



changing tides
family services

PARENT BOOKLET

- **ALTERNATIVE PAYMENT PROGRAM**
- **CALWORKS STAGES 2 AND 3**

EFFECTIVE NOVEMBER 1, 2014

CHANGING TIDES FAMILY SERVICES

MISSION:

Changing Tides Family Services increases the health and success of children, youth, families and individuals

VALUES:

- ***Respect***
- ***Integrity***
- ***Excellence***
- ***Health and Wellness***
- ***Flexibility***
- ***Fiscal Responsibility***

**APPROVED BY THE CHANGING TIDES FAMILY SERVICES'
BOARD OF DIRECTORS ON OCTOBER 23, 2014**

**CHANGING TIDES FAMILY SERVICES
PARENT BOOKLET**

ALTERNATIVE PAYMENT AND CALWORKS STAGES 2 AND 3

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INTRODUCTION TO PARENT BOOKLET

For the purposes of this booklet, **parent** means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner, or any other adult living with a child who has responsibility for the care and welfare of the child.

***Welcome to Changing Tides Family Services,
a non-profit family resource agency.
Se habla español***

Changing Tides Family Services receives funding from the California Department of Education (CDE) to provide subsidized child care services to qualifying families.

This booklet covers the subsidized child care programs of Alternative Payment and CalWORKs Stages 2 and 3.

If you:

- meet the definition of parent,
- meet eligibility and need requirements, and
- are registered on the Child Care Eligibility List,

you will qualify for a child care subsidy that will cover part or all of your child care costs.

You can select a child care provider that is center-based, licensed family child care, or adult family, friend, neighbor. In order for your child care provider to be reimbursed for services, you need to be aware of and follow both Changing Tides Family Services' policies and those of the governmental agencies which provide the child care funding.

The purpose of this booklet is to explain those and our policies to you so that you can receive subsidized child care services, and your provider can be reimbursed in a timely fashion for the child care you are eligible to use.

1.01 PARENT CHOICE POLICY

Changing Tides Family Services offers child care subsidy programs known as parent choice programs—this means it is your responsibility to select a child care provider for your children. The facility or individual chosen by you must be licensed and/or operating in accordance with applicable State of California law. You select the child care provider; Changing Tides Family Services does not place children in care nor recommend providers.

Any time you need free child care referrals, please contact Resource & Referral at 707-444-8293 for information about child care providers who may have openings that meet your needs, for information about other state or federally funded subsidized child care programs, for information about Community Care Licensing, and for information regarding how to select a provider that meets your needs and that of your child.

Per subsidy program guidelines, you must select a primary provider whose services will normally fully meet the schedule needed for your child. The program does not allow you to select 2 (or more) providers and split the care hours for one child, if either provider's schedule could accommodate the child. The exception is for a child enrolled in a licensed center-based program for the purpose of a large group school readiness experience, which may only operate part of the week, and another provider (not center-based) for hours beyond the school readiness program.

Please contact your Case Manager if you find yourself needing back up child care. Under certain circumstances it is possible to reimburse a second child care provider.

You may change care settings to meet your needs but you are required to provide Changing Tides Family Services with a five (5) calendar day notice.

2.01 TYPES OF CHILD CARE PROVIDERS ELIGIBLE FOR REIMBURSEMENT

Changing Tides Family Services' Alternative Payment and Stages 2 and 3 programs can reimburse child care in licensed centers, licensed family child care homes, license exempt centers, and license exempt child care provided in the provider's home. When choosing the child care that best suits the needs of your children, please consider:

2.02 LICENSED CHILD CARE:

- A. Child Care Center:** A licensed facility which provides child care services for a number of children. Each center's license indicates the number and age groups of children the center may serve. Centers are licensed to serve infants, toddlers, preschoolers or school-aged children or some combination of these age groups.
- B. Family Child Care Home:** A private home which has been licensed for the occupant to provide child care services. There are two types of homes, those licensed for six to eight children (small family child care), and those licensed for twelve to fourteen children (large family child care). In both cases, the license states the number and ages of children who may be served.

2.03 LICENSE-EXEMPT CHILD CARE:

- A. License-Exempt Center:** A child care center that is exempt from licensure because the center is located on school property (private or public), the center is administered by the school, and the majority of children attending the center also attend the school.

B. License-Exempt Home: A private home in which the adult occupant may provide child care services for children from one unrelated family that does not reside with the occupant.

2.04 ADDITIONAL INFORMATION RE: ELIGIBLE CHILD CARE PROVIDERS:

- A. Relatives:** Child care provided by the child’s grandparent, aunt, or uncle in her/his own home may be eligible for reimbursement if the child for which care is provided does not reside with grandparent, aunt or uncle.
- B. Sectarian Child Care:** Many of the programs allow reimbursement to sectarian child care programs.

Child care providers are independent contractors and not employees of Changing Tides Family Services

3.01 PARENT’S RIGHTS TO INFORMATION REGARDING PROVIDERS

Per Oliver’s Law, individuals have the right to information regarding any substantiated or inconclusive complaints about a child care provider.

All licensed child care centers and family child care homes are required to provide you, 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 you copies of Community Care Licensing reports for the past three years.

Before selecting a family, friend, neighbor provider it is highly recommended that you view the Megan’s Law website <http://www.meganslaw.ca.gov>. If you choose a non-licensed child care provider, you have the ongoing responsibility to see that your provider continually meets required basic health and safety standards as stated in Changing Tides Family Services’ Health and Safety Certification, which both parents and providers are required to sign.

To learn a licensed program’s complaint history, you are strongly encouraged to call Community Care Licensing at 1-844-538-8766 or visit the CCL website at <http://cld.ca.gov/PG3581.htm>

Changing Tides Family Services does not assume responsibility to inform you of any past complaint(s) regarding any particular child care provider.

3.02 YOUR RELATIONSHIP WITH YOUR CHILD CARE PROVIDER

You select a child care provider and entrust that provider with the care, education, and well-being of your children. To support timely enrollment, parents are strongly encouraged to contact potential providers ahead of time and to decide who you want to select. We strongly recommend that you visit the child care provider’s site and discuss with the provider all relevant issues related to your child’s care, including:

- 1. Days and times when the provider is available to provide care.
- 2. Provider charges for basic child care for the days/hours you need.
- 3. Additional services the provider may provide (such as transportation) for which you will have to pay.
- 4. Any additional costs the provider might expect you to pay.

You may end your services with the provider either because you no longer want to use that provider or because you are no longer eligible to receive a child care subsidy. As a courtesy you should give your provider notice in accordance with your provider’s rules. If you do not give notice to your child care provider and do not use child care, Changing Tides Family Services will not pay your provider for any of that time period. Payment to a provider will not begin until all documentation is in order. You cannot make guarantees to providers regarding services. If providers have questions about the program, they should contact staff Changing Tides Family Services directly.

The better you communicate with your provider, the better your provider will be able to care for your children.

PARENT PARTICIPATION

4.01 ADMISSION POLICY/CHILD CARE ELIGIBILITY LIST (CEL)

Changing Tides Family Services maintains a Child Care Eligibility List of eligible families which is kept in priority order as determined by the California Department of Education. Changing Tides Family Services’ enrolls families in accordance with these priorities.

The Child Care Eligibility List is not first come, first served

Families with children receiving Child Protective Services have first priority, followed by families with the lowest income adjusted for family size. When there are multiple families with comparable income on the Child Care Eligibility List for a particular eligibility group, families with exceptional needs children are given priority.

For Stages 2 and 3, parents are referred by the Department of Health & Human Services or can request eligibility screening if County-issued CalWORKs cash aid to the adult has ended in the last 24 months.

If your name is selected for enrollment you will be contacted by Changing Tides Family Services to begin the process. An appointment will be scheduled for you, and paperwork will be sent to you prior to the appointment to assist you in the enrollment process.

Due to funding limitations, even if a family is fully qualified for a subsidy, it may not be possible to access services.

Although emergency situations arise for families, these programs may not cover all of a family's needs due to constraints within state regulations.

5.01 ENROLLMENT

In order to enroll you must meet criteria for:

- *Family Composition*
- *Eligibility*
- *Need*

And you must:

- *Provide Documentation*

The following information outlines what you must do in order to enroll successfully

5.02 VERIFICATION OF FAMILY COMPOSITION AND COMPLETION OF ASSOCIATED PAPERWORK

You will be required to bring the following completed forms or information to the enrollment appointment:

1. Your full name, address and telephone number (home or message), as well as the name of the second parent/caretaker in the household (two-parent families).
2. Names, gender and birth dates of all children under the age of eighteen (18) in the family, whether or not they will be served by the program.
 - a. Regarding your children that you wish to enroll in the program, they must:
 - i. Meet State age limits (unless they meet qualifying criteria)
 - ii. Live or use child care in Humboldt County
 - iii. Reside with you for any periods of time for which child care subsidies are paid.
3. Supporting documentation regarding the number of children and parents in the family, which may include:
 - A. Birth certificates
 - B. School or medical records
 - C. County welfare department records
 - D. Court orders regarding custody, visitation, or child support
 - E. Adoption documents
 - F. Foster care placement documents
 - G. Other reliable documentation indicating the relationship of the child to the parent
4. Evidence of California residency
5. A completed Emergency and Identification Information Form
6. Pre-admission Health History, *(only required for non school-aged children)*
7. Immunization records, *(only required for non school-aged children)*
8. Current custody/visitation orders filed with the courts *(as applicable)*
9. Notification and Certification of 11 and 12 year old children *(as applicable)*
10. Completed data collection form
11. Eligibility and Need Documentation as described later in this booklet
12. Other documentation as instructed by the California Department of Education

**CHANGING TIDES FAMILY
SERVICES IS REQUIRED
TO VERIFY THE
INFORMATION YOU
SUBMIT**

At the enrollment appointment, we will assist you in completing the following forms:

1. Fraud Policy
2. Family Fee Agreement
3. Regional Market Rates
4. Child Care Data Collection
5. Family Needs Assessment
6. Releases of Information
7. Travel Time/Study Time Requests
8. Income Worksheet
9. Under Penalty of Perjury Declarations

5.03 DETERMINATION AND VERIFICATION OF ELIGIBILITY

Parents must demonstrate initial need and eligibility for care and then recertify this information on a periodic basis depending upon the factors described below:

Eligibility Categories—Any ONE of the following:

- Income eligibility – family gross income meets current State requirements
- Parent is currently receiving public cash assistance**
- Homelessness
- Child Protective Services (CPS)/At Risk of Abuse/Neglect – (*may meet both the need and eligibility requirement—refer to page 12*)

**** WELFARE-TO-WORK PLAN
REQUIRED FOR STAGE 2**

Income Eligibility:

You must report to Changing Tides Family Services income your family receives from all sources, which includes (but is not limited to):

- Gross wages or salary, advances, tips, bonuses, commissions,
- Gross income from self-employment minus business expenses with the exception of wage draws
- Public cash assistance**
- Child and/or spousal support
- Financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support
- Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent
- Foster care grants
- Payments or clothing allowance for children placed through CWS
- Social Security Administration benefits (SSA)
- Unemployment Benefits
- Work study or financial aid
- Disability benefits, worker's compensation payments
- Retirement benefits, pensions
- Inheritance, allowances for housing/automobiles, insurance/court settlements
- Dividends, interest on bonds, income from estates or trusts, net rental income or royalties
- Net proceeds from the sale of real property, stocks, or inherited property
- Rent for room within the family's residence
- Gambling or lottery winnings
- Other enterprise for gain

**** WELFARE-TO-WORK PLAN
REQUIRED FOR STAGE 2**

Changing Tides Family Services verifies public assistance income using a Passport to Services or Issuance History or a copy of the Recipient Notice of Action.

5.04 DETERMINATION AND VERIFICATION OF NEED

Need for Care Categories

Need is defined as any approved activity that parents are engaged in that prevents them from caring for their own children for part of the day. In a two-parent household, both parents must be able to document an overlapping need for care. A parent can have more than one need, which may include:

- **Employed:** You have a job or are self-employed.
- **Job Search:** You are actively seeking employment.
- **Vocational Training:** You are in a legitimate training or educational program.
- **Parental Incapacitation:** You are medically or psychiatrically incapacitated, to the extent that your ability to provide care for the child is significantly limited, as verified by a legally qualified professional.
- **Seeking Permanent Housing:** Your family is homeless and needs to find permanent housing.
- **Child Protective Services (CPS)/At Risk of Abuse/Neglect:** (*may meet both the need and eligibility requirement—see page 12*)

Employment:

Changing Tides Family Services requires documentation of the days and hours of employment of the parent/s in the family through:

1. An Employment Verification Form, which must be signed by you as a release of information and completed by the employer's authorized representative. Changing Tides Family Services is required to independently verify information you submit. Staff will directly contact the employer to verify the information.
2. Consecutive wage stubs showing your name, name of employer, gross income, pay period dates, year to date, and date issued. The Case Manager will inform you how many wage stubs are needed depending on how often you are paid. (A letter from an employer may temporarily substitute for a wage stub. The letter must be on business letterhead and include gross wages, pay period, work hours, and must be signed by the employer, personnel officer or supervisor. To verify hours worked, you may also be required to submit timecards.)

Travel time: You may request in writing travel time between the child care location and place of employment. Reasonable hours will be approved after verified by the Case Manager.

Sleep time: Should your work schedule include night or swing shift hours between 10pm and 6am, you may request sleep time in writing to cover child care for up to 6 hours after

you clock out of work and if you return to work the same day. This is approved on a case-by-case basis.

Family Child Care Home (FCCH) providers are not eligible for subsidized services because their work does not preclude the supervision of their own children.

If you are employed as an assistant in a licensed large family child care home, you must provide the following four (4) items:

1. Copy of FCCH license
2. Signed statement from licensee that you are the assistant
3. Proof that your fingerprints are associated with the FCCH
4. Verification of payroll deductions (such as a wage stub)

If you are self-employed, you will be required to provide a completed Self-Employment Verification Form and any of the following as applicable:

Self-Employment

- A letter from the source of the income indicating the cost of services
- Itemized profit and loss statements by month for the previous twelve consecutive months
- Copy of the most recently filed (signed and completed) tax return
- Additional documentation of income and hours worked which could include appointment logs, client receipts, job/mileage logs, a list of clients with contact information
- Copy of business license or workspace lease/rental agreement, website printouts, business card

Changing Tides Family Services staff must review the above documentation and verify by directly contacting the leaser, customers, or other reasonable contacts to determine the amount of time for authorized services.

If your employment is in the home, the nature of your work must preclude the supervision of the children. If you work in your own home, you will be asked to provide justification for your need for care if your children are over the age of five (5).

In rare instances, if it is still not possible for Changing Tides Family Services staff to make a reasonable assessment of the hours needed for self-employment, staff is authorized to divide your self-employment income by the applicable minimum wage. The resulting quotient shall be the maximum hours of care per month.

Job Search:

A completed Self-Declaration Form which includes:

- Your name
- Date job search began

- Plan to secure employment
- Days and number of hours that child care is needed
- Parent signature

The period of Job Search eligibility is limited to sixty (60) working days per parent per fiscal year (July 1 - June 30) for less than thirty (30) hours per week and no more than five (5) days per week. The period of eligibility shall start on the day authorized by Changing Tides Family Services and extend for consecutive working days.

Vocational (Job) Training:

If you are enrolled in an accredited school (recognized by the U.S. Department of Education), child care and development services shall be limited to six years from the start of services or 24 semester units (or its equivalent) after the attainment of a Bachelor's Degree (all units are counted during each consecutive training period). You may change your vocational (job) goal, but services will be limited to the time or units remaining from the start of services for vocational (job) training.

You must supply the following:

1. A completed Training Verification Form which includes:
 - a. Name and address of the school or program being attended.
 - b. Date that the current educational term begins and ends.
 - c. Statement of vocational (job) goals and the anticipated completion date of all required educational activities needed to meet those goals.
 - d. Class schedule that lists your name, current courses, the number of units per class, and the days of the week and times of each class.
 - e. Signature and stamp of the registrar of the school or institution.
2. Report cards, transcripts or other records documenting progress or completion of vocational (job) goals. Students must show adequate progress towards stated goals or Changing Tides Family Services will discontinue services. (See **"Progress"** below)

Changing Tides Family Services shall determine the days and hours needed per week and whether you are making progress, based on documentation. Changing Tides Family Services may request that you provide a publication from the training institution describing the classes required to complete your vocational goal.

You must report any changes in class schedule within five (5) calendar days after requesting the change from the institution.

Services may be provided for classes related to the General Education (GED) test or English language acquisition if such courses support the attainment of your vocational goal. Online or televised instructional classes that are unit bearing classes from an accredited school (recognized by the U.S. Department of Education) shall be counted as class time at one hour a week for each unit. You must provide a copy of the syllabus

or other class documentation and, as applicable, the web address of the online program.

Progress

Adequate progress must be documented in order to continue services based on training. To make progress each training period, you must earn a 2.0 grade point average (GPA) in a graded program or pass the program's requirements in at least 50% of the classes or meet the training institution's standard in a non-graded program.

The first time you do not document adequate progress, you may continue to receive services for one additional training period, as applicable, to improve your progress. At the conclusion of that session, you must, in the classes for which subsidized care was provided, have made adequate progress. If you do not make adequate progress, services will no longer be authorized while you are in training, for a period of at least six (6) months from the effective date that services for training were ended per your Notice of Action

No later than 10 calendar days after the training institution has released progress reports for the training period, you must provide Changing Tides Family Services with a copy of your official progress report (report card). Changing Tides Family Services may require the progress report be sent directly to us from the training institution or verify the parent's progress directly with the training institution.

If you request additional child care services for study time or travel time to support the vocational training, Changing Tides Family Services shall determine, as appropriate, the amount of services needed for:

Study Time or Travel Time

- Travel to and from the location at which services are provided and the training location, not to exceed half of the weekly hours authorized for training to a maximum of 4 hours per day; or
- Study time, including study time for online and televised instructional classes, according to the following:
 - 2 hours per week per academic unit in which you are enrolled; and
 - On a case by case basis, and as may be confirmed with the class instructor, additional time not to exceed one hour per week per academic unit in which you are enrolled; and
 - On a case by case basis, no more than the number of class hours per week for non-academic or non-unit bearing training.

Parental Incapacity

Subsidized services for incapacitation shall not exceed fifty (50) hours per week. To receive services for incapacitation, you must submit a Statement of Incapacity form completed by a legally qualified professional which includes:

- a. Duration of the incapacitation and a statement that the incapacitation prevents you from caring for the child for some part of the day.
- b. Days and number of hours that you are unable to care for the children.
- c. Name, address, telephone number, license or credential number, and signature of the legally qualified professional rendering the opinion of incapacitation.

Changing Tides Family Services shall determine the days and hours of service based on the recommendation of the health professional and consistent with State regulations.

Changing Tides Family Services recognizes that situations of parental incapacity may involve emergency situations. Unfortunately, State regulations do not allow for exceptions to the regular procedures for enrolling eligible families.

***Seeking Permanent Housing
(also referred to as Homeless)***

Documentation of seeking permanent housing shall include a Self-Declaration Form written by you under penalty of perjury listing the:

- a. Plan to secure a fixed, regular and adequate residence.
- b. Days and number of hours that child care is needed.

The period of homeless eligibility is limited to sixty (60) working days per fiscal year (July 1 - June 30) for less than thirty (30) hours per week and no more than five (5) days per week. If you are homeless or become homeless while on our program, contact your Case Manager regarding your needs and the specific rules that apply to this need category. An extension of up to 20 additional working days is possible if you submit an updated declaration that includes the activities during the previous week to seek permanent housing, or a signed statement from the shelter, housing agency or homeless support program indicating your continued need for services.

If services for this purpose are discontinued, the number of working days remaining in the period of eligibility shall be available for a subsequent period of eligibility during the *contract period*.

Contract period:
July 1 - June 30

Working days used to determine the period of eligibility shall include the consecutive weekdays (Mondays through Fridays), excluding any federal holidays.

5.05 VERIFICATION OF ELIGIBILITY AND NEED

Child Protective Services

Children who are receiving child protective services, as determined by a referring agent from the Humboldt County Department of Health & Human Services Child Welfare

Services (CWS) or “legally qualified professional” may meet both the need and eligibility requirement. You will need to provide Changing Tides Family Services with a written referral from either:

- a) CWS stating that child care and development services are a necessary component of the child protective services plan or,
- b) A legally qualified professional stating that child care and development services are needed to reduce or eliminate the at-risk situation.

“Legally qualified professional” means a person licensed under applicable laws and regulations of the State of California to perform legal, medical, health or social services for the general public.

If the individual making the referral indicates that you should be exempted from paying any fees, you will not need to provide income documentation in order to be enrolled. If the individual does not indicate that your family should be exempted from fees, you must satisfy income eligibility requirements (refer to page 11 re: Income Eligibility).

Your family may be eligible to receive child care services for child protective services initially for up to twelve (12) months of child care if you are referred by CWS, or receive child care services for an at-risk situation up to 3 months if you are referred by a legally qualified professional other than CWS.

5.06 OTHER INFORMATION NEEDED TO COMPLETE ENROLLMENT

- Complete provider documentation on file. (If the provider is not already enrolled on Changing Tides Family Services’ program, s/he will have to submit a completed packet before the parent will be approved for care.)
- Other documentation as instructed by CDE

5.07 NOTICE OF ACTION (NOA)

You will receive a Notice of Action informing you if you are approved (and therefore enrolled) or denied subsidized child care services.

5.08 CERTIFICATES

Your certified hours of care will appear on a certificate. The certified hours of care are the result of your overlapping need for care hours between two parents, approved travel, study, sleep time, and any court filed custody/visitation. The certificate will also include the start date and end date of the schedule, and the name of the child care provider. A copy of the certificate will be provided to you at enrollment, annual recertifications, and after schedule changes. Your provider will also receive a copy of each certificate issued to you.

5.09 BROADLY CONSISTENT

Changing Tides Family Services defines broadly consistent use of care as within twenty (20)% of the monthly hours the parent is certified. Parents are expected to contact

their Case Manager within five (5) calendar days with a change in schedule. If the Attendance Form arrives reflecting a change, the parent will be contacted and maybe issued a modified Certificate. If a pattern emerges of usage not broadly consistent with the certified need and which is consistently not reported within five (5) calendar days, the parent may be issued a termination of services.

6.01 CONTINUED ELIGIBILITY AND NEED

Once enrolled on a Changing Tides Family Services' program, you must continue to verify your eligibility/need. You are required to notify your Case Manager of any changes in family income, family size, or need for services within five (5) calendar days.

6.02 RECERTIFICATION

You must be recertified annually; at least once during a twelve-month period or at pre-arranged dates, depending on your family's eligibility status. Changing Tides Family Services may require recertification more frequently if there are changes in income, family size, need for child care, or any other change relating to family eligibility. Prior to the need to recertify you will be informed regarding the documents that you must provide at the recertification appointment.

6.03 LIMITED TERM SERVICE LEAVE

If you will temporarily not have a need for subsidized child care and development services, Changing Tides Family Services may grant you a limited term service leave.

*Limited Term
Service Leave may
be granted*

Reasons for a limited term service leave may include:

- A) A medical leave/family leave from employment or training for the birth or care of the parent's newborn, placement of a child with the parent for adoption or foster care, and to care for the parent's child, spouse, or parent who has a health condition,
- B) A leave for those parents enrolled in vocational (job) training, when the vocational training program is not in spring, fall, or winter sessions,
- C) Your child is attending an After School Education and Safety Program (ASES), or federal 21st Century Community Learning Centers (CCLC) programs.

***Medical/family &
Vocational (job)
training leaves
(603A and 603B)***

The limited term service leave shall not exceed sixteen (16) consecutive weeks in duration and must be approved by Changing Tides Family Services staff in advance. If you want to resume services prior to the end-date of your leave, you must receive approval in advance.

***Child attending ASES
or CCLC programs
(603C)***

The limited term service leave shall be granted for any portion of the fiscal year in which your child is attending an ASES or 21st CCLC programs.

During a limited term service leave, you will not be dis-enrolled from the program. The service agreement shall indicate that no services will be provided during the limited term service leave. Changing Tides Family Services does not pay for care during leaves, and providers are not required to hold spots for children whose parents are on leave.

7.01 FAMILY FEES

You may be required to pay a family fee (share of cost) to Changing Tides Family Services. Fees are assessed on a sliding scale for the child enrolled with the most hours of care. Family fee amounts are established by the State of California and determined by the family's gross monthly income, adjusted for family size, and whether the child is enrolled for full time (130 or more hours per month) or part time (less than 130 hours per month) care as defined by the California Department of Education (CDE).

Changing Tides Family Services collects family fees directly from you. Per State requirement, family fees are due by the first of the month, before care begins. Statements are mailed around the 20th each month for the next month's fees. For example, July fees will be billed around June 20 and are due by July 1.

The FAMILY FEE is a separate fee from a CO-PAYMENT your child care provider may charge you

You will not receive an adjustment to fees paid. Once you inform your Case Manager of a schedule or income change, the fee will be adjusted accordingly for the following month.

You, as the parent on file, are responsible for paying family fees. Changing Tides Family Services does not mediate split custody payments. If you are paying a family fee to another subsidized program funded through the CDE, please inform your Case Manager as a credit may be possible (certain restrictions apply).

Fee arrangements may be available to you if you are billed for more than one month's fee at a time (such as during a first time enrollment) or if the Hearing Officer approves an arrangement during an appeal.

If you are no longer participating on the program and have a credit balance, the fee transactions are audited for accuracy and a refund check issued to you after one full billing cycle. Should the balance leftover stay at less than \$5.00 for more than one full billing cycle and you are longer a participant, the balance may be written off.

Should services begin or end mid-month, fees will be charged for the entire month.

7.02 FAILURE TO PAY FAMILY FEES

If you fail to pay your fee by the first of the month, you will be issued a Notice of Action (NOA) terminating your child care services. It may be possible to correct this NOA by fully complying by the effective date listed. (See Section 7.02 #2 on the next page)

- 1) If you are unable to pay delinquent fees, Changing Tides Family Services will accept a reasonable plan for payment of those delinquent fees, if you submit an appeal by the deadline and the Hearing Officer agrees to a reasonable payment plan.
 - a. Changing Tides Family Services will continue to reimburse services to your child/ren provided that you pay current fees when due and you comply with the provisions of the repayment plan.
 - b. If you do not comply with the provisions of the repayment plan and/or fail to pay current fees, your services will be terminated.
 - c. Upon termination of services for nonpayment of delinquent fees, your family will remain ineligible for service until all delinquent fees are paid.
 - d. After all fees are paid in full, you will remain ineligible for a period of at least 3 months.

- 2) If you receive three NOAs for failure to pay your fee on time within the *contract period*, per Changing Tides Family Services' policy:
 - a. Your child care services will be terminated
 - b. Your family will become ineligible to receive child care services until all fees are paid
 - c. After all fees are paid in full, you will remain ineligible for a period of at least 3 months

Contract period:
July 1 - June 30

Changing Tides Family Services reserves the right to submit unpaid fee debts to a collection agency to recover funds from parents who have been terminated from the program and/or who are ninety (90) days behind in their fee payments.

7.03 HOW TO MAKE PAYMENT FOR FAMILY FEES

Changing Tides Family Services accepts payment in the following ways:

- Personal checks, cashier's checks, and money orders at our office at 2259 Myrtle Ave. Eureka CA 95501.
- Cash must be paid in person at our office listed above during open hours. Do not leave cash in our mail box. No change is available if you pay in cash.
- Online payments may be made through our website at www.changingtidesfs.org.

Providers may make a business decision to discontinue providing care to your family. We urge providers to inform parents of all rules and timelines for ending a contract, including the parent's responsibility to pay their providers for any care provided after ending their service with Changing Tides Family Services.

8.01 PARENT—TERMINATION/DISCONTINUANCE OF SERVICE

You may choose to terminate services with Changing Tides Family Services. You should notify us two weeks in advance and should notify your child care provider in accordance with the provider's policies regarding termination of services.

You may be terminated from Changing Tides Family Services' programs for any of the following reasons:

1. Failure to adhere to any rules established by Changing Tides Family Services
2. Failure to submit verifiable information regarding eligibility or need for services, or any other required documentation, by the assigned due date
3. Failure to report any changes that affect eligibility or need for services within five (5) calendar days
4. Failure to establish a continued need for services
5. Failure to use child care services that your child(ren) is enrolled to use for thirty (30) days or more
6. Unexcused or excessive absences
7. No approved provider
8. Failure to accurately maintain Attendance Forms on a daily basis
9. Falsification of information on Attendance Forms, or refusal to sign Attendance Forms
10. Failure to be recertified or failure to keep scheduled appointments
11. Submission of fraudulent, false or misleading information or documentation
12. Use of abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client, or vendor
13. Sending inappropriate or offensive communications of any type to any Changing Tides Family Services staff member(s)
14. Involvement in criminal conduct or theft of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations
15. Carrying firearms or other weapons on the premises of any Changing Tides Family Services location
16. Using alcohol or illegal drugs on Changing Tides Family Services premises or being under the influence of alcohol or illegal drugs on Changing Tides Family Services premises
17. Failure to pay family fees by the due date or according to payment plan
18. If your personal check is returned for insufficient funds, you may receive a termination of services notice for failure to pay fees on time.
19. If you receive three NOAs for failure to pay your fee on time within the contract period, per Changing Tides Family Services' policy, you will become ineligible to receive child care services.
20. Family's gross monthly income exceeds State income eligibility guidelines.
21. Child reaches State age eligibility limits
22. Reduction in funding
23. Catastrophic events out of the control of Changing Tides Family Services

Possible Bill for Overpayment

You may be billed for an overpayment by Changing Tides Family Services if you:

- Are terminated from the program because you failed to report a change that rendered you ineligible,
- Used care for which you were not eligible or did not have a verifiable need, or
- You reported false or misleading information

You will be ineligible for continued services unless the debt is paid off.

8.02 RE-ENROLLMENT

Re-enrollment onto a subsidized child care program will not occur until three (3) months after the effective date of the termination Notice of Action (NOA) if the reason was for failure to follow the rules or until three (3) months after the fee balance is paid in full.

There is no guarantee that there will be available space in any program to re-enroll you after a termination of services. All parents wanting to re-enroll must update their application on the eligibility list.

Some parents may be deemed ineligible to receive services for a period of one to five years, as determined by the Changing Tides Family Services Executive Director.

9.01 APPEAL HEARINGS

In accordance with the California Department of Education, Child Development Division guidelines, if child care services are changed or discontinued, parents are issued a Notice of Action (NOA) in advance that states the effective date and reason for the action.

If you are terminated from the program for any reason or do not agree with a decision we have made regarding your eligibility for services, you are entitled to a fair hearing, if you request one by the deadline on the Notice of Action. Procedures for requesting a fair hearing are on the last page of the Notice of Action.

If you elect to have a fair hearing, Changing Tides Family Services will continue to pay for child care during the fair hearing process; however, if the fair hearing does not result in reinstatement, you may be liable for the cost of any care beyond the effective date of the Notice of Action.

To request a hearing, please make contact with the Hearing Officer by the deadline on the NOA (by 5pm on the effective date). Be sure to include your name with your appeal request. You can make contact in writing by completing the appeal page attached to the Notice of Action, or sending a fax, email or leaving a voicemail. With your hearing request, please note if you prefer a hearing in person or by phone.

Appeal Hearings, cont'd.

Appeals to Changing Tides Family Services should be sent to:

Hearing Officer
2379 Myrtle Ave. Eureka, CA 95501
Phone (707) 444-8293, Fax (707) 444-8298
Email info@changingtidesfs.org

The Hearing Officer will make contact with you within 10 calendar days of receiving the appeal request and notify you of the date and time of the hearing. If you wish to submit documentation to support your case, it must be submitted before or during the hearing, not after the hearing. If you need to reschedule the hearing, you must contact the Hearing Officer prior to the hearing. More than 2 requests to reschedule the hearing will result in denial of the appeal and the notice of action will stand.

If you are not able to attend the hearing, you may send an authorized representative or you may also have an authorized representative attend with you. If you select an authorized representative, please inform the Hearing Officer by phone or in writing of the representative's name one work day prior to the hearing.

If the hearing is to be conducted over the phone, the Hearing Officer will make the phone call to you at the agreed time and ask questions to verify your identity.

A decision will not be made during the hearing, either in person or by phone. A decision letter is mailed to you within 10 calendar days after the hearing. Should you not agree with the decision of the Hearing Officer, you can appeal to the Child Development Division by sending a copy of the decision letter and notice of action to:

Attn: Appeals Coordinator
California Department of Education
Child Development Division
1430 N St. Suite 3410
Sacramento, CA 95814
Fax (916) 323-6853

Within 30 calendar days after receipt of your appeal, CDD will issue a written decision to you and the agency. If your appeal is denied, the agency will stop providing child care and development services immediately upon receipt of the CDE's decision letter.

You waive your rights to appeal if you:

- Submit an appeal request late (after the deadline on the NOA)
- Fail to appear at the in-person hearing
- Fail to answer the phone at scheduled phone appeal time (three attempts in 30 minutes)
- Fail to submit an appeal request to the CDD within 14 calendar days, if you do not agree with the local decision

PROVIDER REIMBURSEMENT

10.01 PROVIDER PARTICIPATION POLICY

Child care providers must meet certain criteria in order to be reimbursed for child care services. These criteria are:

1. Be licensed or exempt from licensure.
2. Provide care in Humboldt County or provide care to families residing in Humboldt County.
3. Operate on a nondiscriminatory basis, giving equal treatment and access to services without regard to race, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability
4. Submit a valid rate sheet to Changing Tides Family Services showing the rates that the provider charges for services to members of the general public.
5. Allow parents unlimited access to their children when the child/ren are in care.
6. Complete a W-9 form for Internal Revenue Service reporting.
7. Complete all forms in the applicable Provider Packet, including a Provider Program Rules Form
8. Be at least 18 years old.
9. Have no convictions of any crime involving violence against, abuse or neglect of children.
10. Agree to maintain confidentiality regarding all children and families receiving services.
11. Report to Changing Tides Family Services if location of care changes and/or if provider's address changes.

Changing Tides Family Services will ask the provider to submit documentation of the above requirements in order to assure that we are following state regulations.

Changing Tides Family Services may require additional documentation to establish that the provider is charging the same rates for subsidized children that they are charging for non-subsidized children.

10.02 TRUSTLINE

State law requires all non-licensed child care providers (other than the child's aunt, uncle or grandparent) to be TrustLine registered, after which they may be eligible for reimbursement.

The TrustLine process can take as little as a few days or as long as a year or more, depending on circumstances. TrustLine registration is granted once a provider clears the background check.

TrustLine registration involves a background check conducted by the California Dept. of Social Services

Once a provider is TrustLine registered, s/he does not need to reapply even if s/he is caring for different children.

If your provider is not licensed, is not the aunt, uncle or grandparent of your child, and is not TrustLine registered, the provider will need to:

- Complete a TrustLine application form,

- Be live-scanned (electronic fingerprinting),
- Complete a Criminal History form, and
- Wait for the background check to be completed before we can reimburse her/him for any services.

If your provider's initial TrustLine application is not approved, Changing Tides Family Services will not be able to pay that provider for services.

If a provider's TrustLine registration is closed, denied, or revoked, Changing Tides Family Services will cease payment and will bar that provider from any future payment regardless of his/her relationship to the child.

10.03 PROVIDER RATES

As an independent contractor, a provider sets his/her own rates.

You should discuss rates with your provider so you understand the costs of your services.

The California Department of Education (CDE) requires that:

- All providers must have a valid rate sheet on file at Changing Tides Family Services that states the rates they charge non-subsidized children.
- Every child on Changing Tides Family Services' programs must have a child care certificate stating the days/hours of authorized care and the maximum reimbursement for that child.
- Changing Tides Family Services will not provide reimbursements that exceed the ceiling (see Maximum Reimbursement below).
- Non-licensed providers can only be reimbursed for actual hours that the child uses authorized care.

Providers are prohibited from charging more for subsidized families than they charge non-subsidized families.

10.04 MAXIMUM REIMBURSEMENT

The State of California periodically conducts surveys of child care providers throughout the state to determine the average cost of care per region. Based on the data collected, the State sets a ceiling on the amount that agencies such as ours can reimburse for child care. Changing Tides Family Services will be able to reimburse your provider for either the authorized schedule of the child, the ceiling applicable to that child, or the provider's rates, whichever is less. Any difference between the provider's charge and the amount Changing Tides Family Services pays may be billed by the provider to you. This is considered your co-payment to the provider.

10.05 RATE INCREASES

Your provider may increase his/her rates at any time. However, there are limitations re: the manner in which Changing Tides Family Services reimburses child care providers' rate increases.

- 1) Changing Tides Family Services requires a 30-day written notice for any rate increase.
- 2) Changing Tides Family Services will reimburse only ONE rate increase, per child care provider, per contract year (July 1 – June 30), per CDE rules.

EXAMPLES:

- If your child care provider wanted to receive a rate increase effective September 1st:
 - He/she would need to send us written notification no later than August 1st.
 - Otherwise, the rate increase would not go into effect until October 1st.
- If your child care provider increased his/her rate AGAIN on December 1st, Changing Tides Family Services would not be able to reimburse at the new, increased rate, until a new contract period (i.e., July 1).

Contract period:
July 1 - June 30

ATTENDANCE FORMS

11.01 ATTENDANCE REPORTING

In order to comply with law and regulations, Changing Tides Family Services must apply very specific requirements for the recording of attendance:

1. Changing Tides Family Services issues an Attendance Form to the child care provider, for each child for each month. Only care for the specified month should be documented on the Attendance Form. Care for two months should never overlap on one Attendance Form. If the provider has not received an Attendance Form by the time care has started, you should contact your Case Manager immediately.
2. Attendance Forms should be kept with providers and are the only form of documentation accepted for billing.
3. You or your authorized adult representatives are required to record exact time in and out for each day.
4. We expect anyone not a parent to be age 18 or older if dropping off or picking up children.
5. You as the parent are responsible for recording times in and out each day, unless the provider is transporting the child to and from school.
6. When the last day of care for the month has been provided, the billing side of the Attendance Form must be signed and dated by you (not the authorized pick-up person) and the provider **in ink and with full signatures**.
7. Child care providers are prohibited from asking parents to pre- or post-sign Attendance Forms. If the Attendance Form appears to have been completed all at once by you, the reimbursement may be delayed or care may not be covered. This is linked to Changing Tides Family Services' need to detect and prevent fraud.
8. If you make a mistake on the Attendance Form (for example, noting times on the wrong date), you should cross out the error and initial it, and fill in the correct

A sample Attendance Form is included at the end of this booklet

information. If you use care that is not broadly consistent with the child care schedule, you may be responsible to pay the provider for that care.

9. The hours recorded on the Attendance Form must be the exact hours the child was actually in care. If the hours of care differ from those on the certificate, you should use the appropriate reason code to explain the discrepancy.
10. If the certificate no longer reflects the child care needs, you must notify your Case Manager immediately.
11. Attendance Forms may not be altered or modified by either you or the provider.

If a child is absent or does not use scheduled care, you or the authorized pick-up person must fill in the “Reason Code” box with one of the following codes:

Provider Closed All or Part of the Day for holiday or other reason	All Ages – Child Absent From Care or In Care for Fewer Hours than on authorized schedule		School-Aged Children	
C	S	Child or family member sick, at Dr.’s appointment, or absent for other medically-related reason	S	Child sick and used more hours than usually scheduled on a school day
	A	Other absences (e.g. child/parent vacation, visiting relative, or other personal reason)	M	Minimum Day

1. The “**C**” code is to be used when a provider is closed and unavailable to provide care for all or part of a scheduled day of care.
2. The “**S**” code is to be used when:
 - a. Any child is absent from care or uses fewer hours than scheduled due to a medically-related reason.
 - b. A school-aged child is ill on a school day and is in care for more hours because of the illness.
3. The “**A**” code is to be used when a child is absent from care or uses fewer hours than scheduled due to a non-medical reason.
4. The “**M**” code is to be used for school-aged children only. It explains why a school-aged child used more hours on a school day (but within the approved hours on the CCS). It can also be used to explain why a kindergartner’s school hours and child care hours change on a minimum day.

11.02 REIMBURSEMENT FOR ABSENCES

Changing Tides Family Services will pay licensed family child care homes and child care centers for holidays, absences and vacations under a certificate with set hours. The subsidy program will pay the first ten (10) closure days per fiscal year (days coded as “**C**”) when no care is used (regarding provider closures) and if these charges are applied to non-subsidized families as described in the provider’s rates or contract on file.

Changing Tides Family Services can only pay family, friend, neighbor providers for the actual care they provide and cannot pay for hours or days for which the provider did not provide care or was unavailable to provide care.

In addition:

- a) Changing Tides Family Services reserves the right to refuse to pay for unexplained absences.
- b) If there are excessive absences, Changing Tides Family Services will reevaluate the parent's need for care, and care may be discontinued or the child care schedule may be rewritten to reflect more appropriate hours and days of care needed.

11.03 PAYMENT REIMBURSEMENT SCHEDULE

Changing Tides Family Services will make every attempt to issue payment to your provider within 30 calendar days of receipt of properly completed, accurate Attendance Forms if the Attendance Forms are received at a Changing Tides Family Services office by 5:00 p.m. the 3rd calendar day of the month after care was provided.

If the 3rd falls on a holiday, weekend, or a day of office closure, Attendance Forms may be submitted by 5:00 p.m. on the following business day. Attendance Forms are accepted at both the 2379 Myrtle Avenue and 2259 Myrtle Avenue offices in Eureka.

Exceptions to Changing Tides Family Services' commitment to issue payments within these timelines include, but are not limited to:

- Natural disasters or events which result in agency closure days
- Delay in signing of the State's budget, if it results in the State withholding payment to Changing Tides Family Services
- Electronic/internet issues which may affect Changing Tides Family Services or banking institutions
- Circumstances beyond the control of Changing Tides Family Services

For Attendance Forms that are received at Changing Tides Family Services' office after the 3rd of the month but prior to the end of the month after care was provided, Changing Tides Family Services will attempt to issue payment within 30 calendar days, but we make no commitment to be able to meet this timeframe.

Complete and accurate Attendance Forms must be submitted to the Changing Tides Family Services' office no later than one month after the month of service. Attendance Forms received later than the last day of the month after care was provided will not be processed or paid. *For example:* in order to be reimbursed for child care services provided in the month of February, the Attendance Form must be received at a Changing Tides Family Services' office prior to March 31.

If the Attendance Form arrives more than one month after child care was provided, Changing Tides Family Services will NOT pay for services

11.04 NON-REIMBURSABLE CHARGES

Changing Tides Family Services is bound by the regulations that govern all parent choice programs. The regulations stipulate the conditions under which we can or cannot reimburse child care providers. Under these regulations, Changing Tides Family Services will not reimburse providers:

1. In advance of services rendered.
2. Until the provider has completed all the necessary paperwork for reimbursement.
3. In the absence of a valid enrollment on our program and without a written child care schedule (CCS) approved by Changing Tides Family Services.
4. If the information in the file is not current.
5. If any information on the Attendance Form is false or inaccurate.
6. If Attendance Forms are not received by the last day of the month after care was provided. *For example:* if the Attendance Form for February child care services was received after March 31.
7. If the child is suspended from child care.
8. If you or Changing Tides Family Services ends the agreement for services.

The provider may have other services that you might want to use, but Changing Tides Family Services will not be able to pay for them. Changing Tides Family Services does not pay for the following charges:

- A. Transportation charges
- B. Private school costs or tuition
- C. Late fees
- D. Notice time when care is not used
- E. Field trips
- F. Meals (unless as part of a separate agreement between the child care provider and Changing Tides Family Services as part of the Child and Adult Care Food Program/CACFP)
- G. Time when the child is suspended from care
- H. Days in excess of ten (10) per fiscal year for provider non-operation (e.g., vacations, holidays, or when provider is otherwise unavailable).
- I. Hours the child is being “home-schooled” and the child would normally be in school
- J. Hours the child is in care due to school suspension or expulsion

Ask your provider if s/he charges for any of these items—you may need to make arrangements to pay the provider directly

If you select services for which Changing Tides Family Services cannot pay, you will need to make arrangements to pay the provider directly.

11.05 METHODS OF PAYMENT

Changing Tides Family Services makes payment to providers by direct mail (hard check) or through our direct deposit program which electronically transfers money into the financial account of the provider’s choosing. If a child care provider chooses direct deposit, the provider can choose either:

- Savings Account
- Checking Account

Changing Tides Family Services recommends using direct deposit in order to avoid lost or stolen checks.

If your provider does not receive a check by mail, they will need to request a replacement check in writing. Changing Tides Family Services staff will confirm the check has not yet been cashed, issue a stop payment, and then re-print the check. (This may take several business days.) The provider may be able to pick the check up in person and will need to show a valid photo ID.

12.01 PROVIDER TERMINATION

Changing Tides Family Services may terminate the business relationship or withhold payment from child care providers under certain circumstances, as outlined in the Provider Booklet.

13.01 GRIEVANCE PROCEDURE

The Changing Tides Family Services' Grievance Procedure may be used by parents who have a complaint regarding Changing Tides Family Services' services, and which is not addressed by the appeal procedure or uniform complaint procedure. A copy of the grievance procedure is available at Changing Tides Family Services' administrative office at 2259 Myrtle Avenue, Eureka, CA. 95501. Call (707) 444-8293 or email info@changingtidesfs.org.

14.01 UNIFORM COMPLAINT POLICY

It is the intent of the Changing Tides Family Services to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the Changing Tides Family Services' alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Education.

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

GENERAL POLICIES

When you receive subsidized child care services, you agree to accept the regulations and policies set by state law, funding sources and Changing Tides Family Services. The following is additional information regarding rules and policies for Changing Tides Family Services' child care subsidy programs.

15.01 CONFIDENTIALITY OF SERVICE

Changing Tides Family Services will maintain confidentiality regarding the use of personally identifiable information regarding parents, children and providers. However, information may be shared as necessary with the California Department of Education and its agents as appropriate, Community Care Licensing, or Changing Tides Family Services' agents (auditors, legal advisors, business associates, insurance representatives, and other authorized entities).

Parents and providers should be aware that Changing Tides Family Services staff from different programs may exchange information regarding parents, providers, or children served as necessary in order to support program integrity. Information may also be released outside of Changing Tides Family Services with a signed Changing Tides Family Services Release of Information from the parent, or if a valid subpoena is issued to Changing Tides Family Services, or as part of a law enforcement, welfare fraud, or Child Protective Services investigation.

All Changing Tides Family Services staff shares the responsibility to ensure that confidentiality is maintained

16.01 DATA COLLECTION

Changing Tides Family Services is required to collect the following data:

- your social security number (if the social security number is not available Changing Tides Family Services is required to submit the first and last name of the head of the household),
- if your family is receiving public assistance,
- the documented need for receiving child care,
- the zip code of your residence address,
- provider zip code,
- whether your family has one or two parent/s,
- date your family first received subsidized child care services,
- type of child care,
- the name of the child care provider,
- gender of you and your child,
- race and ethnicity of your child.

17.01 CONFLICT OF INTEREST

It is possible that employees of Changing Tides Family Services may participate as a parent or provider in the child care services programs. In order to reduce the appearance or the potential of a conflict of interest, it is necessary that any employee who is receiving benefits of child care programs inform designated staff. This will enable Changing Tides Family Services to implement additional internal controls to avoid any appearance of conflict of interest. Examples of this include but are not limited to:

- Any relationship of the employee or the employee's immediate family (as defined in Changing Tides Family Services' Personnel Policies) to any child care provider receiving reimbursements on behalf of a parent.
- Any relationship of the employee or the employee's immediate family to any parent participating on any child care subsidy program managed by Changing Tides Family Services.
- Any relationship of the employee or the employee's immediate family to any other employee or Board member of Changing Tides Family Services.

18.01 DECLARATION OF OPERATION AND NON-DISCRIMINATION

Changing Tides Family Services operates in accordance with all applicable state and federal laws. The program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served. We welcome the enrollment of children with disabilities and exceptional needs.

19.01 HOLD HARMLESS PROVISION

Parents and providers shall hold harmless Changing Tides Family Services, its employees, officers and Board members for any actions related to the administration of the programs.

20.01 REQUESTS FOR COPIES

If you request copies of materials you and/or your provider have submitted to Changing Tides Family Services, you must complete a Request for Information form. You may be required to pay a fee.

Changing Tides Family Services strives to assist families enrolled on our program to reach their goals, and we look forward to working with the providers they choose to care for their children.



Please visit our website for information on workshops that may benefit your provider. We also post jobs and community resources on our website.
www.changingtidesfs.org

Changing Tides Family Services

Child Care Services - Sample Attendance Form – Alternative Payment



The following is a list of some of the requirements for completing an attendance form. For more details, please refer to the program handbook/booklet.

For Parents/Authorized Representatives:

- Parents or authorized representatives are required to record exact time **in and out** for each day.
- The parent must note each absence reason by entering one of the codes listed below in the "Reason Code" box on the back page.
- If the parent makes a mistake on the attendance form, s/he should cross out the error and initial it, and fill in the correct information.
- When the last day of care has been provided, the billing side of the attendance form must be signed and dated in ink with the full signature of the enrolled parent.
- Blue or black ink is preferred.
- Incomplete or inaccurate attendance forms may delay payment.

For Providers:

- Attendance forms are due by 5pm the 3rd calendar day of the month after care was provided. If the 3rd falls on a holiday, weekend, or a day of office closure, attendance forms may be submitted by 5pm on the following business day.
- If the provider is closed and charges for the closure, please complete the billing information below.
- When the last day of care has been provided, the billing side of the attendance form must be signed and dated in ink with the provider's full signature. Blue or black ink is preferred.
- Incomplete or inaccurate attendance forms may delay payment.

Provider closed for all or part of the day for holiday or other reason.	All Ages – Child absent from care or in care for FEWER hours than on authorized schedule		School-aged Children	
C	S	Child or family member sick, at Dr.'s appointment, or absent for other medically-related reason	S	Child sick and used more hours than usually scheduled on a school day
	A	Other absences (e.g. child/parent vacation, visiting relative, or other personal reason)	M	Minimum Day

Provider Invoice

Please bill **your** rate in the same manner as you would the general public. (Note: All charges must also appear on your rate sheet if you wish for us to consider payment.)

The provider must record any additional charges.

\$ 120.00 for Child Care because I charge \$ 20 per day.

\$ _____ for Registration \$ _____ for Insurance \$ _____ for Materials \$ _____ for Other _____

My closures were 9/1/14 I charge for closures: Y No

Grand total is \$ 120.00

BOTH THE PARENT AND PROVIDER MUST PROVIDE FULL SIGNATURES IN INK ON OR AFTER THE LAST DAY OF CARE PROVIDED AT THE END OF THE MONTH. FAILURE TO COMPLETE THIS STEP WILL RESULT IN DELAY OF PROCESSING PAYMENT AND MAY RESULT IN NON-PAYMENT.

I (the parent/provider) declare under penalty of perjury under the laws of the United States and the State of California that the facts contained in this attendance form are true, correct and complete for the entire month.

<i>Olga Doe</i>	<u>9/30/14</u>
Provider Signature	Date
<i>Jane Smith</i>	<u>9-30-14</u>
Parent Signature	Date

The front of the Attendance Form must be signed and dated by both provider and parent. Providers and parents should make sure to sign at the end of the month so they can accurately verify the total hours of care used. Changing Tides Family Services will not pay for days/hours that occur after the Attendance Form has been turned in or past the date of the signatures. Providers and parents should sign for themselves only.

		Use if child has split schedule				Office Use Only	
	Date	Time In	Time Out	Time In	Time Out	Reason Code	
M	9/1					C	
T	9/2	7:00a	8:00a	2:35p	5:15p		
W	9/3	7:00a	8:00a	12:15p	5:30p	M	
Th	9/4	7:00a	8:00a	2:35p	5:00p		
F	9/5					A	
S							
S							
M	9/8	7:00a	8:00a	2:35p	5:20p		
T	9/9	7:00a	8:00a	2:35p	5:00p		
W	9/10					S	
Th	9/11	7:00a	8:00a	2:35p	5:00p		
F	9/12	10:00p			11:59p		
S	9-13	12:00a	10am				

<p>Refer to each example above by the date listed. The parent is Jane Smith and the provider is Olga Doe. The child is scheduled to use care Monday through Friday from 7am-5:30pm, but parent may work a night shift. School hours are 8:05am-2:35pm. Each day the child is scheduled must have complete times or have a reason code entered.</p>	
9/1	Example of provider being closed on a holiday, parent notes "C".
9/2	Example of school day hours (am and pm care used).
9/3	Example of a minimum day, provider notes "M".
9/4	Example of school day hours (am and pm care used).
9/5	Example of a non-sick absence, parent notes "A" (court day).
9/10	Example of sick day for child, parent notes "S".
9/12	Example of overnight care starting at 10pm, noted by parent. Provider notes that midnight occurs and continues care on next day. Parent notes pick up at 10am.



Changing Tides Family Services
 2379 Myrtle Avenue
 Eureka, CA 95501
 (707) 444-8293

Provider

Type of Care
 Fund

Effective Date

/Humboldt

Child Care Certificate

Parent Name Reason For CCS Hours/days change
 Child Name Child Age DOB

The schedule below has been approved effective through based on the parent's approved child care needs for this child. We will only pay for care between the hours listed on this schedule. If the schedule indicates a range of min/max hours or days, we will never pay for more than the maximum and may pay for less depending on the parent's documentation of need. The rate(s) listed below may be capped (based on the State-mandated payment ceiling). The parent is responsible to pay the difference between the provider's rate and the payment made by Changing Tides Family Services.

Non-school	Start time	End time	Min/Max hrs	School	Start time	End time	Min/Max hrs
Monday	7:00AM	5:30PM	10.5	Monday	7:00AM	8:05AM	4
Tuesday	7:00AM	5:30PM	10.5		2:35PM	5:30PM	
Wednesday	7:00AM	5:30PM	10.5	Tuesday	7:00AM	8:05AM	4
Thursday	7:00AM	5:30PM	10.5		2:35PM	5:30PM	
Friday	7:00AM	5:30PM	10.5	Wednesday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
				Thursday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
				Friday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
Min Days Per Week	5	Max Days Per Week	5	Min Days Per Week	5	Max Days Per Week	5

Provider rate description

See Rates on File

Rate allowed by State regulations

Pay per provider's rate not to exceed:

Current RMR Ceiling
 for child age and care setting
 i.e. \$540.01 FT Month
 age 2-5 at FCCH

Case Manager
 Date

School district
 School name
 School track

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Booklet Receipt for:

Alternative Payment Program

CalWORKs Stage 2

CalWORKs Stage 3



I have received a copy of the program policies.

Check one:

I am the parent/legal guardian _____ or

I am the child care provider _____

Site Name _____

Printed Name _____

Signature _____ Date _____



Child Care Services

2379 Myrtle Avenue
Eureka, CA 95501

Phone: 707-444-8293
Fax: 707-444-8298

E-mail: info@changingtidesfs.org

This signed receipt must be returned to
Child Care Services in order to complete
your file.