

Area: Fiscal Systems

Subject: FS30 – State Family Fees Determination, Invoicing, and Collecting

Reference: Title 5 Section 18109-18115, Funding Terms and Conditions IV

Policy: A family whose income falls within a certain range will be required to pay a family fee. Fees are established in accordance with the California Department of Education, Child Development Division regulations. Families At Risk or with Child Protective Services may be exempt from paying a family fee if the referral specifies an exemption is necessary. Families receiving TANF are exempt from paying family fees.

Procedure:

1. Family Eligibility Specialist determines if the parent/guardian is required to pay a family fee based upon the adjusted gross monthly family income and family size. The family fee shall be assessed and collected based on the family's child who is enrolled for the longest period of time.
2. Parent/guardian sign CD9600, Income Worksheet and Declaration of Parent Fee Responsibility form.
3. The Family Eligibility Specialist distributes a copy of the Declaration of Parent Fee Responsibility form to parent/guardian, files the original in the family fee file and files a copy in the family eligibility file.
4. Family Eligibility Specialist produces a family fee invoice from the electronic database and mails to parent/guardian within one (1) week prior to fee due date. Copy of invoice is placed in family fee file. Note: Family fees are electronically generated 15 days prior to the first day of the month.
5. Fees are accrued monthly and are to be paid in advance of child care services and are due prior to the first day of services in any payment period. Fees will be assessed for families with predictable schedules using the certified days and hours of care. Fees will be assessed for families with unpredictable or variable schedules based upon the average hours of the parent's verified schedule for the four (4) months immediately preceding the certification.
 - In the event that a family fee is reassessed due to updating the family's data file or at the time of recertification and results in an increase, the fee will become effective on the first day of the month after the 14/19 day appeal request period is exhausted. If an appeal is filed, the effective date of the new fee will become effective the first day of the month after the appeal process is exhausted. In the event that a family fee is reassessed due to updating the family data file or at the time of recertification and results in a decrease, the fee will become effective on the first day of the following month.
6. No adjustment shall be made for any excused or unexcused absence. If a leave of absence is requested two (2) weeks in advance, fees will be adjusted accordingly. Under no circumstance will fees be adjusted based on a child's actual attendance.
7. When the child care and development program cannot meet all of a family's need for child care for which eligibility and need have been established, and services are being provided by another service provider, a fee credit equal to the amount paid to the other provider may be granted. A receipt of payment or canceled check to the other service provider must be submitted on a monthly basis. The parent/guardian must pay any difference. The credit will be applied to the family's subsequent fee billing period. The family may not carry over a fee credit beyond the subsequent fee billing period.
8. When the family is a current cash aid recipient, the parent/guardian must submit a current Passport To Services monthly in lieu of payment to credit the family account.

9. Parent/guardians are to make payments to Stanislaus County Office of Education in the form of a check, credit card, cashier's check, or money order. (Cash will not be accepted.)
- Internal Process for Cashier's Check, Money Order or Personal Check
 - Family Eligibility Specialist will process all family fee payments received in the form of a cashier's check, money order or personal check within one (1) business day. A green receipt shall be mailed to the parent/guardian, pink for the family file and yellow for the business office.
 - The Family Eligibility Specialist will send the yellow receipt and payment to the Senior Data Technician via the hot box.
 - Senior Data Technician will complete a Stanislaus County of Education Deposit Form per program and include a yellow copy of all receipts. Deposits shall be delivered to the Accounting Technician in Accounts Receivable.
 - Internal Process for Credit Card payments through PayPal
 - Parent pays family fee at stancoe.org/cfs via PayPal
 - Family Eligibility Specialist will review PayPal payments received through email weekly for credit card payments. The PayPal receipt will be printed on pink paper for the family file. Payment will be recorded in the electronic database.
 - Project Analyst prepares a family fee credit card payment report by the fifth of each month for the prior month's credit card payments received including the payee information, individual payment amount and summary of payments by program. The family fee credit card report will be emailed to the Budget & Special Projects Supervisor, Senior Data Technician and CFS Data Director.
 - Budget & Special Projects Supervisor prepares and follows the standard journal entry process to transfer funds from the holding account to the appropriate program.
10. The Senior Data Technician shall record the deposits for all payment types in the master spreadsheet by program and payments shall be recorded in the family fee spreadsheet by family for all payment types.
11. If the fees are still unpaid by the eighth working day of each month, the Family Eligibility Specialist shall issue a Notice of Action (NOA) for delinquent fees. The NOA shall include name and address of the recipient, name and address of Stanislaus County Office of Education, name and telephone number of the agency representative who is taking the action, date the notice is mailed or given to the recipient, method of distribution to the recipient, a description of the action which includes the amount of unpaid fees, the monthly fee rate, and period of delinquency. Page two (2) of the NOA must be included to instruct parent(s)/guardian(s) on how to request a hearing. Family Eligibility Specialist moves the family to Term Pending status on the family page in the database.
- **First Delinquent Fee:** If delinquent fees are paid by the effective date of the delinquent fee termination NOA, the termination will be rescinded and family status will be changed to active. If the fees remain unpaid, services will terminate on the effective date.
 - **Second Delinquent Fee:** If fees are delinquent a second time, the parent will be required to attend a meeting with their Family Eligibility Specialist to review the family fee policy and must pay the delinquent fees by the effective date for the termination to be rescinded and family status will be changed to active. If the fees are unpaid and parent does not attend a conference meeting, services will be terminated on the effective date.
 - **Third Delinquent Fee:** If fees are delinquent a third time, the termination will stand. If the parent/guardian disagrees with the agencies action, they may appeal the termination. Family Eligibility Specialist changes family status to "Term Pending".
12. A copy of page one (1) and two (2) of the NOA shall be placed in the family fee file . If the termination

stands, a copy of the NOA is placed in the family eligibility file and Family Eligibility Specialist moves the family to “Inactive” in the electronic database.

13. A family terminated for non-payment of family fees shall be ineligible for enrollment for a period of one (1) year from the effective date of the termination and all past fees must be paid in full. A letter will be mailed to any family that is terminated and has an outstanding fee balance. Also, a note shall be added to the family tab in the electronic database to flag the family for potential future enrollment.

Note: In the event that a family no longer has a family fee and has a credit, a refund must be issued within 90 days. The Family Eligibility Specialist will complete a request for a Purchase Order and send to the Coordinator of Early Childhood Programs, along with the backup.

Supervised by: Coordinator or Early Childhood Programs, Child Care Services Supervisor

Performed by: Family Eligibility Specialist, Senior Data Technician, Project Analyst

Forms needed: Declaration of Parent Fee Responsibility, Stanislaus County of Education Fee Deposit Form, Fee Invoice, Fee Receipt

Frequency: Ongoing