



DCF Child Care Provider Handbook



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DCF CHILD CARE PROVIDER RESPONSIBILITIES

- Return the completed forms in person or by mail. DCF will return a signed copy of the agreement to providers for their records. DCF 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 DCF with information regarding your KDHE status including any enforcement actions (Notices), or changes (for example: from Registered to Licensed or Licensed to Registered). Regulated providers must be in compliance with KDHE regulations when receiving payments from families using DCF 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 DCF provider enrollment staff who will review it to ensure that it is fair and reasonable for all parties. Anytime you plan to make a change in your payment policies, another copy of your contract or agreement must be submitted. Information about contracts and policies, as well as two sample agreements are included in this handbook. Providers must give a copy of their signed parent/provider contract or agreement to each parent for their records.
- Comply with DCF child care payment policies:
 1. Providers cannot charge DCF families more than private pay families. Providers can, however, have sliding fee scales applicable to all parents.
 2. 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 is subject to possible termination of their agreement with DCF.
 3. 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.
 4. Providers who also receive child care subsidy benefits may not pay themselves with their own benefits or with those of other child care subsidy recipients. Providers receiving subsidy benefits must pay their own child care provider via the EBT card. Parents must be the ones to make the payment transactions to pay their providers.

*Note: All EBT transactions are tracked and monitored by DCF.
- Providers must comply with applicable discipline policies as referenced by KDHE and DCF. These policies do not allow spanking or hitting a child even if the parent gives written or verbal 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 included in the ES-1653 enrollment form with the parent/guardian.
 - 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 all requests for information by DCF.
 - Notify DCF provider enrollment staff when you change the rates you charge to the private sector.
 - Notify DCF 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 or temporary permit 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.
 - d. Unregulated after-school programs must report changes in staff.
 - Record daily attendance and keep your signed attendance records (see page 7 regarding parent's signature) for a period of three years. This is for auditing/review purposes.
 - Keep business policies and parent/provider contracts for a period of three years. This is for auditing/review purposes.
 - Cooperate and provide copies of documents requested by auditors/reviewers, including attendance records and parent/provider contracts.
 - 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 DCF, Protection Report Center (1-800-922-5330), or the local law enforcement agency.

NOTIFICATION OF PARENT ELIGIBILITY FOR BENEFITS

DCF families are notified in writing of their child care subsidy 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 on the next page.

DCF 185137 01/01
P O BOX 1424
TOPEKA KS 66601

SMITH, MICHELLE
509 S. WALNUT
TOPEKA, KS 66608

STATE OF KANSAS
DEPARTMENT FOR CHILDREN AND FAMILIES
ELIGIBILITY NOTICE P202

DATE: 01/07/09

PROV NAME: SMITH, MICHELE PROV-ID: B988581

Child care plans/benefits have been authorized for the following children in your care: Jonathan Jones

If you are receiving this notice and you are not caring for the Children mentioned, please notify DCF.

Child care subsidy benefits are authorized from 01/01/09 to 12/31/09. 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 Susie Worker at 555-6666

FOR ADDITIONAL INFORMATION, CONTACT: SUSIE

WORKER

DCF 185137

P O BOX 1424

TOPEKA KS 66601

(785) 555-6666

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ATTENDANCE RECORD

You must maintain a file of daily attendance records for each DCF 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. Parents must sign the attendance record at least weekly. The records are to be made available to DCF upon request.

Some example attendance logs are provided in this Handbook. You may use your own form or computer system if it contains the same information as shown on the sample forms. Before you use your own form, please ask your local DCF office to review it to make sure it meets the requirements.

- **Keep your DCF attendance records for 3 years.** It is very important that these records are kept, in the event you are audited/reviewed by DCF.
- **Record Actual Times of Attendance.** Your attendance record must show actual times you provided care for each DCF eligible child each day.
- **Parent's Signature.** The attendance record must be signed by the DCF parent at least weekly.
- **Failure to Maintain Records.** Not completing and retaining these records may result in a determination of incorrect payments to you and/or termination of the DCF Agreement. If you need help with this process or assistance with record keeping, please contact the DCF staff person designated to work with child care providers. These records assure that services being purchased by DCF 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 Month	In	Out	Parent's Signature	Total Daily Hours
1st				
2nd				
3rd				
4th				
5th				
6th				
7th				
8th				
9th				
10th				
11th				
12th				
13th				
14th				
15th				
Page Total				

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

Provider's Signature _____ **Date** _____

Parent's Signature _____ **Date** _____

DCF BENEFIT RATES AND PAYMENT POLICIES

State Benefit Rates

DCF child care benefit 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 DCF Maximum Hourly Child Care Benefit Rate Schedule is available to the public. The DCF rates are maximum rates used to determine client benefit amounts. If providers charge less than the maximum hourly rate, DCF will use the provider rate. DCF 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 DCF informed of their 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 subsidy benefits on the first day of each month. If a family changes providers mid-month and there are no subsidy 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 subsidy benefit is determined based on the DCF rate for the selected provider and eligibility information provided by the family. **That subsidy 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 share that information with their provider for negotiation purposes.

For new assistance applications, DCF has 30 days to make an eligibility determination. If eligible, initial benefits begin with the date of application and go forward.

Any unused benefits from one month will carry over to the next month and will be available for the parent to use to purchase child care.

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

- Enrollment Fees - DCF 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 DCF 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, DCF may subsidize \$10 per child with a ceiling of \$25 for all children in the household. DCF 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 the method of reconciliation. Providers must not return cash to the parent from the child care subsidy benefits. An example of a situation where this might come up is when a parent pays a provider at the beginning of a month for the entire month, then changes providers in the middle of the month. If the parent wants the provider to refund the second half of the month to them in cash, that would not be allowable. However, providers may return to parents any monies paid from the parent's own funds (not EBT benefits). An example of this type of situation would be when a parent has paid for the entire month's care while waiting for their application for child care subsidy to be approved. After approval, the provider may return all or part of the money paid from the parent's own funds, depending upon the circumstances, and accept the subsidy benefits in place of that amount.

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.

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. DCF will not send a Form 1099 to providers for tax purposes as DCF does not make direct payment to providers. However, payment information is retained in the EBT system, and providers have internet access to this information through the EBT provider portal.

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

ELECTRONIC BENEFIT TRANSFER (EBT) AND VISION CARD

Child care subsidy 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 DCF eligible children, DCF will send your name and information to eFunds. You will then be contacted by eFunds through the mail. eFunds will need to know your bank account information in order to electronically transfer payments into your account from DCF parents' EBT card accounts. They will also need to know which method you prefer for receiving payment from DCF parents - POS (Point of Sale) or ARU (Automated Response Unit toll-free phone number). Parents can also access their EBT card account and transfer benefits to their child care provider online. The only way a parent can use their subsidy is to pay a DCF enrolled provider for child care services. A brief description of the three options is below. Providers and parents 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 paid by the child care 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.

Online EBT Account Access and Payment

A parent can access their EBT account online and transfer benefits to their child care provider to pay for child care services purchased. The parent makes payment to the provider by accessing their account, indicating their child care provider's number, the amount to be paid, and entering their four-digit PIN. This amount is sent to eFunds, and eFunds then deposits the amount into the provider's bank account. If they have access to a printer, the parent can print off a receipt.

EBT Payments

All payments made to a provider (using the POS, the ARU or internet/web) 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. However, detailed information on payments is available on the internet through the EBT provider portal.

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

Information about EBT transactions is available to DCF staff for monitoring and auditing/review purposes.

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.
- EBT Provider Portal – Once a provider receives notice from eFunds that they are authorized to receive child care payments, they have online access to information about EBT transactions involving their account. Account information is available 24 hours a day, seven days a week.

A provider can:

- View and print their EBT deposits
 - View and update their provider information
 - Read EBT news and documentation
 - View and print their EBT provider agreement
- After notification from eFunds, providers may register by going to www.ebtedge.com (it would be helpful to add this web site to your “favorites”). Click on either “Provider Login” on the left or “More Information” in the Child Care Providers box. Complete the information to register. Remember your password.

COMMONLY ASKED QUESTIONS

- 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: DCF does not pay providers directly. DCF issues parents a child care subsidy benefit on the 1st day of every month. Parents use those benefits towards services provided throughout the month. The benefit can be transferred at an amount and frequency agreed upon between the parent and provider in their signed contract. The benefit is based on hours needed per month, the hourly rate (state rate) of the chosen provider, and family size and income. Benefits are issued only once per month. Parents use their benefits to make child care payments electronically to DCF enrolled providers only.
- 3. Question: How will the parent make payment?**
Answer: There will be three methods of payment. The first is through a (Point of Sale) POS machine. The provider may lease the POS machine to use with DCF 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. The third method is through an internet site where the parent accesses their EBT card account and transfers benefits to their child care provider's bank account to apply to the cost of services provided.
- 4. Question: Will there be an audit/review of monthly CC plans/payments made by parents?**
Answer: Random audits/reviews will be conducted to verify usage of child care benefits. EBT transaction information is available to DCF staff for monitoring, audit or review purposes.
- 5. Question: Will any unused subsidy 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.
- 6. 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.

7. **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, a notice of eligibility will be sent to the child care provider to advise them of the child’s eligibility. Parents use the Vision 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.
8. **Question:** **Will registration fee assistance be put on Vision card?**
Answer: If a parent is eligible for enrollment fee assistance, this amount may be added to the child care benefit on the Vision card.
9. **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.
10. **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.
11. **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.
12. **Question:** **How will I bill my DCF parents?**
Answer: Regulated providers are encouraged to treat DCF parents the same way they treat private pay parents. If a provider has private pay parents pay on the 1st and 15th of each month, then they can also apply this to DCF parents. If a provider gets paid in advance of service from private pay parents, then they can also apply this to DCF parents. If a provider charges a weekly rate, then they may also charge the DCF parent by the week. Providers should discuss policies up-front with DCF parents, so they can make an informed choice in provider selection. Providers must have DCF parents review and sign their parent/provider contract/agreement. Parents must be provided with a copy of the signed agreement. Remember that DCF parents may not be charged more than private pay parents.

13. **Question:** **What happens if a DCF parent doesn't pay or refuses to pay?**
Answer: Non-payment issues with DCF subsidized parents should be treated in the same manner as non-payment issues with private pay parents. DCF will not mediate these disputes.
14. **Question:** **How will I know if a parent is eligible?**
Answer: Providers will receive an eligibility notice when children in their care are approved for child care benefits.
15. **Question:** **How will I know how much the parent's benefit amount is?**
Answer: The amount of a parent's benefit is confidential. A parent may, however, choose to disclose this information to a provider for negotiation purposes.
16. **Question:** **What happens if the parent runs out of money in their account or their DCF 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 DCF benefit rates. If the benefit does not cover all costs, an alternate payment plan will need to be developed between the parent and provider.
17. **Question:** **What if the parent has more subsidy benefits in their account than the cost of the care they need for the month?**
Answer: Providers must charge parents only for services received per their signed parent/provider contract.
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 DCF parents?**
Answer: DCF does not restrict providers to charging the DCF rate. Providers and parents work together on the amount charged and frequency of payment. The parents' benefit level is based on the DCF subsidy rate, not private pay rate. Providers can charge DCF parents the same as private pay parents, or parents and providers can negotiate a reduced rate. If DCF 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 DCF parents the private pay rate, the provider should be prepared for DCF parents to move their children due to cost. Providers may not charge DCF parents more than the private pay rate, and are encouraged to offer a sliding fee scale if they are able to do so.

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 for Parents

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.

CHILD CARE RESOURCE AND REFERRAL INFORMATION

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. DCF provides funding to help support this network. Call 1-877-678-2548 for more information, or visit their web site at 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.

**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)

Do not return this form to DCF – it is to be maintained by the provider.

PARENT CONTRACTS AND POLICIES

As a family child care provider, you are a self-employed businessperson and you are entitled to set up your own contract and policies however you wish. You are not the employee of the parent. The only legal constraint when setting your policies is that your 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.

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 is the right of a provider to be paid for child care. Examples of information to be included in contracts are:

- Names of parent(s) and child for whom you will be providing care
- 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 of operation
- Rate of pay, 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

Parents must be given a copy of the signed parent/provider contract.

At a minimum, contracts must include:

- The rate you will charge the parent
(If rate is not included in the text of the contract, you must provide a separate rate sheet.)
- When payment is expected
- Names of children you will be caring for
- Space for both parent and provider to sign

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
Susie Sandlin (name of child) at the home of the provider.
2. The payment fee shall be \$ 90.00 per week/hour.
Payments shall be due on Fridays.
3. This contract may be terminated by either Parent(s)/Guardian(s) or Provider by giving a 2
- 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.

Mary Sandlin
Mother/Guardian

John Sandlin
Father/Guardian

1250 Main Street, Hometown, KS
Home Address

785-123-9876
Home Phone

9632 Thompson Ave, Hometown, KS
Business Address

785-123-7654
Business Phone

Connie Caregiver
Provider

Dec. 21, 2008
Date Contract Signed

Provider-Parent/Guardian Child Care Agreement

The following agreement is made between:

1. Mary Sandlin 785-123-9876 785-123-7654
 Mother/Legal Guardian Home Phone Work Phone

1250 Main Street, Hometown, KS 67898
 Home Address

Central Bank 9632 Thompson Ave., Hometown, KS 67898
 Employer's Name & Address

and

2. John Sandlin 785-123-9876 785-123-4567
 Father/Legal Guardian Home Phone Work Phone

1250 Main Street, Hometown, KS 67898
 Home Address

Hometown Construction Company 2835 Maple Street Hometown, KS 67898
 Employer's Name and Address

and

3. Connie Caregiver 785-123-5289
 Child Care Provider Phone

1524 California Ave Hometown, KS 67898
 Address

for the care of:

4. Susie Sandlin 3-1-2004
 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 \$ 90.00 per week or \$ _____ per day or \$ _____ per hour.

Care shall be provided normally from 7:45 a.m. to 5:15 p.m. on these days: (Circle all that apply)

(Monday) (Tuesday) (Wednesday) (Thursday) (Friday) Saturday Sunday

Additional Fees: Late payment fee of \$5.00 per day that a payment is late; Two weeks paid notice
of termination required. _____
Payment shall be due on:
Every Friday

Overtime Rates:

1. For the purpose of this agreement, overtime will be considered as drop-off time before 7:30 a.m. _____ p.m. and pick-up time after _____ a.m. 5:30 p.m.
2. If the parent/legal guardian makes prior arrangements with the provider, the child may stay overtime at the following rate \$ 5.00 per hour 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: \$ 10.00 per hour 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: _____
Memorial Day, July 4th, Thanksgiving, Christmas, New Year's Day
2. Charges for a child's absence will be: the same as if they were here
3. Charges related to provider's illness or other emergency that prohibits care will be: _____
half of regular charge
4. Charges related to provider's scheduled vacation are: half of regular charge
5. Charges related to parent(s)/guardian(s) scheduled vacation are: regular charges apply
6. Other: _____

Other Charges:

1. There will be a charge of \$ \$2.00 for each breakfast, \$ 3.00 for each lunch, \$ 1.00 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): N/A for Susie
(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 \$ 90.00 is required to be paid on day 1 which will be applied to the final 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 2 (two) 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 2 (two) weeks before they go into effect.

Provider's signature Connie Caregiver Date: December 21, 2008

Mother/Legal Guardian's signature Mary Sandlin Date: December 21, 2008

Father/Legal Guardian's signature John Sandlin Date: December 21, 2008

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.

