

Conejos County

Department of Social Services

Policy

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| Policy Title Accurate Use of CCCAP Cards | Reference Vol. III 3.907(i), 3.911(o) |
| Policy No. CCCAP-1 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Purpose

The Child Care Program depends heavily on proper utilization of the program by providers and caretakers. Since both are parties to the use of CCCAP cards it only stands to reason to include both, providers and caretakers in this policy.

Definitions

Accurate use means using the CCCAP cards for which they are intended, to document usage of child care by swiping children in and out of providers care when the children are actually dropped off and picked up. The swipes should include accurate accounting of the child(ren) in/out of care, the date and time frame of care.

Policy

Per Vol. III 3.907(i) and 3.911(o), providers are not to possess CCCAP cards and caretakers are to never leave their CCCAP cards with a provider. Providers will ensure caretakers swipe children in/out as correctly as possible. Caretakers will swipe children in/out daily as correctly as possible. Should the recording of care be found incorrect, both provider and caretaker may be responsible for the errors. The process of recording care by utilizing the previous swipe in/out function on the POS device will not be used more than once a week or 4 times a calendar month.

Procedure

Upon discovery of any activity that is deemed suspicious, the provider and caretaker will be referred for an audit and/or a fraud investigation, see section 3.917-3.918. At minimum both the provider and caretaker will be required to attend a corrective action meeting with county. The meeting shall serve as a warning of case termination for the caretaker and a refusal to authorize care to the provider should the inaccurate use of CCCAP cards continue. The county may

exercise its right to refuse to authorize care as outlined in section 3.912.4. The county may close the child care case per the Client Responsibilities Agreement and Child Care Application.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

Conejos County

Department of Social Services

Policy

| | |
|--|---|
| Policy Title Delinquent Parental Fee | Reference Vol. III 3.911(g), 3.922 (a) |
| Policy No. CCCAP-2 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Purpose

Parental fees are the care takers portion of the child care payment to providers. Providers rely on timely payment to continue providing services to families.

Policy

Care takers must pay their portion of the child care cost known as parental fees. Providers are responsible for collecting parental fees and for reporting non-payment of parental fees as directed in the procedure below. Per the Client Responsibilities Agreement, parental fees are due the first day of every month. Payment of the parental fees should be made no later than the first day of care for the month. Should the provider and care taker agree to a different payment schedule, it shall be submitted in writing, with both parties' signatures to the Child Care Worker within 10 days of signing the agreement. Providers shall record payment of parental fees and furnish receipts to care takers for the payments.

Procedure

Providers shall report non-payment of the parental fee to the Child Care Worker within 15 days from the date payment is due. The Child Care Worker shall make verbal contact with the caretaker within 10 days of notification and obtain a written payment agreement to pay the delinquent parental fee. The delinquent amount must be paid within 60 days of the date the payment agreement is signed. The delinquent funds will be paid to the provider who will then issue a detailed receipt to the caretaker. Payment of funds will be reported by the caretaker with a copy of the receipt submitted to the Child Care Worker. The Child Care Worker will verbally confirm payment with the provider. Should the Child Care Worker be unable to make verbal contact or obtain a written agreement within 10 days of the date of report, the case will be closed for failure to cooperate. The child care case will be closed if the caretaker does not repay the

delinquent parental fee within the 60 days or if the caretaker becomes delinquent as well for the month immediately following the first month of delinquency. The caretaker shall remain ineligible for childcare services until the delinquent parental fee has been paid.

Should the provider fail to report the delinquent parental fee or fail to report it as outlined above, the fee then becomes forfeited by the provider. An exchange of any type in lieu of cash payment for the parental fee results in fraud and all parties of the exchange (provider & client) will be referred for Intentional Program Violations or for criminal prosecution.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15
Date

Conejos County

Department of Social Services

Policy

| | |
|--|---|
| Policy Title Flagging a Provider | Reference Vol. III 3.913 (nn) |
| Policy No. CCCAP-3 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Definitions

“Flagging” alerts all CHATS users who pull up the providers’ information to review the provider notes for possible issues experienced with this provider.

Policy

The county shall flag providers for the following but is not limited to; the possession of CCCAP cards, an exempt provider violated their disclosure agreement (failed to report all adults in household), decision by the county to refuse to authorize care, or termination of a provider fiscal agreement for negative reasons, such as abuse or neglect.

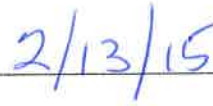
Procedure

1. Take appropriate step as outlined in Volume III, sections 3.917 and 3.918, should the issue with the provider involve an Intentional Program Violation and/or fraud.
2. Document reason for flagging the provider. Obtain written approval by the Social Services Manager and the County Director.
3. Select “Provider” from the CHATS menu, enter the provider’s number in the “Provider Demographic Summary” and click the “Go” button. From the drop down menu select “Notes” and click the “Go” button. Select the “New” button, in this screen enter a detailed provider note and select “Flag Provider” as the Note Type. This will highlight the provider in red and direct future CHATS users to review notes for details.

Signed by:



Chair, Conejos County Board of Commissioners



Date

Conejos County

Department of Social Services

Policy

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|--------------------------------------|---|
| Policy Title Manual Claims | Reference Vol. III 3.911 (m) & 3.913 (y) |
| Policy No. CCCAP-4 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Definitions

Manual Claims are manual payments to providers for services provided that were not included in the automatic weekly payrolls. I.e. a malfunction with the CHATS system, EPPIC system, or POS device prevented the client from swiping to document care.

Policy

Allowable manual claims are for the following reasons: agency error causing underpayment such as but not limited to functional issues with a system (either CHATS or EPIC) or incorrect authorization. Manual claims will not be accepted for the following issues: lost or damaged cards due to client error, inaccurate swiping, failure to correct swipes within the 9 day grace period.

Procedure

Lost or damaged CCCAP cards should be reported immediately to the Child Care Worker in order to obtain new cards. The missed swipes should then be created using the ‘previous check-in & out’ functions on the POS device.

Providers should print and review all POS reports weekly to ensure they are receiving the correct payments. Payment summaries which are sent out weekly are also for this purpose. If a payment error occurs due to an agency error the provider should submit a manual claim.

Providers shall submit the completed Child Care Claim Form for payment of the manual claim no sooner than the 16th of the following month. Providers shall also submit the sign in/out sheet for each child associated with the manual claim. Manual claims submitted with errors will be returned to the provider for correction. All manual claims are subject to review and possible

denial. The Child Care Worker must obtain written approval from the Social Services Manager on the manual claim prior to entry into CHATS.

The Child Care Worker shall enter the correct and approved manual claim as a sub-payment adjustment into CHATS within 15 calendar days of receipt. In the event the claim has been returned to the provider for correction, the date of receipt will be the date the corrected claim was returned to the department. The Child Care Worker will utilize the note/case comment template (attached) and record the note under adjustment notes, case notes, provider notes, and authorization notes for approved manual claims. The note should only be entered under provider and case notes for denied manual claims.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

CONEJOS COUNTY

Department of Social Services

Policy

| | |
|-----------------------------------|---|
| Policy Title Recoveries | Reference Vol.III 3.913(1,m&rr)&3.916 |
| Policy No. CCCAP-6 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Policy

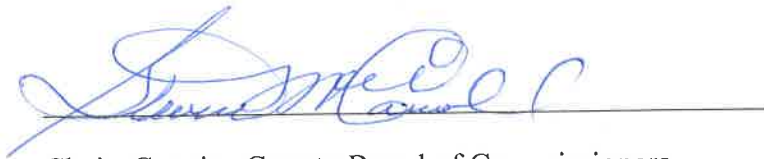
For Conejos County, the Child Care Worker is the person responsible for determining eligibility; this includes underpayments (claims) and overpayments (recoveries). Once eligibility is determined the Child Care Worker is responsible for establishing the recovery, collecting on the recovery, and entering payments to the recovery.

Procedure

The Child Care worker will complete and forward the Child Care Recovery Statement to the Child Care Supervisor along with supporting documentation for approval, who will then return to Child Care Worker to enter the recovery in CHATS.

The Child Care Worker will send written request to set up a repayment plan within 30 days of the date of claim establishment. The Child Care Worker shall enter all over the counter payment collected into CHATS no later than 30 days after the date of receipt.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

Conejos County

Department of Social Services

Policy

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|---|---|
| Policy Title Lowest Published Private Pay Rates | Reference Vol. III 3.911 (i), 3.913 (mm & nn) |
| Policy No. CCCAP-7 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Purpose

Counties must ensure the rates which are paid to providers are the lower of the county ceiling rates and the published private pay rates of providers.

Policy

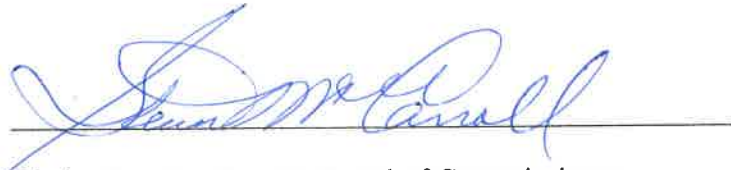
Prior to entering into a fiscal agreement with a provider, the provider must provide to the county the providers' published private pay rates. The published private pay rates will be compared to the county ceiling rates and the lesser of the two will be used as the fiscal agreement pay rates.

The county will monitor the private pay rates of providers through random requests for rate sheets and Tier II audits.

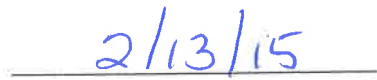
Procedure

The Child Care Worker shall compare the provider's private rates to the county ceiling rates and enter the lesser of the two into the provider's fiscal agreement.

Signed by:

A handwritten signature in blue ink, appearing to read "David McCall", is written over a horizontal line.

Chair, Conejos County Board of Commissioners

A handwritten date "2/13/15" in blue ink is written over a horizontal line.

Date

Conejos County

Department of Social Services

Policy

| | |
|------------------------------|---|
| Policy Title Notes | Reference |
| Policy No. CCCAP-8 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Purpose

To standardize documentation entered into CHATS. Actions taken should be documented in a clear and concise manner in order to be understood by all CHATS users.

Definitions

Notes is defined as any type of documentation entered into a “note” field in CHATS, this includes but is not limited to, case notes, provider notes, authorization notes, and adjustment comments.

Policy

Notes will be entered upon every update in CHATS that concerns client cases, providers, authorizations, or adjustments. The Child Care Worker will utilize the note templates approved by the Social Services Manager.

Procedure

Attached are the approved templates, one each for case notes, provider notes, authorization notes, and adjustment comments. The Child Care Worker will use these templates by:

1. Selecting the appropriate template.
2. Addressing the information requested in the template
3. Enter and save the information into the appropriate note field in CHATS.

Signed by:


Chair, Conejos County Board of Commissioners

2/13/15
Date

Conejos County

Department of Social Services

Policy

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|---|---|
| Policy Title Variable Schedules | Reference Vol. III 3.903, 3.907 (f), 3.913 (qq) |
| Policy No. CCCAP-9 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Definitions

Variable Schedules are defined as those schedules where the need for daycare services changes weekly or more often due to the caretakers' activity schedule. i.e longer working hours due to harvest or planting, or the normal job schedule rotates like those in grocery stores or restaurants.

Policy

The county may accommodate caretakers with variable schedules by authorizing their care level (part-time, full-time & full-time part-time) at the max amount of time they may need. The flexibility and continued authorization of a variable schedule will be dependent upon the caretaker's accurate utilization of care.

Procedure

At request of the caretaker or from past childcare history, the Child Care worker shall determine if the care schedule is variable. This can be done with employer verified schedules or with a prior declaration from the caretaker and subsequent verification from the employer. An estimated begin and end date will be established by documentation in case notes.

The most amount of care needed should be authorized to limit reporting. The caretaker must report their activity schedule on a monthly basis. Variable schedules will be monitored for accurate use of childcare. Monitoring may include contact with employers or schools.

Those who are not utilizing childcare accurately will have their childcare authorizations limited to the minimum amount of care requested with a requirement to report changes within five calendar days of the date of change. Workers have direct phone numbers and voice mails are acceptable for reporting schedule changes.

Schedules will be entered and updated in CHATS within 5 days of reported changes. Cases approved for part-time care shall be highest priority for monitoring purposes, as their parental fees would change if their actual attended cumulative care is 13 fulltime days or more for the calendar month.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15
Date

Conejos County

Department of Social Services

Policy

| | |
|--|---|
| Policy Title Fiscal Agreements | Reference Vol. III 3.913 (oo) |
| Policy No. CCCAP-10 | Effective Date January 1 st , 2015 |
| | Adopted by BOCC |

Purpose

Determine a timeline for processing fiscal agreements.

Policy

Fiscal agreements must be timely in order for providers to be paid for care provided. Fiscal agreements determine the rates paid to providers. They also specify the rights and responsibilities of both the county and the providers. No payments can be issued to a provider without a completed fiscal agreement.

Procedure

All fiscal agreements shall run from November 1st to October 31st. The addition of new providers shall start when a fiscal agreement is signed and run until the next October 31st. A newly established fiscal agreement may extend to the next October 31st if it begins after September 1st. The provider may request one review of the fiscal agreement during the fiscal period.

45 days prior to the provider's fiscal agreement expiring, the county shall request in writing the submission of the provider's private pay rates. Providers shall submit their rates within 10 days of the date of written request. For new providers, their rates shall be requested during the application process and submitted prior to receiving a fiscal agreement.

The county shall send the fiscal agreements to providers within 10 days of receiving the provider's lowest private pay rates. The provider shall sign and return the fiscal agreement within 10 days of the written request. Once the county has received and signed the fiscal agreement it shall be entered into CHATS within 5 business days and a copy returned to the provider.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15
Date

CONEJOS COUNTY

Department of Social Services

Policy

| | |
|--|---|
| Policy Title 60 Day Job Search | Reference 33.919(I) (3)(a) |
| Policy No. CCCAP-12 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Purpose

60 day job search child care allows the parent the opportunity to have child care approved while out searching for a job. The client may be a current CCCAP participant who has lost their job or a new client applying for child care while trying to obtain a place of employment.

Policy

60 days of job search will be approved as an eligible activity in a 12 month period for a parent who enrolls in the child care program, or loses employment while enrolled in the child care program. Any time used during a day will count as one day. Child care will be authorized based on the proposed schedule for job search. Full or part time care will be determine based on the best interest of the parent and/or child(ren).

Procedure

County will authorize child care for a maximum of 60 days while the parent(s) looks for employment. Parent(s) will be required to submit a Form "Employer Contact Report" (see attached) forms will be completed on a weekly basis and each completed form will be submitted by Monday of the following week to show what job contacts and out comes were done the previous week. The Child Care Technician is responsible for tracking. The child care case will be set to close without receipt of the log at the end of 5 business days. These days will count as used job search days in the 60 day count.

The job search logs and addressed stamped envelopes will be provided by the county for the full job search period at the time of approved child care. The county will track job search within the CHATS program. Case comments would be essential since the Job Search Activity follows the client from county to county. The 60 days of child care will be counted as days of utilized child care.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15
Date

CONEJOS COUNTY

Department of Social Services

Policy

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|---|---|
| Policy Title Post-Secondary Education/Workforce Training Program | Reference 26-8-802 Section 6(7)(II(I)) |
| Policy No. CCCAP-13 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

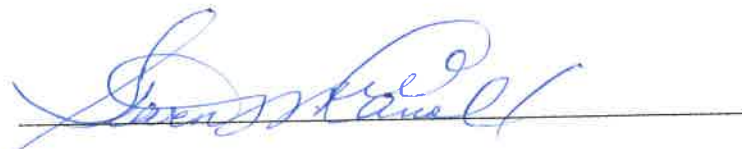
Purpose

Provide child care assistance while client is enrolled in a post-secondary education/workforce training program.

Policy

Conejos County allows all educational activities. For post-secondary education, client must be in last 48 months of schooling. Child care will be approved upon submission of a "detailed schedule" and a letter from the school verifying anticipated completion date. Conejos County does not pay child care for a second degree. This is manually tracked, similar to the Job Search Activity and also in CHATS under case comments, on a semester basis; that is, when each semester is completed,

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

CONEJOS COUNTY

Department of Social Services

Policy

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| Policy Title Decoupling of Schedule | Reference 26-8-802 Section 6(7)(j) |
| Policy No. CCCAP-14 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Purpose

The decoupling of parent/child schedule is to support child care needs, based on the verified need of the participant and on the child's needs for care to provide continuous child care with least disruption to the child's educational progress.

Policy

Child care will be authorized on a case by case basis and the worker would have to use the prudent person principle to determine if the child care request is justified. General rules can not be followed every case is different and every individual has different needs.

Procedure

Child care worker will discuss what is in the best interest of the child with the client. Client will submit a written proposal of what time frame client is requesting for childcare by CCCAP. Client will be responsible for any care that is provided outside of the agreed consistent time frame for child(ren). Written proposal will be submitted to supervisor for approval

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

CONEJOS COUNTY

Department of Social Services


Policy

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|--|---|
| Policy Title Pre-Eligibility Determination | Reference 26-8-02 Section 6(10) |
| Policy No. CCCAP-15 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Policy

Conejos County has chosen to not do pre-eligibility determinations at this time.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

CONEJOS COUNTY

Department of Social Services

Policy

| | |
|---|---|
| Policy Title Tiered Absences & Holidays | Reference 3.910(B)(3) |
| Policy No. CCCAP-16 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Purpose

Absences and Holidays will now be paid on a tiered structure to support the provider's quality rating.

Policy

Holidays

Conejos County pays the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The county will reimburse licensed providers for the above listed holidays provided the day the holiday occurs is a regularly scheduled day of care for the child.

Absences

The county will reimburse licensed providers for absences according to their quality rating. The tiered reimbursement is as follows:

Tier I=No Quality Rating or Qualistar/Colorado Shines rating of 0=maximum of 36 days per year.

Tier II= Qualistar/Colorado Shines rating level of 1-2=maximum of 36 days per year.

Tier III=Qualistar/Colorado Shines rating level of 3-4, NAEYC or NAFCC certified=maximum of 36 days per year.

Procedure

Holidays and absences are paid automatically through CHATS, in accordance with the county plan.

Providers will be required to verify their quality rating on an annual basis at the time a new fiscal agreement is assigned.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15
Date

CONEJOS COUNTY

Department of Social Services

Policy

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|---|---|
| Policy Title Maintaining a Waiting List | Reference 3.913(AAA) |
| Policy No. CCCAP-17 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Policy

No policy necessary since Conejos County does not have a wait list.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date

Conejos County

Department of Social Services

Policy

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| Policy Title Accessibility of Policies & Procedures | Reference 26-8-02 Section 6(12)(c) |
| Policy No. CCCAP-18 | Effective Date January 1 st 2015 |
| | Adopted by BOCC |

Purpose

This policy is to ensure all participants and providers have access to current Child Care policies for Conejos County.

Policy

The Director will ensure a list of all Child Care policies and the policies are available from the Conejos County Social Services web page. The policies on the web page will be updated as each policy is amended, created, or changed and is approved by the Conejos County Board of County Commissioners.

A copy of all outdated policies will be stored in the Director's office for no less than 5 years. These policies will be kept either in hard copy or digital form and made available to any party requesting a copy.

Signed by:



Chair, Conejos County Board of Commissioners

2/13/15

Date