



# Child Care Provider Handbook

*Kansas Department of Social and Rehabilitation Services*  
**Economic & Employment Support**

# Table of Contents

SRS Child Care Provider Responsibilities	p. 2
Notification of Eligibility	p. 5
Monthly Attendance Record	p. 6
Overpayments	p. 11
EBT and Vision Card	p. 12
Child Care Resource & Referral (R&R) Information	p. 14
Commonly Asked Questions	p. 15
Audio Response Unit Worksheet (Example)	p. 17
Consent to Medical Care (Out of Home Relatives Only)	p. 19
Contracts and Policies	p. 20

## SRS Child Care Provider Responsibilities

- Get appropriate enrollment forms from the local SRS Regional contact person. A provider may return the completed forms in person or by mail. If a provider wishes to keep a copy of the completed forms for their files, they should copy them before submitting them to SRS. SRS will not routinely send copies of the forms back to the providers. SRS has the right to use the social security number you provide on your enrollment forms for computer matches with other organizations, such as the IRS and the Social Security Administration.
- Provide SRS with information regarding your KDHE status including any enforcement actions (Notices), or change (from Registered to Licensed or Licensed to Registered). Regulated providers must be in compliance with KDHE regulations when receiving payments from families using SRS child care subsidy.
- Develop and use a parent/provider contract or agreement that outlines your rules and payment policies. For assistance in developing policies and contracts, call 1-877-678-2548 (Kansas Association of Child Care Resource and Referral Agencies) or your local R&R for more information. A copy of your parent/provider contract or agreement must be submitted to SRS provider enrollment staff who will review it to ensure that it is fair and reasonable. Anytime you plan to make a change in your payment policies, another copy of your contract or agreement must be submitted for approval. Information about contracts and policies, as well as two sample agreements are included in this packet.
- Comply with SRS child care payment policies. Providers cannot charge SRS families more than private pay families. Providers can, however, have sliding fee scales applicable to all parents. Providers are not to request or accept any parent's EBT card or PIN number. A provider found in possession of any parent's EBT card or PIN number will first receive a written warning, and if it should occur again, the provider's agreement with SRS will be terminated. When making payments to providers, parents are to enter their PIN numbers and the amount of the payment. This is not to be done by providers.

- Providers must comply with applicable discipline policies as referenced by KDHE and SRS. This policy does not allow spanking or hitting a child even if the parent gives written or oral permission.
- Maintain minimum health and safety requirements for the children in care:
  - a. Out-of-home relative providers are expected to complete and maintain the Health and Safety Standards Checklist ES-1653.
  - b. All Unregulated Legally Exempt Facilities are expected to maintain a facility that meets or exceeds minimum standards required for the provider type.
  - c. KDHE regulated providers must maintain a facility that meets or exceeds minimum licensing and registration regulations.
- Agree to prohibit smoking in the home/facility during hours children are in care.
- Comply with all applicable State and Federal laws, statutes and regulations, such as, but not limited to, provisions of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.) (ADA).
- Respond to renewal requirements.
- Submit a Rate Modification Request when you change the rates you charge to the private sector.
- Notify SRS provider enrollment staff when any of the following occur:
  - a. Change in your operation (e.g., name change, address, telephone numbers, ownership, type of facility, household members/staff, hourly rates charged to the private sector, or specialized services available for a child with disabilities);
  - b. Your certificate of registration has expired and a delay in the issuance of a new license or certificate has occurred with or without a known reason, OR if your license is terminated, closed, or revoked.
  - c. You plan to change your parent/provider contract/agreement regarding payment policies.

- Record daily attendance and keep your signed (see page 6 regarding parent's/caretaker's signature) attendance records for a period of three years. This is for auditing purposes.
- Keep business policies and contracts for a period of three years. This is for auditing purposes.
- Cooperate and provide copies of documents requested by auditors, including attendance records and parent/provider contracts or agreements.
- Maintain confidentiality of any information received regarding child care subsidy cases. A parent's child care subsidy benefit amount is confidential information. A parent may choose to disclose this information for negotiation purposes.
- Provide parents of children in care with your tax ID number or your social security number for their income tax child care credit.

**NOTE:** Regulated child care providers are mandated reporters when they suspect a child has been injured as a result of abuse or neglect. A report shall be made to SRS, Protection Report Center (1-800-922-5330), or the local law enforcement agency.

## Notification of Eligibility

SRS families are notified in writing of their child care eligibility. A copy of the child care plan is mailed to the parent. The child care provider will receive a notice of eligibility for any eligible child for whom they have been named as a provider. See example below.

S A HARGIS

PROVIDER NOTICE

14:16:12

PROV NAME: SMITH, MICHELLE L

PROVIDER ID: C123456

MAILING ADDRESS: 428 NE 5TH ST ANYTOWN, KS 60000-0000

CASE NAME: JONES, ANN M

CASE NUMBER: 00012345

MAILING ADDRESS: 1016 NW 2ND ST ANYTOWN, KS 60000-0000

TITLE : ELIGIBILITY NOTICE

NOTICE NUMBER: P202

EFFECTIVE FROM: 06/03/2006

Child care plans/benefits have been authorized for the following children in your care:  
JONATHAN JONES

Child care subsidy benefits are authorized from 08 / 29 / 06 to  
07 / 31 / 07 . You will be notified if these child care plans end prior to  
this date. Parents-Guardians-Caretakers are responsible to report  
certain changes within 10 days. Changes may impact benefits.

COMMENTS:

If you have questions, call JOE WORKER at 123-3456 X 123

## Monthly Attendance Record

You must maintain a file of daily attendance records for each SRS eligible child in your care. The records need to include a time in and out each day for each child (to the nearest quarter hour), total hours per week, and the parent's signature daily. The records are to be made available to SRS upon request.

An example attendance log is provided in this Handbook. You may use your own form if it contains the same information as shown on the sample form. Before you use your own form, please ask your local SRS office to review it to make sure it meets the requirements.

### The Attendance Record

**Keep your SRS attendance records for 3 years.** It is very important that these records are kept, in the event you are audited by SRS.

**Record Actual Times of Attendance.** Your attendance record must show actual times you provided care for each SRS eligible child each day.

**Parent's Signature.** The attendance record must be signed by the SRS parent/caretaker each day.

**Failure to Maintain Records.** Not completing and retaining these records may result in incorrect payments and/or termination of the SRS Agreement. If you need help with this process or assistance with record keeping, please contact the SRS staff person designated to work with child care providers. These records assure that services being purchased by SRS subsidized parents are being provided appropriately. Your local Child Care Resource and Referral Agency is available to offer tips for managing your business.

## Daily Attendance Record Sample Form

ES-1604  
Rev. 05-05

Child's Name: \_\_\_\_\_

Month: \_\_\_\_\_

Day of the Week	In	Out	Parent's/Caretaker's Signature	Total Daily Hours
1st				
2nd				
3rd				
4th				
5th				
6th				
7th				
8th				
9th				
10th				
11th				
12th				
13th				
14th				
15th				
<b>Page Total</b>				

Day of the Week	In	Out	Parent's/Caretaker's Signature	Total Daily Hours
16th				
17th				
18th				
19th				
20th				
21st				
22nd				
23rd				
24th				
25th				
26th				
27th				
28th				
29th				
30th				
31st				
<b>Total Hour for the Month</b>				

**Provider's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Parent's/Caretaker's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

# INFORMATION ON SRS RATES AND PAYMENT POLICIES

## **State Rates**

SRS child care rates are determined periodically from data gathered by KACCRRRA agencies when surveying providers statewide. Hourly rates are set by geographic areas according to results of this rate data analysis. The SRS Maximum Hourly Provider Rate Schedule is available to the public. The SRS rates are maximum rates used to determine client benefit amounts. If providers charge less than the maximum hourly rate, SRS will use the provider rate. SRS will not use a rate that is more than the provider's charge to the private sector.

## **Private Sector Rates**

A Rate Modification Request is to be completed and modifications made to the provider rates documented on the provider agreement when the provider indicates rates have changed. It is the provider's responsibility to keep SRS informed of current private sector charges at all times in order to ensure accurate and adequate client benefits.

## **Monthly Benefits to Families**

Eligible families are issued monthly child care benefits on the first day of each month. If a family changes providers mid-month and there are no benefits left in the EBT account for that month, the family is responsible for any additional costs for that month. The amount of a family's child care benefit is determined based on the SRS rate for the selected provider and eligibility information provided by the family. That benefit may or may not cover all of the family's monthly child care expenses. The benefit amount is confidential, but a family may choose to disclose that information to their provider for negotiation purposes.

**Special Types of Benefits** The following lists some special types of benefits available:

- **Enrollment Fees** - SRS can subsidize \$10 per child towards a one-time enrollment fee for an approved provider if the provider charges an enrollment fee to the private sector. If the provider charges the private sector more than \$10 per child and will not accept the maximum SRS subsidy as full payment, the client will be responsible to pay the difference. If the provider charges a family enrollment fee instead of a per child fee, SRS may subsidize \$10 per child with a ceiling of \$25 for all children in the household. SRS will provide this subsidy no more than once in a 12 month period. If the client chooses to change providers within a 12-month period, the client will be responsible to pay the additional enrollment fee, if necessary. Parents should request this enrollment fee subsidy from their worker.

**Enhanced Rate Subsidy** - Enhanced amounts may be available to pay for child care services (with the parent's chosen provider) for children with conditions such as a physical, emotional, or mental disability. Parents will need to contact their EES worker to determine eligibility for the enhanced rate.

## **OVERPAYMENTS**

If the agency determines that you have been overpaid with agency funds, arrangements will be made for you to pay it back. The overpayment may be repaid either in one lump sum or over a period of time. Depending on the nature of the overpayment, the provider agreement may also be terminated.

If you are overpaid by a family for some reason, you will need to make arrangements with the parent to reconcile the difference. This may include applying the overpaid amount to future bills or coming to a mutual agreement with the parent regarding method of reconciliation. Providers should not return cash to the parent. Once benefits are transferred from the parent's card to the provider's bank account, they cannot be returned electronically without SRS intervention. This should be the last resort.

## **DEBT SET-OFF**

According to K.S.A. (1983 supp.) 75-6201 et seq., any person who owes a debt to the State of Kansas or any state agency and who fails to pay the amount owed is subject to potential "debt set off ." The Director of Accounts and Reports of the Department of Administration is empowered by law to set off such amount against any money held for, or any money owed to, such debtor by the state or any state agency. If you receive notice of debt set off, information regarding this action can be obtained by calling the department of Administration in Topeka at (785) 296-4628 or e-mail [KSSetoff@da.state.ks.us](mailto:KSSetoff@da.state.ks.us). More information on the Debt Set-off program can be found at <http://da.state.ks.us/ar/setoff>.

## **TAX INFORMATION**

Providers will need to keep appropriate records, as is done with private pay parents, for tax purposes. SRS will not send a Form 1099 for tax purposes as SRS does not make direct payment to providers.

Families paying child care expenses with state assistance (payments made using the EBT Vision card benefits by POS machine or ARU phone) cannot claim this expense towards the income tax child care credit. Any expenses paid by the family using their own private funds (family share, late fees, transportation costs, etc.) may be used towards the tax credit. Receipts when private funds are used are important.

## eFUNDS CORPORATION

Child care benefits are provided to families through the Electronic Benefits Transfer (EBT) system. Benefits are put into a Child Care account on the parent's EBT Vision card once a month. Parents use these benefits towards the costs of services you provide. eFunds Corporation is the state's EBT contractor. Once you are approved to provide care to SRS eligible children, SRS will send your name and information to eFunds. You will then be contacted by eFunds. eFunds will need to know your bank account information in order to electronically deposit money into your account. They will also need to know which method you prefer for receiving payment from SRS parents - POS (Point of Sale) or ARU (Automated Response Unit toll-free phone number). Since the SRS parent cannot use the child care benefit like cash, this will be the only way SRS parents can use their benefits to pay an SRS enrolled provider. A brief description of the two options is below. Providers choose which method best meets their needs.

POS (Point of Sale) Device - This is a machine similar to what is used with debit/credit cards at grocery stores. The device will need to be connected to the provider's phone line. There is a monthly lease cost of \$18 covered by the provider. The parent makes payment by passing the card through the device, indicating the amount to be paid, and entering a four-digit PIN (Personal Identification Number). This amount is sent to eFunds, and eFunds then deposits the amount into the provider's bank account. A receipt can be printed immediately from the POS printer.

ARU (Automated Response Unit) - This method can be used if a provider does not choose to lease a POS device. Parents using this toll-free telephone option will call a Customer Service number from any touch tone telephone. The parent must enter their 16-digit card number, the provider's EBT ID number, and the amount to be paid. Once completed, an approval number is given to the parent. Since there will not be a printed receipt with this payment method, the parent may then give the approval number to the provider for reference. A sample ARU Worksheet is provided in this handbook. Providers may choose to have parents use this form, or something similar, when making payment over the phone.

## EBT PAYMENTS

All payments made to a provider (either using the POS or ARU) on a particular day will show as one deposit from eFunds on the provider's bank statement. The provider will need to keep records indicating individual payments which are included in that lump sum amount.

All EBT payments are made through direct deposit (electronic) into a bank account. Providers must be able to receive payments in this manner. The bank account may be a checking, savings, or pay card account, and must accommodate debits and credits.

## **eFunds Helpdesk Information**

The eFunds Helpdesk is available 24 hours per day, 7 days per week.

**Client Resource** - eFunds Customer Service # is 1-800-997-6666. Parents can call this number to get balance information, make child care payments over the phone (ARU), request assistance with the ARU, get transaction information, PIN information, etc.

**Providers not yet Contracted with eFunds** - Providers can call 1-800-894-0050 if they have questions about completing their eFunds contract packet or need a new one to complete.

**eFunds Contracted Providers** - If providers have already completed their eFunds contract and received the training materials from eFunds but have questions about how parents make payments, POS machines, reconciling a bank statement, tracking down an expected payment, etc. they should call 1-800-831-5235.

# **CHILD CARE RESOURCE AND REFERRAL AGENCIES**

The Kansas Association of Child Care Resource and Referral Agencies serves as a network of Child Care Resource and Referral (CCR&R) Agencies serving all 105 Kansas counties. A number of member agencies comprise KACCRRRA and provide the CCR&R services to the counties in their service delivery areas. SRS provides funding to help support this network. Call 1-877-678-2548 for more information, or visit their web site at [www.kaccrra.org](http://www.kaccrra.org).

## **CCR&R Family Assistance**

CCR&R's assist families searching for child care by:

- helping families understand and evaluate available child care options;
- providing lists of available child care providers within the community/area;
- responding to special concerns and needs; and
- defining quality and ways to identify quality providers.

## **CCR&R Provider Assistance**

CCR&R's work to build and maintain the supply of high quality local child care by:

- conducting educational workshops and trainings for child care providers;
- offering technical assistance and resource libraries to new and existing providers, including Out-of-home Relative providers;
- supporting the retention of existing providers.

## **CCR&R Community Assistance**

CCR&R's educate communities about local child care needs and issues by:

- collecting, analyzing, and sharing information on availability, affordability, and quality of local child care;
- identifying gaps in child care services;
- planning and developing new child care options; and
- providing employers with child care information.

## Commonly Asked Questions SRS Participating Child Care Providers

- 1. Question: What is EBT?**  
**Answer:** EBT stands for Electronic Benefit Transfer. The Kansas EBT system delivers cash and child care assistance and food benefits to eligible persons through the Vision card. EBT is an extremely efficient benefit delivery system. The contractor for EBT in Kansas is eFunds Corporation.
- 2. Question: How does payment for child care on EBT work?**  
**Answer:** SRS does not pay providers directly. SRS issues parents a child care benefit on the 1<sup>st</sup> day of every month. Parents use that benefit toward payment for services throughout the month. The benefit can be transferred at an amount and frequency agreed upon between the parent and provider. The benefit is based on hours needed per month, the hourly rate (state rate) of the chosen provider, and any family share amount deducted. Benefits are issued only once per month. Parents use their benefits to make child care payments electronically to SRS approved providers only.
- 3. Question: How will the parent make payment?**  
**Answer:** There will be two methods of payment. The first is through a (Point of Sale) POS machine. The provider may lease the POS machine to use with SRS subsidized parents. The second is through an ARU (Audio Response Unit). This is a toll-free telephone payment option. Parents may use the ARU from any location and at any time using a touch-tone telephone. This method can be used with providers not wishing to lease a POS machine. It is NOT recommended that parents use a pay phone to check balances and/or make payments however.
- 4. Question: Can the payment process be done on an internet site rather than using the POS or ARU methods?**  
**Answer:** No. This option is not yet offered. eFunds Corp. is researching this option however.
- 5. Question: Will there be an audit of monthly CC plans/payments made by parents?**  
**Answer:** Random audits will be conducted to verify usage of child care benefits.
- 6. Question: Will any unused benefit be carried over?**  
**Answer:** Yes. Child Care benefits are used on a first in and first out basis. Unused benefits from one month will be carried over to the next month for a limited time only. If parents do not use benefits within 90 days from when they are issued, the benefits will be removed from the account and taken off the card.
- 7. Question: If parent has 3 or more providers, how will the money be put on their EBT account? Will parent know how much money is for each provider?**  
**Answer:** A parent having more than 1 child care provider will have the total of all authorized plans placed in their EBT child care vision card account. The parent will have a summary of these child care plans and will know that the total of all plans is what has been put on their Vision card.
- 8. Question: If parents show up and tell me they “have funds”, how soon will I know if they really “have funds”?**  
**Answer:** After parents are determined eligible for child care assistance, they are issued an EBT Vision card. Parents will also be issued child care plans as is currently done. **Upon approval for benefits, providers will be sent an eligibility notice that includes the names of the children (for whom they have been named as provider) and the start and end dates of their eligibility period.** Parents use the card to request payment to their provider. If a provider has a POS machine, the balance can be checked immediately using the machine. If the provider has parents use the ARU telephone option for payment, the parent can produce an authorization number after a transfer has been made to the provider. Then, using the authorization number, the provider can check to see if the payment was transferred.
- 9. Question: Will registration fee assistance be put on Vision card?**  
**Answer:** If a parent is eligible for enrollment fee assistance, this amount will be added to the child care benefit on the Vision card.
- 10. Question: Can multiple family members use the same account?**  
**Answer:** Yes. Vision cards are issued to the Primary Individual (case head) on a particular assistance case, but access can also be given to other adults on the same case or in some instances, an authorized representative named by the case head. The authorized representative does not have to be on the assistance case.

11. **Question:** Does electronic deposit have to be to a checking account?  
**Answer:** No. A checking account or savings account can be used. The account should be able to accept a debit and credit from eFunds. Banks will be able to tell providers which features they have. Providers may also want to inquire about a “pay card” account with their bank if they have trouble getting a traditional checking/savings account. Many banks offer this type of account so people can receive payments through direct deposit.
12. **Question:** Will the parent have access to a provider’s bank account?  
**Answer:** No. Provider bank account information is maintained and stored by the EBT contractor, eFunds Corporation. When a parent initiates payment to a provider, that information is sent to eFunds for electronic processing. eFunds then deposits the requested amount into the provider’s bank account electronically.
13. **Question:** How will I bill my SRS parents?  
**Answer:** Providers are encouraged to treat SRS parents the same way they treat private pay parents. If a provider has private pay parents pay on the 1<sup>st</sup> and 15<sup>th</sup> of each month, then they can also apply this to SRS parents. If a provider gets paid in advance of service from private pay parents, then they can also apply this to SRS parents. If a provider charges a weekly rate, then they may also charge the SRS parent by the week. Providers should discuss policies up-front with SRS parents, so they can make an informed choice in provider selection. Providers should have SRS parents review and sign their parent/provider contract/agreement.
14. **Question:** What happens if an SRS parent doesn’t pay or refuses to pay?  
**Answer:** Non-payment issues with SRS subsidized parents should be treated in the same manner as non-payment issues with private pay parents. SRS will not mediate these disputes.
15. **Question:** How will I know if a parent is eligible?  
**Answer:** Parents are issued authorization plans when they are determined eligible. Once eligible, the parent is issued a Vision card and is trained on how to pay their provider. Providers will receive an eligibility notice when children in their care are approved for child care benefits.
16. **Question:** How will I know how much the parent’s benefit amount it?  
**Answer:** The amount of a parent’s benefit is confidential, and in most cases a provider doesn’t need that information, since providers should be charging a parent based on the amount stated in their parent/provider contract/agreement. A parent may, however, choose to disclose this information to a provider for negotiation purposes.
17. **Question:** What happens if the parent runs out of money in their account or their SRS subsidy doesn’t cover the full cost?  
**Answer:** Costs and payment policies should be addressed up-front with the parent. Benefits are based on need and SRS benefit rates. If the benefit does not cover all costs, an alternate payment plan will need to be developed between the parent and provider.
18. **Question:** Can providers who currently have POS machines that accept debit/credit cards use their existing equipment?  
**Answer:** No. Third party processors are not available.
19. **Question:** Do receipts from POS transactions show a provider’s bank account number?  
**Answer:** No.
20. **Question:** Can providers charge their private pay rates to SRS parents?  
**Answer:** SRS does not restrict providers to charging the SRS rate. Providers and parents work together on the amount charged and frequency of payment. The parents’ benefit level is based on the SRS subsidy rate, not private pay rate. SRS does not restrict providers to charging the SRS rate if it is less than their private pay rate. Providers can charge SRS parents the same as private pay parents, or providers can accept the SRS benefit + family share as full payment. If SRS parents choose a provider who will charge them the private pay rate, the parent will need to be responsible for paying the difference. If a provider chooses to charge SRS parents the private pay rate, the provider should be prepared for SRS parents to move their children due to cost.
21. **Question:** What if I want to charge the parent the amount of the child care subsidy benefit they receive?  
**Answer:** This would be something that is between the parent and the provider. Parents may negotiate the terms of their payment agreement with providers.

**Child Care Subsidy Audio Response Unit (ARU) Worksheet**

May be completed when a Point of Sale (POS) machine is **not** used and when using the toll free number, ARU. This may also serve as a receipt for providers or parents.

1. **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_  
(If the payment is transferred prior to 6pm it should be deposited in the provider's account the next business day - weekends and holidays are not considered business days).
  
2. **Provider Name:** \_\_\_\_\_
  
3. **Provider ID number:** \_\_\_\_\_
  
4. **Parent Name:** \_\_\_\_\_
  
5. **Alternate Payee Name (if needed):** \_\_\_\_\_
  
6. **Child Name(s):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
7. **Period of time payment covers:**  
From: \_\_\_\_\_ To: \_\_\_\_\_
  
8. **CC Benefits from the Vision Card transferred to provider's bank account (see instructions on back of this form):** \$ \_\_\_\_\_
  
9. **Amount of non-child care benefits (personal funds used to meet this child care payment). If none was used, indicate none:** \$ \_\_\_\_\_
  
10. **Authorization (confirmation) Number:** \_\_\_\_\_  
(given after CC payment made)

**Parent/Alternate Signature**

**Provider Signature**

\_\_\_\_\_  
Original - client, Copy - provider

\_\_\_\_\_

## Child Care Payment Transfer - Audio Response Unit (ARU) Instructions

You must use a touch tone phone. If you have problems at any point during the call, you can pause or not select an option and you will be able to speak to someone who can help you.

1. Call 1-800-997-6666.
2. You will be given a choice of languages and asked to choose one language.
3. You will need to have your Vision card ready. Press 1 to indicate you have the card.
4. Enter your 16 digit Vision card number.
5. You will hear the total amount of money in your child care account, as well as any money in your food stamp and/or cash accounts. Press 2 for more options.
6. You will hear 5 options. Press 4 for child care.
7. Select option 2 on the child care menu to transfer benefits.
8. If your provider's ID number begins with the letter B, press 2. If it begins with the letter C press 3. If it begins with D press 4. Your provider's ID is on the Family Plan you receive in the mail, or you can ask your provider for it. An example of a provider ID# is B123456.
9. You will be asked to enter your provider's 7 digit ID number followed by the pound (#) sign. Use the star (\*) key for the letter portion of the ID number (the number will be repeated back to you). **Example - If the provider ID# is B123456, you will enter (\*)123456#.**
10. You will be asked to enter the amount of the child care payment you want to make to the provider. Use the star (\*) key for the decimal point, and press the pound (#)/number sign (#) when you are done. **For example, if you to transfer \$56.50, you would press five-six-star-five-zero-pound (56\*50#).**
11. Listen for the amount you entered to be repeated. If it is correct press 1. If it's not correct press 2 and then repeat step 10 above.
12. Enter your PIN. **Example - If your PIN is 1234, you will enter 1234.**
13. Listen for the message saying the payment has been approved. You will be given a 6 digit authorization number that you should write down. You can press 1 if you want to hear the number repeated.
14. If the payment is denied either for not enough money or an incorrect PIN, they will tell you why. You will be given a second chance to enter the correct information. If it is still incorrect or the maximum number of PIN tries has been reached, the system will end the call. You may want to call the 1-800 number again and speak to someone.
15. Hang up to end the call.

## Consent to Medical Care (Out of Home Relative Providers ONLY)

Consult local hospital to be sure this form is acceptable. Written permission of the parent, guardian or legal custodian, for emergency medical treatment must be on file with the provider for each child, on a form that meets the requirements of the hospital or clinic where emergency care will be given.

I, \_\_\_\_\_, parent or legal guardian of \_\_\_\_\_,  
born \_\_\_\_/\_\_\_\_/\_\_\_\_, do hereby consent to any medical or surgical care and administration  
of anesthesia determined by a physician to be necessary for the welfare of \_\_\_\_\_  
while said child is under care of \_\_\_\_\_.

\_\_\_\_\_  
Signature of Parent or Legal Guardian

\*\*\*\*\*

### State of Kansas

Acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_  
Signature of Notary Public

My commission expires \_\_\_\_/\_\_\_\_/\_\_\_\_.

\*\*\*\*\*

Physician: \_\_\_\_\_ Address: \_\_\_\_\_ Ph: \_\_\_\_\_

Hospital Preference: \_\_\_\_\_

Emergency Phone Numbers: \_\_\_\_\_

Home

Father Wk

Mother Wk

Do you have Health Insurance? \_\_\_\_ Policy Name and Number: \_\_\_\_\_

Do you receive medical assistance? \_\_\_\_ Program and Care Number: \_\_\_\_\_

Is child eligible for military medical care? \_\_\_\_ ID Number: \_\_\_\_\_

Medical Information on Child: (see attached information)

## Contracts and Policies

### You are in control:

Family child care providers are entitled to set up their own contract and policies however they wish. The only legal constraint is that their rules cannot violate local state or federal law. Federal or state laws may prohibit discrimination based on race, color, sex, disability, religion, or national origin. Check your state and local laws for further information. Your local resource and referral agency may be able to offer further advice regarding contracts and policies.

A family child care provider is a self-employed businessperson. You are not the employee of the parent.

Parents are looking for child care - not friendship.

Contracts should contain those items that deal with the parent and the provider's legal rights that can be enforced by a court of law. The most important of these rights are the rights of a provider to be paid for child care. Examples of information to be included in contracts are:

- Names of adults with whom you will work
- Addresses, phone numbers, social security numbers, and employers of payers
- Addresses and phone numbers of adults who will pick up / drop off children  
(Some providers request a photo copy of a driver's license or other photo ID)
- Days and hours reserved for child's care
- Rate of pay, third party payment arrangement, payment schedule
- Scheduled and unscheduled child absences
- Penalty fees (overtime fees, late pickup fees, late payment fees)
- Termination of contract procedures
- Substitute care arrangements
- Sick child exclusion policies
- Medical and emergency release forms

Policies should describe the details of your business. Provider policies can be changed due to the need of the parent or child at any time, and might include the following:

- Description of program philosophy
- Adult to child ratios
- Behavior guidance policy statement
- Basic daily schedule
- Supplies that parents will bring
- Your specific expectations of parents (Ex: Children will arrive fed and fully dressed)
- Plans or procedures for parent / provider meetings or conference
- Regularly scheduled special events (Ex: Library)
- Transportation of children to school or classes
- Special activities and cost
- Emergency procedures
- Substitute care arrangements
- Persons authorized to pick up a child in absence of parents
- Illness policy
- Children with special needs
- Other issues
- Provider forms

Sample Contract #1:

## Basic Contract

1. This contract is made between the Parent(s)/Guardian(s) and Provider for the care of \_\_\_\_\_ (name of child) at the home of the provider.
2. The payment fee shall be \$ \_\_\_\_\_ per week/hour.  
Payments shall be due on \_\_\_\_\_.
3. This contract may be terminated by either Parent(s)/Guardian(s) or Provider by giving a \_\_\_\_\_ - week written notice in advance of the ending date. The Provider may immediately terminate the contract without giving any notice if the Parent(s)/Guardian(s) do not make payments when due.
4. The signature of the Parent(s)/Guardian(s) to this contract also indicates that they agree to abide by the written policies of the Provider. The Provider may change these written policies from time to time.

\_\_\_\_\_  
Mother/Guardian

\_\_\_\_\_  
Father/Guardian

\_\_\_\_\_  
Home Address

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Business Address

\_\_\_\_\_  
Business Phone

\_\_\_\_\_  
Provider

\_\_\_\_\_  
Date Contract Signed

## Provider-Parent/Guardian Child Care Agreement

The following agreement is made between:

1. \_\_\_\_\_  
Mother/Legal Guardian                      Home Phone                      Work Phone  
\_\_\_\_\_  
Home Address

Employer's Name & Address  
\_\_\_\_\_  
and  
2. \_\_\_\_\_  
Father/Legal Guardian                      Home Phone                      Work Phone

\_\_\_\_\_  
Home Address  
\_\_\_\_\_  
Employer's Name and Address

and  
3. \_\_\_\_\_  
Child Care Provider                      Phone  
\_\_\_\_\_  
Address

for the care of:  
4. \_\_\_\_\_  
Child's Name & Date of Birth                      Child's Name & Date of Birth  
\_\_\_\_\_  
Child's Name & Date of Birth                      Child's Name & Date of Birth

### Basic Rates and Payment Policies:

The payment/fee shall be \$ \_\_\_\_\_ per week or \$ \_\_\_\_\_ per day or \$ \_\_\_\_\_ per hour.

Care shall be provided normally from \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m. on these days: (Circle all that apply)

- Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Additional Fees: \_\_\_\_\_

Payment shall be due on: \_\_\_\_\_

**Overtime Rates:**

1. For the purpose of this agreement, overtime will be considered as drop-off time before \_\_\_\_\_ a.m. \_\_\_\_\_ p.m. and pick-up time after \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.
2. If the parent/legal guardian makes prior arrangements with the provider, the child may stay overtime at the following rate \$\_\_\_\_\_ per \_\_\_\_\_ or portion thereof.
3. If the parent/legal guardian has not informed the provider that he or she will be arriving earlier or later than the agreed upon times, the following rate will be charged: \$\_\_\_\_\_ per \_\_\_\_\_ or portion thereof.

**Rates Regarding Holidays, Vacations and Other Absences:**

1. The following are paid holidays when they fall on a day regularly scheduled for care: \_\_\_\_\_
2. Charges for a child's absence will be: \_\_\_\_\_
3. Charges related to provider's illness or other emergency that prohibits care will be: \_\_\_\_\_
4. Charges related to provider's scheduled vacation are: \_\_\_\_\_
5. Charges related to parent(s)/guardian(s) scheduled vacation are: \_\_\_\_\_
6. Other: \_\_\_\_\_

**Other Charges:**

1. There will be a charge of \$ \_\_\_\_\_ for each breakfast, \$ \_\_\_\_\_ for each lunch, \$ \_\_\_\_\_ for each snack served. Other: \_\_\_\_\_
2. There will be an extra charge for the following infant supplies when not provided by the parent(s)/legal guardian(s): \_\_\_\_\_  
(ex: diapers, wipes, baby food, formula, etc.)  
and for activity fees / expenses for \_\_\_\_\_  
(ex: field trips, children’s classes, materials for special projects, etc.)
3. A holding fee (deposit) of \$ \_\_\_\_\_ is required to be paid on \_\_\_\_\_ which will be applied to the \_\_\_\_\_ week’s payment or forfeited if the child does not come for care as agreed.

**Termination Procedure:**

This contract may be terminated by either parent/guardian or provider by giving \_\_\_\_\_ weeks written notice in advance of the ending date. Payment by parent/guardian is due for the notice period whether or not the child is brought to the provider for care. The provider may terminate the contract without giving any notice if the parent/guardian does not make payments when due. Failure by the provider to enforce one or more terms of the contract does not waive the right of the provider to enforce any other terms of the contract.

**Signatures:**

By signing this contract, parent(s)/guardian(s) agree to abide by the written policies of the provider. The provider may amend the policies by giving the parent(s)/guardian(s) a copy of the new or changed policies at least \_\_\_\_\_ weeks before they go into effect.

Provider’s signature \_\_\_\_\_ Date \_\_\_\_\_

Mother/Legal Guardian’s signature \_\_\_\_\_ Date \_\_\_\_\_

Father/Legal Guardian’s signature \_\_\_\_\_ Date \_\_\_\_\_

Co-signer’s signature \_\_\_\_\_ Date \_\_\_\_\_

If the parent or legal guardian is under age 18, a co-signer must sign this agreement and act as a guarantor to the contract and agree to be bound by all financial terms.