

# How to be Successful on the Subsidy Program

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## Provider Guide



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# The Children’s Cabinet • Subsidy and Resource & Referral Office Locations

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**Carson City**  
2527 N. Carson St #255  
Carson City, NV 89706  
775-684-0880  
1-866-434-2221-toll free  
775-887-1365-fax

**Reno District Office**  
4055 S. Virginia Street  
Reno, NV 89502  
(behind Reno Town Mall)  
775-746-5511  
775-746-5530-fax

**Rock Blvd (Main Office)**  
1090 South Rock Boulevard  
Reno, NV 89502  
775-856-6200  
1-800-753-5500-toll free  
775-856-6208-fax

## Provider Service Agreement

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All child care providers that wish to provide care for children on the subsidy program are required to sign a Provider Service Agreement (PSA) and submit all other required documentation before receiving payment for child care.



Child care providers make a commitment to subsidy-eligible families in our community by following the program policies and procedures as outlined and agreed to on the PSA. By providing child care, parents can work and families can reach self-sufficiency.

The Child Care Subsidy Program is funded by the Child Care and Development Fund (CCDF) that is a mixture of state and federal dollars. The Children's Cabinet in northern Nevada, and the Las Vegas Urban League in southern Nevada are contracted by the Nevada Division of Welfare and Supportive Services (DWSS) to administer the Child Care Subsidy Program and follow regulations set forth by the state. By signing the Provider Service Agreement you have agreed to adhere to the requirements outlined in the agreement. Providers should keep a copy of the provider service agreement (PSA) in a safe place for future reference.

We would like to thank you for your dedication to families. Without your participation as a child care provider, we could not be successful in assisting our neighbors to reach self-sufficiency.

## Child Care Subsidy Eligibility

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Parents must meet the income guidelines and have a purpose of care to be eligible for child care subsidy. In order to have purpose of care, the parent must be in an approved activity:



- Working (at time of initial application),
- Going to school or job training (category is subject to freeze if funding is not available to fund this category),
- Approved NEON activity,
- Homeless self-sufficiency plan, or
- Other Special Consideration approved by the DWSS Child Care Chief.

Parents must have a valid certificate issued by the Child Care Subsidy Program before they are eligible for child care subsidy benefits. This means that a parent must have a valid certificate before you, the provider, can be paid through the subsidy program. Please note that the certificate is valid for the time period limited period identified on the certificate.

Parents are required to comply with all subsidy program guidelines. Services can be terminated at any point if parents do not follow program requirements.

## Funding Categories

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There are three different funding categories. These categories are determined by household income and risk factors for needing Temporary Assistance for Needy Families (TANF) cash assistance. All certificates are issued for one year at a time.



### 1.) New Employees of Nevada (NEON) Funding

- Parents receiving TANF cash aid from the DWSS and are in an approved NEON activity.
- A child care referral must be issued by a DWSS worker in order to qualify for child care assistance when receiving TANF.

### 2.) At-Risk Funding

- Parents are not receiving TANF assistance but are at-risk of returning to the TANF program.
- Parents must qualify based on income and must be in an approved purpose of care at time of initial application. Foster/CPS Parents do not have to income-qualify, but do have to have a purpose of care.

### 3.) Discretionary Funding (Based on Availability)

- Parents no longer considered at-risk for TANF but still meet the program income requirements.
- Parents must qualify based on income and must be in an approved purpose of care at time of initial application.

## Parent Termination from the Subsidy Program

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Unfortunately there are times when parents' subsidy assistance is terminated. Below are some of the reasons why a parent would be termed from the program:

- The parent fails to re-apply prior to the end of his/her certificate period.
- The parent fails to submit requested documentation for eligibility.
- The child on the certificate has left the household permanently.
- It is discovered that the parent's income exceeds the program limits.
- It is discovered that information was not reported that otherwise makes him/her ineligible for subsidy.
- The parent has failed to meet co-pay requirements.
- Availability of funding.

## Non-Transferable Child Care Certificate

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Once the parent is eligible for the subsidy program, a certificate authorizing child care is generated. This certificate will list:

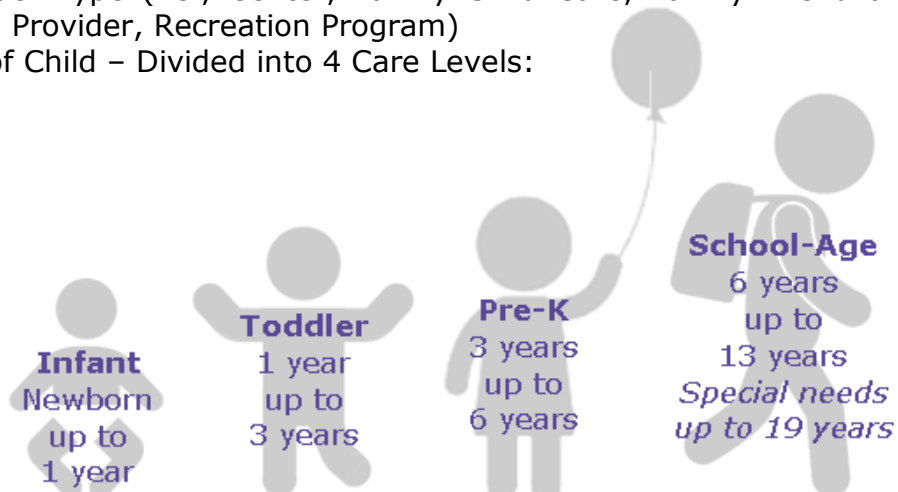
- The parent name and unique personal identifier (UPI) number,
- The care authorization time frame,
- The provider information,
- The child's name and UPI,
- The approved daily child care rate,
- The approved start date for the reimbursement rate and schedule,
- The subsidy percentage to be paid on behalf of the client,
- The actual full-time and part-time reimbursement rates that will be paid by the Child Care Subsidy Program on behalf of the parent, and
- The authorized schedule (days of the week that the full-time or part-time care has been approved).
  - If child care is only authorized on Mondays, Tuesdays, Wednesdays, and Thursdays, and the parent utilizes care on a Friday, you will not be paid for this unauthorized day of the week (Friday). If this is a regularly scheduled day based on the parent's purpose of care, then the parent must report the change in schedule to his/her case manager.

A sample certificate and glossary of terms used on the certificate is provided in this guide. An example of how the parent co-pay is calculated and how to calculate overages is also provided.

## Approved Daily Rate (State Maximum Rate)

The state-approved daily full-time & part-time rates for reimbursement are determined once every three years by a market rate survey of all licensed child care providers. This rate is the maximum amount the state will pay for child care per day. There are different approved rates based on the following:

- Provider Type (i.e., Center, Family Child Care, Family Friend and Neighbor (FFN) Provider, Recreation Program)
- Age of Child – Divided into 4 Care Levels:



- Location of Care (i.e., Urban and Rural)
- Nevada Silver State Stars Quality Rating and Improvement System (QRIS) star level

The provider can charge any rate; however, the Child Care Subsidy Program will only pay the Approved Child Care Daily Rates based on provider type, care level and geographical area. Provider billings and registration/annual fees must be submitted no later than the last day of the month following the month of service.

### Important Notes about Rates

- If a child changes care levels, the rate change is effective on the child's birthday.
- If the provider charges a rate that less than the Approved Daily Rate, the client is not be responsible for the co-payment (see next section for more information on co-payments) if the amount is less than the difference between the provider rate and the Approved Daily Rate.
  - For example, the Approved Daily Rate is \$40 and the parent's co-payment is \$4 a day (10% copayment). The provider charges \$35. The parent would not be responsible to pay the co-payment.
- It is the provider's responsibility to report any rate changes. Once the change is received, child care staff members have 10 days to enter the new rates in the computer system. Rate changes can only happen on the first of the month. The new rate is effective the on the first of the month 30-days after the new rates are entered into the computer system.
  - For example, if the rate change is entered in the computer system on 9/15, the effective date would be 11/1.

## Co-Payment

A co-payment is the portion of the approved rate for which the parent is responsible. All information to determine the parents' co-payment amount is on the certificate. This is how the co-payment is calculated:

**State Maximum x Co-pay % = Co-payment Amount per Day**

Approved daily  
rate =  
\$30

Parent co-  
payment % =  
10%

# of authorized  
days per week  
= 5

$\$30 \times 10\%$   
 $(.10) \times 5 =$   
\$15 a week

## Additional Charges or Overages

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Additional charges or overages are the amounts the provider charges that exceed the state approved daily rate.

- All overages are the responsibility of the parent.
- Overages are in addition to the parent's co-payment.
- Here are three examples of additional charges and overages:

<b>Example 1</b>	<ul style="list-style-type: none"><li>• You charge \$195 a week for infant care.</li><li>• \$195 divided by 5 days = \$39 daily rate.</li><li>• The maximum rate for your provider type, the child's age, and your location is \$35 a day.</li><li>• The parent is left with a \$4 per day overage.</li></ul>
<b>Example 2</b>	<ul style="list-style-type: none"><li>• The parent is authorized for 4 days per week.</li><li>• The parent uses 5 days of care in a week.</li><li>• The parent is responsible for paying your full cost of care for the 5th day (\$39).</li></ul>
<b>Example 3</b>	<ul style="list-style-type: none"><li>• The provider charges \$25 a week for meals.</li><li>• The Subsidy program does not cover the cost of meals.</li><li>• The parent is responsible for the \$25/week meal fee.</li></ul>



# Sample Certificate

NON-TRANSFERABLE CHILD CARE CERTIFICATE															
Child Care CCDP-Children's Cabinet State of Nevada, Division of Welfare and Supportive Services Child Care Subsidy Program				Certificate Number: 12345 Issue Date: 07/20/2009											
PROGRAM INFORMATION															
Applicant Name: John Doe				Applicant UPI: 123456789											
Care Authorized From: 07/21/2009		To: 01/08/2010*		*Reimbursements not made after this date											
Case Manager: Heara Tohelp				Phone: (775) 856-6210											
PROVIDER INFORMATION															
Provider Name: Future Leaders Learning Center				Location: 123 Invest-in-Me Drive, Reno, NV 89502											
Provider ID: 881234567-000				Phone: (775) 123-4567											
CHILD REQUIRING CARE															
Child's Name	DOB	UPI	Approved Daily Rate	Reimbursement Rate Per Day		Authorized Schedule									
				Full-time	Part-time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Varied		
Liberty Justice	05/18/2005	123456789	Rate: 26.00 Start Date: 07/21/2009 Subsidy: 95%	24.70	12.35										4FT
Schedule Notes: Authorized up to 4 full-time days per week.															
REIMBURSEMENT GUIDELINES															
Infant/Toddler/Preschool: Part-time care is less than 4 hours, 29 minutes hours per day Full-time care is 4 hours, 30 minutes or more per day  School Age: Part-time care is less than 3 hours per day Full-time care is 3 hours or more per day															
PROGRAM INFORMATION															
This Certificate is surrendered to the child care provider upon enrollment of the above child in care, and is the provider's authorization to submit for payment by the Child Care Subsidy Program. The above child is authorized to obtain child care services based upon this Certificate, which complies with the established daily maximum rates set by the State of Nevada. The parent is responsible for paying the required co-payment for services. Failure to do so may result in termination from the Child Care Subsidy Program.															
The Provider is responsible for collection of any fees and charges over and above the reimbursement rate noted above, in accordance with the parent/provider agreement. The provider must maintain parent sign in/out sheets for each child, as well as co-payment verification for any services provided for families utilizing the Child Care Subsidy Program. The sign in sheets may be required to be submitted to the Child Care Agency in order to receive reimbursement.															
By accepting this Certificate and utilizing child care subsidy benefits, the parent/caretaker certifies that all options for selection of the child care provider has been presented to them.															
~SAMPLE~															
Participant Signature: _____				Date: _____											
Case Manager Signature: _____				Date: _____											

See the next page for a glossary of terms used on the above certificate.





## Glossary of Terms on Certificate

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**Applicant UPI:** This is a unique number (Unique Personal Identifier) assigned to the parent to keep his/her social number protected.

**Care Authorized From:** The certificate is only good for the date range indicated. Child care will only be paid for dates that fall within this range. Certificates are issued for up to a one year period. The provider will be sent a new certificate prior to the expiration date if the parent is still eligible for child care subsidy at that time. If a new certificate is not sent, please contact the parent's case manager to inquire about the status of the new certificate.

**Case Manager:** The parent's (parents or guardians) case manager.

**Child's Name:** This is the child whose care will be subsidized. This certificate is only good for the child listed; in this case Liberty Justice.

**DOB:** Child's Date of Birth.

**UPI:** Unique personal identifier assigned to the child.

**Approved Daily Rate:** This is the rate that is applied to the parent's subsidy percentage. This rate will not be higher than the state maximum rate. If the provider charges \$30.00 a day and the state maximum rate is \$26.00, the state max rate will be shown in this box (\$26.00). It is the responsibility of the parent to pay 100% of anything OVER this rate (\$4.00 each day in this example).

**Start Date:** This is the first day for the schedule (see schedule below) that is approved for this child. If there are two start dates, then there are multiple schedules that have been approved. The schedules listed are only good for each start date. Please note, that regardless of the number of start dates and schedules, the certificate is only good for the dates indicated in the Care Authorized From section (see above).

**Subsidy %:** This is the percentage of the approved daily rate that the Child Care Subsidy Program will pay on behalf of the parent (95% in this example).

**Reimbursement Rate per Day:** This is the amount The Children's Cabinet or Urban League will pay each day. It is the calculation of the Approved Daily Rate multiplied by the Subsidy %. In this example,  $\$26.00 \times 95\% = \$24.70$ . This is full time reimbursement The Children's Cabinet or Urban League will pay for the child each day. The part-time rate is 1/2 of the full-time rate. In this example, half of \$24.70 is \$12.35.

**Schedule:** These are the days of the week that are authorized for care. Any box with a FT or PT in the box is a day that has been approved by the subsidy program. The subsidy program will only reimburse providers for care provided on these approved days. The parent is 100% responsible for paying for care used outside of the approved schedule. If the schedule varies, as in this example, the approved schedule will be noted under this column. In this example, the child is approved for 4 FT days. The most that would be reimbursed for this child is \$98.80 per week ( $\$24.70 \times 4$  days).

**Schedule Notes:** Located under Child's Name. This will give more information about the child's varied schedule and what is approved for reimbursement.

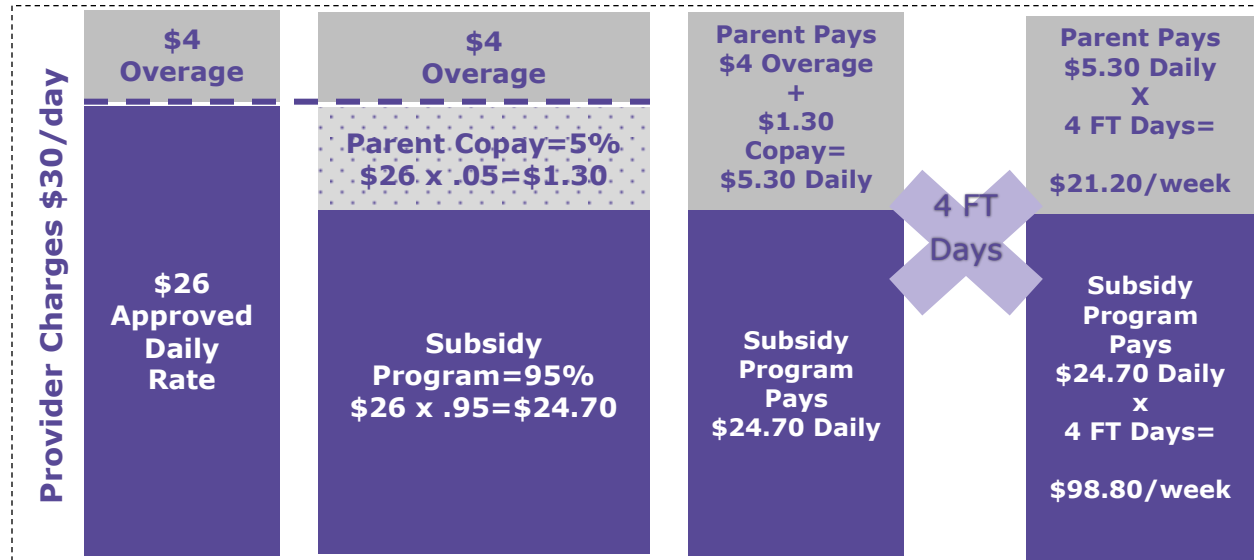
**Provider Name:** This is the name of the approved provider. The reimbursement check will be made out and sent to the provider listed in this box. Certificates are only good for the provider listed in this box and cannot be transferred to another provider. If a parent changes a provider, a new certificate MUST be printed out with the new provider's name.

**Provider ID:** This is the provider's tax identification number that will be used for IRS reporting purposes.

## Rate, Subsidy %, Co-pay, and Overage Example

CHILD REQUIRING CARE													
Child's Name	DOB	UPI	Approved Daily Rate	Reimbursement Rate Per Day		Authorized Schedule							
				Full-time	Part-time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Varied
Liberty Justice	05/18/2005	123456789	Rate: 26.00 Start Date: 07/21/2009 Subsidy: 95%	24.70	12.35								4FT

Schedule Notes: Authorized up to 4 full-time days per week.



### Notes about the above example:

- If the parent used care on an unauthorized day (in this example, for a 5th full-time day), the parent would be responsible for 100% of the provider's daily rate on this day. If the provider charges \$30.00 per day, the parent is responsible for the entire \$30.00 for the 5th full-time day used that week.
- For part-time schedules, divide the approved daily rate by 2.

## Discretionary Days

**A discretionary day** is a day that is normally authorized for child care, but the parent does not utilize care for any reason. The provider can be reimbursed for these days as long as the provider has obtained the parent/caretaker written authorization prior to the reimbursement requested (see Timesheet Example on page 11 for how to indicate when a discretionary day is used).

- When a household's child care subsidy payment is based on actual attendance, discretionary days can be used. Discretionary days cannot be used

for household's child care payment is based on approved schedule.

- The parent is limited to 21 discretionary days per calendar year, per child. Anything claimed over the 21 day limitation is the responsibility of the client.
- These days must be signed off by the parent on the timesheet.
- Discretionary days are only reimbursed for authorized days of care identified on the certificate.
- When a new parent enrolls, you can call the Reimbursement Team (The Children's Cabinet at 775-856-6200 or Urban League at 702-473-9400) to get the number of discretionary days the parent has remaining.

**Exception:** Clients using multiple providers may not claim discretionary days for days that care was provided by another provider.

## Attendance & Reimbursement Timesheets

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All providers are required to submit a Child Care Attendance Provider Reimbursement Timesheet for payment and must keep a copy for each child receiving subsidy benefits. Filling out the timesheet is how you will be paid. The timesheet must be filled out accurately and completely in order to be accepted by the child care program. Here are some important points to keep in mind:



- The signature of the individual who dropped off/picked up the child certifies that the information listed is truthful and accurate to the best of their knowledge. If the parent should leave the provider, it will allow the child care program to process the timesheet for payment. Without signatures, the payment will not be authorized.
- If a computer generated attendance log is included to verify attendance, a signed timesheet **MUST** be provided to show the anticipated schedule.
- Electronic timesheets must contain all information on the Child Care Attendance Provider Reimbursement Timesheet (see example on the next page) if they are used in lieu of the timesheet provided.
- The provider must sign and date the completed timesheet for each eligible child and submit the original record to the child care program.
- Providers **MUST** submit timesheets no later than the last day of the month following the service month to be considered timely. The provider **MUST** keep a copy for their records.
- Incomplete timesheets will cause a delay in payment.
- Timesheets must be submitted monthly. When attendance is entered and signed monthly it helps to ensure accurate payments.
  - It will allow the provider to collect co-payments and overages timely.
  - If the parent should leave the provider, it will allow the Child Care Program to process the timesheet for payment.
- Reimbursement occurs within 30 business days from the receipt of timesheets.

# Sample Timesheet

STATE OF NEVADA  
DIVISION OF WELFARE AND SUPPORTIVE SERVICES  
Child Care and Development Program

## Child Care Attendance and Provider Reimbursement Timesheet

Service Month & Year must be entered. 1 month per timesheet.

Service Month: \_\_\_\_\_ Year: \_\_\_\_\_

Time Entered in NCCS  
 Actual  Schedule

**Provider Information:**

Name: \_\_\_\_\_ Tax ID: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
*Provider name, mailing address, and Tax ID/Social must be on the timesheet.*

**Client/Child Information:**

Child Name: \_\_\_\_\_ Child UPI: \_\_\_\_\_ Child DOB: \_\_\_\_\_  
Client Name: \_\_\_\_\_ Client UPI: \_\_\_\_\_ Phone: \_\_\_\_\_  
*1 Child per Timesheet*  
*Child/Client Name & UPI are used to correctly identify case.*

**Client/Child Schedule this Month:**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1							
Week 2	X						
Week 3							
Week 4		X					
Week 5							

*Place a mark in the box for days attended each week of the month. Enter any schedule notes if necessary.*

	Mon	Tues	Wed	Thurs	Fri
8:30					
2:40					

*School-age children must have bell times entered.*

**Schedule Notes:**

Date	Day	Over night	Time In	Time Out	Time In	Time Out	Total Hours	Absent *	Initials	Date	Day	Over night	Time In	Time Out	Time In	Time Out	Total Hours	Absent *	Initials	
1	M		9:00 AM	9:00 PM						17									D	WD
2	T									18										
3	W									19										
4	R	X	10:00PM	2:30AM						20										
5	F									21										
6										22										
7			6:00AM	8:30AM	3:30PM	5:30PM	4.5			23										
8										24										
9										25										
10										26									S	
11										27										
12										28										
13										29										
14										30										
15										31										

Notification of client's copay. If the client is behind, please indicate balance. Billing for Registration or Annual Fee (\$40.00/child/calendar year).

\*Absent Reasons: Sick = S Vacation = V Track Break = T Discretionary Day = D Un-enrolled = U Loss of Contact = L Closed = C

This Timesheet must be completed by the client daily with in and out times for all days the child was in attendance. If a discretionary day is used, a "D" must be placed in Absent Reason box and the client must initial that day. Any other absences to the Client/Child Schedule above must be indicated by an Absent Reason code (these do not need initials). All Timesheets must be submitted to the appropriate child care office no later than thirty days following the month of service. Timesheets submitted after thirty days are subject to non-payment.


We, the undersigned, certify the accuracy of the information submitted on this Timesheet and understand that this information may be audited by the State of Nevada, Division of Welfare and Supportive Services or its designee's and that any incorrect benefits paid will be recovered.

Must have signature of client and provider along with date signed.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_ Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

Client's co-payment current?  Yes  No- Balance \$ \_\_\_\_\_ Bill Annual Fee- Amount: \$ \_\_\_\_\_ Bill Registration Fee- Amount \$ \_\_\_\_\_

Please submit Timesheets for reimbursement to:

 **Northern Nevada**  
The Children's Cabinet, Inc.  
Supporting Early Education and Development  
1090 S Rock Blvd. | Reno, NV 89502  
775-856-6210 | 775-856-6208 (fax)

Timesheets must be turned in no later than 30 days after the month of service. Timesheets can be mailed, faxed or dropped off at this location.

## Timesheets Submission

Timesheets may be received in five ways: walked in, mailed, placed in the drop box located outside of the front door at the Rock Boulevard office, faxed to 775-856-6208, or scanned and emailed to [timesheets@childrenscabinet.org](mailto:timesheets@childrenscabinet.org).

## Web Attendance for Submitting Timesheets

Web Attendance is an online feature which allows child care providers to enter and submit attendance for children whose care is subsidized by the Child Care Subsidy Program. All child care providers are required to attend a training conducted by the Subsidy Reimbursement Coordinator or Reimbursement Staff as assigned before using the Web Attendance online feature.

The Web-Attendance Module allows authorized providers to:

- Sign-in to the computer system with a secure user name and password.
- Enter daily attendance information for children on the Subsidy program.
- Submit attendance for a individual child or for all children who have attendance saved in the computer system (whose attendance has not been previously submitted).
- View a summary of submitted attendance for an individual child or all children enrolled in your care.
- Apply for Discretionary Day reimbursement. Please note that not all children have Discretionary Days. See Discretionary Days section of this guide.
- Display child care contractor contact information.

## Registering for Web-Attendance

If you are interested in using Web Attendance, you will be required to sign a User Agreement with the DWSS. The User Agreement form can be obtained from Child Care Subsidy Program staff. Once the agreement is received, you will be assigned a Web-Attendance user name.

If you wish to stop using Web Attendance and return to processing timesheets manually, you must sign the Termination of Web Attendance form. Again, this form is available from Child Care Subsidy Program staff.

## Approved Schedule vs. Actual Attendance

Child care payments are made based on the parent's *approved schedule* when:

- The parent uses only one provider; or
- The parent uses multiple providers with set schedules (*example*: uses a licensed center on weekdays and a FFN provider on weekends).

Child care payments are made based on *actual attendance* when:

- The parent uses multiple providers with varying schedules (*example*: uses a licensed center on some days and a FFN provider on others but the days can't be determined in advance); or
- The provider is prohibited from receiving payments that are *not* based on

actual attendance (this must be determined during the provider registration process).

### **Timesheet Audits**

Files are randomly selected for audit by DWSS. Providers must comply with the audit. If not, providers run the risk of having to repay the Child Care Subsidy Program or the providers' subsidy registration may be terminated.

## **Provider Payments**

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Child care subsidy payments must be paid directly to the provider. The Child Care Subsidy Program will send payment for the service period within 30 business days from the receipt of the timesheet. For payments made based on approved schedule, The Child Care Subsidy Program staff must compare the hours reported on the Timesheet to the client/child schedule section of the timesheet in weekly increments.



### **Payment Adjustments**

If a provider disagrees with the amount of their reimbursement, they have 60 calendar days from the payment date to request an adjustment. All payment adjustment requests must be resolved and responded to in writing by the Child Care Subsidy Program staff within 30 calendar days after receiving the request.

There may be times when a provider bills for days when the child has attended, but was not authorized (e.g., the parent/caretaker works an additional day, school gets out early for parent/teacher conferences). Prior to payment being made for the unscheduled time/day(s), it must be verified that another provider wasn't paid for the same day. Once verified, an adjustment to the provider payment will be made and the case manager will document the action in the computer system.

### **Provider Underpayments**

All provider underpayments must be first validated by Child Care Subsidy Program staff. If validated, the supplemental payment will be issued with the next available reimbursement to the provider.

### **Provider Overpayments**

If an overpayment is discovered, the Child Care Subsidy Program will contact the provider and provide documentation of the overpayment. The Child Care Subsidy Program is primarily responsible for the collection of all provider overpayments. Recovery is accomplished through retention of future provider payments until the debt is retired in whole.

### **Stale Dated Claims**

Timesheets submitted after the last day of the month following the service month may be rejected as stale dated and may not be eligible for payment approval. Any



provider who has a payment rejected for stale dating may request special consideration for payment approval to the DWSS Child Care and Development Program Chief via the Child Care Subsidy Program office.

The special consideration must be in writing (email requests are acceptable) and include the circumstances which warrant the special consideration, the month(s) of service and the amount of the payment for each month requested. A written decision will be issued to the provider and the Child Care Subsidy Program. The Chief's decision is final and cannot be appealed.

## Child Care Rate Changes

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Child care providers can change their rates as they deem it necessary; however, the Child Care Subsidy Program can only make changes effective on the 1st of the month following a 30 day advance notice.

- Example: If the provider submits a rate change on June 15th it will be effective in the system on August 1st.



## Tax reporting

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Child care providers who receive more than \$600 in a calendar year will be issued a 1099 miscellaneous income form on or before January 31st of the following year. This information is reported to the IRS and you are required to pay the appropriate tax amount to them.

## Employment Status

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Child care providers receiving reimbursement are not employees of the Child Care Subsidy Program (The Children's Cabinet or Las Vegas Urban League). Family Friend & Neighbor providers (unlicensed care) are either:

- Self-employed if providing the care in their own home, or
- An employee of the parent who is receiving subsidy benefits.

## Ending Provider Subsidy Program Participation

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Provider can end their participation on the Subsidy program at their discretion. We ask that you give parents plenty of notification (30 days preferably) before ending your participation. As you know, finding quality child care is a time-consuming task for parents and not a decision that should be rushed. Parents will need time to gather the names of providers in their area, contact the providers to check for

openings, and make visits to the programs to assess the quality of care. Please be considerate of the length of time necessary for parents to find quality child care.

Providers can also be terminated from the program for non-compliance with program regulations outlined in the service agreement.

## Nevada Silver State Stars QRIS

The Nevada Department of Education, through the Office of Early Learning and Development, has implemented the Nevada Silver State Stars Quality Rating and Improvement System (QRIS). Nevada’s QRIS outlines the components of quality child care by using standardized, research-based criteria. QRIS provides a roadmap and support to improve the quality of early care and education programs. Through the QRIS, licensed early childhood programs are assessed and given a number of “stars” to indicate what level of quality has been achieved. QRIS standards include quality indicators that expand on licensing requirements in the areas of: program policies and procedures; administration and staff development; health and safety; and family and community involvement.

Star Level	Rating
★★★★★	Highest Quality
★★★★	Quality Plus
★★★	Quality
★★	Progressing Star
★	Rising Star

Participation in QRIS reflects a program with a commitment to quality. A program with a star rating shows parents that they are exceeding licensing standards and are committed to excellence. It is an excellent marketing tool for your program.

Programs that are interested in being star-rated should visit the Silver State Stars website: [www.nvsilverstatestars.org](http://www.nvsilverstatestars.org).

### Tiered Reimbursement

QRIS provides financial incentives to licensed programs who meet higher standards of quality. Rated programs participating on Subsidy will receive tiered reimbursement based on the star level they achieve. The higher the stars—the higher reimbursement rate above the state’s approved daily rate. The increase is dependent upon the type of program (center or family child care), the care level of the child, and the regional location of the program. Please ask the Child Care Subsidy Program



## Provider Specialized Assistance

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The goal of Provider Specialized Assistance is to enhance the quality of child care programs and help individual providers improve their practices. Child care providers must accept children on the subsidy program to receive Provider Specialized Assistance services. Consultations can be provided on the phone, by e-mail, or on-site at the provider's location. If the provider is a Spanish speaker, a designated Spanish-speaking staff person will consult and assist with the request. Contact The Children's Cabinet at 1-800-753-5500 for assistance.

## Mandatory Background Checks

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In order to protect our children's safety under the Child Care and Development Block Grant Act of 2014, important provisions were implemented to strengthen criminal background check requirements for all child care providers and their staff. With the 2014 CCDBG reauthorization, mandatory background checks are also required for FFN providers.

### What does a comprehensive background check include?

Under the new law, a comprehensive background check must be done through each of the following entities:

- Federal Bureau of Investigation (FBI);
- Nevada Criminal History Repository;
- Child Abuse and Neglect System (CANS);
- National Sex Offender Repository;
- Other local/national law enforcement agencies; and
- Child Protective Services agencies.



The background check should take place in the jurisdiction where the staff member will be employed.

### Who does the background check requirement apply to?

These provisions apply to all licensed, regulated or registered child care providers serving children on the Subsidy program. This includes child care centers, family child care homes, out-of-school time providers, and FFN providers (including all household members over the age of 18 and any adult non-household members who will have access to the child(ren)). Child Care Licensing is the agency responsible for processing background checks regardless of the provider type.

FFN providers will be given full instructions on how to complete the background process at the registration appointment. The Child Care Subsidy Program does not receive the background results on FFN providers or their household members over the age of 18. Child Care Licensing will only share a "pass" or "fail" result for each required individual with the Child Care Subsidy Program.

Licensed providers should contact Child Care Licensing for more information on background checks. The Child Care Subsidy Program does not get the results of licensed provider background checks.

### **How often must background checks be conducted?**

A comprehensive background check must be conducted at least once every 5 years. Fingerprinting must be completed and submitted within 24 hours after date of hire, or date of FFN registration on subsidy, and every 5 years thereafter.

### **What are disqualifying events or crimes?**

The following events will result in disqualification from the Subsidy program and/or child care licensure (if applicable) if the provider or required household member:

- Refuses the background check;
- Knowingly makes a materially false statement in connection with the background check;
- Is registered, or is required to be registered, on the State or national Sex Offender Registry;
- Has been convicted of a felony consisting of murder; child abuse or neglect; crime against children, including child pornography; spousal abuse; crime involving rape or sexual assault; kidnapping; arson; physical assault or battery; or drug-related offense committed during the preceding 5 years; or
- Has been convicted of a violent misdemeanor committed as an adult against a child, including the following crimes: child abuse, child endangerment, sexual assault, or of a misdemeanor involving child pornography.

### **What is the Appeals Process?**

Child care providers and staff members (including prospective staff members) must be given the opportunity to:

- Appeal the results of their background check to challenge for accuracy and completeness,
- Receive instructions on how to completed the appeals process, and
- Ensure that the appeals process is completed in a timely manner.

**Important:** Failure to comply with the background check process will result in immediate termination from the program. Failure to pass the background check will result in immediate termination from the program.

## **Mandatory Training**

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The CCDBG Reauthorization of 2014 requires that providers who care for children on the Subsidy program have training in the following areas. Licensed providers must follow NRS432A to complete these training requirements. FFN providers must complete these trainings within the first 90 days of registering on the program as

instructed by the Child Care Subsidy Program:

- Building and physical premises safety
- Emergency preparedness and response planning
- Precautions in transporting children
- Prevention/response to food allergies
- Handling & storage of bio contaminants
- Identification of child abuse & neglect
- Nutrition and physical activity
- First-aid and CPR
- Prevention and control of infectious diseases
- Prevention of shaken baby syndrome
- SIDS and use of safe sleep practices



After the first year, FFN providers are required to take a minimum of 24 hours of early education and child care training annually. Verification of completed training must be provided prior to the end of the orientation period or the end of the yearly timeframe for annual training. FFN providers who fail to comply with this requirement will be ineligible to be a provider until they meet the requirement.

## Provider Changes

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Providers must report the following changes to the Child Care Subsidy Program:

- Address (mailing or physical)
- Phone number
- Location where care is being provided
- Rates and hours
- Number of children being cared for (FFN providers)
- Household composition (people moving in or out) (FFN providers)
- Name change
- Change in license (licensed providers)

The provider has 10 days to report any of the changes and the Child Care Subsidy Program has 10 days to act on those changes. If verification of reported changes is needed, the provider has 10 days to provide verification to the child care contractor. If requested verification is not received in the allotted timeframe, the provider may be inactivated.

## Nevada Child Care System

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Nevada Child Care System (NCCS) is the subsidy case management system for child care benefits administered through the Nevada Division of Welfare and Supportive Services and The Children's Cabinet in northern Nevada and The Urban League in southern Nevada. NCCS contains records of all child care providers participating on Subsidy and all clients and children who are enrolled in the

program. This system contains the enrollments, rates, and reimbursements for child care providers in Nevada.

## NACCRRAware

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NACCRRAware is a web-based information management system that The Children's Cabinet and Las Vegas Urban League uses to collect information on licensed child care programs. Provider information is then used to make child care referrals to parents based on their needs (days of week care is needed, hours, location, ages served, etc.) and serves as the data source for our statewide child care industry reports. Having updated information in NACCRRAware is a great marketing tool for providers as it is used to generate referrals to the early learning programs. NACCRRAware is used to generate referrals to all current licensed and Out-of-School Time (OST) providers; however, NACCRRAware is NOT used to generate referrals to FFN providers.

## BRIGANCE Early Childhood Screener III

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The BRIGANCE Early Childhood Screener III is a tool that provides quick, easy, and accurate screening of skills for children 0 to 5 or up to kindergarten entry. The tool includes critical predictors of school success, including physical development, language, academic/cognitive, self-help, and social-emotional skills. Each screen takes 10–15 minutes per child and helps to:



- Determine each child's specific strengths and needs,
- Identify potential developmental delays as well as giftedness, and
- Assess school readiness.

It is important to note that the screener is **not** a diagnostic tool and cannot be used to determine if a child has a disability or is gifted. Results will be shared with parents/guardians along with information on how to understand and where to go if the screening results indicate that a more formal assessment is necessary.

**NOTE:** The Child Care Subsidy Program is required to conduct an annual FFN Health & Safety Visit. If permission is granted, The Child Care Subsidy Program staff member will administer the BRIGANCE Early Childhood Screen during this visit.

Licensed providers should contact the Nevada Department of Education, Office of Early Learning and Development about BRIGANCE training opportunities and how to use the screener and accompanying Online Management System (OMS) to score the screens.



## FFN Health and Safety Visits

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All FFN providers are required to participate in a health and safety validation visit within 45 calendar days of being enrolled as a FFN provider and a minimum of once a year thereafter. All health and safety visits can be either scheduled or unannounced.

### Non-compliance at the Health and Safety Visit

If the provider is found to be in non-compliance at the health and safety visit, they will be given up to 30 calendar days to make the noted corrections indicated on the health and safety checklist. Recommendations for improvement will be made by the child care contractor on the checklist and a follow-up visit will be scheduled. If improvements are not made within the required time period, the provider must be terminated from the Subsidy program and the client will be given 10 days to find a new provider.

## Communicating with Parents

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### It's a Win-Win Situation When Parents and Providers Work Together

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Child care is a necessary part of life for many families. Child care not only promotes growth and development in children, but it also helps to strengthen families and communities. Child care providers are an important family resource for support and child development education.



### Creating a Positive Relationship

Children benefit most when parents and providers work together to plan and provide care. In partnership, child care providers bring their knowledge of children's educational and developmental needs and parents bring the knowledge of their children's strengths, needs, and interests. Together, parents and providers develop goals that are best for each child within the child care setting. Positive relationships between parents and providers are created by two-way communication, a feeling of trust, sharing of goals and expectations, providing information and resources, and having opportunities to make joint decisions about the care children will receive. A successful partnership between parents and providers will have some of the following qualities:

- Parents and providers communicate on a daily or other regular basis.
- Parents trust and feel at ease with the child care program.
- There are many opportunities for parents to be involved in activities in the child care setting.
- Providers are always asking parents for input and feedback on the program.
- Children are actively engaged in activities and happy within the child care setting.

## Benefit of a Partnership

When the parent-provider relationship is working at its best, there are many opportunities to add to the overall development of children and to provide family-centered services. A successful parent provider partnership is good for everyone:

- Children have support in their daily activities.
- Parents benefit when providers and staff understand and respond to their children's needs, and provide information and resources that helps them.
- Providers benefit by having the much needed input, support, and participation of parents for their program.

## What Parent are Going Through

Parents want the best for their children. When placing a child in child care, many parents go through a period of anxiety and uneasiness because they are concerned about their child's well-being. It is important that providers empathize with some of the concerns and questions parents may be pondering such as:

- Will the child care provider like my child?
- Will she understand my child's moods?
- How can I be sure my child will be happy there?

These are all reasonable concerns. Parents know their children better than anyone else. This will always be true. However, there are ways parents can ease some of their concerns before and after choosing a child care provider.

## What Providers Can Do

To foster a partnership with parents, providers can:

- Learn as much as possible about the children in their program and get to know their families as well. Learn about family rituals and routines and how they interact with one another.
- Encourage open communication with parents. Be a good listener and avoid making judgments.
- Create and give out a newsletter to families on a regular basis letting them know about upcoming events at the program, resources in the community, and specific accomplishments and trainings that involve program staff.
- Be sensitive to cultural and family experience differences and reflect cultural diversity in the program with a variety of materials, toys, books, and activities.

## Communicating with Parents

- Encourage and find ways to include parents in the program activities and program to participate in classroom activities. Ask their opinions about program improvements.
- Host a family cookout and have the children's families bring a dish to share with everyone.
- Encourage the adults who are important in the children's lives to come as well,

such as uncles, aunts, grandparents, and so on.

- Make sure each child has a special area in your program and invite families to come and decorate that area with artwork, photographs, drawings, or other items that are reflective of that child's family and home life.

### Examples of Parent-Provider Communication

- Regular emails or notes are being sent between parents and providers.
- Parents and providers have regularly scheduled meetings to discuss the child's progress and development in the program.
- A daily notebook goes back and forth from home to the program—providers and parents write notes to each other about the child or any other issues or concerns.
- Telephone calls are made when concerns arise or when there is an immediate issue that needs addressing.
- Provider uses an app or online system to give parents updates on their child's day or week.

## Business Agreement with Parents

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Every child care provider should have a Parent-Provider Agreement. The agreement is a list of your rules and policies. It tells parents what they can expect of you as a provider. When parents call you to ask about your business, they will ask about your rules and fees. If you have an agreement ready, you can answer their questions more easily. This will help parents see you as a professional.



A Parent-Provider Agreement is the first step in starting a positive relationship with parents. If you make your policies clear from the start, fewer problems will come up later. A sample agreement is available from The Children's Cabinet, or you can write your own agreement. Think about:

- **HOURS:** What days, night, and weekends will you be open?
- **FEES:** How much will you charge? Will you charge for early drop-offs or late pick-ups?
- **DAY CARE PROGRAM:** Will you take the children outside to play? Will you provide fun as well as educational exercises and activities? If so, you might want to give the parent a plan for a typical day.
- **VACATIONS AND DAYS OFF:** On which holidays will your program be open? Will you be paid for the days you are closed, for holidays?
- **EMERGENCIES:** Who should be contacted in an emergency?
- **FOOD:** Will you provide hot meals and snacks? If so, you might want to show parents your menus.
- **ILLNESS AND MEDICINE:** When will you call a parent if a child is ill? Will you take care of a sick child? Will you give a child medication?
- **CLOTHING AND SUPPLIES:** Who will provide diapers, training pants, extra shoes, and warm clothes for outdoor activities?

- OTHER: What are your policies on naps, toilet training, and behavior support?

Although your Parent-Provider Agreement sets up rules for your day care business, it may be necessary to change your agreement to meet the special needs of a child or parent. Make sure the parent of each child gets a copy of the signed Parent-Provider Agreement.



## Glossary of Terms

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**Approved Activity:** Parent must be either be working or searching to be eligible for the subsidy program. These are approved activities.

**Approved Daily Rate:** The maximum reimbursement allowed by the Nevada Division of Welfare and Supportive Services. This rate is based on a licensed provider market rate survey performed every three years. This rate is broken up by child age, provider type (center, licensed family child care, and family, friend and neighbor (FFN) care), as well as location.



**Certificate:** Print out that verifies parent eligibility for subsidy. All parents must have an active certificate for the provider to receive reimbursement for child care services.

**Child Care Subsidy Program:** The Children’s Cabinet (northern Nevada) and Las Vegas Urban League (southern Nevada) have contracts with the Nevada Division of Welfare and Supportive Services to administer the subsidy program. Providers should contact the appropriate entity with Subsidy-related questions. These programs are referred to as the Child Care Subsidy Program.

**Child Care Subsidy Percentage:** The percentage of the daily approved rate for which a party (parent, The Children’s Cabinet, or Urban League) is responsible. This is printed on the certificate.

**Co-Payment:** The percentage amount that the parent must pay to the child care provider. The formula is: daily approved rate x child care subsidy percentage = daily co-pay amount

**Discretionary Day:** A day that is normally authorized for care, but the parent does not utilize care because it is a holiday, sick, or vacation day and payment is requested for that day.

**Full Time Day:** For ages 0 to 5—4.5 hours or more hours a day Ages 6 and older—3.0 hours or more hours a day

**Family, Friend or Neighbor:** Provider who is not licensed by a child care licensing entity (Washoe County or State of Nevada) and are many times family, friends and neighbors.

**Overages:** The amount a provider charges that exceeds the state approved daily rate. Overages are the responsibility of the parent.

**Part Time Day:** For ages 0 to 5—15 minutes to 4.49 hours a day; ages 6 and older—15 minutes to 2.99 hours a day. 15 minutes of care or less will not be reimbursed.

**Purpose of Care:** The purpose of care is the reason child care is needed. The purpose of care must be an approved activity (see definition of approved activity above).