



**changing tides**  
family services

**RESOURCE AND REFERRAL  
CHILD CARE REFERRAL POLICIES**

Approved by Changing Tides Family Services'  
Board of Directors on June 24, 2008

## **CHANGING TIDES FAMILY SERVICES**

### **RESOURCE AND REFERRAL—CHILD CARE REFERRAL POLICIES**

#### **Welcome!**

Changing Tides Family Services welcomes parents, child care providers, and community members to use its free child care referral services! These policies are intended to help parents, child care providers, and community members make the best use of these valuable services.

#### **Looking for child care?**

Changing Tides Family Services offers free child care referrals to parents seeking care in Humboldt County. We maintain a comprehensive listing of licensed family child care homes, licensed centers, centers, recreation programs, programs that do not have to be licensed, and other child care options.

When a parent calls for a referral, he/she will be offered referrals that match the needs of the parent and child. Staff will offer information about how to select a quality child care provider and how to apply for financial assistance with the cost of child care.

#### **Obtain free child care referrals—phone, walk in, Internet!**

Changing Tides Family Services, Resource and Referral

2259 Myrtle Ave., Eureka, Ca. 95501

(707) 445-9291, toll free 1-800-795-3554

fax: (707) 445-9291

Office hours: Monday-Friday, 8:30AM-5:00PM, closed from 12:00-1:00

Wheelchair accessible

Services available in English and Spanish

Online: [www.changingtidesfs.org](http://www.changingtidesfs.org)

#### **Child Care Provider Listings**

Any child care provider in Humboldt County may request to be in the Resource and Referral data base. Examples include:

- Licensed centers
- Licensed small and large family child care homes
- Centers that do not have to be licensed
- Individual caregivers who do not have to be licensed, but who have passed the Trustline fingerprinting process
- Parent cooperatives
- Play groups
- Recreation Programs

Providers who list with Resource and Referral submit information (which becomes public) about his/her child care services. Examples of information include:

- The child care provider's contact information, hours of operation, ages of children served
- The child care provider's fees and any eligibility requirements
- The child care provider's license (if applicable)
- Significant information about the program (for example, do the rates include meals? registration fees? field trips? etc.)
- Available openings

Staff usually update providers' listings on a quarterly basis, including whether or not the provider has any openings. Providers may contact Changing Tides Family Services at any time to update their information. In addition, Changing Tides Family Services contacts all licensed child care providers annually to confirm that the provider wishes to continue to remain in the data base.

Changing Tides Family Services does not endorse, rate, recommend, warrant, or evaluate providers. Information about any particular provider has been provided solely by the provider and has not been verified by Changing Tides Family Services. Except for Shining Stars Children's Center (operated by Changing Tides Family Services), all child care providers in the data base are independent businesses

To the extent possible, Changing Tides Family Services will give equal exposure to all child care providers within the categories requested by the parent. Child care providers should view the Resource and Referral services as but one of many marketing options for their businesses.

### **Child Care Referral Process**

Phone call and walk in child care referrals:

When a parent contacts Changing Tides Family Services, staff will ask some basic questions to help screen for the most logical referrals. For example,

- What is the age(s) of the child(ren) needing care?
- What schedule is needed or desired?
- What geographic area is care needed or desired?
- Does the child have any special needs?
- What is the parent's price range?
- Does the parent prefer a particular category of care?
- Would the parent like information regarding the possibility of a child care subsidy?

Online, Internet referrals

Parents can access referrals through our website at [www.changingtidesfs.org](http://www.changingtidesfs.org). Parents will need to submit an email address, and answer some basic questions as listed above, before referrals are issued by the database. These referrals will be generated randomly and match the needs of the family as best as possible. Should the referrals received not match the family's needs, the search parameters should be adjusted. Parents will need to remember their password in order to access more referrals. If parents have more detailed questions about the referrals they have received, Changing Tides Family Services welcomes questions by phone or walk-in.

Whether a parent obtains referrals over the phone, in person, or over the Internet, parents are welcomed to ask questions about how to select a quality child care provider, what is the average cost of care, what to look for in a program, etc. Staff will try to answer parents' questions with accurate information, and with sensitivity to the specific cultural or other needs of the parent and child.

### **Referral Information**

Following obtaining the above information, staff will provide the name and phone number of at least four child care providers (if available). Parents are encouraged to visit several prospective child care providers so that the parent can observe first hand if it appears that the child care provider and his/her setting is a good match for the child.

### **To learn a licensed program's complaint history, parents are strongly encouraged to call Community Care Licensing (707) 445-6650**

Per Oliver's Law, substantiated and inconclusive complaints are a matter of public record. Changing Tides Family Services does not assume responsibility to inform parents of any past complaint(s) regarding any particular provider.

All licensed centers and family child care homes are required to inform the parent, upon enrollment, a copy of any "Type A" Community Care Licensing Violations within the past year. Further, upon request, licensed providers are required to show parents copies of Community Care Licensing reports for the past three years.

Parents are encouraged to call back and obtain more referrals if needed.

### **Centralized Eligibility List (CEL)**

Parents are encouraged to apply for subsidized child care services if they are in need of financial assistance to help pay for child care. The CEL is a countywide database accessed by visiting our website at [www.changingtidesfs.org](http://www.changingtidesfs.org). Subsidized child care programs funded by the California Department of Education access this database when enrolling onto their programs. Parents on this database may receive enrollment information from different programs in different ways, such as a letter, postcard, phone call, etc. Parents are not officially enrolled on a program until they have received an approval notice of action. Parents can apply directly by internet, phone call, walk in, or mail in application. If a paper application is needed, they are available in English and Spanish.

### **Confidentiality**

Information received from a parent during the course of a referral or child development consultation call will be maintained confidentially. However, if a matter is brought forward by a parent, provider, or community member which credibly suggests abuse of any child, staff are obligated as mandated child abuse reporters to report the matter to the Humboldt County Child Welfare Services and/or Community Care Licensing and/or law enforcement.

Staff compile required statistics regarding the number of referrals made, ages of children served, and other aggregate data for the California Department of Education. The information does not identify any parent or provider. However, occasionally the California Department of Education requires specific provider information in order for the State to prepare regional market rate information.

On a periodic basis, Changing Tides Family Services may verify with Community Care Licensing the licensing status of a provider and exchange information regarding if the provider has changed locations or capacity.

Other parties who may, strictly on an as needed basis, have access to parents' or providers' information include Changing Tides Family Services legal counsel (if necessary), insurance representatives (if necessary), authorized business associates of Changing Tides Family Services, California Department of Education program managers/auditors, or others who request records under court order.

### **Child Abuse Reporting; Community Care Licensing Violation Reporting**

- Staff are mandated child abuse reporters and will report any credible report or observation of abuse to the Humboldt County Child Welfare Services and/or Community Care Licensing and/or law enforcement.
- Staff are not regulators and do not have the training possessed by Community Care Licensing representatives. However, if staff directly observe any instance of what appears to be a licensing violation, staff will report the matter to Community Care Licensing. Examples of these violations might include over capacity, drug use or paraphernalia, or case specific situations not addressed by the above.

### **Complaints About Child Care Providers**

#### Minor Complaints

If a parent calls Changing Tides Family Services with a minor complaint about a provider, staff will encourage the parent to address the matter directly with the provider for resolution.

#### Serious Complaints

- If a parent contacts Changing Tides Family Services regarding a significant health and safety issue regarding a licensed provider, the parent will be encouraged to communicate to Community Care Licensing. Changing Tides Family Services staff may facilitate such a communication, or communicate with Community Care Licensing directly, depending upon the situation.
- Alleged child abuse will be reported as described previously.
- With regard to license exempt providers, Changing Tides Family Services will encourage parents to report the matter to the governing board of the provider (in the case of school based programs or recreation programs) or law enforcement
- A log is maintained regarding any written complaints received by staff about exempt providers.

### **Exclusion of Child Care Providers from Resource and Referral Data Base**

Normally, a provider will be maintained in the data base as long as she/he has a license and/or maintains his/her Trustline clearance. Providers will be removed from the data base:

- If the provider moves and his/her license becomes void
- If the provider requests to be removed from the data base
- If the provider cannot be reached by phone or letter within a three month period for the purpose of updating his/her referral file
- The relationship between Changing Tides Family Services and the provider is such that the referral service cannot be appropriately provided.
- Within two working days after notification by Community Care Licensing to Changing Tides Family Services of a provider's license revocation, temporary suspension order, or placement on probation.
- If the provider engages in any threatening or harassing behavior toward any Changing Tides Family Services staff. This includes verbal or physical threats, swearing, cursing, obscene gestures, inappropriate expressions of anger.

Unless prohibited by law enforcement or licensing officials, Changing Tides Family Services will notify a provider within five working days that the provider has been removed from the data base. If an active investigation is in progress, and Changing Tides Family Services is prohibited from discussing the matter with the provider, the provider will be contacted regarding removal from the data base as soon as possible.

### **Reinstatement to the Child Care Referral Data Base**

A provider who has been excluded from the Child Care Referral Data Base may use Changing Tides Family Services' Grievance Procedure to request reinstatement. Copies of the Grievance Procedure are available at Changing Tides Family Services, Resource and Referral, 2379 Myrtle Ave., Eureka, Ca. 95501 (707) 445-9291, 1-800-795-3554.

### **Grievance Procedure and Uniform Complaint Policy**

#### **Grievance Procedure**

- Any parent or provider who disagrees with a decision by Changing Tides Family Services related to Resource and Referral may file a grievance. See above information to obtain information regarding how to file a grievance. Any grievance must be filed within 14 days of the decision which is being disputed.
- Any parent or provider who believes Changing Tides Family Services is in violation of State or Federal laws may use the Uniform Complaint Policy. See above information to obtain information regarding how to use this process.

### **Non Discrimination Statement**

Changing Tides Family Services does not discriminate on the basis of race, religion, color, national origin, ancestry, parent's age, disability, sex, income level, or sexual orientation.

Policies Approved by Changing Tides Family Services Board of Directors on June 24, 2008.