



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

QUICK REFERENCE GUIDE FOR CONTRACT TERM 2021-2026

(Amended October 1, 2022)

**Arizona Department of Economic Security
Division of Child Care (DCC)
Provider Contracts Unit**



Welcome Child Care Provider to a new Contract Term!

Children’s access to high quality child care supports their social and emotional, cognitive and physical development. A high quality, child-centered environment promotes their creativity and learning, providing children many opportunities to develop important skills and tools that they will use to succeed in school and life. Greater access to quality child care begins with Arizona’s child care providers who contract with the DES Division of Child Care to accept reimbursement for eligible children.

This informational guide is for DES contracted licensed centers and group homes with the intent of providing you with a detailed explanation of the revisions and additions to the DES Child Care Provider Contract (Contract) which is being renewed for the new contract term of October 1, 2021 through September 30, 2026.

The 2021-2026 contract is designed to match with other DES contracts, including the format and terms and conditions. For your convenience, we also included a “Reminders” section which is based on the most common errors found during provider audits.

It is our hope that this information will be helpful in explaining the relationship with the DES Division of Child Care, and the contract. As always, should you have any questions or need further clarifications, please feel free to contact us by email at CCAContracts@azdes.gov A complete list of the staff in the DES Division of Child Care Provider Network and Support Administration and their phone numbers are enclosed at the end of this Guide for your convenience.

Additional support and resources are available on our website at:

<https://des.az.gov/services/child-and-family/child-care/contract-provider-resources>

We look forward to partnering with you to support children’s access to quality child care!





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ADMINISTRATION FOR
CHILDREN & FAMILIES



What is the Child Care and Development Fund (CCDF)?

The Child Care and Development Fund provides assistance to low-income families who need child care due to work, work-related training and/or attending school.

Who is eligible for participating in the Child Care and Development Fund program?

To qualify for the child care benefits under the CCDF program:

- You must be a parent or primary caregiver responsible for children under the age of 13 years of age; or
- Under 19 years of age and incapable of self-care or under court supervision who needs assistance paying for child care; and
- Must also characterize your financial situation as low income or very low income. To qualify, you must also be either employed or in some States enrolled in a training or education program.

CCDF Background

- The CCDF is a federal and state partnership program (over \$5 billion in federal funding) authorized under the Child Care and Development Block Grant Act (CCDBG) and administered by states, territories, and tribes with funding and support from the Administration for Children and Families' Office of Child Care. States use CCDF to provide financial assistance to low-income families to access child care so they can work or attend a job training or educational program.
- The CCDF program helps fund child care assistance for 1.4 million children, under age 13, each month.
- In addition, states use the CCDF to invest in quality to benefit millions of more children by building the skills and qualifications of the teacher workforce, supporting child care programs to achieve higher standards, and providing consumer education to help parents select child care that meets their families' needs.

Child Care and Development Block Grant (CCDBG)

On November 19, 2014, legislation was signed that reauthorized The Child Care and Development Block Grant (CCDBG) Act for the first time since 1996. The law made many important statutory changes focused on reforming child care in this country to better support the success of both parents and children in low-income families and increase their access to healthy, safe, high-quality child care. The final rule published by HHS updates the CCDF regulations to provide detail and clarification based on the law.

The CCDBG Act is the law (along with Section 418 of the Social Security Act) that authorizes the federal child care subsidy program known as Child Care and Development Fund (CCDF).

CCDBG and CCDF Resources:

- [Arizona CCDF State Plan](#)
- [CCDF Final Rule](#)
- [Administration for Children & Families Office of Child Care](#)

Contract Revisions and Additions

To become a contracted provider for child care with the DES Division of Child Care, the following requirements must be met.

Criminal Background Checks/Fingerprinting Requirements

- The Department will conduct a comprehensive criminal background check on all individuals whose activities involve the care or supervision of children or unsupervised access to children whether they provide direct or indirect services to children including, but not limited to:
 - Any person who applies for a contract with this State and that person's employees;
 - All employees of a contractor;
 - Any person who owns, operates, is employed by, and substitutes for the child care provider;
 - An independent contractor or subcontractor of a contractor and the subcontractor's employees;
 - Prospective employees of the contractor or subcontractor at the request of the prospective employer;
 - Volunteers; and
 - Other agents whose activities involve the care or supervision of children or unsupervised access to children.



- A criminal background check will include a search of all of the following in the State the applicable individual resides and each State where the individual has resided in over the past five (5) years:
 - Criminal and sex offender registry;
 - Child abuse and neglect registry;
 - National Crime Information Center (run by the FBI);
 - FBI fingerprint check using Next Generation Identification; and,
 - National Sex Offender Registry
- The Contractor shall ensure that all applicable individuals under this contract (section) shall obtain and maintain a valid Arizona Level One (1) Fingerprint Clearance Card pursuant to A.R.S. §§ 36-883.02, 36-897.03, and 46-1964, issued prior to providing direct or indirect services to children, beginning employment or volunteer work.

Please Note: The Direct Service Central Registry Clearance form [DCS-1083A](#) is now required to be submitted directly to DCS . Return the completed form via secured email to DESCANRegistryChecks@azdcs.gov within five (5) business days of hire. This form must be retained as confidential in the employee's file for (5) years after the termination of the current contract term, and it is subject to audit. In this case, you would be able to shred them after 6/30/2031. ADHS may also request to review these forms.

Any Central Registry Related questions contact CCACentralRegistry@azdes.gov.

Please visit the Arizona Child Care and Resource Referral website at azccrr.com/background-checks.html for more information on the new requirements and the new CC-112A online form submission process.

Disaster Preparedness Plan

- All Centers and Group Homes must have a Disaster Preparedness Plan.
- A Disaster Preparedness Plan is a Provider's Plan to be followed in the event of a disaster. A Disaster Preparedness Plan must be submitted to DES with your contract renewal packet.
- The owner or individual(s) who are responsible for writing and updating the Emergency Preparedness Plan must complete and pass the Disaster Emergency Evacuation Preparedness (D.E.E.P.[™]) online training that is accessible on the ADHS website: <http://azdhs.gov/documents/licensing/childcare-facilities/training/deep-online-training.pdf> or on an alternate training source that is pre-approved by DES.

Provider shall complete the D.E.E.P.[™] and Empower Program Overview and Acknowledgement Form during contract renewal.

EMPOWER Program Participation

The facility must be registered, and maintain compliance with, the Empower Program which is accessible on the Arizona Department of Health Services (ADHS) website: <https://azdhs.gov/prevention/nutrition-physical-activity/empower/index.php>. Providers may contact the Empower program directly for questions regarding registration and enrollment.

Provider shall complete the D.E.E.P.[™] and Empower Program Overview and Acknowledgement Form during the DES Provider Registration Agreement contract process (initial or renewal).

AZ STEPS Child Care Provider Support

The Arizona Department of Economic Security is committed to supporting child care providers and caregivers to find the resources and support that are essential to ensuring access to quality child care for all children. The federal rule, under CCDF, requires States to provide information about age-appropriate social-emotional behavioral health policies for children from birth to school-age, and policies to prevent suspension, expulsion, and denial of services due to behavior of children in child care and other early childhood programs.

A child's early years set the trajectory for the relationships and successes they will experience for the rest of their lives, making it crucial that children's earliest experiences truly foster – and never harm – their development. High-quality early childhood and child care programs provide positive experiences that nurture positive learning and development.

DES provides all DES contracted providers with resources and support to prevent expulsions and suspension through the AZ STEPS Child Care Provider Support Program, administered by [Southwest Human Development](#). In addition, the DES Suspension and Expulsion Prevention Policy outlines the requirements and resources available to all contracted child care providers.

Suspension and Expulsion Prevention Policy Highlights:

- Moving Forward With Expulsion Prevention-Foundations 1 Training must be completed for all child care providers and staff within 90-days of start date
- How to access Technical Assistance right from the start of any challenging behavior or concerns that are identified
- Interaction and collaboration with AZ STEPS Resource Consultants, parents, and other early childhood professionals to prevent suspension or expulsion.

Please review additional information, steps and resources [HERE](#).

Requesting Support:

Please visit the [Child Care Resource & Referral website](#) to submit an AZ STEPS support request for:

- Children displaying challenging behaviors, including but not limited to biting and potty training
- Assistance with inclusion or mental health consultation
- Developing policies and procedures
- Developing individualized plan for children in care
- In-person or Virtual Technical Assistance
- Notification of possible suspension or expulsion
- Additional resources

Together we can support children with high quality early childhood and child care programs that utilize developmentally appropriate practices that help each child grow and develop.

Group Size Requirements

The federal requirements for Child-to-Provider Ratio Standards include a Group Size limit requirement that is established by the Lead Agency for Providers receiving the CCDF funding.

A licensee shall ensure that at least the following staff-to-children ratios are maintained at all times when providing child care services to enrolled children:

Age Group	ADHS Staff: Child Ratio	ADES Max Group Size
Infants	1:5 or 2:11	11
1-year old children	1:6 or 2:13	13
2-year old children	1:8	16
3-year old children	1:13	26
4-year old children	1:15	30
5-year old children; not school-age	1:20	40
School-age children	1:20	40

The DES definition for Group Size is the number of children assigned to a caregiver/teacher or a team of caregivers/teachers occupying an individual classroom or an assigned space within a larger room.

Each child in a group shares two common experiences with every other child in this group: the same primary caregiver(s) is/are responsible for the child's basic and developmental needs and is/are co-located within the same space.

What is a Primary Caregiver?

One caregiver assigned to a small group of children for the majority of the child's care throughout the day.

The number of children who may be in a group varies according to the age of the children and the number of primary caregivers as determined by the ratio. The age of the youngest child within the group shall determine the ratio and maximum group size.



For special group activities, such as outdoor play, mealtime, sleeping, and field trips, the group may exceed the maximum group size for the specified period of time only for these activities.

ADHS BCCL ratios and licensed capacity may not be exceeded.

A child is assigned a primary caregiver upon enrollment. This caregiver is responsible for the majority of the child's care and interactions throughout the day; ensuring needs such as diaper changing, feeding, etc., are met in a timely manner; observation and assessment; and communicating with families. Children should always be given the opportunity to make autonomous choices of activity and their level of participation within that setting. ADHS BCCL regulations for supervision while moving between activities must be maintained at all times.

Primary caregiving is an intentional practice, demonstrating individualized care for children one-on-one and within the group setting. Evidence of this practice may be shown in alternate schedules, separate group rosters, and classroom postings. When primary caregiving is a program practice, it must be communicated in a written policy.

All staff members, regardless of primary caregiver assignments, are responsible for the health, safety, and well-being of all children in the child care setting.

Liability Insurance Requirements

Commercial General Liability (CGL) - Occurrence Form Policy shall cover the following areas with the corresponding coverage.

- General Aggregate \$2 million
- Products – Completed Operations Aggregate \$1 million
- Personal and Advertising Injury \$1 million
- Damage to Rented Premises \$ 50,000
- Each Occurrence \$1 million
- Sexual Abuse and Molestation. **This coverage may be sub-limited to no less than \$500,000.**
- Business Automobile Liability - Bodily Injury and Property Damage for any owned, hired, and/or non-owned automobiles used in the performance of this Contract.
 - Combined Single Limit (CSL) \$1 million
- The policy shall be endorsed, as required by this written agreement, to include the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor.
- The policy shall contain a waiver of subrogation endorsement, as required by this written agreement, in favor of the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.
- The certificate (S) of insurance must contain the following statement:
 - **“Sexual Abuse/Molestation coverage is included.”**
 - Policies or Certificates stating that “Sexual Abuse/Molestation **coverage is not excluded.**” do not meet this requirement.
- **The policy must include the State of Arizona as an additional insured.**
- Proof of Liability Insurance must be included in your packet when it is returned.

Provider Responsibilities: Submit updates, changes, and renewals of the insurance policy/coverage. If your insurance policy is due for renewal please contact your insurance agent for timely submission of your updated Certificate of Insurance.

Send updates, changes, and renewals of the insurance policy/coverage to:
Arizona Department of Economic Security

Division of Child Care
Contract Unit MD 5474
P.O. Box 6123
Phoenix, AZ 85005

National Accreditation and Quality First Incentives

Enhancement Rates

- To receive a DES enhancement rate, the provider must either possess a Three (3), Four (4) or Five (5) Star Quality Rating issued by First Things First, and/or be accredited by a DES accepted National Accreditation agency, identified at the end of this Guide.

Note: DES will review the Providers' First Things First Quality First Star Rating on a weekly basis based on the weekly reported changes by First Things First Quality First. The Providers' star rating at the review will be used to determine the enhanced rate status and will be effective the first day of the following month. Declined Providers' star rating will end effective the last day of the month.

Payment Claims

Paid Absence (PA)

Providers can claim five (5) Paid Absences per month, per child as long as:

- The facility is open for business for the day you are claiming a PA.
- The facility has a Paid Absence policy (Provider charges all families for scheduled days regardless if the child attends or not).
- The child would normally be in care on an absent day.
- The child was currently enrolled and authorized to receive DES subsidized care at the facility and attended at least one day in the month the PA is being claimed.
- Only the units that would have been used on an absent day may be claimed. The child has units of care remaining in the authorization.
- The PA is claimed within the timeframe the child is authorized.
- Claimed absences are indicated on the Sign-In/Sign-Out Record with a notation of "PA" or "Paid Absence".
- Include the date of the PA on the Billing Form in the non-shaded area under the child's name.

Example of how to document a Paid Absence (PA) on a Sign-In/Sign-Out Record



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SIGN-IN/SIGN-OUT RECORD									
Date	Time In AM	Signature	Time Out AM	Signature	Time In PM	Signature	Time Out PM	Signature	Units of Care
1		HOLIDAY							
2	7:04	Veronica Davis					5:13	Veronica Davis	D
3	7:00	Veronica Davis					5:10	Veronica Davis	D
4	7:05	Veronica Davis					5:30	Veronica Davis	D
5	7:00	Veronica Davis					5:10	Veronica Davis	D
6	7:27	Veronica Davis					5:11	Veronica Davis	D
9		PAID ABSENCE						PAID ABSENCE	D
10		PA						PA	D
11	7:02	Veronica Davis					5:37	Veronica Davis	D
12	7:15	Veronica Davis					5:34	Veronica Davis	D
13	7:30	Veronica Davis					5:26	Veronica Davis	D

Example of how to document a Paid Absence (PA) on the AZCCATS Billing Form

AZCCATS BILLING FORM						
CLIENT ID	CLIENT NAME	CASE MGR ID	SERVICE DATES	SVC CODE	UNITS AUTH/USED	KIND
0001234567	JACKSON DAVIS	65711	1/1/2012 - 1/31/20XX	LC1	23	D
	1/9, 1/10				10	

Don't forget to include the number of PA's in the total amount of units billed on the Billing Form!

- You do not file a supplemental billing form to capture absent days not previously claimed.
- You agree not to claim a paid absence when you or a client failed to properly document the Sign-In/Sign-Out Record.

Note: Amendment 1 (effective November 1, 2022) to the Child Care Provider Registration Agreement includes the following:

- Daily Rates (Full Day) (through June 30, 2024):** Removing all "L's" half-day units. Reimbursements will be made at a "D or P" unit reimbursement rate through June 30, 2024. For any future changes, providers will be notified by email and contract amendment.
- Paid Absences (through June 30, 2024):** Changes to the Paid Absence policy by removing all "L's" half-day units. Reimbursements will be made at a "D or P" unit reimbursement rate through June 30, 2024. For any future changes, providers will be notified by email and contract amendment.



Provider Rate Changes

- DES contracted Child Care Providers will see temporary changes to the Maximum Reimbursement Rate, effective November 1, 2022 through June 30, 2024. Details are included in the [Provider Registration Agreement](#).
- These temporary rate changes include:
 - Increase to the 75th percentile of the 2018 Market Rate Survey (MRS) for all age groups, including for children referred to child care from the Arizona Department of Child Safety.
 - All children will receive full day rates regardless of the number of hours in care, including children referred to child care from the Arizona Department of Child Safety.
 - Increasing quality reimbursement rates: Providers with Quality First 3-star, 4-star, 5-star rating, or that are nationally accredited, will receive an enhanced reimbursement rate of 50%.
- Adjustments to the DES Reimbursement Rates will be effective the first day of the month following the date of the newly executed Provider Rate Agreement.
- Providers must notify DES in writing at least 30 days prior to any rate change by submitting a new [Child Care Provider Rate Agreement CC-214](#) or by completing the electronic online [Arizona Child Care Provider Rate Agreement](#).

Record Keeping Requirements

Daily Attendance Verification

Providers must use a method of daily attendance verification for all enrolled children. The daily attendance verification methods to be used include:

- DES Sign-In/Sign-Out Record (CC-218); or,
- Develop an alternative sign in and out record for daily attendance that must be **pre-approved by DES prior to implementation**; or
- Use an alternative method of daily attendance verification **pre-approved by DES prior to implementation**, such as a DES-approved, computerized tracking system.

For a list of approved alternative method systems please visit the Frequently Asked Questions on the DES Provider Resources [website](#), contact your DES Compliance Specialist, or email the DES Provider Contracts unit at CCAContracts@azdes.gov

Record Retention Requirements

The forms listed below must be retained for (5) years after the termination of the current contract term:

- Certificate of Authorization for each child.



- Child Care Provider Rate Agreement form CC-214.
- Provider/Parent/Guardian's Agreement for Child Care Charges Form for all DES families CCA-0208A (Exhibit 5).
- Unpaid Co-Payment Worksheet Form CCA-1021A (Exhibit 8).
- Original Sign-In/Sign-Out Attendance Records or ADES-approved Computerized Tracking System Records.
- All Electronically Signed Records in accordance with A.R.S. § 44-7012.
- Acknowledgment Form (CCA-1272A).
- Service Consent Form (CCA-1271A).
- Preschool Suspension and Expulsion Prevention Support for Families (CCA-1275A).
- Action Plan (CCA-1276A).
- About Me Questionnaire (CCA-1200A).
- Sample Child Care Provider Expulsion Prevention Policy (CCA-1277A).
- The Direct Service Central Registry Clearance Position form ([DCS-1083A](#)).
- Any additional forms or documentation required by ADES.

Other files to establish and maintain for all administrative forms relating to the Child Care Provider Registration Agreement:

- A signed copy of this Agreement and all Amendments;
- All documents required under Section 6.2;
- All claim and billing records; and
- Any additional forms or documentation are required by ADES.

Location and Availability of Records

All required or alternative approved records for the (6) months shall be retained on-site and immediately available for viewing. All records or alternative approved records older than six (6) months may be stored off-site; however, they shall be made available within five (5) business days upon request by DES. If records are lost or damaged, the Provider shall notify the DCC Compliance Specialist, via electronic mail (e-mail), within 24 hours. DES has the right to request any supporting documentation of the lost or damaged records.

By failing to comply with the record keeping requirement, DES may issue an audit exception and overpayment for inadequately retained records.

Reporting Additional Changes

Providers must notify DES, within five (5) business days, of any changes to the following:

- Phone number;



- Email address;
- Direct deposit;
- Director;
- Liability Insurance;
- Change of Ownership;
- Change of Corporation,
- Change of Tax Id or Social Security Number;
- Daily attendance verification;
- Sign in and out attendance records (Prior approval by DES required for alternate Sign in and out Forms or Computerized Tracking Systems);
- Assigned Billing Individual changes. If the individual who completes the DES billing changes the new individual will need to take the billing training; and
- Rate Changes - You must notify your DES Compliance Specialist, in writing, at least 30 days prior to any rate change by submitting a new Child Care Provider Rate Agreement (CC-214).

Providers must notify CCR&R within five (5) business days of any changes to the Provider's business operational information which include business hours, days or times, rates, contact information.

Selling your business?

Contact your DES Compliance Specialist to report this change. You will receive assistance in making this process smoother so that you can avoid a potential overpayment or gap in services.

Mailing Address:

DES Division of Child Care Provider Contracts Unit
Arizona Department of Economic Security
Division of Child Care
P.O Box 6123
Phoenix, AZ 85005

Email Address:

DES Division of Child Care Provider Contracts Unit CCAContracts@azdes.gov

Reporting of Serious Injuries and Death

The Provider agrees to report all serious injuries and deaths as defined in the Provider Registration Agreement, Definition of Terms, to the DCC Provider Contracts Unit, within one (1) business day.

A serious injury is defined as: *“a serious injury or accident resulting in medical treatment (outside the facility), hospitalization or death of a child.”*

Special Needs Services

DES/DCC is committed to ensuring that all families have access to quality child care while they work, go to school, or participate in employment training.

To support the opportunity for all eligible families and their children to participate in quality child care, ADHS licensed Child Care Centers and certified Group Homes will receive an enhanced rate for providing high-quality inclusive child care to children with disabilities, who meet the DES/DCC family eligibility requirements for child care subsidy.

The following criteria must also be met:

Possess national child care accreditation or a Quality First Star Rating of three (3), four (4), or five (5) stars through the time that the enhanced rate is received. A list of DES Accepted Accreditation Agencies is included at the end of this guide. Copies of the National Accreditation certificate and/ or the Quality First three (3), four (4), or five (5) Star Rating approval issued by First Things First must be submitted to DES.

Definition of a child with special needs: This means a child with a disability or special health care need (s) who needs appropriate, individualized accommodations and supports to access, and participate in, the routines and activities with his/her peers. The child may need increased supervision and/or adaptive equipment.

A child with special needs must have documented disability as defined below:

- A child under the age of three who is eligible for the Arizona Early Intervention Program www.azdes.gov/azeip (IDEA, Part C services) and has an Individualized Family Services Plan (IFSP); or
- A child between the ages of three and 12 who is eligible for Special Education Services (IDEA, Part B services) and has an Individualized Education Plan (IEP) <https://www.azed.gov/special-education/>; or
- A child over the age of three who is eligible for the Division of Developmental Disabilities and has an Individualized Support Plan (ISP) <https://des.az.gov/services/disabilities/developmental-disabilities>; or
- A child who has a 504 Plan under Section 504 of the Rehabilitation Act and the American with Disabilities Act <http://www2.ed.gov/about/offices/list/ocr/504faq.html>; or
- A child under the age of 13 with a diagnosis by a licensed physician, certified



psychologist or a certified behavioral health specialist with a physical, cognitive, and/or a psychosocial condition that substantially limits the child's ability to perform age-appropriate activities; or

- Others, as approved by DES.

No more than 10% of "capacity" can be children with disabilities.

Navigating Training Requirements

Arizona Early Childhood Workforce Registry Participation

All child care staff are required to create an account in the Arizona Early Childhood Workforce Registry at azregistry.org. The Registry allows for staff to sign up for training, track training completion, and participate in other incentive programs. Child care directors can also check their teachers' and staff completion of training.

Provider administrators or directors need to request and maintain administrative access to the Arizona Early Childhood Workforce Registry within 15 days of the contract date.

✓ To Do:

- Create and maintain a current training profile of professional development for all provider staff on the Arizona Early Childhood Workforce Registry.
- Ensure all staff create and maintain up-to-date profiles and make necessary updates to profiles within 15 days of hire and upon any change to status.

Other Helpful links:

- [Create a Registry Account video](#)
- [Find Training Events in the Registry video](#)
- [Using the Registry How-to Guides](#)

Pre-Service Health and Safety Training

All child care providers contracted with DES must complete initial (pre-service) training on Health & Safety within the staff member's first 90 days of hire date. Child care directors are required to ensure staff are aware of and compliant with the initial, annual ongoing DES Health and Safety Training Requirements in order for Arizona to maintain compliance with the CCDF (Section 98.41).

NOTE! Completion of Pre-Service requirements will follow the staff member should they transition to a new child care provider and be held in their Workforce Registry account. The employee will not need to retake the pre-service training to be in compliance with the DES Provider Registration Agreement.

See Annual training requirements below for what must be completed each year.

The Initial DES Health and Safety Training include the following subjects :

- Prevention and control of infectious diseases
- Prevention of sudden infant death syndrome
- Administration of medication
- Response to emergencies due to food and allergic reactions
- Building and physical premises safety
- Prevention of shaken baby syndrome and abuse head trauma
- Emergency preparedness
- Handling and storing of hazardous materials
- Appropriate precautions in transporting children
- First Aid and CPR
- Compliance with child abuse reporting requirements

Effective June 1, 2022, the pre-service training is available and is currently provided by CCEI through the Arizona Early Childhood Workforce Registry. Additional training information will be updated in this Guide and on the [Division of Child Care website](#).

Child Care Education Institute (CCEI)

! Staff will complete their required Pre-Service Health and Safety training within the first 90 days of hire, through the [Child Care Education Institute](#) .

How do I get a CCEI membership to access training?

- Go to <http://www.azregisrty.org>
 - Create a Registry account or log in to existing account
 - Click on CCEI Online Training at the bottom of the left-side navigation bar
 - Select “click here to access the free CCEI online trainings”

Annual Training Requirements

Child care providers and staff must complete annual training or postsecondary education coursework in two or more of the topics listed below, and be accessible in the Arizona Early Childhood Workforce Registry. The [Division of Child Care Website](#) includes a list of training courses accessible in the Registry as examples to meet this requirement.

Topics include:

- training that maintains and updates health and safety standards as described and identified in the above pre-service health and safety training section;



- training and strategies related to program administration, planning, development, or management;
- availability of community services and resources;
- child growth and development;
- social-emotional development and behavior models to support healthy practices in young children birth through school-age;
- nutrition (including age-appropriate feeding) ;
- access to physical activity; or
- caring for children with special needs.

Requirement:

- 12 or more actual hours of training every 12 months (ADHS Licensed Group Homes and DES Certified Family Child Care Providers) in two or more of the topics listed.
- 18 or more actual hours of training every 12 months (ADHS Licensed Child Care Center) in two or more of the topics listed.
- The clock for the annual training is based on the staff member's hire date.

Other Training Requirements

- The owner and individual(s) who are responsible for completing billing, must complete and pass the computer-based training, DE5417-Basic Billing for DCC Providers, that is accessible online via the TraCorp at <http://adoa.server.tracorp.com>
 - A copy of the transcript must be submitted to their corresponding DES Compliance Specialist. Please write the facility's DES-assigned number which starts with a "P" on the certificate.
- The owner or the individual(s) who are responsible for writing and updating the Emergency Preparedness Plan shall successfully complete and provide proof of the Disaster Emergency Evacuation Preparedness (D.E.E.P.™) online training completion that is accessible on the ADHS website at <http://azdhs.gov/documents/licensing/childcare-facilities/training/deep-online-training.pdf> or an DES approved Emergency Preparedness training.

Moving Forward with Expulsion Prevention-Foundations 1 Training

All child care providers and staff are required to complete *Foundations 1 - Moving Forward with Expulsion Prevention* within 90 days of hire.

- Foundations 1 and all training in the Expulsion Prevention series count toward the staff annual training requirement.

To register for Expulsion Prevention courses in the [Registry](#):

- Click on "Find Training Event Event tMy Training Event " on left hand side.
- Under "Select a search category", select "DES Pre-Service training" . And
- Search Course Title: "Foundations" or under Sponsor Name: Southwest Human Development-Training.



Other Training in the Expulsion Prevention series - search by: "Expulsion" or Sponsor Name: Southwest Human Development-Training

Foundations 1- Technical Assistance

All staff who have taken Moving Forward with Expulsion Prevention (Foundations 1) training are eligible for additional technical assistance and support by submitting a request through the training contractor. Technical Assistance (TA) is offered for a minimum of three (3) hours and a maximum of twelve (12) hours. Additional hours may be authorized by DES and approved in writing prior to completion of additional TA hours.

- DO NOT WAIT until the situation reaches the point of needing to submit a Suspension and Expulsion Support Request!

Units of Care

Represented by "D" or "P" Daily Rate (Full Day) of Care (15 minutes or more) on the AZCCATS Billing Document, Certificate of Authorization form, and the Verbal Notice of Eligibility form. Fourteen (14) minutes or less is not a payable unit of care.

Maintaining a Sign-In/Sign-Out Record

The provider shall educate clients on the importance of sign-in and out procedures for proper payment reimbursement and child safety.

- One Sign-In/Sign-Out Record per child, per month
- All entries must be in INK (no pencil, or crayon, etc.).
- Time entries must be legible and accurate (include minutes).
- Legal signatures are required for all signers.
- Clients or authorized individuals must sign the child in and out of the facility daily and only when the child is in attendance.
- Providers may sign children in and out only when accepting or releasing a child from school.
- Corrections must be completed by the person who originally completed the record by striking through, initialing, and writing the correction, for example, ~~8:15~~ JS 9:15.
- No arrows; no correction fluid or corrective tape (white out)
- Pre-signing of the Sign-In/Sign-Out Record is prohibited.
- **Do not redo a record.** Contact your DES Compliance Specialist by phone or email our general mailbox CCAContracts@azdes.gov.



Approved Alternative Method Requirement

With prior written approval from DES, the provider may use a computerized attendance tracking system, biometric, digital fingerprint recognition, or facial recognition system.

- If the computerized tracking system has the capability for electronic signature that acknowledges both the Client and Provider Penalty Warning Statements in section 5.16.3. ADES will accept the electronic signature.
- If a system issue is identified the provider must contact DES and provide written notice to CCAContracts@azdes.gov. The provider is required to use the (CC-0218A) during the specified system issue.
- Time clocks, and time cards, and child rosters shall not be permitted as an alternative method.
- Providers shall not make changes or edit sign-in and out record time entries.
- Paid Absence(s) should be identified on the record by adding the Paid Absence Date(s) and indicate if the Paid Absence(s) claim is a “D” or “P” unit.
 - “D” or “P” Daily Rate (Full Day) of Care on the AZCCATS Billing Document, Certificate of Authorization form, and the Verbal Notice of Eligibility form. Fourteen (14) minutes or less is not a payable unit of care.
- Computerized Tracking Systems that have the capability to store or save electronic records and can display the acknowledgment of the Penalty Warning Statements during the sign-in and out process are acceptable.
 - The Provider is allowed to add electronic notes to the file to include:
 - Paid Absence Date(s) and indicate if the Paid Absence(s) claim is a “D” or “P” unit.
- When a child is transported the staff member may sign the child in or out of the facility only when accepting and releasing the child to or from school.

Additional Resources for DES Child Care Providers:

Program Development Unit (PDU)

The Program Development Unit in the Division of Child Care at the Department of Economic Security works to support the child care network through CCDF quality set-aside contracts and collaboration with community partners including First Things First, Department of Health Services, the Arizona Department of Education, Department of Child Safety, and a network of early childhood advocates, providers, and stakeholders. The PDU unit can assist providers with support for the following professional development opportunities: Health & Safety training and technical assistance; AZ STEPS (expulsion prevention) training and technical assistance; other CCDF training and technical assistance.

Contact: ccaprogramdevelopmentunit@azdes.gov

Child Care at Residential Shelters



DES contracts with residential homeless and/or domestic violence shelters that provide employment and education case management to provide on-site child care at the shelter. The child care center at the homeless and/or domestic violence shelter provides quality, developmentally appropriate care, and follows an education model that is a nationally accredited or Quality First Rating System program.

- [DES contracted child care center at a Residential homeless/domestic violence shelter](#)
- Current Residential Shelters with DES Contracted Child Care Centers:
 - [Homeward Bound](#)
 - [Phoenix Rescue Mission](#)
 - [Sojourner Center](#)

Consumer Education

Arizona’s Child Care Resource & Referral (CCR&R) assists families in choosing child care through referrals to local child care providers and provides information on state licensing requirements, availability of child care subsidies, and other pertinent information. CCR&R supports child care providers with the start-up process by providing information, tools, resources, and support, and keeps providers informed about state licensing, certification, and/or contract requirements. CCR&R also provides resources to family child care programs, including hosting peer support groups and best practices..

- [Child Care Resource & Referral \(CCR&R\)](#)

Child Care Workforce Scholarships

The Professional Career Pathway Project (PCPP) is a scholarship program funded by the Department of Economic Security Division of Child Care through federal Child Care Development Block Grant Funds. If you are currently working in the field of early care and education PCPP will pay college tuition for up to 24 credits a year and provide a stipend for books.

- [Professional Career Pathways Project and Scholarship \(Central Arizona College\)](#)

Thank you for partnering with us to provide quality child care to our Arizona children. We look forward to knowing you better and answering your questions. Ongoing support will continue with your assigned Contracts Specialist.

DES ACCEPTED ACCREDITATION AGENCIES FOR CENTERS		
Organization	Web Address	Telephone Number
American Montessori Society (AMS) 116 East 16 th Street New York, NY 10003-2163	https://amshq.org/	1-212-358-1250



DEPARTMENT OF ECONOMIC SECURITY
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<u>Association for Christian Schools International (ACSI)</u> 731 Chapel Hills Drive Colorado Springs, CO 80920	https://www.acsi.org/	1-800-367-5391
<u>National Accreditation Commission (NAC)</u> 1250 S. Capital of Texas Hwy Austin, TX 78746	www.earlylearningleaders.org	1-800-537-1118
<u>Association Montessori Internationale (AMI/USA)</u> 1421 Prince St. Ste 350 Alexandria, VA 22314	https://amiusa.org/	1-703-912-0854
<u>Council on Accreditation (COA)</u> *School Age Accreditation only* 45 Broadway, 29th Floor New York, NY 10006	www.coanet.org *coanet.org/standards/standards-for-after-school-programs/	1-212-797-3000 1-866-262-8088
<u>National Association for The Education of Young Children (NAEYC)</u> 1313 "L" Street, NW Washington, DC 20005	www.naeyc.org	1-202-232-8777 1-800-424-2460
<u>National Early Childhood Program Accreditation (NECPA)</u> Post Office Box 2948 Merrifield, VA 22116	www.necpa.net	1-855-706-3272
<u>Cognia</u> 9115 Westside Parkway Alpharetta, GA 30009	https://www.cognia.org/	1.888.413.3669 (US) +1.678.392.2285 (International)
<u>Arizona Center for Afterschool Excellence (AZCASE)</u> 301 E. Bethany Home Road - Suite A222 Phoenix, AZ 85012	https://azafterschool.org/	602.734.5434
DES ACCEPTED ACCREDITATION/NATIONAL CREDENTIAL AGENCIES FOR FAMILY CHILD CARE GROUP HOMES		
Organization	Web Address	Telephone Number
<u>Council for Professional Recognition (CDA)</u> 2460 16 th Street, NW Washington, DC 20009	www.cdacouncil.org	1-800-424-4310 1-202-265-9090
<u>National Association for Family Child Care (NAFCC)</u> 1743 West Alexander Street Salt Lake City, UT 84119	www.nafcc.org	1-801-886-2322



Contact Us

DES Provider Contracts Monitoring Unit

Office Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

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Main Line: (602) 542-4216

Toll Free: 1-877-822-2322

Fax: 602-542-2573

Email: CCAContracts@azdes.gov

Website: des.az.gov

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