



changing tides
family services

PARENT HANDBOOK

Early Head Start Child Care Partnership

Funded by the



California Department of
EDUCATION

Effective February 23, 2023

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**

**Changing Tides Family Services
Parent Handbook
Early Head Start – Child Care Partnership**

Introduction and Welcome		
1.01	Changing Tides Family Services	4
2.01	Eligibility	4
3.01	Provider Selection	5
4.01	The Provider’s Relationship with Changing Tides Family Services	5
5.01	Your Relationship with the Provider	6
Program Components		
6.01	Program Components	6
7.01	Parent Participation	7
7.02	Parent Committee and Policy Council	8
8.01	Community Care Licensing Citations	8
9.01	Provider Non-compliance with Performance Standards	8
10.01	Provider Stipends	8
11.01	Attendance Reporting	9
12.01	Excessive Absences	9
13.01	Method of Payment	9
14.01	Provider Change of Location	10
15.01	No Fees to Parents	10
16.01	End of Provider Participation	10
17.01	End of Parent/Guardian Participation	11
General Policies		
18.01	Confidentiality of Services	11
19.01	Conflict of Interest	12
20.01	Declaration of Operation and Non-Discrimination	12
21.01	Hold Harmless Provision	12
22.01	Grievance Procedure	12
23.01	Requests for Copies	13
24.01	Parent’s Rights to Information Regarding Providers	13
	Attendance Form Sample	14
	Handbook Receipt	17

INTRODUCTION

Welcome to Changing Tides Family Services! You have been enrolled on the Early Head Start – Child Care Partnership (EHS-CCP) program. This program is funded by the California Department of Education (CDE) and will provide enhanced services to you and your family initially through the Family Child Care Home Education Network (FCCHEN). The following enhanced services are provided jointly by the child care provider, the Early Education Specialist, the Bilingual Family Services Specialist, and the Health Specialist by:

- Helping your children be ready for kindergarten
- Using the evidence based Creative Curriculum with your child/ren
- Making observations of your children and completing developmental assessments
- Providing meals and snacks through the Child Care Food Program
- Encouraging your involvement at child care and in the program as a whole
- Assisting you to access needed services from community partners
- Assisting your family to meet goals and become advocates for yourselves

Program administration will be in compliance with any directives received by the funding source, whether permanent or temporary/emergency in nature.



1.01 Changing Tides Family Services offers a wide range of programs in three core areas: child care services, developmental disabilities services, and mental health services. For current information, please visit www.changingtidesfs.org or call 707-444-8293 or 800-795-3554.

Parents/guardians that need to report changes in their case should contact their Family Services Specialist right away at the number above.

Child care providers are encouraged to contact Changing Tides Family Services in order to obtain information regarding child care quality enhancement, technical assistance, and information regarding how to maintain compliance with federal performance standards.

2.01 Eligibility

To be eligible for this program, families must have children aged zero to four (0 to 4) years, need full-time care (6.5 hours or more per day, 5 days a week), and qualify based on the current

federal poverty guidelines. Families may also qualify based on receiving public assistance (TANF/cash aid/SNAP or CalFresh), Supplemental Security Income (SSI), or are homeless, or the children are foster placements. The eligibility is determined by the California Department of Education (CDE), which has final approval of the enrollment of all children on this program.

To verify eligibility, the following documentation items may be required:

- Proof of Public Assistance (TANF)
- Proof of Supplemental Security Income (SSI)
- Benefit Case Number for SNAP/CalFresh
- Self-Declaration written by you, under penalty of perjury, listing the plan to secure a fixed, regular, adequate residence and the number of days and hours that child care is needed or written referral/statement from a homeless shelter or social service agency
- Copy of foster care placement documents
- Preceding twelve (12) months of wage/pay stubs from employer showing your name, name of employer, gross income, pay period dates, year to date, and date issued.
- Income tax form 1040 and/or W2 from preceding calendar year
- Written statement from employer (signed and dated)
- Self-Declaration of “no income”, under penalty of perjury, signed and dated
- Current IFSP or IEP for your child
- Other, as requested by the Family Services Worker, such as immunizations and most recent Well Baby Exam for the enrolling child

Parents will be asked to sign an *Early Head Start – Child Care Partnership Application* which will be submitted to the CDE for approval. The application includes additional questions from the FCCHEN application and needs assessment such as, if the parent/guardian is on active duty and what is the education level of parents/guardians.

3.01 Provider Selection

You can select from currently participating FCCHEN providers that have completed an Interest Form and submitted it to the Early Education Specialist. Newly licensed providers must first be accepted to the FCCHEN. The California Department of Education has final approval of all providers on this program.

4.01 The Provider’s Relationship with Changing Tides Family Services

The relationship between Changing Tides Family Services and any provider is that of independent contractor. Any provider is neither an employee nor agent of Changing Tides Family Services. Child care providers are not entitled to the rights or benefits afforded to Changing Tides Family Services employees, including disability or unemployment insurance, workers’ compensation, medical insurance, sick leave or any other employee benefit.

Although Changing Tides Family Services conducts site visits of participating child care providers for program compliance, Community Care Licensing is the government agency that issues child care licenses and inspects sites for compliance with state safety regulations.

Changing Tides Family Services assumes no responsibility for injury or damages arising from the performance of this agreement for services. Parents and child care providers agree to indemnify and hold harmless Changing Tides Family Services, its officers and its employees from costs, suit, or liability allegedly arising from the provision of child care services.

For more details please refer to the FCCHEN Parent/Handbook.

5.01 Your Relationship with the Provider

Your EHS-CCP provider is a partner and valuable resource to you and your family. The provider will not only help your child be ready for school, but has resources available to you of services in the area. The better you communicate with your provider, the better your provider will be able to care for your children. Please inform your provider of any concerns you have regarding your child/ren.

You may end services with the provider either because you no longer want to use that provider or because you are no longer eligible to receive program services. The number of EHS-CCP providers is limited, so staff at Changing Tides Family Services will need to help you with a transition to another provider.

PROGRAM COMPONENTS

6.01 Program Components

Changing Tides Family Services has agreed to:

- Ensure families be up to date on their subsidy paperwork to prevent unintended loss of subsidy
- If subsidy is lost, work diligently with family/provider to regain subsidy if applicable
- Work with families to improve daily attendance if attendance falls under 85% of possible care-giving days
- Provide screenings through direct observation, parent interview and the child's medical provider
- Assess all children using the Ages and Stages Questionnaires (ASQ)
- Assist in identifying children with potential special needs/disabilities
- Assist in completing a Desired Results Developmental Profile (DRDP) for the enrolled child within the first sixty (60) days of enrollment and a total of three times a year
- Assist with transition planning to a preschool when the child turns three and half (3.5) years old
- Co-facilitate two (2) parent conferences each year



- Conduct pedestrian safety training to children within thirty (30) days of enrollment and share information with parents
- Provide bus passes as needed by enrolled families to and from medical appointments, well baby checks, immunizations, dental, or other required activities according to the Head Start performance standards
- Discuss child’s progress and milestones etc. with the child care provider to assist with coordination of community services
- Facilitate monthly parent advisory committee meetings in partnership with providers
- Identify family goals, strengths, necessary services and supports
- Refer families to community agencies and other services as needed
- Encourage parent volunteerism in the family child care home and other school readiness activities
- Support the inclusion and delivery of services to children with disabilities
- Ensure families are connected to a medical and dental “home”
- Ensure daily health checks are completed
- Provide toothbrushes and toothpaste for all enrolled children on this program
- Ensure children receive necessary dental treatment
- Complete the Health & Safety Screener each month for each provider
- Complete the Health & Safety Protocol each year for each provider

Child care providers must maintain participation on the FCCHEN and Child Care Food Program (CCFP) in order to participate on the EHS-CCP. Providers have signed an agreement to participate in the following areas:

Child Enrollment	Disabilities	Provider Education and Training
Nutrition	Health	Safe Environments
Parent Engagement	Child Education and Assessments	

7.01 Parent Participation

This program recognizes that parents know their children best and are essential partners in the success of their children. In order to ensure children are ready for school, parent/guardian participation is needed. This includes responding to inquires/requests from the Family Services Specialist and Health Specialist. Parents will also be contacted to schedule two (2) home visits each year with the Early Education Specialist. If requested, the visit can take place at an alternate location. Parent/guardians that need assistance with forms will receive help as needed.

The following forms are required to ensure responsive services to families:

- Consent form for screenings and assessments
- Health Risk Assessment Form
- Screening and Exchange of Information Form
- Ages and Stages Questionnaires
- Copies of well baby exams, vaccinations, oral health, IFSP/IEP
- Nutrition Screener
- Family Partnership/Transition Form
- Others as collected by the FCCHEN program



7.02 Parent Committee and Policy Council

Parents/guardians are welcome and encouraged to participate in program planning and give input regarding activities for children and trainings for parents and providers. Information on upcoming meetings is sent by mail, email, or text to enrolled parents/guardians. Parents/guardians are also invited to send comments to info@changingtidesfs.org should they be unable to attend a meeting.

8.01 Community Care Licensing Citations

Should your provider receive a licensing citation from Community Care Licensing (CCL), the provider must inform Changing Tides Family Services within one (1) work day and also provide us with a copy of the citation. We are required to forward all citations to the CDE for review. Following any Type A citation of an EHS-CCP provider, Changing Tides Family Services staff may conduct an unannounced visit of that provider's site to observe the care-giving environment. Changing Tides Family Services reserves the right to end the participation of the EHS-CCP provider on the EHS-CCP program after licensing violations are received and reviewed. Notice will be issued to the provider and you will be notified of your options.

9.01 Provider Non-Compliance with Performance Standards

If a provider is found to be non-compliant in one or more program areas, the provider will be issued a corrective action plan with a deadline to make the necessary corrections. Should the provider still be non-compliant after the corrective action plan deadline, the provider may be notified they can no longer participate and you will be notified of your options.

10.01 Provider Stipends

To assist the providers with additional costs that should not be passed onto EHS-CCP parents, providers that are in compliance with program requirements will receive a monthly stipend for each enrolled EHS-CCP child.

Per the EHS-CCP Agreement, the stipend to your provider is also conditional on your child attending 85% of the possible care giving days in a month and your child must attend 6.5 hours for each day.

The provider stipend will be paid in a cycle separate from the FCCHEN cycle. Payment will be made no later than forty-five (45) calendar days after the first of the previous month, provided that all paperwork has been properly completed by the provider and submitted to Changing Tides Family Services by 5pm of the third calendar day of the month after which care was provided.

11.01 Attendance Reporting

Changing Tides Family Services issues an Attendance Form to the child care provider, for each child for each month. The same Attendance Form completed by you will be used for both FCCHEN and EHS-CCP. The FCCHEN rules apply regarding exact time in and out and full signatures in and out, on a daily basis by an authorized adult. Providers must also log daily attendance in the CDE approved database, Child Plus.

Should FCCHEN eligibility end for your child, an Attendance Form must still be completed on a daily basis until EHS-CCP eligibility ends.

At the end of the month you will sign in ink verifying all information is true and correct under penalty of perjury.

12.01 Excessive Absences

If there are excessive absences, Changing Tides Family Services will attempt to contact you to determine the reason for the absences. Should a provider note your child is absent more than three (3) days with no contact from you, the provider should notify Changing Tides Family Services immediately. It is possible the child care schedule will end if attempts are made to contact you and a timely response is not received. An empty slot must be filled within thirty (30) calendar days.

13.01 Methods of Payment

Changing Tides Family Services makes payment to providers by direct mail (hard copy check) or through direct deposit which is an electronic transfer of money into the financial account of the provider's choosing. The stipend will be issued to the same account as established through FCCHEN reimbursements. Should a provider wish to change which account receives the payments, a new direct deposit form must be completed and submitted to our office.

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

14.01 Provider Change of Location

Should a provider change their address/move, a w9 must be completed and submitted to our office. In addition, a copy of the new license from CCL must also be submitted.

15.01 No fees to Parents

As an EHS-CCP parent, you may not be charged for:

- Transportation, registration, insurance fees,
- Deposit or late fees,
- Notice time,
- Field trips,
- Absences or closure days,
- Diapers, wipes, diaper rash cream,
- Meals or formula,
- Supplies.

If you arrange for care outside of the certified schedule, on a private pay basis, any related expenses are between you and the provider.

16.01 End of Provider Participation

Changing Tides Family Services may terminate the business relationship or withhold payment from child care providers should any of the following conditions occur:

- License Revocation/Suspension/Probation of the facility
- Violations of any rules listed on the EHS-CCP Agreement or the Provider Program Rules Agreement
- Falsifying or submitting false information on attendance forms
- Failing to supply Changing Tides Family Services with required documents
- Forging any signatures on any documentation
- Exhibiting behavior that endangers the health/safety/welfare of any child in her/his care
- Using abusive or vulgar language, attempting to bribe, coerce, extort, or threaten any Changing Tides Family Services staff
- Demonstrating a lack of cooperation with Changing Tides Family Services staff
- Being unable or refusing to submit properly completed paperwork, including attendance forms
- Not complying with any rule which would prevent Changing Tides Family Services from complying with appropriate guidelines or the Scope of Work
- Being involved in criminal conduct of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations
- Using alcohol or illegal drugs on Changing Tides Family Services premises or being under the influence of alcohol or drugs on Changing Tides Family Services premises

Changing Tides Family Services will give written notice of termination if we are ending participation of the child care provider. However, this may be subsequent to verbal communication by an authorized representative of Changing Tides Family Services. The notice will outline the infraction and the reason/s for ending participation.

17.01 End of Parent/Guardian Participation

Reasons for services ending on the EHS-CCP include but are not limited to:

- Child aging out (reaches age 4 years)
- Family abandons care and is not reachable by the provider and agency staff after three (3) or more attempts by various methods such as phone, email, letter, visit
- Not following written plan previously established by agency staff, such as attendance, behavior, etc.
- Falsification of information on forms
- Submission of fraudulent, false or misleading information or documentation
- Use of abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services staff member/s
- Sending inappropriate or offensive communications of any type to any Changing Tides Family Services staff member/s
- Involvement in criminal conduct or theft of any kind involving Changing Tides Family Services staff or locations
- Carrying firearms or other weapons on the premises of any Changing Tides Family Services location
- Using alcohol or illegal drugs on Changing Tides Family Services premises or being under the influence of alcohol or illegal drugs at Changing Tides Family Services sites
- Reduction in funding
- Catastrophic events out of the control of Changing Tides Family Services
- As determined by the California Department of Education

GENERAL POLICIES

18.01 Confidentiality of Services

Changing Tides Family Services will maintain confidentiality regarding the use of personally identifiable information regarding parents/guardians, 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.

19.01 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.

20.01 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.

21.01 Hold Harmless Provision

Parents and child care providers agree to indemnify and hold harmless Changing Tides Family Services, its officers, Board members, and its employees from costs, suit, or liability allegedly arising from the provision and administration of the programs.

22.01 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.

23.01 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.

24.01 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.

To learn a licensed program's complaint history, parents are strongly encouraged to call Community Care Licensing at (844) 538-8766. Changing Tides Family Services does not assume responsibility to inform parents of any past complaint(s) regarding any particular child care provider.

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

Megan's Law (AB 488 Parra) provides the public with internet access to detailed information on registered sex offenders. Parents can visit the Department of Justice "Registered Sex Offender" database at www.meganslaw.ca.gov.

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.

Se habla español



Please visit our website for information on workshops that may benefit you. We also post jobs and community resources on our website.

www.changingtidesfs.org

We also have a Facebook and Instagram page

<https://www.facebook.com/changingtidesfamilyservices/>

<https://www.instagram.com/changingtidesfs/>

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.

\$ 240.00 for Child Care because I charge \$ 30 per day.

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

My closures were Jan. 17, 2022 I charge for closures: Y No

Grand total is \$ 240.00

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.

<u>Olga Doe</u>	<u>1-31-22</u>
Provider Signature	Date
<u>Jane Smith</u>	<u>1-31-22</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.

	Sign in daily			Use if child has split schedule				Sign out daily			Office Use Only		
	Date	Time In	Full signature of adult signing child in	Time Out	Initials	Time In	Initials	Time Out	Full signature of adult signing child out	Code	DHV		
Su													
M	1/17								Jane Smith	C			
T	1/18	7:00a	Jane Smith	8:00a	00	2:35p	00	5:15p	Jennifer Smith-grandma		√		
W	1/19	7:00a	Jane Smith	8:00a	00	12:15	00	5:30p	Jane Smith	M	√		
Th	1/20	7:00a	Jane Smith	8:00a	00	2:35p	00	5:15p	Jennifer Smith-grandma		√		
F	1/21		With grandmas						Jane Smith	A			
Sa													
Su													
M	1/24	7:00a	Jane Smith	8:00a	00	2:35p	00		Jane Smith		√		
T	1/25	7:00a	Jane Smith	8:00a	00	2:35p	00		Jane Smith		√		
W	1/26		fever						Jane Smith	S			
Th	1/27	7:00a	Jane Smith	8:00a	00	2:35p	00		Jane Smith		√		
F	1/28	10:00p	Jane Smith					11:59p	Olga Doe		√		
S	1/29	12:00a	Olga Doe	10am					Jane Smith		√		

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 may work a night shift. School hours are 8:05am-2:35pm. Each day the child is scheduled must have complete times and full signatures or have a reason code entered.

1/17	Example of provider being closed on a holiday, parent notes "C". Example of school day hours (am and pm care used).
1/18	Example of school day hours (am and pm care used).
1/19	Example of a minimum day, provider notes "M".
1/21	Example of a non-sick absence, parent notes "A" (visiting grandma).
1/26	Example of child sick with fever, no care used.
1/28	Example of overnight care, starts at 10pm, noted by parent. Provider notes that midnight occurs and continues care on next day. Parent notes pick up at 10am.

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Handbook Receipt for the

Early Head Start – Child Care Partnership Program

I have received a copy of the program policies:

Check one \checkmark :

I am the parent/legal guardian _____ X _____

I am the child care provider _____

Printed name _____ Signature _____ Date _____

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

Return to:

Child Care Services
2379 Myrtle Ave.
Eureka, CA 95501

Phone: 707-444-8293

Fax: 707-444-8298

Email: info@changingtidesfs.org