



Colorado Child Care Assistance Program (CCCAP) Policies for Families

Updated 5/16/2018

- **Important to read and understand the “Client Responsibilities Agreement”** that was given upon enrollment with CCCAP. This document will establish the agreement between you, Bright Start Learning Center and the Colorado Human Service Department in regards to CCCAP.
- Along with these policies, **please read the Family Handbook** which is included to the Bright Start CCCAP Policies.
- **IMPORTANT:** Once you have signed the Client Responsibility Agreement with CCCAP, Bright Start cannot hold the Colorado Department of Human Services, the State of Colorado and the Lake County Department of Human Service harmless for any loss or actions caused by the performance of the Agreement. **If agreement is not followed through as stated, you understand that you may be responsible for any payments.**
- You, the family, will be using the Attendance Tracking System that will be located in the Bright Start office. This will be the online system you will operate daily for checking in and out your child. This is how Bright Start will be reimbursed. If there is any error or missing entries, it will be important to correct the error or entry within 9-days. It is important that you speak with a Bright Start staff for any errors or issues with the online system and/or contact Lake County Human Service for assistance. **This is IMPORTANT as we are avoiding further cost/liability to you, the family, other than your parent fee established.**
- Here are the following persons you may contact in regards to your CCCAP.

CCAP Coordinator for 2018 is **Sonia Luna** **719-486-7461** Sonia.luna@state.co.us
CCAP Assistant for 2018 is **Yesenia Martinez** **719-486-7463** Yesenia.martinez@state.co.us

PROCEDURE ON USING THE ATTENDANCE TRACKING SYSTEM, ATTENDANCE AND OTHER

- Bright Start is responsible in maintaining the online Attendance Tracking System.
- Bright Start will never keep in possession a client’s PIN or Child Care Benefit card.
- Bright Start and Family are responsible to know the status of care of the Child Care Assistance Program and notify one another of any changes. Family **MUST** call for changes immediately within 10-days to avoid the responsibility for non-authorized days. Call CCAP first or notify them by email for documentation.
- Bright Start staff is responsible to sign in and out children on the Attendance Tracking System and Bright Start Attendance form for record keeping.
- Family is responsible to sign in and out on the sign in/out sheet and confirmation clip board located in the Bright Start office.
- Family is responsible to check in and out on the online Attendance Tracking System and correct any errors and notify Bright Start staff of any issues within that day.
- Bright Start staff is responsible to check all entries, daily, in the online Attendance Tracking System for any errors or missing entries, take note and notify the parent of any correction needed within 10-days.
- Bright Start is responsible to notify Lake County Human Service of unexplained, frequent or consistent absences with ten calendar days of establishing a pattern on a child.
- Family agrees to be responsible for resolving any problems with Bright Start.

PROCEDURE WITH THE ATTENDANCE TRACKING SYSTEM FOR REIMBURSEMENT

- Department Agrees to reimburse Bright Start for authorized child care in accordance with CCCAP rules. Payment will be the total cost of authorized care based on rates set by the Fiscal Agreement minus the parental fee.
- Department agrees to send Bright Start notices of changes in parental fees, authorized amount of care, added or deleted children, and other changes to child care arrangements.
- Bright Start staff will be in communication with Lake County Human Services to obtain monthly updated Authorization Schedule, CCCAP Client Responsibility Agreement, Parental Fees, No Longer Eligible letters or other sources needed to work with CCCAP families. All documentations will be noted, organized and filed for access for the calendar year.
- Parent fees are due to Bright Start the first day of each month on which Bright Start is open. Payments will be considered late after the 6th of the month. Bright Start is responsible to report non-payment of parent fees no later than the last day of the month to Lake County Human Service-CCCAP. The parent understands that if they do not pay this fee to Bright Start they can lose child care benefits and possibly their child's spot.
- Other payment options (bi-monthly or weekly payments) will be considered on a case-by-case basis. Any back payments owed, will be considered on a case-by-case basis and will be considered on a payment plan option. Late Charge may have applied and will cease to accumulate if a payment plan has been discussed. Thereafter, if payment plan is not honored and there is a delay in payments on the payment plan, late charge of \$10 per week may apply.
- A \$10 rate, per week, is charged for late parent fee payments. This Late Charge will be applied for every week thereafter until the parent fee or payment plan is paid in full or according to payment plan.
- Withdrawal: Family is responsible to notify Bright Start in writing 10-days before changing child care providers otherwise the county may not pay for my child care. Account must be paid in full before withdrawing. A 35% handling charge will be added if account is sent to the *Continental Collection Agency*. Please refer to the Parent Handbook for further information.
- Bright Start shall not charge parents rates in excess of those agreed upon in the fiscal agreement. The rate in the fiscal agreement is the maximum allowable rate of reimbursement for the care provided and includes any portion for which the family is responsible.
- Bright Start is aware that when the family checks in or out their child into the Attendance Tracking System and if the terminal indicates the status of pending or not authorized there is NO guarantee of payment from Lake County Human Service. If the child care case is denied, then responsibility for payment ties with the family and the county shall not be held liable.

ADDITIONAL INFORMATION ON THE CCCAP BENEFITS FOR BRIGHT START

- Registration Fee \$60 will be paid. Bright Start will manually bill this amount into the Child Care Claim Form.
- Activity Fees are available to Bright Start. \$150/child annually. Bright Start will manually bill the amount used.
- Transportation Fees are available to Bright Start. \$50/child annually. Bright Start will manually bill the amount used.
- Families have the following paid by Lake County Human Service-CCCAP:
 - 4 paid absences for their child
 - 10-days of holidays are paid if the child is enrolled on the day of holiday:
New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day
 - 4 paid drop-in days. These are additional days to their normal enrollment schedule if not full time.
 - **5 paid hold space days**. Once absence days are used, hold days can be utilized. The Parent/Caregiver, not the provider, must request the hold and it must be approved by the CCCAP Technician. Exception to the prior approval policy would be in the case of an emergency such as an illness or a death in the immediate family. Prior approval is recommended 5-days prior to leave. This can be used for vacations as an example. We suggest to the family that they submit for the hold space days to hold their child's spot.

Bright Start Learning Center

CCCAP FAMILY AGREEMENT

Please carefully read, sign, and return the following form to the center director:

I, we, have read the Bright Start CCCAP Agreement and agree to abide by all the policies and procedures therein. I agree to pay the monthly CCCAP parent fee by the date requested. I understand that I can be held responsible for payments if agreement is not followed through. I understand that a two-week, paid, notice is required before withdrawing my child from Bright Start Learning Center. I understand that a \$10 per week late fee is charged on tuition not paid. I understand that a 35% handling charge is added to my account should my bill be sent to a Collection Agency.

Child Name: _____

Child Name: _____

Monthly Parent Fee: _____ Start Date: _____

Weekly Schedule: Monday Tuesday Wednesday Thursday Friday

Parent/Guardian Signature: _____

Parent/Guardian Signature: _____

Date: _____

Request/Notes:

Thank you for selecting Bright Start as your child care provider.