

In response to the Children’s Administration’s (CA) 2014 Foster Parent Survey, we heard you express many questions about CA policy, practice and how that impacts caring for children placed in your homes. In response CA has developed a “Frequently Asked Questions” (FAQs) that will live on our website. Caregivers will soon be able to search by topic for helpful information related to caring for the children placed in your home and find answers to previously posted questions. Each month, a new set of questions will be posted to help caregivers with questions and answers about caring for a dependent child living in out-of-home care. If you have a question you would like to see included in this project, please forward your information to: Meri Waterhouse, Caregiver Recruitment and Retention Program Manager at: waterml@dshs.wa.gov

Foster Parent Frequently Asked Questions

1. Can we claim our foster child as a dependent?

You may claim your foster or relative child if the child has been placed in your care for more than six (6) months of the tax year. There are special circumstances for an infant born later in the year and placed in foster care. Contact your tax consultant or the DSHS Tax Desk for more information.

(866) 563-8155 Toll free

(360) 664-5830 Local-Olympia

TAXINFO@dshs.wa.gov

2. How do we get our foster child’s social security number for our tax filing?

Request your foster child’s social security number by contacting the child’s assigned worker.

3. Is my mileage to transport foster children to parent visits, doctor appointments and school reimbursable?

Mileage is reimbursable for transporting children to parent or sibling visits, medical, dental, counseling or WIC appointments as well as other needs

specified in the case plan for the child. Regular transportation to and from school is not reimbursable, unless there is a need and plan to maintain the child's educational stability, or to attend school-related extracurricular activities. If you have questions about allowable mileage, review the Caregiver Monthly Mileage form <https://www.dshs.wa.gov/sites/default/files/FSA/forms/pdf/07-090.pdf>, or consult with the child's worker.

4. How do I get paid for mileage and where can I get the form to complete?

You can be reimbursed for allowable mileage by completing the Caregiver Monthly Mileage form (*DSHS 07-090 Rev. 1/2015*) and submitting it to the child's worker. A copy of this form is contained in your Caregiver Placement Packet, or you can request one from the child's worker, or you can find it online at: <https://www.dshs.wa.gov/sites/default/files/FSA/forms/pdf/07-090.pdf>. It helps to make several copies of the form to keep on hand. Submit your mileage to the child's worker each month for timely reimbursement. Per CA administrative policy, mileage submitted **after 90 days** will not be reimbursed.

5. How do I fill out a mileage form?

Review the back of the document for instructions and examples on how to complete the form and information about Child Specific Mileage. The form also provides information on transportation that we do not reimburse. Make sure to complete all areas on the form. If you are unsure about an item, check with the child's worker, or a Foster Parent Liaison. Always keep a copy of your signed form, in case there are questions or if your payment is delayed.

6. What is the mileage reimbursement rate?

Beginning January 2015, the reimbursement rate for mileage is .575 per mile. Periodically the rate will change, based on instructions from the state's Office of

Financial Management (OFM). Watch the Caregiver Connection for notice about changes, or check CA's Foster Parent web page for the current rate.

7. Who do I send my Caregiver Mileage form to when it's complete?

Your completed and signed form should be sent to the child's assigned worker. Always keep a copy of your signed document, should you need it for reference. You can submit this form by postal mail, e-mail, or personally at the office. If you submit the form via e-mail, request the child's worker to send a response to confirm he/she has received it. If you submit the form directly at the office, ask the receptionist to date stamp it and provide you a copy.

8. I haven't received my monthly mileage reimbursement – what should I do?

If you have not received your mileage reimbursement within 30 days, contact your child's assigned worker to confirm they received and processed the form. If you are not able to contact the worker, please ask the receptionist to connect you with the worker's supervisor. Let them know it's been more than 30 days since the worker received the form and you have not yet been reimbursed.

9. How do I learn when the child's court hearing is scheduled?

As a caregiver, you are entitled to know about the date and time of the child's court hearings. Here are some ways you can learn when the court hearing is scheduled:

- When the child is first placed with you, let the assigned worker know you need the court date.
- Ask the assigned worker for the date and time of the next hearing at the child's next Health and Safety visit.
- When you receive a copy of the child's Court Report, check the front page; the date of the next hearing is printed there.

- If you attend the court review hearings, the court sets the date and time for the next review during the hearing.

10. Can I go to court? Why doesn't the judge, worker or attorney acknowledge me there?

Yes, you can attend all court hearings. Let the worker know you plan to attend the hearing. If you want the worker to tell the court you are present, ask the worker in advance to do so. Some caregivers prefer to not have their attendance called out to the court; it is your decision.

11. Why didn't I get invited to the court hearing? Why doesn't my worker tell me that court is coming up?

Workers should always let caregivers know when a child has a scheduled court hearing. Some hearings are procedural; this is a brief court appearance where the judge reviews an administrative requirement, or continues a scheduled review hearing. These hearings are covered by the Department's attorney and even the workers aren't required to appear.

There may have been a change in assigned worker. The new worker may not be aware you haven't been notified. Any time you want to know when the next court hearing is scheduled, please ask the worker or his or her supervisor for that information.

12. Should I attend court? Often I feel like the worker is discouraging me from attending.

Caregivers are encouraged to attend and are welcome at the child's court hearings. Caregivers are entitled to notice of the child's scheduled hearings. Caregivers are usually most interested in the six month reviews and the 12 month permanency hearings. We understand it may not always be possible for

you to attend, due to your work schedule or other caregiving needs. It is also important to know that long wait times are not uncommon at court.

Many of the dependency courts schedule multiple hearings at the same time. The court then decides which hearings will go first. Sometimes there can be a lengthy wait for your foster child's hearing (which may only last about 10 minutes). Sometimes the court continues the child's hearing to another date. Whether you attend the hearing or not, we encourage all caregivers to complete the Caregiver Report to the Court form and provide it to the child's assigned worker about 10 days prior to the hearing, or take it with you for distribution at the Court hearing. Obtain the Caregivers Report to Court here:

<https://www.dshs.wa.gov/fsa/forms> (enter form # 15-313)

13. Are foster parents required to transport and supervise visits?

No. However, many caregivers prefer to transport their foster child to and from visits. Some foster parents want to help with supervision and that is okay, but foster parents are never required or expected to transport or supervise the visits.

The child's assigned worker and caregiver should establish ongoing communication to discuss the child's visit plan and arrangements, including transportation. This would be a good topic to discuss during the worker's monthly visit. Sometimes visitation plans change. It's helpful to have both the worker and caregiver prepared and ready to support the child, if the visit schedule, location, transporter, or other factors need to change.

14. Why can't a transportation agency transport our foster child to an 'unsupervised' visit?

Based on the negotiated contracts Children's Administration has with these agencies, they only provide transportation to supervised visits.

15. My foster child wants to go to a friend's house. Is it okay?

Under the Prudent Parenting Law and policy, you have the authority to make this decision to allow the child to participate in normal childhood activities. As with your own children, careful and thoughtful parental decisions should be utilized when deciding whether to allow a child should participate or not.

16. Can I take my foster children on vacation?

Under the Prudent Parent Law and policy, you can take your foster child with you on a trip or vacation lasting up to 72 hours without approval by the worker or agency. If you are planning a longer vacation, you will need to obtain approval through the worker. Some vacation plans require court approval, especially if the child will miss scheduled visits with their parent(s) or siblings. Missed visits with the parents will need to be made up. If you are traveling out of state, or out of the country notify the child's worker as soon as you begin your plans to ensure there is adequate time to obtain all necessary approvals and/or court orders. Find the Prudent Parent Guidelines here:

<https://www.dshs.wa.gov/sites/default/files/CA/fos/documents/normalcy.pdf>

17. Where can I get a CA staff phone list?

Go to the CA foster parent web page at: <https://www.dshs.wa.gov/ca/foster-parenting>, and look for:

Contact Information

Children's Administration Staff Directories

Click on the hyperlink: **Get contact information for Children's Administration staff**

This will provide you with contact information for our social work staff, supervisors and Area Administrators.

18. Who can I call after the office is closed and on weekends when I have an emergency? What is the Afterhours Foster Parent Support phone number?

Call 1-800-301-1868 if you need support, assistance or help with a child in your care after normal business hours, on weekends or holidays. If you are experiencing an emergency with a child's health, mental health or out of control behaviors that could cause injury to the child or others, DO NOT hesitate to call 911.

19. Who is my child's worker? My old one left and I don't know who the new one is.

Call the local Division of Child and Family Services (DCFS) office and ask to speak to a supervisor. Give them the child's name and date of birth, along with the name of the last worker assigned to the child. Here is the link to contact the local offices.

<https://www.dshs.wa.gov/ca/foster-parenting/childrens-administration-staff-directories>

20. How often is the child's worker supposed to visit a child?

Children in CA custody must receive private, individual face-to-face Health and Safety visits by the assigned CA worker or other qualified CA worker every calendar month. For children who are in out-of-home placements, the majority of Health and Safety visits must occur in the home where the child resides. If the CA worker visits the child in another location, the CA worker must document the reason and benefit gained.

21. What exactly is influenza?

Influenza (also known as the flu) is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and can cause death. Influenza is not a cold. Influenza usually comes on suddenly. People who have Influenza often feel some or all of these symptoms: fever, chills, cough, sore throat, runny or stuffy nose, body aches, headaches, and fatigue. Most people who get influenza will recover in a few days to two weeks. Some people can develop complications (such as pneumonia) as a result of influenza.

Infants and small children are more vulnerable to influenza and can become seriously ill. They can get pneumonia, bronchiolitis and are more likely to die from the flu.

Anyone can get influenza (even healthy people), and serious problems related to influenza can happen at any age, but some people are at high risk of developing serious complications. This includes people 65 years and older, people of any age with certain chronic medical conditions (such as asthma, diabetes, or heart disease), pregnant women, and young children.

22. Why should I get a flu shot?

Getting the flu shot makes it less likely that you're going to get the flu, and it makes it less likely that people in your family and community are going to get the flu.

There are many strains of the flu. Sometimes the vaccine doesn't target all of the current strains, but it can protect you from other strains, reduce the chance of hospitalizations and death. Getting vaccinated every year is important to make sure you have immunity to the strains most likely to cause an outbreak.

23. Should I get a flu shot when I'm pregnant?

Yes, not only is it safe, it could save you or your baby's life. The American Academy of Pediatrics (AAP) strongly recommends a flu shot for pregnant women. The flu shot is made with inactivated (killed) virus. Pregnant women should not receive the nasal-spray flu vaccine, which is made with live (weakened) virus.

24. Can I get the flu from the flu shot?

No, it is impossible for the flu vaccine to give you the flu. Flu vaccines contain dead virus, and a dead virus can't infect you. The nasal vaccine contains live virus, but the virus is specially made to remove the parts of the virus that make people sick.

25. Is the “stomach flu” really the flu?

Many people use the term “stomach flu” to describe illnesses with nausea, vomiting or diarrhea. Nausea, vomiting, and diarrhea are not caused by the flu. The flu is a respiratory disease and not a stomach or intestinal illness.

26. I'm really concerned about the mercury contained in the flu vaccine.

Vaccines that come from a single dosage vial contain no added mercury. Shots that come from multiple dose vials do contain a trace of chemical preservative but the amount is inconsequential.

27. Aren't flu vaccines dangerous?

There is growing mistrust about flu vaccines. The fact is that vaccines are the greatest medical advance in history. They've prevented more illness and death than any treatment.

28. Can I get the flu vaccine if I'm allergic to eggs?

Yes, there are flu vaccines that don't contain egg proteins which are approved for use in adults age 18 and older. Flu vaccines that do have egg proteins can be given safely to most people with an egg allergy. If you have questions or concerns, you should talk directly to your health care provider.

29. Are there websites where I can find additional information?

The Centers for Disease Control (CDC) has an excellent website with information on the flu: <http://www.cdc.gov/flu/faq/flu-season.htm>

Foster Parent Frequently Asked Questions:
Escalating Reimbursement Requests
Support Purchases for Children in Care

30. What documents do I need to submit to request reimbursement?

You would submit a completed and signed [Caregiver Monthly Mileage form](#) for allowable mileage reimbursement. Click on the link for quick access to the form. You can also request a paper copy from the assigned worker. The form is also included in the [Caregiver Placement Packet](#) you received when the child was placed with you.

Most purchases made by caregivers for a foster child (camps, sports, sports equipment, etc.) require prior approval from the assigned case worker. Exceptions can be made for emergencies such as a child's placement on a Friday night when the child comes with little or no clothing and no clothing voucher. Clothing vouchers per the [clothing voucher policy](#) are only authorized for up to \$200 per child. If you purchase something on an emergency basis, provide the original receipts and any other documentation showing your cost and payments to the child's case worker for reimbursement. Also remember to keep copies of your receipts and your monthly mileage forms.

31. I have submitted a request for reimbursement on behalf of my foster child.

How long is reasonable to wait for my reimbursement?

After you have turned in all necessary documents to request reimbursement to the assigned case worker, 30 days is adequate time to allow our fiscal staff to process the reimbursement. It also helps to notify the child's assigned case worker by email or a phone call that you are submitting a reimbursement. Always remember to keep a copy of your receipt and any paperwork provided with your reimbursement request.

32. More than 30 days has gone by and I haven't received my reimbursement. I've contacted the worker but there has been no response. Is it alright for me to share this concern with the supervisor?

Yes, if you have not received a reimbursement for in response to your request within 30 days and you have tried to reach the case worker. If you need help locating the supervisor's contact information, the CA staff directory is on our website:

<https://www.dshs.wa.gov/ca/foster-parenting/childrens-administration-staff-directories>.

33. If I've tried to contact the supervisor and still haven't heard anything or received my reimbursement, is there someone else I can contact for help?

If you've have left a message for the supervisor but still haven't been contacted within two – three business days, you can speak with the Area Administrator (AA). If the AA has not responded within two to three business days you can contact the Deputy Regional Administrator (DRA). The AA and DRAs' contact information is on the CA staff directory on our website: <https://www.dshs.wa.gov/ca/foster-parenting/childrens-administration-staff-directories>. The office receptionist can also connect you to the right person.

Another resource to you is the regional fiduciary; this person handles the processing of all financial paperwork for the region. The fiduciary can be contacted at any point after you have contacted the child's assigned worker and have not received a response. The office receptionist can direct your call to the fiduciary.

34. The child in my care was court ordered or recommended to receive a specific service, but it has yet to be set up. Who do I contact to start the service?

Any time a child has been referred for services, or if you believe the child needs a specific service, the first step is a discussion with the child's case worker. The delay could be related to service availability, additional steps needed or busy caseloads.

Referrals can sometimes be overlooked so don't hesitate to ask the case worker about the service. If you haven't received information about the start of the service after contacting the assigned case worker, you can contact the worker's supervisor for assistance. The AA and then the DRA are the next steps in the chain of command within CA. Caregivers should not be worried about approaching a supervisor, AA or DRA for help in getting services for a child. Use this link to access our staff directories: <https://www.dshs.wa.gov/ca/foster-parenting/childrens-administration-staff-directories>.

Shared Planning Meetings are a good opportunity for you to participate in the development of a plan for services or supports for a child and to hear about progress and next steps in the case. These meetings are also to establish case and services timeframes and assign tasks.

Monthly Health and Safety visits with the assigned case worker are another opportunity to discuss the child's well-being and permanency goals, including any supports or services needed.

35. Are there other resources I can contact for assistance outside of my local or regional office on behalf of the child in my care?

You are encouraged, but not required, to first contact the assigned case worker, their supervisor, the AA and DRA to resolve the issue. If you are not satisfied with the resolution you may then contact **CA Office of Constituent Relations** in Olympia. Constituent Relations will listen to your complaint or concerns and can act as a liaison with the region, working to resolve your complaint or concern. They can be reached at:

- 1-800-723-4831
- 360-902-8060
- ConstRelations@dshs.wa.gov; or

Office of the Family and Children's Ombuds (OFCO)

Anyone may contact the OFCO when they have a complaint or are unable to resolve a complaint. The OFCO investigates complaints about agency actions or inaction that involve:

- Any child at risk of abuse, neglect, or other harm.
- A child or parent involved with child protection or child welfare services.

The OFCO will listen to your concerns and may become involved in cases which they determine an agency's action or inaction is unauthorized or unreasonable. In addition to addressing complaints, they work to identify system-wide issues and recommend appropriate changes in public reports to the Governor, the Legislature and agency officials

The OFCO is an independent office within the Office of the Governor and can be reached at:

- 1-800-571-7321
- <http://ofco.wa.gov/>

Foster Parent Frequently Asked Questions:

RESPITE CARE

36. What is respite care?

It is care provided to children placed in your home to give you a break from daily caregiver responsibilities. Respite care gives you the opportunity for personal time away from home and can support you if there is an emergency that takes you away from home. Respite care can play an important role in maintaining the stability of a child's placement, avoiding disruption and supporting you.

37. Who can use respite care?

Respite care is available for foster parents licensed by the Division of Licensed Resources (DLR), a Tribal agency, licensed Child Placing Agencies (CPA), or unlicensed relative caregivers and suitable person placements. It is available when you have a child placed in your care by Children's Administration (CA) or one of Washington's Tribes.

Respite care services for **unlicensed relative caregivers** or **suitable person** placements are intended to meet the needs of children and families in emergency situations and prevent placement disruptions. *Respite services are paid by CA if the respite provider for an unlicensed relative caregiver or a suitable person placement is a licensed foster parent.*

38. Are there different types of Respite Care?

CA policy identifies three types of respite care:

- **Retention Respite** – respite days earned on a monthly basis when caring for a dependent child. *Paid by CA*
- **Child Specific Respite** – tied to the medical, behavioral or special needs of an individual child. *Paid by CA*
- **Exchange Respite** – planned and negotiated between licensed caregivers and *does not include payment of CA funds.*

39. Do I deduct my respite days from my monthly invoice?

No. Although you are using respite care, the child is still placed in your home and will return once respite is over. However, if a child is in respite for 14 days or longer, per CA, this is considered a change in placement and requires prior approval from the child's caseworker. Make sure to talk with the child's caseworker when your respite request is 14 days or longer. The request should be made in advance because staffing and approval by a supervisor or an area administrator (AA) is required.

40. How Does Retention Respite work?

Retention Respite offers licensed foster parents or Tribal foster parents regular monthly breaks from caregiving, or when the caregiver has an emergent need to be away from the home. Retention respite has a 30 day waiting period once an eligible child is placed in your home. For each month you have a child in care for 20 days or more, you earn two days retention respite per month and can accumulate or "bank" up to 14 days that can be used at one time. Remember that respite over 14 days is considered a placement change. Once the hours drop below 14 days, you can begin accumulating hours the next month.

Retention respite is:

- Used only in daily units; you cannot use just a partial day.
- Available for each foster child who has been in placed with you 30 days or more. Licensed foster parents can opt to use retention respite for only one child in the home, even when more than one child is placed in the home. The time used will be subtracted from your accrued retention respite days.
- Tracked and monitored by your region. Tribal and private agencies must monitor retention respite eligibility and utilization for their licensed homes and coordinate with CA's regional management to report access and utilization.

41. How is Child Specific Respite (CSR) different than Retention Respite?

CSR is linked directly to the medical, behavioral or special needs of an individual child placed in your home. CSR offers **all families providing care to a child placed by CA**, relief from the caregiving responsibilities that children with medical, behavioral, and special needs require. This type of respite is authorized on a case by case basis, consistent with the written service plan for the child. You can request to use CSR for half-days or full days. Half days cover up to five hours; anything over five hours is authorized as a full day. The CSR service for your foster child must be periodically re-authorized by the caseworker, and should be discussed in a shared planning meeting. When the caseworker considers a request for CSR, he or she must consider all other possibilities for relief from caregiving responsibilities that could assist you, such as retention respite, school, other relatives of the child, visitation, etc. If you need CSR for more than one week, it must be authorized by the Area Administrator.

42. Who arranges Exchange Respite and are there specific requirements I must follow?

Exchange respite is negotiated and arranged between licensed foster parents and does not include payment by CA. The specific guidelines are:

- You must remain within the terms issued on your license (capacity, age, gender and number of children),
- You must notify the child's caseworker of the plan to exchange respite services before the respite takes place,
- The caseworker must verify there are no licensing complaints pending which would disqualify the respite provider from caring for the child,
- The caseworker will inform the respite provider of any special needs of the child, supervision requirements and safety issues prior to initiating respite.

43. Who can provide respite care in their own home?

Persons providing **respite care** in their **own home** must be licensed by the Division of Licensed Resources (DLR) as a foster parent. Respite providers must remain within the terms issued on their foster care license (age, gender and number of children). Under the Prudent Parent Law (RCW 74.13.710) you can allow your foster child to spend the night (up to 72 hours) with someone you know and trust. These arrangements are not considered respite care and the foster parent is responsible to pay any costs.

44. Who can provide respite care in my home?

Under the Prudent Parent Law, you can determine who you trust to watch your foster child in your own home for up to 72 hours. If you are arranging in-home respite for longer than 72 hours, the respite provider must meet these requirements:

- Background clearance through CA*
 *Forms available from CA staff
- Washington state criminal check with fingerprints
- Have current First Aid/CPR/Infant CPR certification
- Provide three personal references to CA
- Complete an interview with a DLR licenser or the child's caseworker

45. Can I have respite care provided in someone else's home?

Under the Prudent Parent Law, foster parents now may also arrange for the foster child to spend the night away from the foster home for up to 72 hours with someone known to the foster parent. Foster parents must ensure the needs of the child will be met and any safety and supervision plans are followed. The Prudent Parenting law does not require payment for short term care of up to 72 hours. However, if a foster parent makes arrangements for the child and agrees to pay the alternate caregiver for short term care, the expenses are paid by the foster parent.

46. Is respite care paid if I am licensed through DLR or a private child placing agency?

CA pays the cost of **retention respite** for foster families licensed through DLR.

CA does not pay for retention respite for foster parents licensed through private CPA's; private agencies assume those costs under their contract with CA.

However, CA does pay for **child specific respite**, regardless if the foster parent is licensed by DLR or by a CPA. **Respite care must be authorized in advance by the child's caseworker if it is to be paid for by CA,**

47. What about taxes on respite care payments?

Payment for respite care is taxable income; providers will have taxes deducted from their earnings. Respite providers for foster parents licensed through DLR, will have taxes deducted in their payment received from DSHS. Persons providing respite for foster parents licensed through CPAs are paid directly by the private agency. Because DSHS maintains a contract with the CPA for its services, taxes for respite payments are deducted by DSHS before the funds are sent to the CPA for disbursement to the respite provider.

Each respite provider that is receiving payment must complete a W-9 tax form prior to providing care. Because each person's tax status is different, the amount of tax deducted from their payment will vary.

48. What is the daily reimbursement rate for respite care?

Respite care reimbursement rates are established by DSHS. For children receiving a level 1 or 2 foster care rate, the daily reimbursement rate is \$22.44.

Children who receive a level 3 or 4 foster care rate are eligible for a daily respite care rate of \$38.76.

49. Did the 7/1/15 foster care rate increase also change the respite care rate?

No.

50. How do I find respite for my foster child?

- First, consider the child in your care – where will respite work best for the child? In your home, or in a licensed foster parent's home?
- As you become licensed, ask family or friends to become approved as your respite provider and help them complete the required paperwork.
- The Prudent Parenting Law allows you to use family or friends you know and trust to provide care for your foster child for up to 72 hours; this can take place in your home or theirs. You will be responsible for any payment for this type of short term care.
- You may request respite care through the child's assigned caseworker and the CA Placement Coordinator in your local DCFS office (if your area has a centralized placement service, please check with them first). Provide your request in writing and include the date and time you the respite to begin and the date/time you will return to pick up your child. It is important for the child's safety and well-being that the respite provider have information necessary to meet the child's needs. It is also important to share information about any the child's upcoming appointments or visits. The respite provider should have emergency contact information and information about any medications or special dietary needs.
- Foster parent support groups are an excellent way to meet other foster parents who are from your area. Often group members will provide respite for other foster parents who are part of their group.
- Become a member of one of the Foster Parent Support Facebook groups hosted by our Recruitment and Retention contractors. Foster parents often post their need for respite care and find other foster parents who are willing to do respite.

51. How do I obtain advance approval for respite care from the child's caseworker?

CA encourages foster parents and relative caregivers to plan respite well in advance, whenever possible. If you are planning to allow someone else to care for your foster child under the Prudent Parent Law, you do not need to provide notice to the child's caseworker if your time away is less than 72 hours. A courtesy notification to the caseworker of your plan is always appreciated.

Here are some helpful tips to help you request respite and obtain a quicker reimbursement:

- At least two (2) weeks before you need respite, contact the placement coordinator and the child's caseworker by **email**, phone or in person to make the request (email is most effective).
- If you have a pre-approved provider, you still must submit a request for respite, unless you are arranging care under 72 hours through the Prudent Parent Law.
- Written information should include:
 - Your name and contact information.
 - Beginning and ending dates and times respite is needed.
 - Respite provider's name and contact information.
 - Location respite will be provided.
 - Basic information on the child's needs, and
 - Information on who should receive the billing.
- Last minute reminders are helpful:
 - Confirm with the respite provider details of the respite plan, including when and where the child will be picked-up.
 - If a transporter is being used, obtain and include his or her phone number.
 - Send an e-mail to the placement coordinator/child's caseworker.
 - Notify the child's school/daycare, if needed, with details of the respite plan and provider's name and contact info.

52. How do I process the request for payment once the respite is completed?

Once respite is complete, email the child's caseworker or the placement coordinator that arranged the respite. Provide the exact dates and times of the respite and the respite provider's name, or send a copy of the respite provider's billing that includes this information. **Always keep a copy for your records.** Your respite provider's payment should be processed within four weeks, but may take up to six weeks. This depends on when the bill is submitted and if it is processed in the main payment cycle, or with the supplemental payments later in the month. Helping your respite provider complete a bill or invoice and providing any requested documentation assists CA staff in processing your payment request more quickly.

53. It's been six weeks and my respite provider has not been paid, what do I do?

E-mail or call the child's caseworker or the placement coordinator who arranged your respite; let them know the respite has not been paid. If you call make sure to leave a message if the caseworker isn't available, including your name and contact information. If you are not able to reach the caseworker, you can press "0" for help, or request to speak with the caseworker's supervisor.