

# Alternative Payment Provider Handbook



**Administrative Office  
885 Moro Drive  
Gilroy, CA 95020  
(408) 843-9000**

## HISTORY

Go Kids, Inc. is a private, non-profit corporation and has provided childcare, family education and resource and referral services since 1975. The agency service area includes Santa Clara County, San Benito County, Monterey County and Santa Cruz County. Go Kids, Inc. operates with all applicable state and federal laws governing non-profit organizations. The agency is governed by a Board of Directors, which establishes policy and provides input from the community.

## OUR MISSION

**Go Kids enhances the lives of children and families through the delivery of comprehensive child development services and community involvement.**

## GUIDING PRINCIPALS

**Safe and healthy/nurturing** - Programs are licensed, and in compliance with health and safety codes. Early care professionals are qualified, trained and passionate about meeting the individualized needs of every child.

**Developmentally Appropriate Practice**- The program is respectful of, and values each child's individual rates and patterns of physical/motor, psychosocial, cognition, language and literacy development, personality and learning style, and family and cultural background.

**School Readiness**- All children will have access to developmentally appropriate experiences that foster their optimal development across the developmental continuum.

**Assessment**- Early care professionals gather information about children from several forms of evidence, development and learning.

**Intentionality**- Early care professionals plan meaningful activities that support goals and objectives from the individualized assessment process.

**Social Competence**- Children are provided opportunities to foster their ability to understand the thoughts, intentions, and behaviors of oneself, and others.

## NON DISCRIMINATION STATEMENT

Go Kids Inc. and its contractual partners do not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in determining which children are served or whom it elects to enter into contractual agreements with.

## DOCUMENTATION REQUIREMENTS FOR PROVIDER PARTICIPATION

**Licensed Providers must provide Go Kids, Inc. with the following documents:**

- Provider Admission Agreement for Parent
- W-9
- Rate Sheet
- License
- Receipt of Provider Handbook

**Exempt Providers must provide Go Kids, Inc. with the following documents:**

- W-9
- Rate Sheet
- Trustline Clearance
- Receipt of Provider Handbook
- Copy of Driver's License

Go Kids, Inc. expects all licensed providers to comply with department of Social Services, Community Care Licensing requirements. This includes Title 22 mandates, and required posted forms. Anyone 18 years of age or older living in a licensed family child care home must be fingerprinted and have a clearance on file with Community Care Licensing.

### FAMILY ELIGIBILITY

Go Kids, Inc. Family Service Workers shall determine family eligibility and priority for enrollment. Go Kids, Inc. believes parents are best equipped to decide which childcare program will accommodate their needs. Once a provider is selected, Go Kids, Inc. staff will contact providers to verify acceptance of the family. If accepted, the provider will receive a Go Kids, Inc. invoicing attendance sheet and a Certificate of Authorization for Family Child Care Services for each child notifying and authorizing days and hours of care for each child. Only a Go Kids, Inc. Family Service Worker can authorize care or schedule changes for a child (ren).

### CHILD CARE SCHEDULE

The childcare schedule is based upon the childcare hours required by the parents work or training schedule, commute time, court ordered visitation, study time or hours specified in a referral letter. **ONLY** the time allotted by the child's schedule as stipulated on the parent's Notice of Action (NOA), Certificate of Authorization and printed on the Go Kids, Inc. attendance sheets will be paid for by Go Kids, Inc.

Occasionally, special one-time or limited-time changes occur in a child's schedule for such things as school conferences, mildly ill school-age children, minimum school days or unexpected overtime worked by the parent. Reasons for short-term changes must be documented in writing on the attendance sheet, or on a note attached to the attendance sheet. In the event a child is absent for more that (2) two days without notification by the

parent/guardian, the provider must contact the designated Go Kids, Inc. Family Service Worker by phone immediately.

## TRAINING

Go Kids, Inc. values continued professional development. Training opportunities are posted on the Go Kids, Inc. website at [www.gokids.org](http://www.gokids.org) so that providers can select trainings that meet their individual needs and interests.

## EDUCATIONAL ENRICHMENT

Go Kids, Inc. encourages activities that are developmentally appropriate and meet the individual needs of each child.

## INSTRUCTIONAL SUPPLIES AND EQUIPMENT

Go Kids operates a resource lending library in Santa Clara and San Benito Counties to support providers and to increase the variety of toys and materials in their home and to access curriculum resources for activity planning. The lending library is available free of charge to Go Kids sub-contracted providers. Providers are encouraged to contact the Santa Clara and/or San Benito office for their operating hours.

## DISCIPLINE OF CHILDREN

California Code prohibits the use of corporal punishment or unusual means of punishment. Corporal punishment is not permitted even if a child's parents have given consent. Discipline of children must be fair, reasonable, and consistent and should be related to the undesirable behavior. Providers are encouraged to develop their own policies and procedures related to behavior and appropriate consequences.

## ATTENDANCE SHEETS

Attendance is processed monthly. The attendance sheet records actual childcare attendance and is the documentation by which providers are paid. Providers are responsible for keeping the attendance sheets in a place readily available to parents so they can sign their child in and out on a daily basis. Incomplete, inaccurate or late attendance sheets may result in non-payment or delayed payment to the provider.

**Sign in and out:** Parents are required to record their child's arrival and departure times on the attendance sheet at the child care center/home on a daily basis. **Actual times are required in ink. Completing attendance sheet in advance is prohibited.**

**At the end of the month:** The parent and the provider should review the attendance sheet. The provider and the parent must sign using their full legal signature at the bottom of the page.

## **ABSENCE POLICY**

The policy below is the Go Kids, Inc. absence policy for enrolled families. Providers are encouraged to be aware of this policy, and report any concerns to their Family Service Worker immediately.

The parent's full legal signature is required on the bottom of the attendance sheet to verify the child's hours of attendance as well as the specific reason for any absence as documented on the attendance sheet. In addition to excused absences, children are allowed 10 Best Interest Days.

### **Excusable Absences:**

- Child, parent/guardian or sibling is ill. Healthy child/sibling may still attend care.
- Quarantine by county or city health officer.
- Medical, Dental and Mental Health appointment.
- Appearance in court, appointments with attorneys, and law enforcement officers.
- An absence related to Child Protective Services.

### **Family emergency:**

- Lack of transportation
- Witness or victim of a crime
- Illness of a family member
- Disaster
- Funeral for member of family

All family emergencies must be documented in writing with the specific nature of the emergency.

### **10 Best Interests:**

- Family trips for pleasure or recreational reasons.
- Home with a parent or visiting relative (if family has a set schedule).
- Participation in elementary school activities.
- Observation of a holiday or a ceremony of the student's religion.
- Any absence in the best interest of the child.

## **PROVIDER REIMBURSEMENT**

All payments from Go Kids, Inc. are made via direct deposit to ensure providers receive payments by either the 10<sup>th</sup> or 14<sup>th</sup> working day of the month. In order to be paid on time, completed attendance sheets **must be received at a designated Go Kids, Inc. office location by 5 p.m. on the 2<sup>nd</sup> and/or the 6<sup>th</sup> working day of the month.** for authorized services rendered the previous month. **Late attendance sheets will result in a one (1)**

**month delay of payment to the provider. Incomplete attendance sheets may result in non-payment.**

**Providers** are required to complete the Request for Payment section at the bottom of each child’s attendance sheet, and submit monthly for reimbursement. Providers will be reimbursed according to their rate sheet on file with Go Kids, Inc. Reimbursement will **not** exceed the Regional Market Rate. Reimbursement will **only** be made based on schedule indicated on the Certificate of Authorization.

**Providers are not employees of Go Kids, Inc.** They are considered independent contractors. In January of each year, contracted providers who were reimbursed more than \$600.00 from Go Kids, Inc. will receive IRS form 1099 for non-employee contractors. The total amount reimbursed by Go Kids, Inc. for the calendar year will be stated on this form. This is reportable income for tax purposes.

**NOTE:** In the event that the state or other funding source is late sending Go Kids, Inc. its funding, reimbursement to providers may be delayed. This happens very rarely and providers will be notified should such a delay occur.

#### **FAMILY FEES**

Some parents pay a “Family Fee” for their childcare and development services. When applicable, these fees are paid directly to Go Kids, Inc., on the 1<sup>st</sup> day of the month. The provider **does not accept** or collect any fees from the parent.

#### **CO PAYMENTS**

Providers can collect co-payments from the parent. If the provider’s rate for services is greater than the Regional Market Rate (RMR) for the services authorized the provider can collect the difference between the RMR and the provider’s rate directly from the parent.

#### **DAYS OF NON-OPERATION**

Licensed Providers must submit the applicable written information for their facility at the time of Provider Alternative Payment Handbook signing. A two weeks’ notice must be given to Go Kids, Inc. and parents for any changes.

#### **CHILD ABUSE**

The Provider is required by law to report any suspected child abuse. The Provider is responsible for notifying and submitting a report to CPS as soon as child abuse is **suspected**. Failure to report suspected child abuse within 36 hours is a crime. Providers can contact the Agency for assistance in reporting suspected child abuse. The Agency shall report any Provider suspected of child abuse to Child Protective Services.

## TERMINATION OF AGREEMENT

Providers are required to give at least two weeks written notice if they are going to terminate their agreement with Go Kids, Inc. or with a particular family. Likewise, the agency will give the provider a two weeks written notice prior to the termination of the agreement, except in cases where the child's health or safety is in danger. This allows the family time to locate another childcare provider.

### **Examples of reasons for termination include:**

- Failure to provide documents required for provider participation
- If Go Kids staff deem the provider's childcare to be endangering the health, safety or emotional well-being of a child.
- Falsifying information on the attendance sheet or other fraud (as defined in this provider manual), including claiming to have cared for a child when the child was absent.
- Submitting attendance sheets and claims late or incorrectly.
- Failure to report any changes to criminal record clearance status or exemption information for the licensed provider or any individual residing in the licensed provider household.
- Failure to record the actual time of arrival and departure on the attendance sheet.
- Failure of providers and parents to sign with their full signature under penalty of perjury at the bottom of the attendance sheet.
- Failure to have the child's folder on site with information including current medical information.
- Notification of Trustline Registry denial or removal
- Failure to submit required documentation in a timely manner.
- Failure to comply with Go Kids, Inc., policies and/or procedures, including agency confidentiality policy and any disruption to smooth operations.

**Go Kids, Inc. has the right to terminate an agreement for any reason at any time.**

## FRAUD POLICY

The policy below is the Fraud Policy for Go Kids enrolled families. Any provider who works in collaboration with a family to commit fraud will be subject to the consequences of this policy, per Title 5 of the California Administrative Code.

Go Kids, Inc. is required by the California Department of Education to inform all families receiving subsidized child care services through state funds that if child care funds are obtained by providing fraudulent information or incomplete information, Go Kids, Inc. shall actively pursue recovering the funds paid out from the family in question. Any fraudulent, false, or misleading information provided to Go Kids, Inc. regarding

employment, income, status as a student, enrollment in a training program or eligibility relating to medical incapacitation will be grounds for program termination and will be justification for Go Kids, Inc. to begin to recover funds.

**Knowingly providing false information or documents to verify Eligibility and Need such as:**

- Family size/intentionally inflating family size by reporting family members who do not physically reside in the household
- Family monthly income-intentionally underreporting family income in order to remain eligible for services or reduce family fee (wages, child support, cash aid, or other relevant income)
- Family source of income and family size- intentionally withholding information regarding second parent/spouse residing in the household.
- Intentionally falsifying and providing documents to verify needs for services including, but not limited to: forged employment verifications or medical incapacity statements, and/or falsified school records
- Untrue self-declaration statements

Any family terminated for alleged fraud is entitled to a fair hearing. See Parent Right to Appeal Procedures or the reverse side of the Notice of Action. If they lose their appeal, they will also be responsible for any money paid by Go Kids, Inc. for care during the time of the appeal process. Go Kids will pursue all fraudulent matters to the full extent of the law, including district attorney's office. Each case will be handled on an individual basis. Any family found guilty of fraud will be ineligible for services for 3 years or until the funds are repaid.

**UNIFORM COMPLAINT PROCEDURE NOTICE**

It is the intent of Go Kids, Inc. to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Go Kids, Inc. programs alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations or unlawful discrimination (Education Code, Sections 200 and 220 and Government Code, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Education:

California Department of Education  
Child Development Division  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814



If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. In this event, the complainant should seek the advice of an attorney of his/her choosing.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including but not limited to, injunctions; restraining orders; or other remedies or orders.

**Go Kids, Inc.**  
**Issue and Complaint Resolution Procedure**

Go Kids desires to maintain open communication with its clients, providers, and the community. The Issue and Complaint Resolution policy and procedure is designed to offer a method of conversation with the agency. The central goal of the Issue and Complaint Resolution policy and procedure is to quickly solve problems and/or disputes related to our clients, providers or community partners with the agency. Go Kids encourages parents, providers and the community utilize the process as defined in this policy and procedure when issues exist that need clarification and/or resolution for all concerned.

Go Kids expects the majority of problems and/or conflicts will be handled at the site/department level. Through a process of informal conversation, difficult issues can be easily resolved. However, we recognize that there are times when a more formal process of resolution is needed. In such cases, a written complaint shall be completed and submitted to the appropriate Go Kids representative.

**Step 1**

If after an informal discussion with a Go Kids representative is not resolved, and you wish further review, you should submit your complaint in writing to the appropriate supervisory level Manager listed below;

- For Go Kids' center-based program related concerns-Family Service Worker
- For family childcare related concerns- Family Service Worker
- For Alternative Payment/CalWORKs related concerns-Family Service Alternative Payment Manager
- For concerns related to financial matters- AR Accounting Manager

A formal review of the issue will be conducted within 10 days, and a written response will be provided to the complainant.

In the event the issue remains unresolved, move to step 2.

**Step 2**

The complainant shall file their grievance in writing within 10 days to Family Service Director or Special Projects Director (depending on the nature of the complaint).

**The written complaint shall include the following information:**

- Name
- Date of complaint
- Nature and location of alleged incident
- Names (if applicable) of witnesses to alleged incident
- Written summary of attempts made to resolve the issue from the point of origin.
- Name of Go Kids representative from Step 1.
- Signed and dated

The written complaint must be filed within 10 days of the written response from the Go Kids representative in step 1. Family Service Director/Special Projects Director will review

the complaint and render an opinion (or otherwise resolve) in writing within 14 days of the date of the signed letter.

If the issue remains unresolved, move to step 3.

### **Step 3**

The complainant shall file their grievance in writing within 10 days to Chief Executive Officer, Larry Drury, at 885 Moro Drive, Gilroy CA 95020. Because the full responsibility for the operation of Go Kids rests with the, Chief Executive Officer any decision rendered by Chief Executive Officer or his/her designated representative must be regarded as final and binding on all parties for problems filed relative to complaints or problems concerning programmatic or fiscal governance, the interpretation or application of policies and procedures, disciplinary actions someone feels were not just, or any other matters related to the smooth operations at Go Kids, Inc.

I, \_\_\_\_\_ have received a copy of the Alternative Payment Provider Handbook, and have reviewed it with a Go Kids, Inc. representative. I hereby agree to adhere to all Go Kids, Inc. Policies and Procedures.

\_\_\_\_\_  
Signature of Provider

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Go Kids, Inc. Staff

\_\_\_\_\_  
Date