



CAO Child Care Provider Manual



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DEPARTMENT OF PUBLIC WELFARE
OFFICE OF INCOME MAINTENANCE
BUREAU OF EMPLOYMENT AND TRAINING PROGRAMS
DIVISION OF CHILD CARE AND FAMILY SUPPORT

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CHILD CARE WORKS

Child Care Works (CCW) is the Department of Public Welfare's program that assists families receiving Temporary Assistance for Needy Families (TANF) Cash Assistance and low-income families with their child care costs while the parent or caretaker goes to work or school. For families receiving TANF Cash Assistance, CCW is administered by the Office of Income Maintenance (OIM) through the local County Assistance Office (CAO). For low-income families, CCW is administered by the Office of Children, Youth and Families (OCYF) through the local Child Care Information Service (CCIS).

Child care allowances for families receiving General Assistance (GA), Cash Assistance or Food Stamps receive special allowances through the Employment and Training Program. These child care costs are associated with participation in a training or education program, not employment, and should not be confused with Child Care Works child care payments.

CHILD CARE COSTS COVERED BY CCW

Under CCW, the Department will pay for the following child care costs:

- Hours of care that match the parent/caretaker's hours of work or school, including evening, overnight, weekend, and holiday hours.
 - Sleep time for a parent/caretaker who works third shift.
 - Additional charges if the parent/caretaker is late picking up the children.
 - Charges for taking the children to/from the child care site if these charges are normally included in the cost of care.
 - * Up to two weeks of care if you usually charge for missed days (including child's illnesses, vacations, etc.)
 - * Up to 30 days of care when the child care arrangements would be lost if payment did not continue (such as temporary periods of time when the parent/caretaker is not working).
 - * Up to two weeks of care when the parent/caretaker removes their child from care without notice.
- * The child care provider must be enrolled in the CAO's Child Care Vendor Payment System (CCVPS – Direct Pay) for all costs to be covered.

TYPES OF CHILD CARE PROVIDERS

- Relative/Neighbor who provides care in their home or in the child's home.
- Family Day Care Home.
- Group Day Care Home.
- Day Care Center.

PROVIDERS WHO ARE ELIGIBLE

To be eligible to participate as a child care provider in CCW, you must:

- Be at least 18 years of age.
- Meet certain standards of Federal, State, and local law.
- Undergo the **CareCheck** process, which includes a Pennsylvania State Police and a Child Abuse background check (unless they are excluded as a grandparent, uncle or aunt by blood or marriage to the child in care).
- Allow the parent or caretaker access to their child at any time without prior notification.
- Complete and sign a "CAO Child Care Application/Child-Care Provider Information Sheet" and send it to the appropriate CAO when applying for payment for services.
- Complete and sign a "CAO Child Care Invoice/Verification of Child Care Costs" form every month and send it to the appropriate CAO when requesting continuing payment for services.

PROVIDERS WHO ARE NOT ELIGIBLE

The Department will not pay for child care services provided by:

- A biological or adoptive parent or by a legal guardian even if that provider operates a child care business outside the child's home.
- A member of the child's household who receives Cash Assistance with that child.
- A stepparent of the child who lives in the child's home.
- A provider who has been determined "not permitted" to receive payment from the Department because of the existence of a Pennsylvania State Police or Child Abuse record.

CARECHECK

If you are not licensed or registered as a child care provider, you are a Relative/Neighbor Provider. As a Relative/Neighbor Provider, you must have a CareCheck interview at your local CAO. CareCheck is the process of being registered as a Relative/Neighbor Provider with the local CAO and having a background check completed. CareCheck interviews are scheduled when the CAO receives the completed “CAO Child Care Application/Child Care Provider Information Sheet” from the Relative/Neighbor Provider.

SPECIAL NOTE: Relative/Neighbor Providers who are related to the child as a grandparent by blood or marriage or as an uncle or aunt by blood or marriage, do not have to have a CareCheck interview or a background check.

During the CareCheck interview:

- The Relative/Neighbor Provider must verify:
 - Identity
 - Date of Birth
 - Residence
 - Social Security Number
 - Existence of hardwire telephone
- A request for a Pennsylvania State Police and Child Abuse background check will be sent to ChildLine.
- A supply of “CAO Child Care Invoice/Verification of Child Care Costs” forms will be given to you.
- Information on health & safety issues, child care provider requirements, and how to receive direct payment from the Department by enrolling in the CAO’s Child Care Vendor Payment System will be discussed.

IF INFORMATION RETURNED FROM CHILDLINE IN RESPONSE TO THE BACKGROUND CHECK INDICATES THE EXISTENCE OF A PENNSYLVANIA STATE POLICE OR CHILD ABUSE RECORD THE RELATIVE/NEIGHBOR PROVIDER WILL NOT BE PERMITTED TO RECEIVE PAYMENT FROM THE DEPARTMENT FOR CHILD CARE SERVICES. THE PARENT/CARETAKER OF THE CHILD WILL BE ASKED TO MAKE OTHER CHILD CARE ARRANGEMENTS.

FORMS

There are three basic forms used by the CAO to verify information on providers and child care costs. They are:

- The **“CAO Child Care Application/Child Care Provider Information Sheet” (PA-1591)**. This form is completed by the provider when care begins. It must be signed by both the provider and the parent/caretaker. It captures information on:
 - The parent/caretaker.
 - The children for whom care is being provided.
 - The name, address, telephone number, and identifying number of the provider.
 - The date child care will begin.
 - The date payment is due.On the reverse side is a *“Certification for Relative/Neighbor Providers”*. Under penalty of perjury and subject to the penalties in 18 PA CS 4904, it must be completed and signed when care is being provided by a Relative/Neighbor Provider who is not enrolled in the CCVPS.

- The **“FAST PAY CAO Child Care Invoice/Verification of Child Care Costs” (PA-1583FP)**. This form is completed monthly by providers enrolled in the CCVPS (Direct Pay) monthly. It is completed on but not before the first day of the month to document the total cost of care for the previous month. It must be signed by both the provider and the parent/caretaker. It captures information on:
 - The parent/caretaker.
 - The children for whom care was provided.
 - The name, address, telephone number, and identifying number of the provider.
 - The number of full-time and part-time days of care for each child.
 - The total cost of care for each child for the month.

- The **“CAO Child Care Invoice/Verification of Child Care Costs” (PA-1583)**. This form is completed monthly by providers not enrolled in the CCVPS (Direct Pay) monthly. It is completed on but not before the first day of the month to document the total cost of care for the previous month. It must be signed by both the provider and the parent/caretaker. It captures the same information as the PA-1583FP. On the reverse side is a *“Certification for Relative/Neighbor Providers”*. It must be completed and signed when care was provided by a Relative/Neighbor Provider who was not enrolled in the CCVPS (Direct Pay).

NOTICES

If you are enrolled in the Department's CCVPS (Direct Pay), you will receive copies of the notices sent by the CAO to the parent/caretaker for all child care eligibility decisions. There are five types of notices:

- **Child Care Eligible Notice** – For notification of the CAO's decision on a request for child care benefits.
- **Child Care Stop Notice and Child Care Discontinue Notice** – For notification of a discontinuance or termination of child care benefits *or* when a provider is determined not permitted to receive subsidized payment for child care services because of the existence of a criminal or child abuse background.
- **Child Care Confirming Payment Notice** – For notification of changes in a family's child care allowance such as an increase in the payment amount, a decrease in the payment amount, a change in the co-payment amount, or a change in the method of payment.
- **Child Care Transfer Notice** – For notification of the automatic transfer of child care benefits to the Child Care Information Services (CCIS) for working families whose Cash Assistance benefits are stopping and who have provided information to the CAO about child-care arrangements and costs prior to the date of closure *or* a family's ineligibility for an automatic transfer to the CCIS due to the family's gross income exceeding the appropriate income limit.
- **Letter of Potential Eligibility for Subsidy** – For notification of a family's potential eligibility for child care allowances through the CCIS. The family either has not established eligibility for an automatic transfer to the CCIS or has not reported a need for child care to the CAO prior to the Cash Assistance closing date.

PAYMENTS

CAO's issue child care payments on a monthly basis. For parent/caretakers who are working, the payments are issued after the service month is over. For parent/caretakers who are in school or training, the payments may be issued in advance. Payments are issued either directly to the provider or to the parent/caretaker, who then must pay the provider.

Providers enrolled in the CAO's Child Care Vendor Payment System (Direct Pay):

- Enter into a formal written agreement with the Department.
- Receive direct payment from the Department for child care costs.
- Enjoy a guarantee to be paid for all eligible days of provided care.
- Enjoy a higher maximum per day rate than non-certified providers.
- Receive written notification from the CAO about the family's child care benefits.
- Receive a tax document called a 1099 to verify the total payments issued for the year.

Enrollment in the CCVPS (Direct Pay) is voluntary. To enroll in the CCVPS (Direct Pay) and enjoy these advantages, contact:

Bureau of Subsidized Child Care Services
Bertolino Building
1401 North Seventh Street
Harrisburg, Pennsylvania 17102
717-783-9977

Providers not enrolled in the CAO's CCVPS (Direct Pay):

- Enter into a private agreement directly with the parent/caretaker.
- Receive payment from the parent/caretaker for child care costs.
- Do not enjoy a guarantee to be paid for all eligible days of provided care.
- Do not receive written notification from the CAO about the family's child care benefits.
- Must settle any payment disputes with the parent/caretaker.
- Do not receive a tax document to verify the total payments issued for the year.

BILLING THE CAO FOR SERVICES

If you are enrolled in the CCVPS (Direct Pay):

- Before or when child care begins, complete a “CAO Child Care Application/Child Care Provider Information Sheet” and send the form to the CAO where the parent/caretaker and child receive CCW services so initial eligibility for CCW can be determined.
- Every month thereafter, complete a “FAST PAY CAO Child Care Invoice/Verification of Child Care Costs” form for all services provided in a service month. The form should be completed no sooner than the first day of the month following the month child care was provided. Send the form to the CAO where the parent/caretaker and child receive CCW services.

SPECIAL NOTE: If the parent/caretaker and their child reside in Philadelphia County, send the monthly “FAST PAY CAO Child Care Invoice/Verification of Child Care Costs” form to:

Philadelphia County Assistance Office
Central Clerical Support Unit
1400 Spring Garden Street
Room 608
Philadelphia, Pennsylvania 19130

Once the form is received and reviewed, the caseworker will issue payment for eligible days of service directly to you. If the Fast Pay form is received by the CAO by the 5th workday of the month, the caseworker will process the request by the 20th calendar day of the month. Your direct payment would be issued before the end of the month.

It is important to remember to complete the “FAST PAY CAO Child Care Invoice/Verification of Child Care Costs” form correctly and to sign it. If you do not, your payment may be delayed, even if you sent it into the CAO by the 5th workday.

If you are not enrolled in the CCVPS (Direct Pay):

- Before or when child care begins, complete a “CAO Child Care Application/Child Care Provider Information Sheet” and give it to the parent/caretaker. The parent/caretaker must sign the form and send it to the CAO where they receive CCW services so initial eligibility for CCW can be determined.
- Every month thereafter, complete the “CAO Child Care Invoice/Verification of Child Care Costs” form for all child care provided in a service month. The form should be completed no sooner than the first day of the month following the month child care was provided. Give the form to the parent/caretaker. The parent/caretaker has responsibility to send the completed form to the CAO where they receive CCW services.

Once the form is received and reviewed, the caseworker will issue payment for eligible days of service to the parent/caretaker. The parent/caretaker must then pay you.

It is important to remember to complete the “CAO Child Care Invoice/Verification of Child Care Costs” form correctly and to sign it. If you do not send the form to the CAO on time, or if the parent/caretaker does not submit their information to the CAO on time, your payment may be delayed.

CO-PAYMENTS

Families who receive TANF Cash Assistance who work and have child care costs related to their hours of work must pay a monthly fee towards their child care costs. This monthly fee is their co-payment. The co-payment is based on the family's reported income and their family size.

Families who have a co-payment are required to pay that amount directly to the provider; if they do not, their child care benefits may be suspended or stopped. It is the provider's responsibility to report this information monthly on the "CAO Child Care Invoice/Verification of Child Care Costs".

Providers enrolled in the CAO's CCVPS (Direct Pay) receive notices from the CAO about the existence of and changes in the family's co-payment.

Families who receive Cash Assistance who do not work but who have child care costs related to their participation in training or education do not have a co-payment.

EXCESS COSTS

When the amount charged by providers for child care services exceeds the maximum amount allowed and payable by the Department, an excess cost exists.

Excess costs must be paid by the parent/caretaker directly to the provider or be absorbed by the provider.

Providers enrolled in the CAO's CCVPS (Direct Pay) receive notices from the CAO about the existence of and changes in the family's excess costs.

REPORTING CHANGES

If you are enrolled in the CAO's CCVPS (Direct Pay), you must report all changes to the Bureau of Subsidized Child Care Services at 717-783-9977.

If you are not enrolled in the CAO's CCVPS (Direct Pay), you must report all changes to your local CAO in the county where you reside.

Things to be reported include but are not limited to:

- Changes in address.
- Changes in telephone numbers.
- Adding another site.
- Change in type of facility.

TERMS AND DEFINITIONS

Advance Payment – A child care allowance paid to the child care provider by the CAO in advance of the date that payment is normally required by the provider. This is done to insure that the parent has child care so that they may participate in an approved work-related or training activity. NOTE: This does not apply to child care providers enrolled in the Department’s CCVPS (Direct Pay).

Automatic Transfer (to the CCIS) – Uninterrupted payments for child care costs for eligible families being transferred from the CAO to the CCIS when the family’s Cash Assistance benefits stop.

Child Care Coordinator – An employee at the CAO assigned to address all child care issues, including but not limited to delayed or incorrect payments and provider concerns.

Child Care Information Service (CCIS) – A public or private agency that has contracted with the Department to provide subsidized, or low-cost, child care services to families not receiving Cash Assistance benefits from the CAO.

CAO Child Care Vendor Payment System – A system by which the child care payment is made by the CAO directly to the child care providers. The provider enters into an agreement by signing the Vendor Enrollment Request Agreement (VERA).

Co-Payment – The monthly fee paid by the family towards the total cost of child care when the parent or caretaker is working.

Excess Costs – The portion of the monthly child care costs that is above the maximum daily rate allowed by the Department. The family is responsible for paying excess costs.

Fast Pay System – A payment method designed to insure that providers enrolled in the CCVPS (Direct Pay) receive direct and timely child care payments. If the provider sends in a complete “FAST PAY CAO Child Care Invoice/Verification of Child Care Costs” (PA-1583FP) by the 5th workday of the month following the month of care, the child care payment is processed no later than the 20th calendar day of that month.

Full-Time Care – Child care provided for five or more hours per day.

TERMS AND DEFINITIONS cont.

In-Home Care – Care provided in the child’s home by an unrelated person who is not certified by the Department as a child care provider. The provider may care for an unlimited number of children as long as all the children in care live in that home.

Maximum Child Care Allowance – The limit set by the Department on the amount of payment for child care costs for services rendered to eligible families.

Non-Traditional Hours – Hours of care provided during evenings and overnight (after 6:00 P.M.), early morning (before 6:00 A.M.), holidays, and weekends.

Parental Access – Access by the parent/caretaker to the child at any time while the child is in care without need of prior notification.

Part-Time Care – Care provided for less than five hours per day.

Potential Eligibility for Transfer to the CCIS – For families whose Cash Assistance stops but who may not have an apparent need for child care, the potential for qualifying for child care benefits from the CCIS. If they have a need for child care, such families have 90 days after Cash Assistance stops to establish eligibility with the CCIS.

Pre-Expenditure Approval – Approval by a person designated by the Department that must be obtained before the child care expense is incurred in order for the CAO to issue payment.

Regulated Care – Care provided by a person or business licensed by or registered with the Department as a child care provider.

Relative/Neighbor (Unregulated) Care – Care provided for three or fewer children by a person who is not certified with the Department and who is not related to the children in care.

Satisfactory Arrangement – A mutually agreed upon plan made between the child care provider and the parent/caretaker to pay any unpaid or overdue balances on child care costs.

Sleep Time – Hours of care following third shift employment when the parent/caretaker has an eligible child in the home and needs care for that child so the parent/caretaker can sleep.

PARTICIPATION STANDARDS FOR RELATIVE/ NEIGHBOR PROVIDERS

These Participation Standards are subject to periodic review and change at the discretion of the Department.

- The provider must be at least 18 years of age.
- The provider is responsible to know the local requirements for providing child care in his/her home.
- The provider must provide care only in his/her own home.
- The provider must comply with the following requirements:
 - Child Abuse and Criminal History Information:
 - The provider will submit a Care Check application and all required information to the CCIS for review. The provider must submit all additional information required by DPW. Failure to submit the required information will result in termination of this agreement.
 - Criminal and child abuse history reviews will be conducted every two years.
- The provider may not participate if he/she is named in the Central Registry as the perpetrator of a founded report of child abuse committed within the five-year period immediately preceding verification or he/she has been convicted of one or more of the offenses listed in the Child Protective Services Law (Title 23 Pa. C.S.A. Chapter 63, Section 6344).
- The provider who is a grandparent, aunt or uncle, by blood or marriage, is not required to submit child abuse and criminal information if the parent signs a written affirmation waiving the requirement for criminal and child abuse checks. If the CCIS suspects that the provider did not accurately report his relationship to the child and requests proof of the relationship, the provider must present proof to the CCIS.
- Identifying information: Before signing this Agreement, the provider will show the CCIS the following:
 - Photo-identification or two other forms of identification, and
 - Proof of address, and
 - Social Security card or other proof of Social Security Number, and
 - Proof of a working telephone.
- Prevention and control of infectious diseases:
 - The provider must wash his/her hands after toileting, after diapering a child, after assisting a child with toileting and prior to preparing or handling food.
 - The provider must wash the child's hands after the child is toileted or diapered, and before meals and snacks.
- A provider must give any information he/she receives regarding child immunizations to parents/caretakers.
- Conditions in the provider's home:
 - A working smoke detector must be placed on each level of the home in which child care is provided.
 - Conditions may not pose a threat to the health and safety of the children in care.
 - The provider must maintain a telephone with call out capability.

- Cleaning materials and other toxic materials shall be stored in their original labeled containers or in a container that specifies the contents. These materials must be kept in a locked area or in an area where children cannot reach them. These materials must be separate from food, the areas where food is prepared and the areas where child care takes place.
- Any weapon or firearm must be kept in a locked cabinet. Any ammunition must be kept in a locked area separate from weapons and firearms. The provider must tell the child's parent/caretaker weapons, firearms or ammunition are in the provider's home.
- Minimum health and safety training:
 - The provider must agree to be on the mailing list to receive training materials.
 - The provider will review all materials provided by the CCIS and DPW concerning health and safety topics related to the care of children.
 - The provider will review all information regarding training programs offered by the CCIS and attend such programs whenever possible.
- The provider may not use any form of physical punishment, including spanking.
- The CCIS may refuse to sign an Agreement with an individual if the individual:
 - Appears to be under the influence of drugs or alcohol; or
 - Is physically unable to provide age appropriate care to the child(ren) for whom care is being requested; or
 - Has not corrected conditions that led to the denial, revocation, refusal to renew or forfeiture of a certificate of compliance or registration issued by the Department to provide child care services.
- Alternate Caregivers
 - A relative/neighbor provider must obtain permission from the CCIS before allowing another person to provide substitute child care.
 - A relative/neighbor provider must notify the parent/caretaker of the identity of a substitute child care provider before the substitute provides care.
- Substitute child care must be provided at the location shown in this Agreement.
 - A substitute child care provider must be cleared through Care Check before the substitute provides care.
- Statements of Fact:
 - I am aware that state law does not allow me to provide child care for more than three children at any one time who are not related to me. Related means my children, stepchildren, foster children or grandchildren.
 - I know that the CCIS will not pay for more than the following:
 - Unrelated children in care at any one time; or
 - A total of 6 children to include any combination of grandchildren and/or up to 3 unrelated children in care at any one time; or
 - A combination of more than five (5) related and unrelated infants (a child from birth to the age of 12 months) and toddlers (a child from 13 through 36 months of age) in my care at any one time.
 - I know that I must allow a parent/caretaker to see his/her child at any time that I am providing care for that child.
 - I have read the information contained within this appendix and I understand and agree to the content. I have also received a copy of this appendix for my records.