special Needs” child/children will be served first; and in the event of a waiting list children with “Special Needs” will be moved to the top of the list for services.

Special Needs cases shall be determined based on children receiving child protective services; a child who is at risk of abuse, neglect, or exploitation; a child who is in need of receiving care while their parent is attending court ordered classes; or in the case a child should have both parents in the home however one parent is incapable mentally or physically to care for child which may cause risk factors.

Special Needs cases shall need supporting documentation to justify and verify the need for services. All requested material must be submitted prior to subsidy approval; this may include but is not limited to a letter from the parent, the QVIR ICWA representative, the Child Protective Services stating the need for services, or a doctor stating limitations.

On a Case-by-Case basis each case will be reviewed to determine if it shall be shared with the Quartz Valley Indian Reservation’s Indian Child Welfare Act Department to start constructing a viable plan to reduce abuse, neglect, or exploitation. A meeting will be arranged between QVIR CCDF, QVIR ICWA, and parent within the first two weeks of receiving the initial application for services. It should be considered a component of the plan that allows the parent to attend activities such as parenting classes, counseling sessions, or support group meetings.

### **Enrollment for Services**

At enrollment, parents must provide proof of eligibility and need. Additional information about the family and child is gathered at that time, and program policies and procedures are explained.

Exception: Parents whose children are at risk of abuse, neglect, or exploitation are granted priority. A parent with a child currently enrolled may be granted priority for increased services, or for enrollment of additional children.

### **Redetermination for Services**

Annually parents/client must provide proof of eligibility and need in order to continue to receive services. At redetermination, a family’s co-payment may change to reflect updated/submitted income; this is based on the set Sliding Fee Scale.

### **Respite Child Care**

Respite Care is the provision of short-term, temporary relief to those who are caring for children; Respite Care-Must submit proper documentation by a licensed physician or psychiatrist or documentation from Indian Child Welfare department. Limited time 24 hours twice a year.

Parents referred by the Siskiyou County Child Protective Services (CPS), Quartz Valley Indian Reservation Indian Child Welfare Assistance, or a legally qualified professional, because their children are at risk of abuse, neglect, or exploitation, may be eligible for respite child care. Respite child care is considered **short term** relief for parents.

Referred parents must be participating in a stress reduction program. **Respite child care cannot represent the entire plan for stress reduction.** It should be considered a component of the plan that allows the parent to attend activities such as parenting classes, counseling sessions, or support group meetings. Services will be terminated if the parent ceases to participate in the plan.

In order for Respite Care to become active proper documentation by a legally qualified professional or the QVIR Indian Child Welfare department must be submitted in advance.

### **Parents Participating in a Training or Academic Program**

Student parents, and parents in training programs, are required to update the information in their files prior to each new quarter/semester. Each recertification requires a new training verification. Approval will be based upon the parent's class schedule, including actual class time and reasonable transportation time.

Child care will be limited to 6 years from the start of services, or 24 semesters' units after earning a Bachelor's degree, whichever comes first. If the parent changes their vocational goal, services will be limited to the time or units remaining from the initial service date.

Students are expected to utilize funding in the most conservative manner possible, setting up their schedule to avoid lengthy gaps between classes and excessive transportation time.

Documentation of progress toward meeting the specific vocational goal must be provided to program staff each quarter/semester. Adequate progress is defined as a Grade Point Average (GPA) of 2.0 or better for classes taken during the current quarter/semester. Students failing to meet this standard may be allowed one additional quarter/semester to bring up their GPA. Parents must provide QVIR CCDF with a copy of their official progress report no later than 10 calendar days after the school releases reports. Failure to submit documentation may result in termination of payment assistance services.

During school breaks, students may be granted a *Limited Term Service Leave*.

**STUDENTS MUST IMMEDIATELY NOTIFY PROGRAM STAFF OF A TRAINING SCHEDULE CHANGE. FAILURE TO DO SO MAY RESULT IN IMMEDIATE TERMINATION AND RETROACTIVE BILLING FOR PARENT FEES OR CHILD CARE SERVICES FOR WHICH THE FAMILY WAS NOT ELIGIBLE.**

### Approved Care Settings-

The CCDF health and safety requirements require QVIR to have health and safety requirements in the following areas: Prevention and Control of Infectious Disease, Building and Physical Premises Safety; and Health and Safety Training.

**Center-Based Child Care** – defined as a provider **licensed or otherwise authorized** to provide child care services for fewer than 24 hours per day per child in a non-residential setting, unless care in excess of 24 hours is due to the nature of the parent(s) work. This provider can watch children from multiple families.

**Licensed Family Home Child Care** – defined as one individual who provides child care services for fewer than 24 hours per day per child, as the sole caregiver, in a private residence other than the child's residence other than the child's residence, unless care in excess of 24 hours is due to the nature of the parent(s) work. This provider can watch children from multiple families.

**Family Home Child Care** – defined as one individual who provides child care services for fewer than 24 hours per day per child, as the sole caregiver, in a private residence other than the child's residence other than the child's residence, unless care in excess of 24 hours is due to the nature of the parent(s) work. This Provider can only watch children from one family.

**In-Home Care** – defined as an individual who provides child care services in the child's own home. In order to watch in home the care settings must be located on the QVIR Reservation; in addition the recipient and provider must sign a statement stating they understand the recipient is recognized as the employer; and that the relative provider understands he/she is not exempt from the minimum wage law or Fair Labor Standard Act; therefore any family receiving In-Home care must have at least 3-4 children (depending on pay rate per child) receiving care; this will ensure Minimum wage is received. This Provider can only watch children from one family; unless they are in the Exempt-relative family home child care status.

**Exempt - Relative Family Home Child Care** – defined as one individual who provides child care services for fewer than 24 hours per day per child, as the sole caregiver, in a private residence. The care giver must be of relation: Parent, Aunt, Uncle, Sibling, Grandparent. This provider can watch children from multiple families as long as they are in direct relation of the children in care.



Parent’s receiving child care payment assistance services are expected to follow their child care provider’s policies and procedures, in addition to those of QVIR.

**Supervision**

No child will be left unsupervised while attending childcare. Providers will directly supervise infant, toddler, and preschool children by sight and hearing at all times, even when the children are sleeping. Providers will regularly count children on a scheduled basis, and at every transition. No children will be permitted to go beyond a provider’s range of direct supervision.

All children using playground or indoor play equipment will be supervised. Providers will assess the environment for opportunities to improve visibility and hearing of child’s activities with such devices as baby monitors.

When swimming, wading, or other gross motor play activities in collected water are part of the program, there will be 1:1 supervision of infants by adults, at least 2:1 supervisions for toddlers, 4:1 supervision of preschool age children and 6:1 supervision for school-age children. Pushing, forced submersion of a child or running shall be prohibited.

**Child:Staff Ratios:**

Child:staff ratios followed by this program will always comply with the recommended American Academy of Pediatrics.

<i>Age</i>	<i>Child:Staff</i>	<i>Maximum Group Size</i>
0 – 12 months	4:1	4
13 – 30 months	4:1	4
31 – 35 months	5:1	5
3 – 5 year olds	6:1	6
6 – 12 year olds	8:1	8

When mixed-age groups are in the same room, the child:staff ratio and group size will be consistent with the age of the majority of the children when no infants or toddlers are in the mixed-age group. When infants or toddlers are in the group, the child:staff ratio and the group size for infants and toddlers will be maintained.

Child:staff ratios for family child care homes, for swimming, transporting, caring for ill children and children with identified special needs requiring more supervision, will comply with national recommendations of the American Academy of Pediatrics.

Child:staff ratios for a single family in care that should exceed the Child:staff ratio shall not need to follow the Child:staff ratio guidelines; however no other children will be permitted into this care setting.

## *Discipline*

Providers will equitably use positive guidance, redirection, planning ahead to prevent problems, encouragement of appropriate behavior, consistent clear rules, and involving children in problem solving to foster the child's own ability to become self-disciplined. Where the child understands words, discipline will be explained to the child before and at the time of disciplinary action. Providers will encourage children to respect other people, to be fair, respect property, and learn to be responsible for their action.

Aggressive physical behavior toward staff or children is unacceptable. Providers will intervene immediately when a child becomes physically aggressive to protect all of the children and encourage more acceptable behavior. Providers will use discipline that is consistent, clear, and understandable to the child.

### *Approved Child Care Schedule*

Child Care Vouchers, hereinafter referred to as Vouchers, are used to document child care attendance, and are the only document from which providers are paid. **As a courtesy to parents, Vouchers are sent directly to their chosen child care provider. This should in no way be construed as an effort to limit parental choice.**

If a provider does not have a Voucher for a specific child, it is possible that there is no commitment by QVIR to pay for care. It is in the best interest of the parent *and* provider to call for verification of continued services.

Each Voucher notes the approved child care schedule which reflects the documented need of the parent. The child care schedule is the maximum number of hours allowed for the child. If a parent uses child care hours over the maximum, it is the parent's responsibility to pay the difference to the provider. If the parent needs more hours of child care, then parent should call the QVIR CCDF Staff.

QVIR CCDF will not reimburse child care expenses exceeding 12 hours per day, per child, and no more than 60 hours per week, per child.

### **Documentation of Attendance**

Providers are responsible for keeping the Voucher in an accessible place for the parents to sign their children in and out (with ink) of care on a daily basis. The enrolled parent must sign and date the bottom of the form.

Each day of the child care schedule must be accounted for on the Voucher, per instructions outlined on the form. Payment will be made for approved days and hours of child care up to the maximum number of hours indicated on the Voucher.

### **Holiday/Vacation & Sick Days**

*Only Licensed Providers are able to receive subsidy for Holiday/Vacation & Sick Days; however if Holidays/Vacation & Sick Days are not included and not communicated to the Recipient during Enrollment this will not be available.*

*Holiday and Vacation days-Licensed-Providers are responsible to inform the Recipient of all claimed holidays prior to contract approval. All Holidays “that will be claimed during care” must be communicated to the Quartz Valley Indian Reservation Child Care and Development Program when enrolling into the QVIR CCDF subsidy program. Holiday’s will be paid if included in contract when enrolling and if it should affect a child spot in the licensed care facility.*

*Sick days-Licensed-Providers are responsible to inform the Recipient, when enrolling their child/children, whether or not sick days will be charged a fee. All Sick days “that are claimed during care” must be communicated to the Quartz Valley Indian Reservation Child Care and Development Program on the Time Voucher for documentation purposes. Sick days will be paid if it was communicated and agreed upon when registering the child for care.*

**Completing the Voucher**

It is very important that Vouchers be completed correctly. When information is missing or is entered incorrectly, payment to the provider may be delayed. In order to ensure prompt payment, the following guidelines for completion must be followed.

**VOUCHERS SHOULD BE COMPLETED DAILY. Voucher should not be completed in advance, or at the end of the week or month.**

A child must be signed “in”, noting as close to the exact time as possible, at the beginning of each day of attendance, by the child’s parent or another authorized person. This gives the provider responsibility for the child. When the child is picked up at the end of the day, the parent signs the child “out,” resuming responsibility for the child. Documentation of “in” and “out” times and parent signatures **must be in ink**. Also, indicate if “in” and “out” times are **AM** or **PM**

DATE	IN	SIGNATURE	OUT	SIGNATURE	IN	SIGNATURE	OUT	SIGNATURE	FOR OFFICE USE		
16	7:45a	Parent	5:30p	Parent							
17	7:00a	Parent	8:00a	Ima Provider	3:30p	Ima Provider	5:30p	Parent			
18											

*Documenting Split Shifts*

When a school-age child leaves for school, from the child care program, and returns from school, to the child care program, the child may be signed in and out by the provider. The parent must sign the child “in” at the beginning of the day as well as “out” at the end of the day. This format is also used when a child goes to any other program or activity during the day. Example: Date 17 of above diagram

When schedules are split between the two days, the child must be signed in on the day the child arrives, and out on the day the child actually leaves care. If the parent drops the child off at 10:30pm on the 1<sup>st</sup>, picks the child up at 8:00 am on the 2<sup>nd</sup>, and goes back to work at 10:30pm that night, the voucher would be completed as follows:

Example:

DATE	IN	SIGNATURE	OUT	SIGNATURE	IN	SIGNATURE	OUT	SIGNATURE	FOR OFFICE USE		
1	10:30p	Parent					11:59p				
2	12a	Parent	8:00a	Parent	10:30p	Parent	11:59p				
3											

Before submitting the Voucher for payment, please check the following is included;

- Signatures of parent for each day of care
- All entries are in ink
- Double check “in” and “out” times for omissions/errors
- Signatures of providers and final date on Certificate

CERTIFICATES ARE DUE NO LATER THEN TEN DAYS AFTER THE LAST  
EFFECTIVE DATE.

For Example, Vouchers dated the 1<sup>st</sup> through the 15<sup>th</sup> are due no later than 5pm on the 25<sup>th</sup> of the month. Vouchers dated the 16<sup>th</sup> through the 31<sup>st</sup> are due no later than 5pm on the 10<sup>th</sup> of the next month. However, if the 5<sup>th</sup> or the 20<sup>th</sup> falls on a weekend or holiday, Vouchers are due by first business day following the due date.

Vouchers received after the due date will be processed the next time, delaying payment approximately two weeks.

**Notification of Child Care Schedule Changes**

Parents will receive a Notice of Action reflecting schedule changes. Providers should be aware of the change when they receive the revised Voucher. The majority of schedule changes will take effect the first day of the next Voucher period. Under rare circumstances, a change may be honored more quickly. In those instances, the parent and provider will be notified by phone of the newly approved schedule.

The parent/provider should contact QVIR CCDF staff whenever child care usage is not consistent with the child care schedule.

### **Unlimited Parental Access Requirements –**

During the application process applicants are explained the unlimited access procedure (it is the responsibility of the recipient to explain the unlimited access procedure to the provider of their choice). All child care providers must verify unlimited parental access before the Recipient and Provider can be approved, this is done in the application. The provider must also agree to the open record policy - meaning any person requesting information on complaint has a right to see. In an event that a parent should not be allowed access to their children, the parent is responsible to contact the QVIR CCDF Staff in either verbal or letter form.

All complaints are investigated by the Child Care Administrator and/or referred to the proper authority for investigation when deemed appropriate. Record of all substantiated complaints are maintained and made available to the Public with formal request. This information is available upon formal request in a locked filing cabinet; however it is available to recipients and families when requested. This information will be reviewed in the presence of the Tribal Administrator and CCDF Administrator.

Once the complaint has been properly documented the provider is sent a letter regarding termination of services. The QVIR CCDF Program allows the recipient to choose a primary and secondary provider, in the occasion of termination of the primary provider they have a secondary to help prevent the complication of not having child care services available



### **Requirements for Provider Participation**

In an effort to insure maximum parental choice, families are assisted in choosing a child care provider, or combination of providers, from the full range of licensed and license-exempt child-care options.

Upon request, basic child care information is provided to parents along with referrals to child care programs. Recommendations to specific programs are not made.

Providers must sign a Statement of Understanding/Agreement verifying they:

- Licensed -Possess a valid Child Care license as issued by Community Care Licensing (a copy of the license must be submitted to QVIR CCDF) –or— non-licensed -will register under the TrustLine System, if considered to be license-exempt.

AND

- Both -Agree to complete and submit to QVIR CCDF all applicable tax ID Forms
- Both -Agree to provide QVIR CCDF with current information about the child care facility's usual and customary fees for child care
- Both -Agree to operate on a non-discriminatory basis, allowing equal treatment and access to services without regard to economic status, race, color, creed, sex, religion, marital status, age, national origin, ancestry, citizenship, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.
- Both -Agree to allow parental unlimited access to their children
- Both -Agree to provide accurate, complete and legible attendance documentation in accordance with QVIR CCDF guidelines.
- Non-Licensed -Agree to a physical Exam which includes a TB Shot – If License Exempt the provider must state the relationship to the child and that they are free of all communicable diseases.

Providers will be given notice of the above requirements at the time of their orientation. Failure to follow requirements within established timelines will result in a written notice to the parent stating the final date payment will be made to the provider. Any time that elapses between the final date of payment and successful completion of the requirement **will not** be reimbursed.

The occurrence of any of the following is cause for immediate termination of payment to a provider:

- The wrongful death of a child in care.
- The physical, sexual, or emotional abuse of a child in care.
- An act of violence occurring while a child is in care.
- A child in care is missing.
- An incident that threatens the health or safety of a child in care.

Providers must notify QVIR CCDF immediately whenever they are in violation of Community Care Licensing regulations.

### **Procedure for Changing Providers**

Enrolled families have the right to change providers at any time. Enrolled families have the right to have two listed providers at any time. However, payment to a new third provider cannot be approved until one of the original's provider's termination policy (if any) has been satisfied.

If the current provider has no termination policy, or the provider wishes to wave their termination policy, QVIR CCDF must receive the Voucher from the current provider before a Voucher is issued to the new provider.

It is the parent's responsibility to verify the eligibility of the new provider, with QVIR CCDF staff, before actually using the new provider.

Program staff will notify the current provider of the last effective date of payment assistance service, and new provider of the first effective date of service.

QVIR CCDF will pay TrustLine expenses for no more than 3 license-exempt providers in a 12 month period per CCDF family.

### **Provider Payment Procedure**

Payment for child care is issued directly to the providers. Payment will not be made for services when care is provided by the parent or legal guardian.

Completed Vouchers should be submitted to QVIR CCDF within 15 days of the last effective date on the Voucher or the month to receive services.

Upon receipt, complete and accurate Vouchers will be date stamped and approved for payment. If incomplete and/or inaccurate, Vouchers will be set aside for follow-up with the provider.

Providers will be offered the opportunity to correct Vouchers. If the provider submits a corrected Voucher within 5 days of the last effective date on the Voucher, payment will not be delayed; however if Vouchers should not be submitted within this time frame payment could be delayed for up to two weeks.

QVIR CCDF will mail checks to providers or the provider can choose to pick check up personally. NOTE: Checks will be mailed the Wednesday immediately following the 5<sup>th</sup> or 20<sup>th</sup> of each month.

A Time Voucher shall not be accepted if it is more than twenty (20) days passed the submitted time frame. The Time Voucher of the 1<sup>st</sup> through 15<sup>th</sup> shall not be approved for payment if submitted any day after 5<sup>th</sup> of the following month, and the Time Voucher of the 16<sup>th</sup> through the 31<sup>st</sup> shall not be approved for payment if submitted any day after the 20<sup>th</sup> of the following month. Ex. September's Time Voucher for the 1<sup>st</sup> through the 15<sup>th</sup> will be accepted until October 5<sup>th</sup> anytime after this date the Time Voucher shall not be honored or approved.

Payments will be based off the determined Market Rate listed in the Active CCDF Plan. If a child should be watched less than 80 hours in a two week span the provider will be paid the hourly wage for part-time. In the event the child should be cared for over 80 hours in a two week span the child will either receive the part-time hourly wage multiplied by the hours cared for or he/she will receive the monthly determined wage if already determined by the recipient for convenience (this usually occurs when a child is in a center and the center needs to know what the expected payment will be on a regular basis). No Provider shall receive payment for unauthorized hours; it is the responsibility of the Recipient to notify the QVIR CCDF staff of any and all changes that may affect the subsidy payment.

**PROVIDERS UTILIZED BY QVIR CCDF FUNDED FAMILIES ARE INDEPENDENT CONTRACTORS, NOT EMPLOYEES OF QVIR CCDF. The Parent (recipient) is considered the employer.**

### *Parent's Share of Child Care Costs*

QVIR CCDF will pay fees in accordance with the provider's usual and customary fee schedule, as long as the fee falls within the mean market rate cap for child care within the QVIR CCDF service area.

No Families with income at or below the poverty level for a family of the same size are required to pay a fee. Quartz Valley Indian Reservation ensures the co-payment are affordable because it represents less than 10% of the families income and QVIR requires payment for only one child in household; stating this, if there is more than one child in a family enrolled in the QVIR CCDF subsidy program the remaining children will be waived this co-payment. The child receiving the largest subsidy payment for the month will reflect the co-payment on their time voucher when processing..

When child care providers charge annual insurance fees, registration fees, etc., QVIR CCDF can prorate and pay these costs if the total does not exceed the rate cap.

Parents are responsible for any costs not paid by QVIR CCDF. These co-payments should be paid directly to the child care provider and are not accounted for by QVIR CCDF.

Parent's Share of cost may be affected by a change in the regional market rate ceiling.

A household with an income level to or below the Federal Poverty Level will have a Family Co-Payment of zero (0) dollars. A household with an income above the Federal Poverty Level but below 80% of the SMI will have a Family Co-Payment determined by the Sliding Fee Scale (**a scale which is used to determine each family's contribution to the cost of child care, must vary based on income and the size of the family**) that shall be paid directly to their Provider receiving subsidy.

### **Denial/Termination of Payment Assistance Services**

The following are grounds for denial/termination of CCDF Services:

- Failure to follow the QVIR CCDF policies and procedures
- Not using Child Care
- Falsification of information required by QVIR CCDF
- Failure to provide required paperwork, failure to respond to messages, or failure to notify staff of changes in the family's child needs or eligibility.
- Lack of cooperation with program staff.
- Threatening the mental or physical well-being of staff, including verbal abuse.

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### **Provider Rate Changes**

When a provider submits a rate change, QVIR CCDF must be given 2 weeks notice before the change can become effective.

**Non-Discrimination Clause and Confidentiality of Services**

QVIR does not discriminate on the basis of sex, sexual orientation, gender, ancestry, religion, color, or mental or physical disability, in determining which children are served.

The use or disclosure of information maintained in the program files will be limited to QVIR CCDF staff and authorized representatives of funding sources.

Except in the instances above, information shall not be released without prior written permission. Upon written request, parents or providers can access the information in their file.

### *Complaints against Providers*

Parents with children in License-Exempt care may make a complaint against the provider using the following process:

1. The complaint must be written and include the nature of the complaint, the date and approximate time of occurrence, the name and address of the provider, and must be signed by the parent. Only complaints received regarding health and safety issues will be accepted. These complaints will be deemed substantiated solely by the parent's written declaration.
2. The parent and provider will be notified that payments will cease in 14 days unless a written declaration signed by both parties has been received stating that the health and safety issues have been corrected. Parents will be advised that serious health and safety issues should be referred to the QVIR Indian Child Welfare Act department.
3. A record will be kept of parental complaints concerning a provider's failure to meet the standards as specified in the Health and Safety Self-Certification. This information will be available upon request.

Parents with children in licensed care may make a complaint against a licensed facility using the following process:

1. Call QVIR CCDF and explain the health and safety complaint. Complaints against providers will be passed on to the appropriate agency indicating a license violation.  
OR
2. Parents may call Community Care Licensing (530-895-5033) to file a complaint, or to inquire in complaints have been lodged against facility.

### **Termination of Providers Receiving Payment from QVIR CCDF**

The following are grounds for termination:

- Deliberate falsification of any eligibility information, attendance documentation or other documents required by QVIR CCDF.
- Lack of cooperation with program staff, failure to provide necessary documentation, failure to respond to repeated messages or failure to notify staff of changes in the family's child care needs or continued eligibility.
- Any threat affecting the well-being of staff, either mental or physical (including verbal abuse).
- Not using child care.
- Failure to follow any of QVIR CCDF's Policies and Procedures.
- Trustline Denial is reason for Termination



### **Appeal Procedure for Providers**

QVIR CCDF reserved the right, under the provider agreement, to terminate a provider for failure to adhere to policies or procedures. However, to allow an avenue for remedy, the provider may appeal an intended action. If the provider fails to submit the required appeal information with their appeal request, their appeal will be deemed abandoned.

Appeals must be submitted, in writing, within 14 days of notification of an action affecting the provider. Within 10 days following QVIR CCDF's receipt of the provider's appeal, QVIR CCDF will notify the provider of the time and place of the hearing. The provider, or their authorized representative, may attend the hearing the QVIR CCDF's Administrator; if neither appears at the hearing, the appeal will be deemed abandoned. There is no appeal procedure beyond QVIR CCDF's Administrator. No expense incurred by the provider in the course of preparing or submitting the appeal will be paid by QVIR CCDF.

## **Additional Policies**

### **Child Development**

All Providers will be required to watch or participate in a Child Developmental Video/Training/Webinar bi-annually. The information gained from participating will include but is not limited to:

- How infants Learn & Should be Taught
- How Toddlers Learn & Should be Taught
- How Preschoolers Learn & Should be Taught
- How School-Age Learn & Should be Taught
- Timeline of Cognitive Development
- Social-Emotional Development throughout the Developmental Stages
- Learning Conflict Resolution Skills
- Conflict Resolution Skills

This information will be administered by the Quartz Valley Indian Reservation unless the Provider is able to receive certification through another organization. Certification will be stored and updated in each active Providers file.

[www.ecetp.pdp.albany.edu](http://www.ecetp.pdp.albany.edu)

### **Health and Safety/Prevention and Control of Infectious diseases**

All Providers will be required to watch or participate in a Health, Safety and Infectious Disease Control Video/Training/Webinar bi annually. The information gained from participating will include but is not limited to:

- Building and Equipment
- Fire Safety
- Transportation
- Supervision
- Health and Infection Control
- Emergency Preparedness
- SIDS
- Pool Safety
- Child Proofing Your Child Care Program

This information will be administered by the Quartz Valley Indian Reservation unless the Provider is able to receive certification through another organization. Certification will be stored and updated in each active Providers file.

## **Child Abuse Prevention and Reporting**

All Providers will be required to watch or participate in a Child Abuse and Maltreatment Video/Training/Webinar bi-annually. The information gained from participating will include but is not limited to:

- Definition of Child Abuse
- Maltreatment
- How to protect the children by making a report if you suspect abuse or maltreatment
- Indicators
- Supporting Families
- Positive Outcomes
- Imminent Danger
- Reasonable Cause to Suspect
- Behavioral Indicators
- Daily Health Check
- Working with Families
- Making the Call

This information will be administered by the Quartz Valley Indian Reservation unless the Provider is able to receive certification through another organization. Certification will be stored and updated in each active Providers file.

## **CPR & First Aid**

The CCDF Administrator will ensure all Active QVIR Providers involved in Direct Care have documentation of satisfactory completion training in pediatric first aid and pediatric CPR. Pediatric CPR skills should be taught by demonstration, practice and return demonstration to ensure the technique can be performed in an emergency. These skills should be current according to the requirement specified for retraining by the organization that provided the training.

Records of successful completion of training in pediatric First Aid and CPR should be maintained in the Providers files of QVIR.

First Aid Training should present an overview of Emergency Medical Services (EMS), accessing EMS, Poison Center Services, accessing the poison center, safety at the scene, and isolation of body substances. First Aid and CPR instruction should include, but not be limited to, recognition and first response of pediatric emergency management in a child care setting of the following situations:

- Management of Blocked Airway and rescue breathing for infants and children with return demonstration by the learner
- Abrasions and lacerations
- Bleeding, including nosebleeds;
- Burns;
- Fainting;
- Poisoning;
- Puncture wounds;
- Injuries;
- Poison control;
- Shock;
- Seizure Care;
- Musculoskeletal injury;
- Dental and mouth injuries/trauma;
- Allergic reactions;
- Asthmatic reactions;
- Eye injuries;
- Loss of Consciousness;
- Electric Shock;
- Drowning;
- Heat-related injuries;
- Cold-related injuries;
- Moving and positioning injured/ill person;
- Illness- related emergencies;
- Standard Precautions;
- Applying first aid to children with special health care needs.