**Child Care Development Fund Certificate Program**

**Child Care Provider “Frequently Asked Questions”**

Our program recognizes that as a Child Care provider, you have many layered responsibilities, so we want to help make our program responsibilities and requirements easy to understand. Here are some of the “Frequently Asked Questions” asked of our program staff. We hope that this helps your decision in working with our program; however if you have additional questions, feel free to contact us at (480) 362-2200.

**GENERAL QUESTIONS**

**Is the Certificate Program through DES?**

The Certificate Program is a child care subsidy program which operates similar to the one run by the State of Arizona’s Division of Economic Security (DES), however we are separate and distinct programs. Our funding source comes from the Child Care Development Block Grant, a federal grant, and while some of our program requirements are modeled after the DES child care subsidy we also have specific requirements of parents and child care providers in our program.

**What kind of child care providers does the Certificate Program work with?**We require the providers that we work with to be Licensed Child Centers, or Certified Child Care Group Homes and Family Child Care Homes. We are able to work with Certified In-Home Child Care providers in the child’s home. We are unable to work with unlicensed and uncertified child providers. Finally, your willingness to work with our program is the most important requirement.

**Why should I work with the Certificate Program?**

We know that child care is costly, and rightly so since child care providers have a big responsibility as caregivers. Subsidy programs such as the Certificate Program allow families to access stable, consistent child care so that they can focus on work, school or other personal needs. Our funding source has a specific goal of providing access to quality child care as well as providing stability for families. Research also shows that quality child care and stable lives benefit the whole of society in the long run, so your willingness to work with subsidy programs such as ours contributes to the success of your community.

Want to know more? <http://www.acf.hhs.gov/programs/occ/providers>

**Will the Certificate Program refer families to me?**

The families who enroll in our program are provided with a list of providers who are actively working with our families and program. Our families reside in Phoenix, Mesa, Tempe, Scottsdale, Glendale, Salt River Pima-Maricopa Indian Community and Lehi, so they will choose a provider who best meets all of their needs, including budgeting, hours and location.

**We know a family who could use the Certificate Program, how do I know if they’re eligible?**

We have some basic requirements, including:

* Residence in the Service Area (Phoenix, Mesa, Tempe, Scottsdale, Glendale, Salt River Pima-Maricopa Indian Community and Lehi)
* Eligible children are enrolled or eligible for enrollment in a federally recognized tribe
* Meet household size and income requirements (85% State Median income) ([See billing structure link](file:///K%3A%5CECEC%5CCertificate%20Program%5CCertificate%20Program%20Forms%5CProvider%20Billing%20Forms%5CBilling%20Structure%2019%2020%20SY%20v.2.pdf))
* Parents/Guardians are working (min 20 hours per week) or in school full-time or on a part-time basis or a combination of both, not applicable for caregivers of children in foster care or other protective care.
* Our program serves children ages 6 weeks through 12 years of age.

These requirements are a guide, so if the family has questions about eligibility, contact the Enrollment Technician at Jessica.Holmes@saltriverschools.org and (480) 362-2222 or the Program Liaison at Alizabeth.Philbrick@saltriverschools.org and (480) 362-2251.

**How long does a family’s authorization run?**

Families in our program have an authorization period of January 01 through December 31 of each year. Our recertification process occurs in September through October of each year with a deadline of October 31st. we may ask for your assistance in ensuring that our mutual families complete the process. All families will continue in the program unless they are determined ineligible, at which time you will be notified and provided with a Withdrawal Letter.

**BILLING QUESTIONS**

**When will I get paid?**

We pay for services provided, so you will be submitting a Monthly Billing Form ([PDF](file:///K%3A%5CECEC%5CCertificate%20Program%5CCertificate%20Program%20Forms%5CProvider%20Billing%20Forms%5CCP%20Billing%20Form%20Blank%2010%2001%202019.pdf)) ([Excel](file:///K%3A%5CECEC%5CCertificate%20Program%5CCertificate%20Program%20Forms%5CProvider%20Billing%20Forms%5CCP%20Billing%20Form%20Editable%2010%2001%202019.xlsx)) to bill us for services after the month is completed. Once we received, we are able to issue payment within 3 weeks of receipt. Our program pays for billing received up to 60 days after services are provided; we do not pay for any billing received more than 60 days after services were provided.

Please ensure billing is filled correctly or payment can be delayed due to errors.

**Does CCDF Certificate Program pay for Registration Fees?**

Yes, as of October 1st, 2019 the program will be covering registration fees for each family which will be paid within 21 days for new families. Recurring families can expect providers to include their registration fee with their monthly billing.

The program does not pay for any late, recreation or field trip fees.

**Can I get Direct Deposit? How will I be paid?**

Providers have the option of receiving paper checks or using ACH - direct deposit. All child care providers requesting payment are required to register in the online Vendor Portal, which is solely intended to manage the financial aspects of doing business with Salt River Pima-Maricopa Indian Community.

The vendor portal registration process can be found [here](http://secure.srpmic-nsn.gov/VendorPortal). Our program has no role in the portal registration process and monthly billing logs are not to be submitted via the portal.

**How do I bill for services?**

Per State licensing and certification standards, sign-in and out logs must be maintained for each child for a minimum of one year. If needed, we may request sign-in and out logs for internal audit purposes. Providers must submit the completed Monthly Billing Form ([PDF](file:///K%3A%5CECEC%5CCertificate%20Program%5CCertificate%20Program%20Forms%5CProvider%20Billing%20Forms%5CCP%20Billing%20Form%20Blank%2010%2001%202019.pdf)) ([Excel](file:///K%3A%5CECEC%5CCertificate%20Program%5CCertificate%20Program%20Forms%5CProvider%20Billing%20Forms%5CCP%20Billing%20Form%20Editable%2010%2001%202019.xlsx)) for services rendered in order to be paid for such services. The billing form is to be submitted to the Accounting Clerk III by fax or email. Contact information is listed on the bottom of the billing form.

**What will I be paid for services provided?**

Our program pays based on enrollment, meaning each family’s payment may be different along with their copay. Please contact staff to discuss any additional questions at 480-362-2200.

**I’ve lost my check or my check has not arrived after 3 weeks of submission. What should I do?** Contact the Accounting Clerk III at (480) 362-2200 or Lisa.Loya@Saltriverschools.org