



A Tradition of Stewardship  
A Commitment to Service

# NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY

## Self Sufficiency Services Division

<b><u>POLICY AND PROCEDURE:</u></b>	<b>EFFECTIVE DATE:</b> January 1, 1998
<b>Supportive Services – Child Care</b>	<b>ORIGINAL DATE OF ISSUE:</b> October 12, 2001
<b><u>REVIEW FREQUENCY:</u></b>	<b>LAST REVISION DATE:</b> January 14, 2019
Every two years	<b>APPROVAL:</b> <u>Teresa Brown</u> 1/14/19
POLICY # 2000601-2000-19	Employment Services Manager Date
<b><u>DISTRIBUTION:</u></b>	<b>APPROVAL:</b> <u>Dynan Lee</u> 1/14/19
<input checked="" type="checkbox"/> Employment Services	SSSD Deputy Director Date
<input type="checkbox"/> Eligibility Services	<b>APPROVAL:</b> <u>Mary Butler</u>
<input checked="" type="checkbox"/> Quality Mgmt	HHS A Director Date

### POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to provide childcare services to participants in order for participants to engage and participate in required Welfare-to-Work (WTW) activities and meetings.

### ADMINISTRATION:

Employment Services Worker (ESW)

### DEFINITIONS:

None

### END OF POLICY

## PROCEDURE

### I. CalWORKs Three-Stage Child Care System

#### A. Stage I Child Care

1. Eligibility to Stage I child care begins with a family's entry into the CalWORKs (CW) program.
2. Receipt of Stage I childcare money counts against the federal 60-month time limit on aid when the participant is receiving cash aid.

#### B. Stage II Child Care

1. Eligibility to Stage II child care begins:
  - a. After a participant's situation has stabilized, **or**
    - 1) Refer to Section V for information on how to determine stability.
  - b. When the family is transitioning off CW.
2. Childcare services in Stage I and Stage II combined cannot exceed 24 months after leaving cash aid.

#### C. Stage III Child Care

1. Eligibility to Stage III child care begins after the 24 months of Stage I and Stage II post cash aid child care.
2. Families only remain eligible to Stage III childcare if they have a need, child meets the age requirement, family is income eligible, and there is funding available.

### II. CW Stage I Child Care Eligibility

#### A. CW childcare shall be available to every WTW participant that is employed or needs childcare in order to accept employment, to participate in the Cal-Learn program, or to complete their WTW activity to which he/she is assigned.

1. Sanctioned or penalized participants remain eligible to Stage I childcare for the hours they are working or participating in county-approved activities.
  - a. County approved activities are activities that are assigned as part of a WTW Activity Agreement, or activities necessary to accept or retain employment.
  - b. Stage I childcare should be provided to a sanctioned participant in the following circumstances:
    - 1) When the participant is in the process of curing a sanction; **and**
    - 2) During the month(s) in sanction the participant is working or participating in a county-approved program activity.

#### B. Participant is not eligible for stage I childcare when there is an able and available parent, legal guardian, or adult member of the Assistance Unit (AU) in the home.

1. Stepparents, Registered Domestic Partners (RDPs) and same sex spouses, who have not adopted the child(ren) are only considered when they have opted into the AU.
2. If the RDP or same-sex spouse adopts the eligible child(ren), the RDP or same-sex spouse will be considered a parent and a member of the AU.

#### C. Childcare will only be provided for a child over twelve (12) years of age when the child requires childcare or supervision due to a physical, mental, or developmental disability.

#### D. Childcare is available for participants who need childcare for dependent children twelve (12) years of age or younger.

1. Eleven (11) and twelve (12) year old children may receive services to the extent funds are available.

2. The preferred placement for 11 and 12 year old, non-disabled, children is in a before and/or after school program.
  - a. Children who are 11 or 12 years old shall be eligible to childcare services only for the portion of care needed that is not available in a before or after school program or if a before/after school program is not available.
- E. Stage I childcare is available to a dependent child who is not part of the assistance unit because of the receipt of Foster Care or Supplemental Security Income (SSI).
- F. Stage I childcare may be available to child(ren) who are not part of the assistance unit if:
  1. Lack of childcare would result in the participant not being able to participate in approved WTW or CalLearn activities or employment; **and**
  2. The child is one whom the participant is responsible to support
    - a. Example 1 – Participant is caring for his/her own children and the children of his/her sister who is currently in jail. Since the participant is responsible to support his/her sister’s children, these children would qualify for childcare.
    - b. Example 2 – Participant is aided with his/her children, however lives with his/her unaided unmarried boyfriend and his separate children. The unmarried boyfriends children do not qualify for childcare because the participant is not responsible for their support.
- G. Participants in an un-approvable Self-Initiated Program (SIP) are eligible to receive supportive services throughout their period of participation or until the next educational break as long as they show progress in their educational or training program.
- H. Children in child care centers and licensed family child care homes are subject to immunization requirements.
  1. Participants do not have good cause for not participating in his/her WTW activity due to not having child care when not completing the immunization requirements.
- I. Children in license exempt care are not subject to the immunization requirements. However, if a participants transfers his/her child(ren) to licensed care, the immunization requirements will apply.

### III. Stage I Child Care Participant Flow

- A. ESW Responsibilities
  1. Determines the participant’s eligibility to receive childcare services. A family is eligible if:
    - a. They are recipients of the CW program, **and**
    - b. The parent needs childcare for employment, to accept employment, to participate in the Cal-Learn program, a WTW activity, or to participate in an un-approvable SIP, **and**
    - c. The dependent child(ren) needing child care are twelve (12) years of age or younger, unless certain criteria is met. Refer to Section II.
  2. Referral of participants to Community Resources for Children (CRC). The ESW:
    - a. Ensures a valid activity is entered in C-IV and a WTW2 is on file.
    - b. Provides participant with a PUB 438 - Trustline Parent Pamphlet if they are choosing a friend, neighbor or relative to provide childcare.
    - c. If the participant does not have a previously determined child care choice, the ESW will complete, with the assistance of the participant, the CRC Child Care Referral Sheet.
      - 1) The referral sheet should be completed towards the beginning of the appointment with the participant.

- 2) Referral sheet should be emailed to the current CRC Case Manager and cc any other CRC Case Managers at CRC, as well as Jeanne Fridolfs at [jfridolfs@crcnapa.org](mailto:jfridolfs@crcnapa.org).
  - 3) CRC will then email a list of possible providers to the ESW to provide to the participant.
  - 4) ESW will provide this list to the participant and inform the participant that they will still need to meet with CRC.
- d. Completes the Electronic Eligibility Authorization Services Form (CRC 02) for all age eligible child(ren) authorized to receive child care.
    - i. The hours of employment or work activity/school should not include travel time.
    - ii. The hours of work activity/school can be an estimate. Documentation should be attached if available. (i.e. paystubs, school schedule, etc.)
  - e. Inform the participant that CRC will need copies of birth certificates for the child(ren) for post aid childcare and encourage the participant to provide this information to CRC as soon as possible.
    - 1) A copy of any birth certificate on file, can be provided to the participant upon request.
  - f. Open new email to the current CRC Case Manager and cc any other CRC Case Managers, as well as Jeanne Fridolfs at [jfridolfs@crcnapa.org](mailto:jfridolfs@crcnapa.org). Send the email within one (1) working day of request.
    - 1) Put "New Referral" in Subject field
    - 2) Mark email as "confidential"
    - 3) Attach a copy of the electronic CRC 02
    - 4) Include a passport of services showing the last twelve (12) month period
  - g. If the participant is in the interview room, the ESW has the parent call CRC to schedule an enrollment/initial certification interview appointment with CRC.
  - h. Print and mail or give one copy of the CRC 02 to the participant
  - i. Image and Index the CRC 02 into C-IV.
  - j. Create a Need in C-IV
    - 1) Status = Met
    - 2) Status Reason = Referral Sent
    - 3) This Status and Status Reason should only be entered AFTER a CRC referral has been made.
  - k. Complete a C-IV journal entry
    - 1) Long Description to include but is not limited to:
      - i. Date of request
      - ii. Date CRC 02 emailed to CRC
      - iii. Date CRC 02 provided or mailed to client
      - iv. Reason for request
      - v. Begin and end date of referral
      - vi. Number of hours referral was for.

#### **IV. Change in Eligibility for Child Care Services**

A. Changes that should be reported include, but are not limited to:

1. Change in any of the information on the top portion of the CRC 02.
  - a. Change in name, address, phone number(s), change in hours of the WTW activity or school, and/or change in authorized dates of childcare.

2. Changes reported on the SAR 7 that may affect the parent's eligibility to child care.
  3. Loss of the parent's eligibility to receive cash aid (Timed Out, etc).
  4. Participant obtaining new employment.
    - a. CRC shall be provided the following information:
      - 1) Name of Employer
      - 2) Phone number for Employer
      - 3) Pay Rate
      - 4) Start Date
      - 5) Change in activity hours and/or participant's schedule
    - b. If participant reports new employment during a face to face interaction, the ESW shall have the participant complete CRC's Employment Verification Form and email it to the current CRC Case Manager
      - 1) Employment Verification Form shall not be imaged into C-IV.
  5. Non-participation in the assigned work activity/school
  6. Non-cooperation with the CalWORKs program
  7. Non-cooperation with providing proof of satisfactory progress in assigned activity.
  8. Parent moves out of the county.
  9. Child is removed from the home.
  10. Family discontinues from CW.
- B. The ESW is responsible for reporting changes to CRC within two (2) working days using the Change Report Form (CRC 03)-
1. ESW completes the electronic version of the CRC 03.
    - a. Form should be completed entirely and accurately
    - b. When moving a participant to stage II childcare due to stability or for CW discontinuances, the ESW must obtain the information and complete the required data elements fields.
      - 1) Birth dates must be provided, however birth records cannot be given directly to CRC. A copy of a participant's child's birth certificate may be provided directly to the participant, who can then provide the document to CRC.
  2. Open new email to current CRC Case Manager.
    - a. Put "Change Referral" in Subject field
    - b. Mark email as "confidential"
  3. Attach CRC 03 to email,-and send the email.
  4. Image and Index the CRC 03 into C-IV
  5. Complete a C-IV journal entry
    - a. Long Description to include but is not limited to:
      - 1) Description of change
      - 2) Reason for change
      - 3) Date CRC 03 emailed to CRC
  6. Changes in the number of participation hours may also be communicated to CRC via telephone (707-253-0376) or email.
    - a. If communicated via this method, the C-IV journal entry must also include:
      - 1) Method of contact (Telephone or email)
      - 2) Person with whom contact was made
      - 3) When contact was made
      - 4) What was communicated

- C. When a participant is referred to childcare while pending CalWORKs (CW) approval, the ESW must notify CRC immediately upon any denial action taken on the CW application.
  - 1. If the participant had been on CW aid in the last 24 months, the ESW should provide CRC with the last discontinuance date of CW.

**V. Transition from Stage I Child Care to Stage II Child Care**

- A. A CW participant transitions from Stage I childcare to Stage II childcare when the family's situation has stabilized and childcare arrangements are fixed and long-term.
- B. The ESW must review the case record to determine stability two (2) months after childcare has initially been authorized for an employment activity.
  - 1. The ESW sets a two (2) month task in C-IV when the participant is authorized for child care.
- C. The ESW shall use the following criteria to determine "stability" at the time of review are:
  - 1. The participant has been employed at least 60 days, **and**
  - 2. Child care attendance/provider retention appears stable, **and**
    - a. Childcare arrangements are fixed, routine, and long-term
    - b. CRC can contribute information to assist the ESW in determining if this criterion has been met.
  - 3. The family maintains a stable housing situation, **or**
  - 4. The family discontinues from cash aid.
    - a. A participant who becomes discontinued from CW cash aid is eligible to Stage II childcare for up to 24 months after their aid is terminated as long as they remain income eligible and have eligible children.
    - b. The CRC 03 should indicate that the participant has been discontinued from cash aid.
- D. The ESW must report the results of the review to CRC via the CRC 03
  - 1. If the participant is determined "stable", the ESW initiates the transition from Stage I to Stage II via the CRC 03.
  - 2. If the family situation has not yet stabilized, the ESW sets another two (2) month task to review the family for stability.

**VI. Intercounty Transfer (ICT)**

- A. ICT Out – Participant moves from Napa County (First County) to another county (Second County).
  - 1. ESW sends a CRC 03 informing CRC that the family will be transferring to another county. CRC 03 should include:
    - a. New address
    - b. New phone number if available
    - c. Name of county the participant is moving to
    - d. Date the case is expected to discontinue in Napa County.
      - 1) If the case expected discontinuance date changes, an update must be sent to CRC.
  - 2. If the participant moves to another county, however keeps the same provider, then CRC will discontinue childcare services on the date of CW discontinuance in Napa County.
  - 3. If the participant changes providers – CRC will discontinue childcare services on the last day the participant uses their current provider.
- B. ICT In – Participant moves from another county (First County) to Napa County (Second County).
  - 1. ESW will send a childcare referral as listed in Section III.A.2, however make a notation on the CRC 02 of the date cash aid will begin in Napa County.

2. If the participant keeps the same provider – CRC will identify this with the participant and pick up childcare payments effective the date cash aid is approved in Napa County.
3. If the participant changes their provider – CRC will identify this with the participant and will pick up child care payments effective the first day the participant uses the new provider.

#### **VII. Referral of a Non-CalWORKs Participant to CRC for Childcare Services**

- A. Families still eligible to transitional child care should be referred to CRC for transitional child care.
  1. The ESW shall provide CRC with a copy of the passport to services and the CalWORKs discontinuance date.
- B. Families that receive Medi-Cal or CalFresh should be directed to CRC for enrollment into the Centralized Eligibility List.
  1. The parent will be placed in the subsidized child care database and will be contacted when childcare is available.

#### **VIII. Confidentiality**

- A. Participant confidentiality will not be violated as long as the communication with CRC is directly related to providing Stage I childcare services to CW participants or transition to Stage II or Stage III childcare.

#### **IX. CRC Responsibilities**

- A. Upon receipt of the CRC 02, the CRC Case Manager will confirm via email that the CRC 02 was received.
- B. The CRC Case Manager will schedule an orientation assessment appointment with the family.
  1. If the family does not already have a chosen provider, they are referred to the Resource & Referral Coordinator (R&R) for a list of providers to choose from.
    - a. The R&R will continue to provide the family with a list of providers until an appropriate provider is chosen by the family.
- C. Upon enrollment, CRC completes the appropriate notice of actions and mails copies to the parent.
- D. CRC will communicate all changes/information to the ESW as appropriate using the CRC 03, phone call, or email.
- E. CRC will inform the Welfare-to-Work Analyst of all moves from Stage I to Stage II childcare.

#### **X. Fair Hearing Process**

- A. When a participant files a fair hearing to appeal a suspension, reduction, or termination of childcare, aid paid pending a fair hearing would be appropriate when the participant is employed or participating in an approved work activity; and the provider is licensed, Trustline registered and otherwise eligible to receive payment.

#### **REFERENCES:**

ACIN [I-45-08](#) – Trustline Pamphlets

ACL [15-53](#) – CW Stage I Childcare for Sanctioned Adults

ACL [16-13](#) – Ruling by the U.S. Supreme Court Regarding Same-Sex Marriages and RDPs

ACL [17-86](#) – CW Child Care Program – Public Health: Immunizations.

Bulletin 08-18 – Child Care Fraud Indicators Tool

Education Code 8208 (l)

MPP [42-750](#)

MPP [47-100](#)

MPP [47-200](#)

C-IV Job Aid – Needs – Create and Maintain

**FORMS**

CRC 02 – Eligibility Authorization Services Form

CRC 03 – Change Report Form

CRC Child Care Referral Sheet

CRC Employment Verification Form

PUB 438 – Trustline Parent Pamphlet

**CONTACT PERSON(S):**

Shanna Gardner, Staff Services Analyst

**END OF PROCEDURE**

**REVISION HISTORY:**

Revision	Date	Description of Change	Requested By
1.0	02-22-11	Biennial Review, Updated into procedure format. Updated to Include ICT information, electronic referral, and C-IV entry.	S. Gardner, SSA
1.1	06-09-11	Updated to Reflect SB 70 changes effective July 1, 2011, as well as introduction of new referral sheet process. Updates highlighted in gray. Placed into working draft.	S. Gardner, SSA
1.2	08-09-11	Updated to reflect AB 114, which reinstated child care to children ages 11 and 12. Placed procedure into final draft.	S. Gardner, SSA
2.0	10-21-14	Biennial Review. Changed name of procedure from CalWORKs Child Care.	S. Gardner, SSA
3.0	12-28-16	Biennial Review. Included ACL 15-53 and ACL 16-13	S. Gardner, SSA
4.0	01-14-19	Biennial Review. Updates include only able to utilize CRC 03 to report changes, change in reporting required data elements. Added use of the CRC Employment Verification Form. Added ACL 17-86. Added reference to Bulletin 08-18.	S. Gardner, SSA