FREQUENTLY ASKED QUESTIONS REGARDING PAYMENTS

1. When should I expect my payments?

Attendance sheets are due by the 3rd business day of the month following the month of care. Attendance sheets received by the due date will be processed by the 12th business day of each month. Attendance sheets submitted after the 3rd business day of the month will be reimbursed within 10 business days of receipt. Read more about this in Section H, page 40 of the Operating Guidelines.

2. Which programs do I need to submit paper attendance sheets and which ones do I need to enter attendance into Cocoa?

Please see “Provider ELS Payment Questions Answered!”.

3. One of the children hasn’t been coming to my program and I don’t know what the reason is. What should I do?

On the 4th consecutive unexcused absence and the program is not able to get a hold of the family, the program must contact the Integrated Services (IS) agency to report the absences. The IS agency will follow up with the parent via phone calls, emails, or letters to see if the child will return to care and if the family needs any additional support. If a family withdraws from child care prior to their certification end date, the program will receive a maximum of two weeks early termination notice payment. The two weeks early termination notice payment will not exceed the original ending date of the certificate, and it may be part of the 4 Week Vacant Reserved Space Payment for ELS-Reserved enrollments. The program should contact the SF3C team as soon as possible to report the vacancy. Read more about this in Section H, page 38 of the Operating Guidelines.

4. I have a family that is not able to keep up with their family fee. What should I do?

The program is responsible for collecting the monthly family fee and will inform the IS agency if the fee is not paid and a payment plan has not been established between the family and the program. The program will indicate the non-payment of family fees on the attendance record. The IS agency will communicate with the family and the program to find a possible resolution. If the issue cannot be resolved and there is still no payment
plan in place, termination will be the last resort. Read more about this in Section H, page 36 of the Operating Guidelines.

5. The parent drops off her child on a flexible schedule when I had already told her that the child should be coming on a set schedule every day. What should I do?

Please contact the Case Worker (at Wu Yee) or the Family Subsidy Specialist (at Children’s Council) so that we can follow up with the parent and reverify the need for care. The program, the parent, and the IS agency should be in agreement on the child care hours listed on the certificate before care takes place.

6. The parent wanted to use child care outside of the hours listed on her child care certificate. How do I get those hours added to the certificate?

Please have the parent contact the Case Worker (at Wu Yee) or the Family Subsidy Specialist (at Children’s Council). If the additional hours are approved, we will update the hours on the child care certificate and any related paperwork to reflect the requested hours that both parent and program have agreed upon and send the new certificate to parent and program.

7. Why am I not getting Gap payments for some of the children that are receiving State vouchers?

ELS Gap rate is not available for:
- Centers with part-time child care for preschool-aged children (3 years old to kindergarten age)
- Family Child Care Homes with part-time child care (children age 0 to kindergarten)

** Part-time care is less than 30 hours per week.

8. When do I get my 4 Week Vacant Reserved Space Payment for my vacant reserved space?

A program with a vacant ELS Reserved space may receive payment for up to 4 weeks at the ELS-Reserved rate to prevent any loss during the time it takes to fill a vacant ELS-Reserved space. Payment for a vacant ELS-Reserved space is approved when the child no longer occupies the space and the program actively works with SF3C to fill the vacancy as soon as the program is informed that the space will be vacant. The 2 weeks’ early termination notice payment is included in the 4 week vacant Reserved space payment. Read more about this in Section H, page 39 of the Operating Guidelines.

9. When will my payment be prorated?

Payment proration occurs for ELS funding types when services are not authorized for the full month, or when programs have non-paid closure days. Read more about this in Section H, page 39 of the Operating Guidelines.
10. Why am I not getting the ELS rate (Tier 3 rate) for the children with State vouchers?

- ELS Gap on State voucher payments are only made for children 0-Kindergarten age, not for children enrolled in Kindergarten or older.
- For Family Child Care Homes, there is no ELS-Gap on State voucher payments for part time care (less than 30 hours per week).
- For State voucher payments, if the program's private-pay rates are lower than the Regional Market Rate (RMR), those rates are used, which will make the payment lower.
- State voucher payments are prorated by the actual number of payable days in each month, which varies from month to month. In July 2017 for example it was slightly less than 4.33. It was actually 4.2 which resulted in a slightly lower payment. In some months, it will be 4.4 or 4.6, which will result in a slightly higher payment.
- If a family has a family fee, it will be deducted from the State payment because the parent is supposed to pay the program.
- If the program is closed for more than 10 closure days, each additional closure day is prorated out of State payments.
- The CACFP (food program) is deducted from the Gap payment, which is approximately $83 per child per month. Programs can sign up for the food program to get the additional funding.

11. How many paid holidays do I get for each year? Are they the same for each program?

OECE will allow programs to take up to 15 paid closure days per fiscal year. These flexible paid closure days off can be any 15 days in the fiscal year. Read more about this in Section H, page 40 of the Operating Guidelines.

Note that if the program is providing child care services for families administered by both Wu Yee and Children’s Council, the program must report the same closure days to both IS agencies.

For state-funded programs, there is a total of 10 paid holidays per fiscal year.

12. I may be providing evening/weekend care for my children. Do I always get the evening/weekend differential in addition to my regular rate?

There is no evening/weekend differential in the ELS programs. The Tier 3 rate is the maximum monthly payment that an ELS program will receive.

13. Is there a special rate for the child care provided to children with special needs?

There is no special needs differential in the ELS programs. The Tier 3 rate is the maximum monthly payment that an ELS program will receive.
14. How to fill out the paper attendance sheet correctly?

- The parent must write the time in and out each time they drop off or pick up the child to ensure the accurate record of each day of care.
- Sign in/out times should reflect the actual time children are dropped off or picked up and must be to the exact minute – do not round times up or down. For example, if the child’s approved schedule on their child care certificate is 8:00 am to 5:00 pm but the child was actually dropped off at 7:57 am and picked up at 4:43 pm, the hours on the attendance sheet must be 7:57 am and 4:43 pm.
- Parent/Guardian and the program must sign at the bottom of the attendance sheet using full signature before submitting it to the IS agency for payment.
- All writing on the attendance sheet must be in ink.
- The parent or guardian must write in the reason for all absent days in the “Comments” box on the attendance sheet, without entering the hours.

15. The parent has ended her child care with me and forgot to sign the attendance sheet. I am not able to get a hold of her. Can I still get paid?

Programs are responsible for ensuring that parents complete all required attendance signatures prior to submission to the IS agency. If the program is unable to obtain parent signature, the IS agency will approve and pay the attendance sheet, and will follow up with the parent. Read more about this in Section H, page 37 of the Operating Guidelines.

16. I watch 2 children, one has care approved, one doesn’t. Can I get OECE funding for this sibling?

siblings of children currently in ELS Reserved or ELS Voucher spaces who are between the ages of 0 and 5 years old, will be prioritized for ELS Voucher and ELS Reserved spaces, subject to funding availability. Siblings can enroll at the same program or at any ELS program the family selects. If any of your ELS Voucher or ELS Reserved families have siblings ages 0 to 5 years old that they would like to enroll in your program or with another ELS program, please contact SF3C, or your IS Agency with the name and date of birth of the sibling. Your subsidy administrator will let you know if funding is available to serve the sibling. Read more about this in Section D, page 24 of the Operating Guidelines.
17. How do I get a copy of my signed Funding and Qualified Agreements?

Please contact Wu Yee or Children’s Council subsidy teams and we will send you a copy of your agreement.

Wu Yee Children Services:
Lorinda Cheang: 415-230-7518 lorinda.cheang@wuyee.org
Connie Cheng: 415-230-7584 connie.cheng@wuyee.org

Children’s Council of San Francisco:
Cui Wen Zhang: 415-276-2954 czhang@childrenscouncil.org
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