



Participant and Child Care Provider Handbook

Effective July, 2025

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Resource and Referral

Description of Services

Hively connects parents / guardians and families with local Child Care Providers and community services and resources. Resource and Referral Specialists provide information on choosing quality child care, as well as other parental / guardian resources.

Resource and Referral Policies

Hively offers free Child Care Resource and Referral information to parents/guardians seeking child care in the cities of Dublin, Livermore, Pleasanton, and Sunol. Services are available at a minimum of thirty (30) hours per week with a Resource and Referral Specialist.

Parents/guardians are given information on a full range of child care options to make informed choices when selecting child care. Hively supports parental choice child care.

Hively provides referrals, not recommendations. It is the responsibility of the parent / guardian to screen, interview, and select child care which will best suit the needs of their child (ren) and family.

Hively Resource and Referral Specialists are available Monday–Friday 8:00 a.m. to 5:00 p.m. Parents/guardians can request referrals by calling **925.417.8733**, or by accessing the Hively website at **www.BeHively.org**

Oliver's Law

As a parent /guardian, you have the right to receive information about all substantiated or inconclusive complaints about a Child Care Provider. This information is public and can be obtained by calling or visiting the Community Care Licensing office or website listed below.

To get more information on any child care facility, including details about citations, call the local Regional Office at the main phone number listed below. This site contains five years' worth of information on child care facilities. **Do not rely on this information alone to make important decisions regarding child care facilities.** Visit them in person to ensure that the facility will be suitable for your child (ren) and family.

State Law requires Licensed Child Care Facilities to make all licensing reports documenting facility visits or substantiated complaint investigations accessible to the public. In addition, a more complete file regarding a child care licensee may be available at the State Department of Social Services, Community Care Licensing Division. You have legal rights to access any public information from these files.

Community Care Licensing

510.622.2602 Main Line

844.538.8766 Facility History Information

844.538.8766 Complaint Hotline

1515 Clay Street, Suite 1102

Oakland, CA 94612

www.secure.dss.ca.gov/CareFacilitySearch/

Provision of Child Care Referrals to Parents/Guardians

- I. Child Care Resource and Referral services are provided to all parents/guardians free of charge, regardless of income, age, race, religion, national origin, color, ethnic group identification, ancestry, sex, sexual orientation, gender or mental or physical disability.
- II. Child Care Referrals are confidential.
- III. Resource and Referral Specialists ask parents/guardians about their child care needs pertaining to the type of care, location, hours, ages of the child (ren), and the need for special accommodations.
- IV. Child Care Referrals are given based on the parent's/guardian's need for information.
- V. When possible, at least four (4) child care referrals matching the given criteria are provided. To ensure confidentiality of the Child Care Provider, addresses are not released.
- VI. Parents/guardians are informed that they may access information about any Licensed Child Care Provider by contacting the State of California Department of Social Services:

Community Care Licensing

510.622.2602 or www.secure.dss.ca.gov/CareFacilitySearch/

Hively provides a full range of child care services that include, but are not limited to, State Licensed Child Care Centers and Family Child Care Homes, State Preschool Programs, and Head Start Programs.

Resource and Referral Complaint Policy

- I. The confidentiality of the calling party is protected.
- II. When a parent / guardian or community member calls Hively with a complaint regarding a dispute or disagreement, Hively staff will encourage the caller to discuss the complaint directly with the Child Care Provider or parent / guardian. Hively staff is not authorized to offer any advice to Child Care Providers or parents/guardians that may be construed as legal advice.
- III. If appropriate, the caller is encouraged to contact Community Care Licensing at **510.622.2602**.
- IV. Hively does not notify Community Care Licensing of complaints unless the staff at Hively has physically witnessed a licensing infraction, in which there is an immediate

risk to the health and safety or personal rights of children in care. Examples include lack of care and supervision, access to bodies of water, access to dangerous chemicals, etc.

- V. Complaints regarding physical or sexual abuse, neglect, and/or using, selling or manufacturing of drugs will be handled as follows:
 - a. The complainant will be asked to make a report to Community Care Licensing and, if necessary, the local police department.
 - b. The staff at Hively will follow-up within two (2) calendar days to verify the status of a complaint. If no report was made, the staff at Hively will file a complaint based on original information reported.
- VI. Based on the investigation and findings of Community Care Licensing, Hively will temporarily or permanently suspend Child Care Referrals for said Child Care Provider.

Family Participation Requirement

Child Care Subsidy Program – Parental Choice

State and federally funded subsidized child care programs exist to assist income eligible families with financial resources to find and afford quality child care for their children. Alternative Payment (AP) Programs and the California Work Opportunity and Responsibility to Kids (CalWORKs) Child Care Programs offer a choice of child care arrangements for parents/guardians, such as Licensed Child Care Centers, Licensed Family Child Care Homes, and License-Exempt Child Care. These programs help families arrange child care services and issue reimbursements for those services directly to the Child Care Provider selected by the family.

Subsidized Child Care is intended to increase parental choice and accommodate the individual needs of the child(ren) and family. The child care subsidy follows the needs of the family if the family continues to meet eligibility and service need requirements. If work hours change, the family relocates within the Hively Alameda County Service Area, or a child needs a different child care setting, the participant can choose a new Child Care Provider.

For more information, visit the Hively website **www.BeHively.org**, or contact your local Hively office.

Pleasanton

7901 Stoneridge Drive
Suite 150
Pleasanton CA 94588
Phone: 925.417.8733
Fax: 925.730.4942

Oakland

111 Myrtle Street
Suite 102
Oakland CA 94507
Phone: 510.568.0306
Fax: 510.568.0406

Fremont

39155 Liberty
Street Suite D450
Fremont CA
94538
Phone:
510.270.8807

Hively Service Area and Eligibility List

Resource and Referral	CAPP At Risk and CPS	Stage 1	Stage 2 and Stage 3
Dublin Livermore Pleasanton Sunol	Dublin Fremont Livermore Newark Pleasanton Sunol Union City	Alameda Albany Berkeley Dublin Emeryville Livermore Oakland Piedmont Pleasanton Sunol	Dublin Fremont Livermore Newark Pleasanton Sunol Union City

Eligibility List for Services

As funding becomes available, families will be enrolled from the Hively Eligibility List to the California Alternative Payment Program, based on priority enrollment criteria established by the California Department of Social Services. Priority is given to recipients of Child Protective Services (CPS), or children who are currently experiencing or at risk of abuse, neglect or exploitation, and categorical eligible families. Subsequent priority is given to families depending on income and family size.

Description of Subsidized Child Care Programs

All subsidized child care programs administered through Hively are subject to adequate funding. In addition, the guidelines for these programs are determined by the funding source and are subject to change.

California Alternative Payment Program (CAPP)

Families are enrolled from the Hively Eligibility List based on priorities set forth by the California Department of Social Services Children who have an open Child Protective Services (CPS) case, or who are at risk of abuse and neglect, or categorically eligible are enrolled first. All other families are enrolled based on family size and income. Eligibility for services is based on the participant's need, not the child (ren's). Families are enrolled as funding becomes available.

CalWORKs Stage 1 (CDSS)

CalWORKs Stage 1 services are provided in the Oakland and Pleasanton offices and are funded by the California Department of Social Services, through County Welfare Departments (CWDs). -CalWORKs Stage 1 begins when a family enters the CalWORKs Program and takes part in activities based on a Welfare-to-Work plan developed by the participant and their Employment Counselor.

CalWORKs Stage 2 (C2AP)

Enrollment for CalWORKs Stage 2 parents/guardians are determined by State and Federal guidelines. Parents/guardians must have been terminated from CalWORKs cash aid within the last twenty-four (24) months. Stage 2 is administered by the California Department of Social Services (CDSS). CalWORKs Stage 1 families are transferred to Stage 2 when the County Welfare Department deems the family to be stable (6 months off aid). Participation in-Stage 2 is limited to twenty four months (24) after the participant stops receiving CalWORKs cash aid.

In Alameda County, Hively and the Community Child Care Council of Alameda County (4 C's) administer the CalWORKs Stage 1 program. Depending on your geographical location, you may need to transfer to another agency to be served on Stage 2 or Stage 3.

CalWORKs Stage 3 (C3AP)

Stage 3 is a continuation of Stage 1 and Stage 2 and it is administered by CDSS. The participant must be active on a child care program through the CalWORKs Stage 1 or Stage 2 fund, **prior** to transferring to Stage 3. A participant may (only) transfer to this stage when they have exhausted their twenty four (24) months off of cash aid, and may remain in the program(s) for as long as the participant(s) is eligible for the child care services.

Child's Age, Eligibility and Family Size

Children ages 0 to 12 years old are eligible to enroll on Hively's subsidized programs. A child who has reached their 13th birthday is ineligible to enroll in subsidized child care services. Child(ren) with exceptional needs may be enrolled or continue services beyond their 13th birthday up to their 21st birthday with active IEP and a statement by a legally qualified professional that must state that the child requires the special attention of an adult in a child care setting.

The size of the family, or composition of the family size, is initially determined by the number of adults and children under 18 that the applicant parent presents and who are identified on the application. "Family" means the parents and the children for whom the parents are responsible, who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, 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. All children 0 to 17 years of age are counted in the family size.

Birth Record for each child counted in the family size.

The number of children shall be documented by providing one of the following documents, as applicable:

- I. Birth Certificates
- II. Court orders regarding child custody
- III. Adoption
- IV. Records of Foster Care Placements
- V. School or Medical records
- VI. County welfare department records or
- VII. Other reliable documentation indicating the relationship of the child to the parent

Self-Certification, Absent Parent and Single Parent Status

If only one parent has signed an application for enrollment in child care services, and the birth record information for the children counted in the family size indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify single parent status under penalty of perjury (Sections 1 and V, Confidential Application for Child Development Services and Certification of Eligibility). The parent who has signed the application shall not be required to submit additional information documenting the presence or absence of a second parent.

Eligibility for Subsidized Child Care Programs

- I. Child is receiving Child Protective Services; or
- II. A child is currently experiencing or is at risk of abuse, neglect or exploitation, and the subsidized child care is needed to reduce or eliminate risk
- III. Family is experiencing homelessness
- IV. Family size and income eligible
- V. Family is recipient of CalWORKS cash aid
- VI. Categorical Eligibility, a government means tested program

Need for Subsidized Child Care Programs

A need for subsidized child care exists only if there is no adult counted in the family size available or capable of providing care for the child(ren) while adult(s) are involved in an approved activity. The following is a list of approved activities:

- I. A child in the family is receiving Child Protective Services or the child is identified as experiencing or being at risk of abuse, neglect or exploitation.
- II. Seeking permanent housing for family stability
- III. Experiencing Homelessness
- IV. Employment or self-employed

- V. Seeking employment
- VI. Participating in vocational training leading directly to a recognized trade, paraprofessional or profession
- VII. CalWORKs/Stage 1 participants Self Certification
- VIII. Incapacitated (For Stage I, must be two (2) parent household)

Period of Approval per Program

- I. CalWORKs (Stage 1, Stage 2, Stage 3) and CAPP programs are no less than 24 months

At Risk Children/Child Protective Services (Stage 2, Stage 3 and CAPP)

A child that is identified as at risk of abuse, neglect, or exploitation or receiving child protective services are eligible for services with a written referral from a legal, medical, social service agency or emergency shelter. Income eligibility may be waived if indicated on the referral that it is necessary to exempt the family from paying a fee, then the parent / guardian will not be required to provide documentation of total countable income.

Seeking Permanent Housing for Family Stability (Stage 2, Stage 3 and CAPP)

Child care services may be provided for families seeking permanent housing. Documentation shall include a written parental declaration signed under penalty of perjury that the family is seeking permanent housing. The declaration shall include the parent's/guardian's search plan to secure a fixed, regular, and adequate residence and shall identify a general description of when services will be necessary. If the family is residing in a shelter, services may also be provided while the parent / guardian attends appointments or activities necessary to comply with the shelter participation requirements. **Hours of childcare will be approved for less than 29.75 hours per week.**

Experiencing Homeless (Stage 2, Stage 3 and CAPP)

Families must provide a written referral from a legal, medical or social service agency, a written referral from a local educational agency liaison for homeless children and youth, a Head Start Program, or an emergency or a transitional shelter, or a written parental declaration that the family is homeless and a statement describing the family's current living situation. Hively may permit the enrollment of homeless children to begin immediately upon the parent signing the application. Hively will issue a Notice of Action, approving or denying services within 30 days to allow family time to obtain the required documents. **Hours will be approved for less than 29.75 hours per week.**

Employment or Self Employed

When the basis for need is employment, means of verification may include but is not limited to: pay stubs, records of wages, proof of self-employment, and/or tax returns, as well as completed employment verification form.

Income Calculation

- I. Working parents are required to complete a release for employment verification and at least the two preceding months of the most recent pay stubs;
- II. Fluctuating income is calculated using the average income from at least 2 months preceding the initial certification, or the recertification, or when the family reports income. A family can choose to submit multiple consecutive months of income if it is beneficial.
- III. Intermittent income is calculated by averaging the intermittent income from the at least the preceding 2 months by dividing by the number of months to average income and this amount to the other countable income. A family can choose to submit multiple consecutive months of income if it is beneficial.
- IV. Unpredictable income is calculated by averaging the income from at least two consecutive months and no more than 12 months preceding the initial certification, or the recertification, or when the family reports income.

Seeking Employment (Stage 2, 3 and CAPP)

Participants who are seeking employment on CDSS programs are eligible for child care. Documentation of seeking employment needs to include a written parental declaration signed under penalty of perjury stating that the parent is seeking employment. The declaration needs include the parent's general plan to secure, change, or increase employment. **Hours of childcare will be approved for less than 29.75 hours per week.**

Participants in a Vocational Training/Education Program (Stage 2, Stage 3, and CAPP)

If the basis of need as stated on the application for services is vocational training leading directly to a recognized trade, paraprofessional, or profession, child care and development services shall be limited to whichever expires first: (1) Six (6) years from the initiation of services pursuant to this section; or (2) Twenty four semester (24) units, or its equivalent, after the attainment of a Bachelor's Degree.

The Training Verification Form must be completed and include the following information:

- I. A statement of the parent's/guardian's vocational goal;
- II. The name of the accredited training institution that is providing the vocational training;
- III. The dates that current quarter, semester, or training period will begin and end;
- IV. The anticipated completion date of all required training activities to meet the vocational goal

- V. A current class schedule that is either an electronic print-out from the training institution of the parent's/guardian's current class schedule or, if unavailable, a document that includes all the following:
 - a. The classes in which the parent / guardian is currently enrolled;
 - b. The days of the week and times of day of the classes; and
 - c. The signature or stamp of the training institution's registrar.

On-line or televised instructional classes that are unit bearing classes from an accredited training institution shall be counted as class time at one (1) hour a week for each unit. The parent / guardian shall provide a copy of the syllabus or other class documentation and, as applicable, the web address of the on-line program. The accrediting body of the training institution shall be among those recognized by the United States Department of Education. Students may request for travel time and/or study time if needed. Certain limitations apply.

Parents/guardians can voluntarily report changes to update their school schedule, but documentation will be needed before any change takes place. If during the eligibility period the parent / guardian reaches their six (6) year limit for receiving services for vocational training or their twenty- four (24) unit limit after they have earned their bachelor's degree, the parent / guardian will need a different need to continue receiving services until the end of the certification period.

Parental Incapacity

If the basis of need as stated on the application for services is parental incapacity, child care and development services shall not exceed fifty (50) hours per week. A legally qualified health professional must complete the Statement of Parental Incapacity identifying the extent to which the parent / guardian is incapable of providing care and supervision.

CalWORKs Stage 1 Program Parental Incapacity: Parental incapacity can only be claimed for the second parent / guardian in a two-parent / guardian household.

CalWORKs Stage 1 Participating in the Welfare to Work Program

CalWORKs Stage 1, non-working participants on cash aid must request child care services from their Alameda County Department of Social Services Employment Counselor (EC). The EC will direct the family to Hively to authorize, revise, or terminate child care services.

Application Process for Enrollment

- I. Parents/guardians are interviewed by an authorized Hively Representative to determine eligibility, and services are not approved until parents/guardians have submitted all required documentation and need and eligibility have been reviewed and certified by Hively staff.

- II. A copy of the Hively Child Care Participant and Provider Handbook will be provided at the initial interview.

Recertification/Maintaining Eligibility

- I. **Working CalWORKs Stage 1:** Families are recertified every 24 months depending on their eligibility and need. Families that are determined eligible for transfer will be transitioned into the Stage 2 program.
- II. **Non-working CalWORKs Stage 1 participants on cash aid:** Participants must participate in CalWORKs activities within 30 days of securing child care services. (ACL 19-99) Families that are determined eligible for transfer will be transitioned into the Stage 2 program.
- III. **Stage 2, Stage 3 and CAPP:** Once a family has been certified for services, contract service hours and family fee will remain the same throughout the full duration of the family's eligibility period. No changes can be made without the written request from the parent / guardian.

Reporting Changes

Families must report within five (5) calendar days if their adjusted monthly gross (pretax) income, adjusted for family size exceeds 85% of SMI.

Family Size	1 or 2	3	4	5	6	7	8	9	10	11	12
Monthly Income	\$6,860	\$7,785	\$9,020	\$10,463	\$11,906	\$12,177	\$12,447	\$12,718	\$12,988	\$13,259	\$13,530

The parent is responsible for providing documentation of the family's total countable income and Hively is required to verify the information. Hively shall calculate total countable income based on income information reflecting the family's current and on-going income.

The Family's Right to Voluntarily Report Changes

Families can voluntarily report changes to reduce the family fee, increase the family's services. Families may at any time voluntarily request a reduction to their service level by submitting a written request that includes: days and hours per day requested; the effective date of proposed reduction of service level; and parental acknowledgement in writing that they understand that they may retain their current service level.

Upon receipt of the parent's/guardian's written request, the contractor shall notify the family in writing of the parent's right to continue to bring their child pursuant to the original certified service level, and collect documentation to support the changes requested, and, not later than 10 business days after receipt of applicable documentation, issue a Notice of Action for the requested change in service level. No other changes to the service agreement shall be made using the received information. **(Stage 2, Stage 3, and CAPP)**

Family Fees

Family fees are determined using the California Department of Social Services Family Fee Schedule and are based on a family's gross monthly income and family size. A family fee is charged per family, not per child, and is based on the child who uses the most amount of care, which is usually the youngest child in the family. A part-time monthly fee is applied if the child is certified for less than 130 hours of child care, per month. A full-time monthly fee is applied if the child is certified for 130 hours or more of child care, per month. When the initial enrollment is not on the first day of the month, Hively can assess a fee based on certified hours for the partial month and another fee for each subsequent month based on certified hours as documented in the application of services. **(Stage 2, Stage 3, and CAPP)**

(Part-time = 108 or less, full-time = 108 hours or more per month)

When a family fee is required, the participant is informed as to the amount of family fee costs at the time of their initial application and/or recertification.

- I. Per the Department of Social Services (DSS) participants who are receiving CalWORKs cash aid will not be charged a family fee.
- II. All participant family fees are paid directly to Hively, via debit card, cash, money orders, cashier's check, personal check or credit cards.
- III. If your Child Care Provider is eligible to be reimbursed for Holidays and excused absences, these hours will be included in the family fee calculation.
- IV. A returned check requires cash payment, money order, debit card or cashier's check as a replacement. Returned checks must be replaced within one (1) business day of notification.
- V. Participants who have more than two (2) returned checks are permanently required to pay their fees by cash payment, money order, debit card or cashier's check.
- VI. Family fees are not a co-pay. Co-pays may occur in cases where the Child Care Provider rate exceeds the Regional Market Rate ceiling for the category of care needed, and the participant contracts to pay any differences. Hively is not responsible for additional payments. The participant must pay any differences to their Child Care Provider.
- VII. Participants may voluntarily report changes
 - a. To reduce their family fees (without a decrease in their service hours).
 - b. Increase their service hours (without an increase to the family fee)

Family Fee Billing

Family fee billing statements are mailed to participants at the beginning of each month for which child care takes place. Payment is due by the 14th of the month and becomes delinquent on the 15th of the same month if payment is not received.

Hively offers payment by phone, or online, using an ATM/Debit card. Please visit our website at www.BeHively.org, to pay online. To pay via phone, call our Pleasanton office at 925.417.8733. Checks, Money Orders, and Cashier's Check should be made payable to Hively.

Delinquent Fees

If fees are delinquent on the 15th day of the month, Hively will send a Termination Notice of Action (NOA) indicating the last day of services if the fee is not paid in full within nineteen (19) calendar days of the NOA mailing date. A copy of the updated Child Care Certificate indicating the last day of paid care will be issued. The participant may contact their Hively Family Support Specialist to see if they are eligible for a payment plan. Only three (3) payment arrangements or (3) Notices of Actions are allowed per fiscal year. The fourth (4th) payment arrangement or the fourth (4th) Notice of Action will be a final termination due to the parent's/guardian's failure to consistently abide by Providers and Participants Handbook. Upon termination of services for non-payment of fees, the family is not eligible for future service until all past due fees are paid and has been deemed eligible to re-enroll, funding permitting.

Provider Participation Requirement

- I. **Child Care Providers are self-employed and are not employees of Hively.**
- II. All Child Care Providers must have a current W-9, a copy of their original California ID, Driver's License, or any other government issued picture identification card and a copy of their signed Social Security Card in its original state or Tax Identification Number (TIN) on file. Child Care Providers will be reimbursed according to the name on their original signed Social Security Card, TIN or IRS letter. Social Security Cards requiring INS authorization will need to provide current proof of authorization.
- III. Child Care Providers are responsible for paying his/her own Social Security and other taxes.
- IV. Child Care Providers who are reimbursed \$600 or more will be issued a 1099 statement indicating the total amount reimbursed for services. This document will be mailed by Hively for the calendar year by January 31st, of the following calendar year (date is set by federal law). This information will also be reported to the IRS.
- V. Child Care Providers must offer programs for children based on sound principles of child growth and development.
- VI. Child Care Providers must allow parents/guardians unlimited access to their child (ren) while in care.

- VII. Child Care Providers must sign a Child Care Subsidy Certificate Agreement for each child in care. The Certificate Agreement is not valid unless signed by the participant, Child Care Provider, and an authorized Hively Subsidy Representative.
- VIII. Child Care Providers offering sectarian care (care that includes religious worship/instruction) are not eligible to participate in state-funded programs.
- IX. Child Care Providers who move must notify Hively at least one (1) week prior. A Change of Address Form must be completed on-site at a local Hively office. Photo identification is required. **NOTE: When applicable, a copy of the license for the new site must be submitted. Reimbursements for child care will not be issued if the facility does not have an active license.**
- X. Child Care Providers must refrain from discrimination on any basis including race, religion, national origin, color, ethnic group identification, ancestry, age, sex, sexual orientation, gender, or mental or physical disability (ADA), in determining which children are served.
- XI. Child Care Providers must refrain from the use of corporal punishment or any act that may be interpreted as corporal punishment.
- XII. Child Care Providers must refrain from charging families for any services related to child care, during the approved hours of child care and scheduled to be reimbursed by Hively. The only exception is when the Child Care Provider's normal and customary rates exceed the maximum rate allowed by the state, and the parents /guardians are required to "co-pay" the difference to meet the provider's actual rate charged to all families.
- XIII. All Child Care Providers must have a working cell phone and/or land line telephone on site where child care is provided.
- XIV. Per Title 5 (18086.1) a provider is not eligible for subsidized services during the business hours because the employment does not preclude the supervision of that provider's own child.
- XV. Hively fosters a respectful environment; therefore, inappropriate behavior or misconduct such as, but not limited to, harassing emails or voicemails, physical or emotional harassment, verbal abuse, racial slurs, and foul language, destruction of property, threats or acts of physical violence towards representatives of the staff at Hively, or in the presence of families or other Child Care Providers is prohibited, will not be tolerated, and can lead to the provider's termination from all Hively programs.

Licensed Child Care Providers

License-Exempt Center-Based Child Care Policies are the same as the Licensed Child Care Program Policies. These recreation programs and school district programs meet the requirements contained in California's Title 22, Health and Safety Code, and are therefore treated as licensed.

- I. Licensed Child Care Providers must comply with all licensing requirements as stipulated by Community Care Licensing. Licensed Child Care Providers must submit a copy of their current facility license, facility posted rates, policies/handbook and a signed Hively License Provider Policy Certification Form.
- II. Reimbursements issued to Child Care Providers by Hively shall be equal to the rate charged to private paying families and are not to exceed the applicable Regional Market Rate Ceiling.
- III. Hively shall reimburse Licensed Child Care Providers in accordance with the Child Care Provider's requested rates, which cannot exceed the ceilings established and pursuant to state regulations and must be equal to rates advertised and posted with local Child Care Resource and Referral Agencies.
- IV. Licensed Child Care Providers may update at any time in the fiscal year. Child Care Providers must submit child care rates, charged to all families, to Hively and their local Resource and Referral Agency, along with a statement signed by the Child Care Provider confirming that the rates charged for any subsidized child care are equal to, or less than, the rates charged for non-subsidized child care.
- V. Licensed Child Care Providers must notify Hively of the date of a move to a new house or child care facility in advance (a minimum of a five (5) business day notice is required). A copy of the new facility license **must** also be provided to Hively. Failure to notify Hively or submit required documentation may result in a suspension from all subsidized child care programs until the required documents are received.
 - a. **Child care licenses are not transferable.** You must apply for a new facility license with Community Care Licensing when you move. The license must be active to receive reimbursement.
 - b. Notify Hively immediately if your business changes.
 - c. Reimbursement Rate might change if applicable during the relocation process.
 - d. It is the provider's responsibility to abide by Community Care licensing policies which determine your eligibility as a licensed provider.
- VI. Hively will not issue reimbursements for days when the child care facility is closed and unavailable for parents /guardians. Exception: Hively provides ten (10) approved days of non-operation as stated in Hively Participant and Provider Handbook).
 - a. Reimbursements will not be made for private school or tuition (K – 12).
 - b. If no Attendance Record is received for 2 months or it has been received blank, and parent /guardian cannot be reached, the abandonment of child care process will begin. Please see abandonment of child care process page 19.
- VII. Hively will issue reimbursements for the following items if they are a part of the registration fee:
 - a. Transportation charges

- b. Books, educational materials or supplies
 - c. Field trips
- VIII. A Child Care Provider's registration fee, or portion thereof, may be reimbursed if the Child Care Provider's rate, plus a prorated amount of the fee, is within the Regional Market Rate ceiling. If a Child Care Provider's rate is already at the Regional Market Rate ceiling, the registration fee is **not** reimbursable.

Child Care Provider Rates

- I. Child Care Providers may not charge Hively more than they charge for private paying families for child care services.
- II. Child Care Providers who give private paying families a family discount for multiple children in child care must give Hively the same discount for subsidized child care families with multiple children in child care.
- III. Separate charges to Hively for meals, transportation, or other expenses by a Licensed Child Care Provider must be included in the Child Care Provider's published child care rates or registration fees, noted on the Child Care Provider's policies, contract, or handbook, and approved by Hively. Participants are responsible for any fees above the state Regional Market Rate ceiling, and beyond what the Hively Subsidy Program allows.
- IV. In cases where the selected Child Care Provider's rates exceed the Regional Market Rate ceilings for the category of child care needed, the participant must pay the difference (co-pay) directly to the Child Care Provider.
- V. Rate adjustments for evening and weekend child care are available to License Child Care Providers only and must meet Title 5 Regulations.
- VI. Rate adjustments for the child care of children with exceptional needs or are severely handicapped must meet the state Title 5 Regulations and require the Child Care Provider to submit documentation showing additional accommodations are required to properly care for the child(ren), and that those accommodations are a result of an ongoing financial burden for the Child Care Provider.
- VII. Licensed Child Care Providers must submit copies of their usual and customary rates. All services provided, including contracts, policies, vacations, holidays and/or the program handbook used for all subsidized and unsubsidized participants must be submitted, to participate in the Hively Subsidy Program. The Hively Licensed Provider Policy Certification Form must be completed and submitted.
- VIII. License-Exempt Child Care Providers must submit a rate sheet at the initial time they agree to participate in the Hively Subsidy Program.
- IX. Child Care Providers may submit updated rates at any time. Hively requires a thirty (30) day notice, to review and process all rate increases. Once rates have been submitted and approved, the Child Care Provider reimbursements will be issued based on current rates on file for the current month, and rate increase will be within 30 days of submission.

License-Exempt Child Care Providers

- I. License-Exempt Child Care Providers must be at least eighteen (18) years old. A valid California Driver's License or California Identification Card is required.
- II. Relative License-Exempt Child Care Providers must complete and have on file a Declaration of Exemption from TrustLine and Health and Safety Certification. The Child Care Provider must complete a Statement of Relationship Form and provide proof of relationship. Relative License-Exempt providers are defined as biological Grandparents, Aunts and uncles to the child(ren) receiving care.
- III. Non-Related License-Exempt Child Care Providers must complete the TrustLine Registration process, which includes a Live Scan fingerprinting clearance and completion of the Health and Safety Certification Form. Reimbursements will not be issued unless the Child Care Provider has been TrustLine registered (cleared).
- IV. **For Stage 2, Stage 3, and CAPP:** Provisional License-Exempt Child Care Providers must complete the TrustLine application process and submit fingerprints for a background check, prior to the first authorized start day of child care. Child Care Providers must be TrustLine registered (cleared) within thirty (30) calendar days of the beginning of authorized child care to receive reimbursement for services. Reimbursements will not be issued if the clearance does not occur within thirty (30) calendar days.
- V. License-Exempt Child Care Providers must provide one (1) source of verification of their residence by submitting at least one (1) document in his/her name mailed to his/her address, in addition to valid a photo ID, and an original signed Social Security Card before child care can be approved. The proof of residency document must be current and within the last Sixty (60) days.

TrustLine

TrustLine is a registry of Licensed-Exempt Child Care Providers who have "cleared" a background screening (fingerprint and criminal record clearance, California Criminal History System and Child Abuse Central Index – Department of Justice, and the Federal Bureau of Investigation Records) to ensure the health and safety of children.

Hively will not issue reimbursements to License-Exempt Non-Relative Providers who are not registered as "cleared" on TrustLine.

- I. **CalWORKs Stage 1:** License Exempt Non-Relative Child Care Providers who serve Stage 1 clients will not receive reimbursement for services unless he/she is TrustLine registered (cleared).
- II. **Stage 2, Stage 3, and CAPP:** License Exempt Non-Relative Child Care Providers must be TrustLine registered (cleared) prior to the authorized start date of care to receive reimbursement for services. Retroactive reimbursements will not be issued.
- III. Under special circumstances, the participant may choose a provisional License Exempt Non-Relative Child Care Provider to be reimbursed for a period of up to thirty (30) consecutive calendar days. In these situations, the Child Care Provider

must complete the TrustLine application process and submit fingerprints for a background check, prior to the first authorized day of care.

- IV. By the end of the thirty (30) consecutive calendar days, the provisional Child Care Provider must become TrustLine registered (cleared), to receive reimbursement for services. If the clearance does not occur within the thirty (30) days, retroactive reimbursements will not be issued and the parent will be responsible for reimbursing the provider. Future child care will only be authorized with a Child Care Provider once he/she is TrustLine registered (cleared).
- V. If the provisional Child Care Provider is not TrustLine registered (cleared) by the end of the thirty (30) calendar day period, the participant must enroll with an eligible Child Care Provider to continue to receive services. An eligible Child Care Provider is defined as one of the following:
 - a. Licensed or License Exempt Center-Based Child Care
 - b. Licensed Family Child Care Home
 - c. Relative License-Exempt Child Care Provider-Must provide proof of relationship
 - d. Non-Relative License-Exempt Child Care Provider - TrustLine registered (cleared)

In-Home Licensed Exempt Child Care

In-Home Licensed Exempt Child Care is child care provided in the home in which the child resides. When In-Home Licensed Exempt Child care is used, the participant is considered a Household Employer and must comply with all employment laws regarding minimum wage, payroll, disability, unemployment, taxes, sick leave, and purchase liability insurance. Any participant choosing to use an In-Home License-Exempt Child Care Provider must complete an In-Home License-Exempt Child Care Policy Form stating he/she agrees to carry out all requirements of an employer, as specified under the Federal and State law.

Hively promotes parental choice child care. Within funding guidelines, all categories of Child Care Providers shall be made available to eligible parents/guardians choosing child care.

For CalWORKs Stage 1, 2, Stage 3 and CAPP, the following In-Home Child Care Policy applies: participants must submit documents as required by the payment program, to prove compliance with all Federal, State, and Local Government Rules and Regulations regarding Household Employment.

Certificate, Attendance, and Reimbursement

Establishing Certificate Agreements

- I. The Hively Child Care Subsidy Parent/Provider Certificate Agreement is established with the participant and the Child Care Provider. The Certificate Agreement specifies the hours and the cost of care. Both the participant and Child Care

Provider must sign this form. The form will be valid once signed by an authorized Hively Subsidy/CalWORKs Representative. Reimbursements will not be issued if a valid Certificate Agreement is not on file with Hively.

- II. When changing Child Care Providers, a new Child Care Subsidy Parent/Provider Certificate Agreement must be signed by the participant and new Child Care Provider and approved by an authorized Hively Subsidy Representative **before** the change takes place.
- III. Hively will issue reimbursements for authorized child care hours based on the need for services. If there is a change in the number of hours of child care needed (increase or decrease), participants must notify Hively immediately so that the Certificate Agreement can be updated and/or revised. Supporting documentation, such as an Employment Verification Form, Check Stubs, Training Verification Form or other documents may be required.
- IV. Participants are responsible for payments to their Child Care Provider for any care used and not authorized by Hively on the signed Hively Child Care Subsidy Parent/Provider Certificate Agreement.
- V. Hively will not reimburse for days when the child care facility is closed and unavailable to parents/guardians. Licensed Child Care Providers can be reimbursed up to ten (10) non-operational days as listed on the Child Care Provider's contract, policies, or handbook.
- VI. Child Care Subsidy Parent/Provider Certificate Agreements are determined by actual hours of needed care, based on the participant's reason for utilizing services. For example, care hours for an employed participant would be based on work schedule/s and commute time/s.
- VII. To accommodate flexible working hours, Hively may issue flexible Child Care Certificate Agreements based on the individual needs of participants.
- VIII. Hively does not reimburse for time to facilitate personal business.
- IX. Hively will not reimburse the following Child Care Providers:
 - a. A Non-Relative License-Exempt Child Care Provider who is not registered as (cleared) through TrustLine
 - b. A provisional Child Care Provider whose TrustLine application has not been approved (cleared) within thirty (30) calendar days of the first day of child care
 - c. A Child Care Provider whose TrustLine case has been closed or denied
 - d. A licensed Child Care Provider whose facility license has been inactive, closed, suspended or revoked.
- X. Hively will terminate services with a License-Exempt Child Care Provider immediately upon reliable and documented information of the following:
 - a. Child Care Provider has active or contagious tuberculosis
 - b. Child Care Provider has been convicted of any crime involving violence against, or abuse, or neglect of children

- c. Child Care Providers TrustLine has been denied or closed

Temporary/Provider Agreements (Licensed Care Only)

- I. Participants and Child Care Providers must give a minimum of fourteen (14) calendar days' notice before terminating from the Subsidized Child Care Program. Participants must notify both their present Child Care Provider and Hively of their intentions. **Participants must also check with the Child Care Provider to ensure that no more than fourteen (14) calendar days' notice is required.**
- II. Participants who wish to change Child Care Providers and are not terminating from the Subsidized Child Care Program must give both Hively and their present Child Care Provider a minimum of fourteen (14) calendar days' notice, **unless otherwise stated by the Child Care Provider.** The participant must complete a new Certificate Agreement with Hively and the new Child Care Provider **before** the change takes place. **Hively will issue the previous Child Care Provider a last day of care certificate notifying the provider of the last day of paid child care.**
 - a. If fourteen (14) calendar days' notice is not given, Hively will issue reimbursement to the previous Child Care Provider for one week, in lieu of notice, when requested by the Child Care Provider. If additional payment is requested by the provider, the parent will be responsible for the remainder of the reimbursement.
 - b. The Hively Child Care Subsidy Parent/Provider Certificate Agreement issued to the new provider will not be effective before the end of the fourteen (14) calendar day notice to the previous Child Care Provider. Please note that if (14) calendar day notice is not given, and the provider requests payment, 1 week in lieu of notice will be issued by Hively. The parent will not be able to start with the new provider until the last day of paid care with the previous provider. The parent is responsible for any outstanding payments to the child care provider when notice is not given.
 - c. A waiver may be granted at the discretion of the Chief Executive Officer or the Subsidy/CalWORKs Program Director for circumstances due to safety.
- III. Hively will give participants and Licensed Child Care Providers a minimum of fourteen (14) calendar day advance notice if Hively terminates the participant's Child Care Subsidy Parent/Provider Certificate Agreement. The date mailed, and the date of termination is counted as part of the fourteen (14) consecutive calendar day notice. In cases of submission of false information, or substantiated fraud, immediate termination may occur.
- IV. The Hively Chief Executive Officer or Subsidy/CalWORKs Program Director may waive the fourteen (14) consecutive calendar day notice of termination due to special circumstances and in cases of unavailable funding.

Abandonment of child care:

When the family has not been in communication with the child care provider for seven consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider shall promptly notify Hively.

- I. Using the contact information on file, Hively shall attempt to contact the parent through a variety of communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. Hively shall keep documentation of all communication attempts, including a copy of all written communication, in the family data file. Hively will inform the parent in these communications that failure to communicate with Hively or provider may result in termination of child care services.
- II. Hively will issue a notice of action to disenroll the family on the basis of abandonment of care when there has been no communication with the child care provider or Hively for a total of 30 consecutive calendar days.

Program Violations Attendance Policy

Participants (including a participant's authorized representative) must comply with Attendance Sheet policies and procedures. Failure will result in the following actions:

- a. First and Second: Verbal Warning (phone call)
- b. Third: Written Warning
- c. Fourth: Must appear for a mandatory meeting with an authorized Hively Subsidy Representative of Hively to review Attendance Sheet guidelines. A written final warning will be issued at that time.

Attendance Sheets Requirements

- I. All Child Care Providers will maintain a monthly Attendance Sheet for each child, documenting the dates and actual times child care was provided each day, including the time the child entered and the time the child left child care. This information must be documented on a **daily basis**. The participant is authorized to sign the monthly attendance record to approve hours of attendance for reimbursement.
- II. **For All CalWORKs Stage 1 Participants:** The participant must sign the child in and out of care and approve the month hours of attendance.
- III. For school-age children, the Child Care Provider must **initial** time in and/or out of school. The parents/guardians must sign the bottom of the Attendance Sheet, under penalty of perjury, indicating all information on the form is true and correct, to the best of their knowledge.
- IV. All Child Care Providers must submit Attendance Sheets within thirty (30) days, after child care is completed, and no later than the last working day of the month following child care.
- V. Child Care Providers **may not** be reimbursed when Attendance Sheets are submitted after the deadline of thirty (30) calendar days, following provided child

care. Unless with approval from the Hively Chief Executive Officer or the Hively Program Director.

- VI. Child Care Providers cannot sign a participant's initials or participant's signature on Attendance Sheets.
- VII. Child Care Providers must notify Hively immediately if a child is absent without notice for more than seven (7) consecutive days.
- VIII. Attendance Sheets are furnished by Hively and are required to document the use of child care. Original Attendance Sheets must be submitted after the month that the last day of child care is completed. If Attendance Sheets are lost or misplaced through no fault of the Child Care Provider, Hively may accept a photocopy, fax or scan with the Hively Chief Executive Officer or Subsidy/CalWORKs Program Director's approval.
- IX. If no Attendance Record is received for 2 months or it has been received blank, and parent / guardian cannot be reached, the abandonment of child care process will begin. (Not applicable for Stage 1)

It is the provider's and parent's responsibility to complete the monthly attendance record or invoice by entering daily the time of arrival and departure for each day services are utilized, and signing, under penalty of perjury, on a monthly basis, EC section 8221.5

Reimbursement

Child Care Provider reimbursements will be processed within twenty-one (21) calendar days from the date Hively receives Attendance Sheet/s.

- I. Child Care Providers must submit Attendance Sheets to Hively monthly. Attendance Sheets for the current month of child care may not be submitted until after the last day of the month for which child care has taken place.
- II. Reimbursement may be delayed when:
 - a. Attendance Sheets are not correctly completed and signed (Please see section: Attendance Sheets Requirements)
 - b. Eligibility for child care has not been approved for the submitted month
 - c. State budget is not approved
- III. Hively will make reasonable efforts to collect overpayments and recover funds due to fraud.
- IV. Hively will **not** issue reimbursements to any Child Care Provider who has had his/her license revoked or who has had his/her TrustLine closed, denied or revoked. If you are a Licensed Family Child Care Home and you move, your new license must be active, to receive reimbursements for child care. Otherwise reimbursements will be limited to License-Exempt Child Care Provider status.
- V. Reimbursements to License-Exempt Child Care Providers requiring TrustLine approval must be TrustLine registered (cleared) prior to approval for reimbursement

- VI. Attendance Sheets must be submitted no later than thirty (30) days after the month child care has been provided. Attendance sheets submitted more than thirty (30) days following the month of child care was provided, will be considered past due and may not be reimbursed.
- VII. Reimbursement will be issued upon approval of the Chief Executive Officer or the Subsidy/CalWORKs Program Director and only if funding permits. This may not apply to CalWORKs Stage 1 participants.
- VIII. **Note:** Attendance Sheets for the month of June are due no later than July 15th of the same calendar year. Any Attendance Sheets submitted past July 15th may not be reimbursable. This does not apply to CalWORKs Stage 1 participants.
- IX. Child Care Providers assume the risk of non-payment, based on unavailable funding for subsidized child care programs.
- X. Providers can be terminated from the Subsidized Child Care Program for non-compliance, based on Attendance Sheet policies and procedures.

Absence/Holiday/Days of Non-Operation Policies - For Licensed Child Care Only

Excused Absences:

- I. Excused absences are limited to ten (10) days per month, per child.
- II. Excused absences include: illness of the child or participant, injury, family emergencies, or court-ordered visits. Participants must note the reason/s on the Attendance Sheet/s, accompanied by a full signature.
- III. Family emergencies considered excused absences include: sudden illness of a relative, death, funeral, and car accident or court appearances.

Best Interest Days (10):

The State of California authorizes ten (10) Best Interest Days for each child authorized to receive child care services. These days can be used any time during the current fiscal year, July 1st to June 30th, for each child on the program. Any Best Interest Days exceeding the ten (10) authorized will be considered unexcused absences and will be the responsibility of the participant to pay the Child Care Provider for these days.

Best Interest Days include: vacations, out of town or staying home with participants or relatives, school programs, field trips, special family events, family vacations, transportation problems or other reasons documented on the Attendance Sheet that are in the best interest of a child.

Unexcused Absences:

- I. All absences not identified as excused are considered unexcused.
- II. Best Interest Days which exceed ten (10) days are considered unexcused absences.
- III. Reimbursements will not be issued for unexcused absences.

Licensed Child Care Providers All programs

- I. Hively will issue reimbursement for a maximum of ten (10) days of non-operation per year. These may include the following holidays but are not limited to: New Year's Day, Dr. Martin Luther King Jr's Birthday, President's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving and the day after, and Christmas Day.
- II. When a child is unable to receive child care services from the Child Care Provider's facility on a paid day of non-operation, Hively will reimburse for the contracted hours for that day when the Child Care Provider requests reimbursement. Hively does **not** reimburse for a day of non-operation if it falls on a weekend unless it is a regular day for which child care is provided.
- III. If a child is present at the Child Care Provider's facility on a holiday or day planned non-operation, reimbursement will be issued to the Child Care Provider for that day, based on the approved hours of care.
- IV. Hively does not reimburse for days of non-operation.
- V. Child Care Providers must submit in writing, holidays/days of non-operation in advance to Hively. A maximum of ten (10) calendar days will be approved per fiscal year. To be reimbursed, all non-operational days must be listed in the facilities posted rates, policies, contract or handbook.
- VI. Net payment will be adjusted for applicable union dues and/or garnishments for participating providers.

Alternative Hours for School-Age Children

Hours of child care not requiring contract changes are school holidays, illnesses, or when a child is absent from school and still in the care of the same Child Care Provider. These hours must be recorded by date and reason.

Temporary Suspension of Services

(Does not apply to CalWORKs Stage 1 participants)

If there is a temporary period where there is no need for subsidized child care services, the family may be granted a temporary suspension of services. Temporary suspension may not exceed twelve (12) consecutive weeks and can be extended another four (4) weeks if the suspension is for medical leave per fiscal year.

General Program Policies

Confidentiality, Conduct and Fraud

Confidentiality

The staff of Hively will not use or disclose information concerning applicants or recipients of subsidized child care for any purpose not related to the administration of this program. Exceptions may be granted by the Hively Chief Executive Officer CEO, Alameda County Investigator/District Attorney, or a request by law enforcement agencies through subpoenas.

Conduct Policy

Inappropriate behavior or misconduct towards representatives of the staff at Hively, or in the presence of families or Child Care Providers, is prohibited (harassing emails or voicemails, physical or emotional harassment, verbal abuse, racial slurs, and foul language, destruction of property, and threats or acts of physical violence). Hively cannot identify every type of unacceptable behavior or conduct. Therefore, participants and Child Care Providers should be aware that conduct not specifically listed, but which adversely affects, or is otherwise detrimental to the interest of Hively staff, families, or Child Care Providers will not be tolerated. The existence of any one or more of these behaviors may lead to termination from all Hively programs and notification to the appropriate law enforcement agencies.

Fraud Policy

The California Department of Social Services requires Hively to take reasonable actions to recover funds due to fraud. Fraud includes, but is not limited to, providing false or misleading information or statements, altering documentation. If a determination is made that fraudulent activity has occurred, one or more of the following actions will take place:

- I. Participant's case will be terminated, and he/she may no longer be served by Hively
- II. Child Care Provider will be removed from participation in all Hively programs
- III. The case will be referred to appropriate law enforcement agencies for investigation, and possible prosecution

Suspension and Removal of Participants from Hively Programs

Reasons for removal of participants from a child care subsidy program may include, but are not limited to the following:

- I. Non-payment of fees
- II. Failure to recertify in a timely manner
- III. Failure to submit information and/or documents regarding eligibility or need for services, or any other required documentation by due dates
- IV. No longer eligible, based on income or need for services

- V. Does not have eligible Child Care Provider enrolled
- VI. Submission of fraudulent, false, or misleading information or documentation, and/or involved in any fraudulent activities surrounding child care subsidies, either separately or in collusion with the Child Care Provider/Participant
- VII. Abusive language, any type of harassment, intimidating actions and/or abusive behavior in the presence of Hively staff, parents/guardians, Child Care Providers or children
- VIII. Failure to abide by Attendance Sheet guidelines
- IX. Failure to abide by the Hively Participant and Child Care Provider Handbook

Suspension and Removal of Child Care Providers from Hively Programs

Hively reserves the right to suspend or remove any Child Care Provider from one or all its programs. The District Attorney, Community Care Licensing, Child Protective Services or similar government agency may suspend a Child Care Provider facility license during an investigation. Hively reserves the right to withhold any information regarding the investigation from the Child Care Provider if so requested by the investigative agency.

Hively will notify Child Care Providers in writing when their name is removed from a program. The reason for such action will be stated, and documentation will be kept on file. Hively will also notify any participant receiving subsidy at the facility that the Child Care Provider is no longer eligible to participate in the Hively Subsidized Child Care Program. Reasons for removal of Child Care Providers include, but not limited to:

- 1. Non-conformity with licensing regulations
- 2. Three (3) unresolved complaints and/or concerns by participants or the staff at Hively
- 3. Unresolved questions with licensing agency
- 4. Failure to furnish Hively with a copy of the current facility license
- 5. Refusal to provide access to participants
- 6. Submission of fraudulent, false, or misleading information or documentation, and/or involved in any fraudulent activities surrounding child care subsidies, either separately or in collusion with the Child Care Provider/Participant
- 7. Interference with a participant's ability to complete Attendance Sheets
- 8. Failure to abide by Attendance Sheet guidelines
- 9. Abusive language and or intimidating actions in the presence of Hively staff, parents/guardians, Child Care Providers or children
- 10. TrustLine closure, denial or revocation
- 11. Failure to submit TrustLine application and fingerprint
- 12. Failure to follow the Hively Participant and Child Care Provider Handbook

Participants Reinstatement Policies

- I. Hively will not provide subsidized child care services to participants who have submitted false information. CalWORKs participants who are participating in an entitlement program, and who submit false information will be referred to the Department of Social Services for further investigation
- II. Participants whose subsidy case has been terminated for failure to follow the Hively Participant and Provider Handbook other than the submission of false information may have their names placed on the Eligibility List. Participants are enrolled in priority order from this list if they are income eligible and have a need for services.
- III. Participants, who have been terminated for Good Cause, other than as specified in Suspension and Removal, may be reinstated at the discretion of the Hively Chief Executive Officer and/or Subsidy/CalWORKs Program Director.

Child Care Providers Reinstatement Policies

- I. Child Care Providers who have been terminated for submitting false information will not be reinstated.
- II. A Child Care Provider may request reinstatement after having been terminated, due to licensing concerns and/or violations, other than the submission of false information. The Child Care Provider may be reinstated on written confirmation from the Licensing agency, stating that the concerns and/or violations have been resolved.
- III. Child Care Providers who have been terminated for Good Cause, other than as specified in Suspension and Removal, may be reinstated at the discretion of the Hively Chief Executive Officer or the Subsidy/CalWORKs Program Director.

Client Grievance Policy

If you have a complaint about the performance of Hively, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

- I. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
- II. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to the Chief Executive Officer or Program Director. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Chief Executive Officer or Program Director meets with you or provides you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.

All grievances shall be put in writing to the Chief Executive Officer or Program Director by mail or in person at the following office:

Vice President of Programs
7901 Stoneridge Drive, Suite 150
Pleasanton, CA 94588

(Stage 1- grievances only) If you prefer, you may bypass the above steps and immediately contact the funding agency below:

Alameda County Social Services Agency
Contracts Office
1111 Jackson Street, Suite 103
Oakland, CA 94607
Email: ContractsCustomer@acgov.org

Participant Appeal Information

If a participant does not agree with an action/decision from Hively, the participant may appeal. To protect appeal rights, there are specific instructions located on the second page of the Notice of Action. Follow these steps to request a local hearing. If you disagree with the decision of the local hearing, you can appeal to the California Department of Social Services, depending on program funding. If the participant does not respond by the required due dates or fails to submit the required appeal information with all appeal requests, appeals may be considered abandoned. It is the policy of Hively to allow a parent / guardian to postpone an appeal hearing once.

Uniform Complaint Procedures Notice (CDSS) Stage 2, Stage 3 and CAPP Programs

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Hively alleged violation. This includes allegations of unlawful discrimination. Complaints must be signed and filed in writing with:

California Department of Social Services Child Care and Development Division
Attn: Appeals Coordinator 744 P Street, MS 9-8-351
Sacramento, CA 95814
Phone: 1-833-559-2420
Fax: 916-654-1048
E-mail: CCDDAppeals@dss.ca.gov

If the complainant is not satisfied with the final written decision of the California Department of Social Services Child Care and Development Division, remedies may be available in federal or state court.