

# Changing Tides Family Services

2022

Impact Report



## Our Mission:

To increase the health and success of children, youth, families, and individuals



**changing tides**  
family services

# Our Services



Behavioral and Family Empowerment



Early Learning and Care



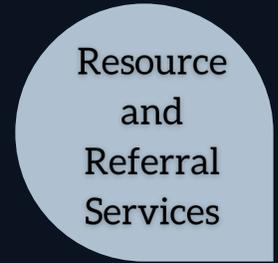
Special Needs Services



Family Empowerment Services



Child Care Services



Resource and Referral Services

Supported Parenting Program

Behavioral Health Support Services

Alternative Payment

Free Child Care Referrals

In-Home Respite Services

Early Childhood Mental Health

CalWORKs Stages 1, 2, and 3

Capacity Building & Professional Development for Child Care Providers

Respite Plus & Skills Acquisition Services

Intensive Care Coordination

Family Child Care Home Education Network

Quality Counts California

Early Start Family Resource Center

Therapeutic Behavioral Services

Emergency Foster Bridge Child Care

CalFresh

Intensive Home Based Services

Early Head Start-Child Care Partnership

Parent Services

Supervised Visitation Services

Child Care Food Program



Changing Tides Family Services is a dynamic family resource agency that provides an array of behavioral health, child care, special needs, and other family services. Our over 150 full and part time staff provide quality, community-based services which demonstrate the agency's values of respect, integrity, excellence, health and wellness, flexibility, and fiscal responsibility.

# A Message From Our Executive Director

*The journey continues...*

The past year has been a journey. Although the COVID Pandemic wasn't over, the process of rebuilding and recovering started. All of us started to find out what was lost, what was gained, what was different, and even what was better. Our role, as Changing Tides Family Services, was to help families navigate all the bumps and bruises, build on what was good, while remaining as flexible as possible. Supporting families in the community along with our staff is always a top priority, but the ways we did this had to change and adapt at a moment's notice as conditions changed around us. We all needed to feel connected - to each other, our families, our schools, and our community. In fact, if we had to identify two themes for the past year they would be flexibility and connection. In this year's Annual Impact Report, we share that journey and highlight how our agency's staff and services embodied those words. But that journey would not have been possible without the dedication and perseverance of our staff and their commitment every day, through all kinds of circumstances, to give their best to the children, families, and child care providers of Humboldt County. We remain grateful and inspired by the work they do and we look forward to their innovation and compassion in the coming year.

Respectfully,

Kerry Venegas  
Executive Director



# Special Needs Services

Continuing to Navigate the Pandemic...



Although respite workers provided in-person services throughout the pandemic, in 2021 and 2022 many families restarted services as they felt safer having people in their home.

Respite services helped caregivers feel less isolated and more supported in taking care of their family members.

Increased outreach by staff, including additional phone check-ins, gave both respite workers and caregivers space to share their questions, worries, and hope along this journey.



In-Home Respite Services provides one-on-one care to children and adults with developmental disabilities in the client's home in order to give parents and caregivers a break from their continuous caregiving duties, reduce parental stress, prevent out of home placement, and support families to remain intact.

My son loves his respite worker. They have such a great connection and he gets excited every time she comes over.  
-Respite Parent



27,202 hours of In-Home Respite Care to 102 individuals



Respite Plus and Skills Acquisition are more intensive and structured services designed to empower clients and their families to improve their skills in the areas of communication and daily living needs by using positive behavior supports.

10,972 hours of Respite+ and Skills Acquisition to 39 individuals





94 families connected to resources through Early Start

Continuing to Navigate the Pandemic...



Early Start Family Resource Center offers parent-to-parent support, information and referrals, public awareness, and family-professional collaboration for families with children ages 0-36 months who have or are at risk of having a developmental disability, giving families the building blocks needed to help their child grow.



During the second year of the pandemic, Supported Parenting Program staff continued to maintain their relationships with their families through increased phone contact and in person visits when possible.

This gave the staff the flexibility to be more available and accessible to families and have communication/conversations more often. Staff also had the opportunity to help families navigate the transition of their children returning to in-person learning.

3,689 hours of parent support services provided to 33 families

Supported Parenting provides in-home, one-on-one support to families in which one of the parents has a developmental disability. Activities include home visits, parent education, community resource linkage, and life skills education.

Moving forward, staff are encouraging more in-person meetings, while also maintaining the increased availability by phone to continue supporting families with rebuilding connections, structure and routines that were disrupted by the pandemic.

You've helped me survive the teen years with my daughter! You've been with us since she was little and now she is graduating from high school. -SPP Parent



# Family Empowerment Services

As the world remained virtual, Family Empowerment Services staff had even more opportunities to attend a wide variety of trainings. Some of these trainings covered topics such as Child-Parent Psychotherapy, LGTBQIA+ Inclusivity, Trauma, and many more.

12 professional development trainings attended by staff this year



The Family Empowerment Services team prides themselves in providing an array of strength-based outpatient behavioral health services to Humboldt County children and youth, ages birth through twenty, through a trauma-informed resilience-oriented lens. Staff strive to meet the needs of families and youth through relational support in the home, school, community, and office settings.

Behavioral Health and Support Services are provided to children, youth, and their families throughout Humboldt County. Services may include individual or group therapy, case management linkage and brokerage, intensive care coordination, and 1:1 behavior coaching and support.



Intensive Home Based Services (IHBS) are intensive, individualized and strength-based, needs-driven intervention activities that support the engagement and participation of the child/youth and their significant support persons to develop skills and achieve the goals and objectives of their treatment plan.

9,374 hours of service provided to 178 children across all mental health and behavior programs

Early Childhood Mental Health Services for children birth to five and their caregivers are provided under our BEARS Program. Evidence-based practices under BEARS includes Theraplay and Child-Parent Psychotherapy.

I appreciate the services you provide [client] and our family.  
-Client's Parent



Therapeutic Behavioral Services (TBS) are intensive, 1:1 short-term behavioral coaching and support services for children, youth and their parents/caregivers designed to manage specific identified behaviors. TBS services are provided in the home, school, and community with the parent and/or caregiver present.

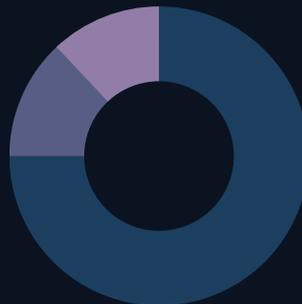
Intensive Care Coordination Services (ICC) are intended to ensure that all service providers working with children/youth with higher levels of need are in alignment with one another, the child or youth, and their parent or primary caregiver.



### Mental Health Services Contacts by Type

By Zoom or other  
virtual method 12%

By Phone  
13%



In Person  
75%

**373** hours of  
visitation  
provided to **16**  
families

Supervised Visitation Services provided in collaboration with the Humboldt County Superior Court and funded through the Access to Visitation Grant Program with the goal of ensuring accessible supervised visitation services to low-income non-custodial parents with custody and visitation issues currently or previously before the family courts.

Continuing to  
Navigate the  
Pandemic...



This stage of the Pandemic placed a premium on flexibility during rapidly changing public health orders.

Mental Health staff had the ability to adjust appointments to meet the needs of each family and were able to start having more in-person appointments. The flexibility for virtual, outdoor, or in-office appointments allowed families and staff to feel safer and more comfortable.

With more time in the office together, staff were able to reconnect and collaborate as a team. It also gave families the opportunity to engage with staff in person, restoring connections that had been interrupted during the pandemic.

Staff also had the flexibility to work from home more, increasing their efficiency and allowing more time between appointments for staff to take care of themselves and strengthen their resiliency.

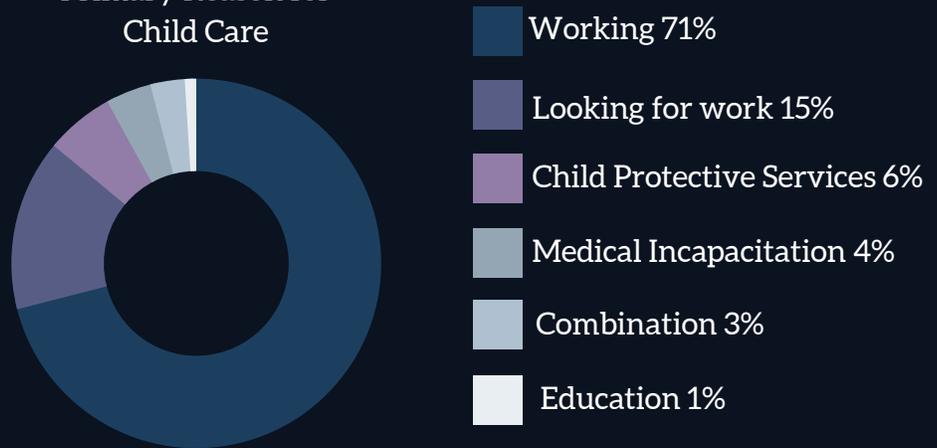
# Child Care Services

This year, Child Care Services assisted:

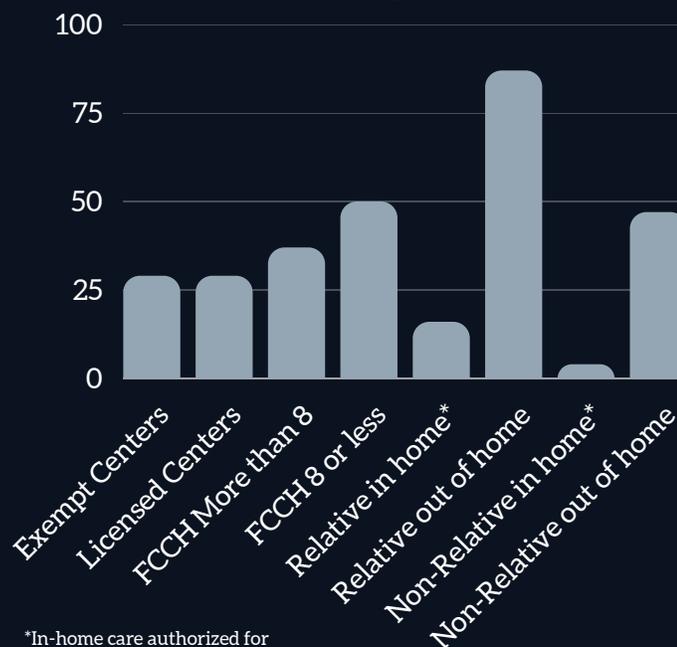


Child Care Services staff members are committed to supporting families by reimbursing child care providers through a variety of subsidy programs. Staff also assist families in finding the right child care provider to fit their needs and offer support and supplies to the child care providers when they need it. For many families, affordable child care is necessary in order to seek and maintain employment, expand education, and many other reasons that are vital to a healthy community. It is also a great way for children to learn socialization skills and start their early education journey.

Primary Reason for Child Care



Active Child Care Providers in Subsidy Programs



\*In-home care authorized for CalWORKs Stage 1 only



The Foster Bridge program provides emergency child care for families who may be asked to take in a child at a moment's notice and still be able to work. This program assists with finding a child care provider and supports paying for child care.

Foster Bridge supported **22** families and **28** children with child care

The providers in the Family Child Care Home Education Network (FCCHEN) offer enhanced services for children 0-13 years old, including developmental assessments of children in care, education curriculum, and nutritious meals at no cost.

CalWORKS Stage 1 is a parent choice program which supports families to choose from a variety of child care options: center-based, licensed family child care, or family/friend/neighbor care. Funded by DHHS - Welfare to Work, this program assists families to become self-sufficient. Once stable, these families can transition to Stage 2 or 3.

**\$39,465** provided in child care payments for Essential Worker families

Alternative Payment and CalWORKs Stage 2 and 3 are parent choice programs funded by California Department of Social Services and support families to select from centers, licensed family care, and family/friend/neighbor.

Continuing to Navigate the Pandemic...



With the Pandemic continuing, keeping stipends available for child care providers was critically important. Additional stipends helped providers cover the increased operational costs that came with rising inflation. Meaning providers stayed open during a time when even more families went back to work.

**\$487,200** in stipends issued to child care providers in our service area

Supportive Services for EHS-CCP Providers:

35 hours of Mental Health Consultation

\$23,366.57 to support child care health and safety

161 boxes of diapers



Early Head Start - Child Care Partnership (EHS-CCP) is a program for children age 0 to 4 years whose family is also under the federal poverty line and enrolled in FCCHEN full time. These providers assist enrolled children in their journey to school readiness.



# Resource & Referral Services

Continuing to Navigate the Pandemic...



Parent Services continued to support parents and guardians throughout the pandemic by hosting drive through in-person Pop Up Parent Cafés, virtual parenting classes, and virtual Parent Cafés.

764 meals provided to families in the community through 11 Pop Up events



Resource and Referral (R&R) Services play a vital role in the community, offering individualized support to parents, guardians, child care providers, and local organizations. During emergencies, including the recent pandemic, R&R staff are on the front lines, coordinating with local partners, supporting the resiliency of families and child care providers, and advocating for state and federal resources. From free referrals for child care and other services, to parenting classes, food and nutrition, supplies, hot meals, and technical assistance, our team is dedicated to meeting the needs of our community.

1,531 referrals for child care

64 hours of virtual parenting classes supporting resiliency

Our Parent Services team supports parents and guardians to ensure children are able to thrive. In our community, something as small as providing dinner for a family, offering parenting classes, or providing a space for parents to come together to share thoughts and ideas can make a world of difference in a family's journey.

205 community resource bags handed out to families

12 virtual Parent Cafés

I am very grateful for the program, I would not be able to work and attend class without it  
-ELC Parent



Capacity Building & Professional Development

provides child care business owners and other caregivers with trainings, technical assistance, and collaborative support groups to expand care opportunities, advance knowledge of child development, and improve the quality of care. Our goal is to help increase the availability and sustainability of early education in our area.

Trainings include trauma informed care, preventive health & safety, gender diversity, fire safety, business practices, and more.

80 professional development trainings with a combined total of 315 early childhood education participants

Continuing to Navigate the Pandemic...



PPE supplies to Child Care Providers:  
1,332 masks  
435 pairs of gloves  
640 bottles of hand sanitizer  
116 thermometers  
1,084 containers of disinfecting wipes  
1,080 COVID Test kits

In the second year of the pandemic, child care remained important for families returning to work and school. Staff conducted 560 PPE drop off visits to Child Care Provider sites to ensure they could continue to keep their staff and the children safe

CalFresh Outreach and Nutrition Services offers CalFresh application assistance to anyone in the community. Staff also host demonstrations and activities for children to promote a healthy and nutritious lifestyle.



4,693 CalFresh educational items distributed



12 CalFresh video demonstrations and online recipes

PPE supplies to EHS-CCP Providers  
176 boxes of masks  
65 boxes of gloves  
105 containers of disinfecting wipes  
23 bottles of disinfectant  
180 COVID Test kits

Child Care Food Program supports participating licensed child care providers in ensuring children have healthy meals and snacks. Providers are reimbursed per USDA guidelines. This past year, \$294,033.12 was reimbursed to providers to support healthy meals for the children in their care.

With in-person services still navigating around surges in the virus, the Nutrition Services team continued to be flexible in doing virtual demonstrations, providing resource bags with meal ingredients during Pop Up events, masking up for safe tabling events, and maintaining drop off visits.

58 child care providers participating

797 children enrolled

168,832 meals and snacks served

## Source of Funding FY 21-22

- California Department of Developmental Services
- California Department of Education
- Humboldt County Department of Health and Human Services
- Humboldt County Office of Education
- The Redwood Coast Regional Center
- Superior Court of Humboldt County
- California Department of Social Services
- Child Care Resource Center
- California Child Care Resource and Referral Network
- California Family Resource Association

Changing Tides Family Services is audited annually by an independent Certified Public Accounting firm.

## Governance FY 21-22

President  
**John McGuire**

Vice President  
**Diana Hight**

Secretary/Treasurer  
**Keta Paulson**

Members at Large  
**Kira Norton**  
**Brooke Epperly**  
**Jim Rizza**  
**Kim Grabo**

For more than four decades, our volunteer Board of Directors has provided guidance and support for the meaningful work we do every day. They represent a diversity of experience from almost every public and private sector of Humboldt County, including private business, K-12 education, legal services, mental health, higher education, and healthcare.

"We love Changing Tides. Every person that I have spoken with there has gone out of their way to help me. Everyone is so nice and it is a wonderful organization." -Respite Parent

"It is a great help to receive when being the only parent in the home and provider for the family" - ELC Parent

"Gracias al cuidado, puedo trabajar y tengo el tiempo necesario para estar con mi niño" - ELC Parent



## Thank You to Our FY 21-22 Donors



Throughout the year, we received monetary donations along with COVID supplies and test kits that were used to help keep families and child care providers safe. Every donation is appreciated and helps our agency do more in the community.

Davis Cherry Blossom Festival  
SupplyBank.org  
First 5 Humboldt

City of Eureka  
HCOE  
DHHS Public Health

## Make a Donation

Donate directly to Changing Tides Family Services: Visit [www.changingtidesfs.org/donations](http://www.changingtidesfs.org/donations)  
Donate to the Changing Tides Family Services Fund held by the Humboldt Area Foundation  
Visit [www.hafoundation.org/donations/donations.php](http://www.hafoundation.org/donations/donations.php)

Your tax-exempt donation will help Changing Tides Family Services expand its work with children, youth, adults, families, and the community. Receipts are provided for donated funds and gifts.