

Area:	Due Process
Subject:	MS19 – State Use of Notice of Action – Recipient of Services (CD7617)
Reference:	Title 5 Section 18095, Management Bulletin 01-16, Funding Terms and Conditions XV. B-C
Policy:	A Notice of Action, Recipient of Services shall be completed when changes are made to the service agreement. Such changes may include, but are not limited to, denial of Trustline registration for the exempt provider, an increase or decrease in parent fees, an increase or decrease in the amount of services, change in family status or need, change in provider, notice of delinquent fees, or termination of service.

Procedure:

1. Parent/Guardian notifies the Alternative Payment program in writing of any change within five (5) business days.
2. Child Care Specialist I will review the written documentation and determine if the family is eligible to continue participating on the program.
3. Changes to increase the current service level may only be approved if funding is available.
4. Approved and/or denied changes will become effective two (2) weeks after written request is received.
5. Child Care Specialist I/Data Technician shall notify the family using the Notice of Action (CD7617) located in KinderTrack which shall include: The type of action being taken, effective date of the action, name and address of the recipient, name and address of Stanislaus County Office of Education, name and telephone number of the Child Care Specialist I/Data Technician 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; a statement of the reason(s) for the changes; a statement of the reason(s) for termination, if applicable; and instructions for the parent(s) on how to request a hearing.
6. The Notice of Action (CD7617) must be issued within fourteen (14) calendar days of the date the Notice of Action (NOA) was given, or (19) calendar days of the date the NOA was mailed to parent/guardian prior to effective date of an adverse action. Adverse actions shall be mailed to the parent using both certified and regular mail.
7. Child Care Specialist I/Data Technician shall notify the child care provider using the Provider NOA removing any confidential family information.
8. For termination, change family's status to "Term pending" in KinderTrack.
9. If termination stands, change family's status to "Inactive" in KinderTrack the day after the effective date of the action.
10. Child Care Specialist I shall distribute a copy of the parent/guardian NOA to the Data Technician of the contracts and family fee desk. The provider NOA shall be distributed to the Claims desk Data Technician.

Supervised by: Coordinator of Early Childhood Programs

Performed by: Child Care Specialist I/Data Technician

Forms needed: Notice of Action (CD7617)

Frequency: Ongoing