

1. **What is the StanWORKs Child Care Program?**

The StanWORKs Child Care Program is a child care subsidy program for current CalWORKs recipients or former CalWORKs recipients within 24 months of their discontinuance from CalWORKs. The program partners with parents and child care providers through child care reimbursement assistance for families who are receiving CalWORKs cash assistance and are transitioning from CalWORKs to self-sufficiency while the parents work or attend an approved Welfare to Work activity. The program may not be able to cover the entire cost of child care. The state allows reimbursement up to a certain amount that varies depending on the type of child care provider, age of the child, and amount of care needed.

2. **Where is the StanWORKs Child Care Program located?**

We are located at the Community Services Agency on 251 E. Hackett Road on the corner of Crows Landing and E. Hackett Road in Modesto. The StanWORKs Child Care Program reception area is through the Family Services entrance on the 2nd floor. We are open Monday – Friday, 8:00 am – 5:00 pm.

3. **How do I let the program know I am interested in applying for the StanWORKs Child Care Program?**

If you are interested in applying for child care services through the StanWORKs Child Care Program, you can tell your CalWORKs case manager, visit the StanWORKs Child Care Program, or call the StanWORKs Child Care Program information line at (209) 558-2332.

4. **How do I apply for the StanWORKs Child Care Program?**

To apply for child care services, you must visit the StanWORKs Child Care Program reception and request an intake interview appointment. The StanWORKs Child Care Program is located at 251 E Hackett Rd. Modesto CA. 2nd floor of the Family Services Entrance.

5. **How long does the application process take and am I eligible for child care services?**

There are many factors to consider in determining eligibility. The face to face interview may take up to 1 ½ hours. The StanWORKs Child Care Program may take up to 30 days to approve or deny an application after conducting a face to face interview and receiving a completed application.

6. **What are some requirements to be eligible to the StanWORKs Child Care Program?**

You must have a link to the CalWORKs Program within the last 24 months and meet specific Eligibility and Need requirements to be eligible to the StanWORKs Child Care Program.

7. **Do I have to have children to be eligible to the StanWORKs Child Care Program?**

Yes, you must have at least one child who is twelve years of age or younger. Children are eligible from birth through their 12th birthday. If your child has an exceptional need they may be eligible to receive child care services up to 21 years of age. Additional verification is required for children with exceptional needs.

8. **Do I have to be a US citizen to be eligible?**

No, but you must either be a current recipient of CalWORKs or have been a recipient of CalWORKs within the last 24 months, and meet all other Eligibility and Need requirements.

9. **What is the maximum income my family can receive to be eligible to the StanWORKs Child Care Program?**

See chart below.

<b>Family Size</b>	<b>Family Monthly Income</b>	<b>Family Yearly Income</b>
1 – 2	\$3,283	\$39,396
3	\$3,518	\$42,216
4	\$3,908	\$46,896
5	\$4,534	\$54,408
6	\$5,159	\$61,908
7	\$5,276	\$63,312
8	\$5,394	\$64,728
9	\$5,511	\$66,132
10	\$5,628	\$67,536
11	\$5,745	\$68,940
12	\$5,863	\$70,356

10. **Is there a limit on the amount of personal or real property I can own and be eligible to the StanWORKs Child Care Program?**

The amount of property you own does not affect your eligibility to the StanWORKs Child Care Program.

11. **How can I find a child care provider?**

You may contact the Stanislaus County Office of Education, Child Care Resource and Referral at (209) 238-6400 for a list of child care providers. They can also provide you with helpful information about choosing quality child care.

**12. Who can I choose as my child care provider?**

It is the parents' responsibility to choose their child care provider. You may choose a child care center, family day care, or a license-exempt provider (exempt providers must be over 18 years old, able to legally work, and if they are not a grandparent, aunt or uncle of the child being provided services, they must be Trustline registered with a "Cleared" status before they can be approved as a child care provider). Your chosen child care provider must first be approved by the StanWORKs Child Care Program to be eligible for reimbursement.

**13. Can I change my child care provider?**

The StanWORKs Child Care Program supports parental choice of a child care provider. We encourage you to take your time when choosing a quality child care provider for your child so you can be assured the provider you choose meets all your family needs. This will help prevent having to change providers frequently. Your chosen child care provider must first be approved by the StanWORKs Child Care Program to be eligible for reimbursement.

**14. How do I change my child care provider?**

Call the StanWORKs Child Care Program and report that you would like to change your child care provider. You must notify the StanWORKs Child Care Program at least 10 days in advance prior to using a new child care provider. You will be sent a provider packet to be completed by you and your new child care provider. Once the StanWORKs Child Care Program receives the new provider packet, you will be notified when your new provider is approved and when services will begin. Remember, often your provider contract may require a two week notice before terminating services. Request for reimbursement for a two week notice can not be approved unless child care services was provided during the two week period and no other provider is claiming reimbursement for the same period.

**15. How many providers can I have?**

Families may have one child care provider per child unless your child care provider's hours of operation do not accommodate your certified need for child care services. If your child care provider's hours of operation do not meet your need for child care services, a 2<sup>nd</sup> child care provider may be approved.

**16. What is Trustline and who has to do it?**

Trustline is California's Registry of license-exempt child care providers who have cleared a background screening process. All license-exempt providers who are not an aunt, uncle, or grandparent to the child must be Trustline registered with a "Cleared" status before they can be approved as a child care provider.

**17. How much can a child care provider charge?**

It is the child care provider's choice how much they want to charge their families. However, child care providers may not charge StanWORKs or any other subsidized child care program families a different or higher rate than unsubsidized (private pay) families. Discounts available to unsubsidized (private pay) families must be available to subsidized families regardless of the timing of reimbursement. All uncovered services are the parent's responsibility.

**18. How much do you reimburse?**

The StanWORKs Child Care Program may not be able to reimburse the entire cost of child care. The state only allows reimbursement up to a certain amount that varies depending on the type of child care provider, age of the child, and amount of care needed. Parents are responsible for any child care cost that the StanWORKs Child Care program is not able to reimburse.

**19. What are a Family Fee and a Co-Payment?**

A Family Fee is the portion of the reimbursement the family is responsible for paying before the StanWORKs Child Care Program is able to reimburse for services. The Family Fee is based on a family's total countable monthly income and family size compared to 40%-70% of the Federal Poverty Level. Parents pay the Family Fee directly to the provider. A receipt verifying Family Fee payment must accompany each month's request for reimbursement before the request can be processed.

A Co-Payment is the difference between what a child care provider charges and what the StanWORKs Child Care Program can reimburse. The difference is the parent's responsibility to pay to the child care provider.

**20. Do you reimburse for child care services for online class time, study time, and/or sleep time?**

If due to employment hours, the parent needs sleep time, or if the parent is engaged in an approved course of training and receives unit credits for online classes from an accredited school, and needs study time, the StanWORKs Child Care Program may approve reimbursement for child care services.

**21. Do you reimburse for travel time?**

The StanWORKs Child Care Program will consider reasonable travel time to and from the location where child care services is being provided and the place of employment or approved activity.

**22. What is an approved activity?**

If you are a CalWORKs recipient and not exempt from Welfare to Work participation (WTW), your WTW case manager determines and approves your WTW activity. Verification of activity will be required from you. If you are a former CalWORKs recipient, all activities must be pre-approved by the Child Care case manager. Child care services must be used only for approved activities and during actual participation in the activity.

**23. Can I job search on my own, on the computer, or at home and be eligible for child care services?**

For CalWORKs recipients, all job search activities must be pre-approved by the CalWORKs/WTW case manager and updated in our system. Additional verification will be required from you. For former CalWORKs recipients, all job search activities must be pre-approved by the Child Care case manager. Child care services may be reimbursed for time spent away from home completing application forms, interviewing, attending appointments with EDD, using the CSA Career Network Centers, etc. Child care services will not be reimbursed for time spent making telephone contacts with potential employers, arranging interviews, reviewing internet information or time spent mailing resumes or applications. These are activities that can be done with children present.

**24. What if I have a child care emergency?**

The StanWORKs Child Care Program does not provide care for children but rather subsidizes child care costs for services provided by an approved child care provider of the customer's choice. There are no emergency benefits available.

The Children's Crisis Centers in Modesto, Oakdale, and Turlock is a community based resource for emergency child care services on a needs basis. Their 24 hour crisis line is (209) 577-4413. Their service scheduling number is (209) 577-4110.

**25. I am homeless; could I still be eligible for benefits?**

If you currently receive CalWORKs or you received CalWORKs as an adult in the last 24 months, and meet the Eligibility and Need requirements for subsidized child care, you may be eligible for child care services. You will be asked to provide a contact address/phone number or you may use the Community Services Agency's address if you cannot provide an alternate contact.

**26. If I receive SSI/SSP am I eligible for child care services?**

If you received CalWORKs as an adult in the last 24 months, and meet the Eligibility and Need requirements for subsidized child care, you may be eligible for child care services.

**27. What if I don't think I am eligible or I have been discontinued can I still apply?**

You may apply and re-apply at any time. You must have a link to CalWORKs within the last 24 months, and meet all Eligibility and Need requirements to be eligible to the StanWORKs Child Care Program.

**28. How do I find out who my case manager is?**

Your case manager's name and phone number is documented on all paperwork you receive from the StanWORKs Child Care Program. Each time your case is reassigned, you will receive a New Worker Letter showing the new case manager's name and phone number. You may also call the StanWORKs Child Care Program information line at (209) 558-2332 to get your case manager's name and phone number.

**29. What types of changes do I need to report and whom do I need to report changes to?**

You need to report changes at least 10 days in advance to the StanWORKs Child Care Program. The StanWORKs Child Care Program must be notified, within 5 days, each time there is a change of income or work/activity hours, when a job/activity is started or lost, when there is a change in child care provider or arrangement, when a parent or adult leaves or returns to the home, or when a child is born or moves in or out of the home. We encourage you to leave the changes on your Child Care case manager's voicemail – available 24 hours a day. Failure to report changes timely may result in an overpayment, delayed/denied reimbursement, or termination of your child care case.

**30. How long can I get child care services?**

You may be eligible for child care services as long as you are receiving CalWORKs and meet all Eligibility and Need requirements. Once you are no longer receiving CalWORKs, you may be eligible for transitional child care services for up to 24 months if you continue to meet all Eligibility and Need requirements. You may continue to be eligible for child care services after the 24 months if funding is available until you become over income, fail to provide necessary information/verifications, or no longer meet the program's Eligibility and Need requirements, and your child care case is discontinued.

**31. If I am discontinued from CalWORKs, can I still get child care services?**

Once you are no longer receiving CalWORKs you may be eligible for transitional child care services for up to 24 months if you continue to meet all Eligibility and Need requirements. You may continue to be eligible for child care services after the 24 months if funding is available until you become over income, fail to provide necessary information/verifications, or no longer meet the program's Eligibility and Need requirements, and your child care case is discontinued.

**32. What is Stage 1, 2, and 3 Child Care?**

Stage 1 CalWORKs Child Care is administered by the StanWORKs Child Care Program and supervised by the California Department of Social Services. All current and former CalWORKs (cash assistance) recipients applying for child care start in this stage of child

care (including CalWORKs Diversion). Child care services provided more than 30 days prior to the parent requesting services can not be covered.

Stage 2 CalWORKs Child Care is contracted to the StanWORKs Child Care Program by the California Department of Education. This stage of child care assists stable families who are receiving CalWORKs (cash assistance) or have received CalWORKs assistance in the last 24 months (including CalWORKs Diversion) with child care costs.

Stage 3 CalWORKs Child Care is contracted to the StanWORKs Child Care Program by the California Department of Education. This stage of child care assists families who have been discontinued from CalWORKs cash assistance (including CalWORKs Diversion) for 24 months and are in their final 24<sup>th</sup> month of Stage 1 or 2 transitional child care.

**33. How do I complete my request for reimbursement?**

Please refer to the request for reimbursement sample you received in your Child Care approval packet. If you have further questions, please contact the StanWORKs Child Care Program.

**34. I work out of town, can I get child care services?**

As long as you are a resident of Stanislaus County and meet all other Eligibility and Need requirements of the StanWORKs Child Care Program, you may be eligible for child care services.

**35. My child care provider lives out of town, can I still get child care services?**

As long as you are a resident of Stanislaus County and meet all other Eligibility and Need requirements, you may be eligible for child care services. An out of town child care provider may be approved only if the location of your work or approved activity requires you to use an out of town child care provider.

**36. How often can child care providers change rates?**

Child care providers may request a rate increase one time within each fiscal year (July-June). Providers must submit their request for a rate increase in writing at least 30 days in advance to the StanWORKs Child Care Program.

**37. When do child care providers receive their 1099s?**

All child care providers who receive \$600 or more in StanWORKs Child Care Program reimbursement will have a 1099 mailed to them on or about January 31st. Child care providers may call the StanWORKs Child Care Information line at (209) 558-2332 if they do not receive a 1099 shortly after January 31st.

38. **How do I become a child care provider for the StanWORKs Child Care Program?**

Child care providers are independent contractors working for the parents, and not for the StanWORKs Child Care Program. Parents choose their child care provider. The StanWORKs Child Care Program does not make referrals to child care providers but may refer parents to Child Care Resource and Referral at (209) 238-6400 for child care provider referrals.

39. **How do I become a licensed child care provider?**

Child Care Resource and Referral at (209) 238-6400 can provide you with helpful information on how to become a licensed child care provider and connect you with the classes and resources you need to become licensed.