



changing tides
family services

**PARENT & PROVIDER HANDBOOK
RESOURCE AND REFERRAL SERVICES**

Approved by Changing Tides Family Services'
Board of Directors on May 26, 2022

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***

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RESOURCE AND REFERRAL SERVICES

Welcome!

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

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

Changing Tides Family Services receives funding from the California Department of Social Services to provide child care and social service referrals to all families.

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 1-800-795-3554.

Changing Tides Family Services is also a lead agency in the coordination of services for families and providers in Humboldt County and participates in various partnerships locally, and on state and federal levels.

2.01 PROGRAM COMPONENTS FOR FAMILIES

Looking for child care or other services?

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

When someone makes contact for a child care and/or other referral, they will be offered assistance that matches the needs of the family. Staff will offer information about how to select a quality child care provider and how to apply for financial assistance with the cost of child care. Staff will also assist with other social service needs.

Parental Choice Statement

Services shall be provided in order to maximize parental choice in the selection of child care to facilitate the maintenance and development of child care services and resources.



How to Obtain Free Referrals:

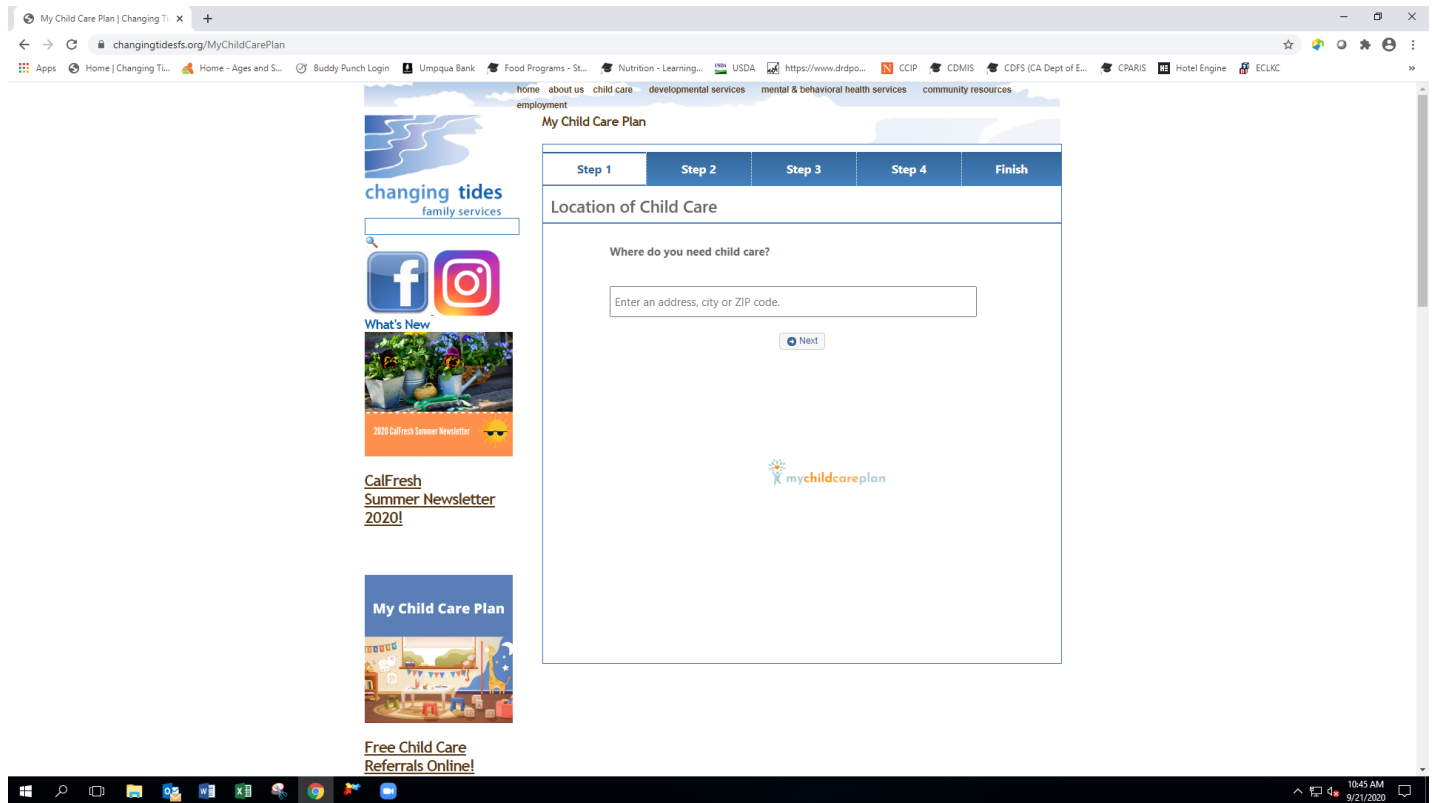
Families can obtain free referrals by any of the methods listed below:

- **Online 24/7** www.changingtidesfs.org
- **Email** info@changingtidesfs.org
- **Call** (707) 444-8293 Toll-Free 1-800-795-3554
- **Fax** (707) 444-8298
- **In office** 2379 Myrtle Ave., Eureka, CA 95501
Monday-Friday, 8:30 AM - 5:00 PM, closed from 12:00-1:00 PM and holidays
Wheelchair accessible, services available in English and Spanish

Child Care Referral Process

Online

Parents may need to obtain child care referrals during times when the offices of Changing Tides Family Services are closed. By visiting our website and clicking on “Free Child Care Referrals Online”, the parent will see a screen to complete 4 (four) steps and receive child care referrals.



Email, Phone and Walk-In Child Care Referrals:

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

- What is the age(s) of the child(ren) needing care?
- What schedule is needed or desired?
- In what geographic area is child care needed or desired?
- Does the child have any special needs?
- What is the parent’s need for child care? Is the parent working or attending classes?
- Does the parent prefer a particular type of care?
- Would the parent like information regarding the possibility of financial help to pay for child care?

After obtaining the above information, staff will provide the name and phone number of at least four child care providers (if available). Parents are encouraged to contact Changing Tides Family Services to obtain more child care referrals as needed.

Further Information:

Changing Tides Family Services will answer questions by phone or in person, or parents can send email www.info@changingtidesfs.org with their questions. Staff can provide information about how to select a quality child care provider, what is the average cost of child care, what to look for in a child care program, etc. Staff will strive to provide accurate information with sensitivity to the specific cultural or other needs of the parent and child.

Parents are encouraged to visit several prospective child care providers so that the parent can observe firsthand if it appears that the child care provider and their setting is a good match for the child. 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 1-844-538-8766.***

Provider records may also be accessed online at the Community Care Licensing website at:

<https://www.ccl.dss.ca.gov/carefacilitysearch/>

To access provider information online, the exact name of the facility or the facility number is required. Should assistance be needed to complete a records search, contact Resource and Referral at (707) 444-8293 or by email at info@changingtidesfs.org.

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

All licensed child care centers and 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.

Help Paying for Child Care

Parents are encouraged to apply for subsidized child care services if they are in need of financial assistance to help pay for child care. Changing Tides Family Services' Resource and Referral staff can provide information regarding subsidized child care programs throughout Humboldt County, including assisting parents to get on the Changing Tides Family Services' Child Care Eligibility List (CEL) for Parent Choice and Family Child Care Home Education Network (FCCHEN) programs.

3.01 PROVIDER PARTICIPATION

Technical Assistance

Child care providers are encouraged to participate in workshops, trainings, and professional development offered by Changing Tides Family Services through the Resource & Referral Services, Child Care Initiative Project, Emergency Foster Bridge Child Care, CalFresh, and other programs. Providers are also encouraged to make contact and inquire about possible reimbursements from the Child Care Food Program and the Child Care Subsidy Programs.

TrustLine/Guardian

Should a parent/guardian participating on a child care subsidy program request that a non-licensed friend or neighbor (age 18 years or above) receive a child care reimbursement, staff will assist the provider with the TrustLine/Guardian process. An appointment will be made with the provider to complete the TrustLine/Guardian application, refer the provider to the nearest authorized LiveScan site, and submit the completed packet to TrustLine/Guardian. Once the application is submitted, the child care provider should receive written notice of registration/clearance or closure/denial directly from TrustLine/Guardian. Staff at Changing Tides Family Services are not informed as to the reason why a provider is denied/closed by TrustLine/Guardian. Should the provider wish to appeal a decision, they must follow the steps enclosed with the notice.

Child Care Provider Listings

Any child care provider in Humboldt County may request to be listed in the Changing Tides Family Services' Resource and Referral child care referral database. Allowable programs/providers include:

- Licensed child care centers under California Community Care Licensing
- Licensed small and large family child care homes under California Community Care Licensing
- Child care centers that do not have to be licensed under California Community Care Licensing
- Individual adult caregivers who do not have to be licensed, but who have passed the TrustLine fingerprinting process
- Parent cooperatives, if one parent of an attending child is present at all times
- Play groups
- Municipal or Public Recreation Programs
- Tribal programs

Child care providers can list with Resource and Referral by submitting a completed packet (which becomes public) about their program. Examples of information to submit include:

- The child care provider's contact information, hours of operation, ages of children served

- The child care provider's fees; eligibility requirements, if any
- The child care provider's license number (if applicable)
- Significant information about the program (for example, if the rates include meals and/or registration fees, the philosophy of the program, special training, or credentials of the staff, etc.)
- Available openings

Changing Tides Family Services' staff update child care providers' listings on a quarterly basis, including whether or not the child care provider has openings. Child care providers may contact Changing Tides Family Services at any time to update their information. In addition, Changing Tides Family Services contacts all licensed child care providers annually to confirm if the child care provider wishes to participate in the child care referral database.

Changing Tides Family Services does not endorse, rate, recommend, warrant, or evaluate child care providers. Information about any particular child care provider has been provided solely by the child care provider and has not been verified by Changing Tides Family Services. All child care providers in the database are independent businesses or otherwise independent.

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

Participation Policy

Child care providers must meet certain criteria in order to be listed on the referral database:

1. Be licensed by Community Care Licensing (CCL), exempt from licensure, or TrustLine/Guardian cleared. For licensed providers, you must be in good standing with CCL. If you move, licenses are not transferable, referrals will not be issued until a new license is issued to the provider. Other documentation may be required from any provider that moves, licensed or not
2. Provide care in Humboldt County or provide care to families residing in Humboldt County
3. Operate on a non-discriminatory basis, giving equal treatment and access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability
4. Complete and submit the Annual Update paperwork/online questionnaire
5. Allow parents, when the child(ren) is/are in care, unlimited access to their child(ren)
6. Be at least 18 years old and clear of active or contagious tuberculosis
7. Have no convictions of any crime involving violence against, abuse or neglect of children
8. Agree to maintain confidentiality regarding all children and families receiving services
9. Report to Changing Tides Family Services if location of care changes and/or if provider's address changes
10. Report when ownership of facility changes

Changing Tides Family Services will ask you to submit documentation of the above requirements in order to ensure that we are following state regulations. Changing Tides Family Services may require any additional documentation necessary to establish that providers are charging the same rates for subsidized children that they are charging for non-subsidized children.

Changing Tides Family Services may end the business relationship or terminate child care referrals to a care provider as described in this handbook or per appropriate law or regulations.

4.01 PROVIDER END OF PARTICIPATION

LICENSE REVOCATION/SUSPENSION/PROBATION FOR ANY LICENSED FACILITY

If a provider's license is revoked, suspended or placed on probation, Changing Tides Family Services will cease to issue child care referrals within two business days of receiving notice. The provider will be notified in writing that referrals have been terminated and the reason for the termination. The Alternative Payment and CalWORKs programs will also be notified.

If a child care provider's license is revoked, they will not be eligible for consideration as a Changing Tides Family Services' child care provider (including as a family member or any type of exempt provider) until five (5) years past the date of the revocation.

CHANGE OF LOCATION

- **Licensed Providers:** Child care licenses are not transferable. Any time a provider moves, they must apply for another license. When the new facility is licensed, Changing Tides Family Services requires a copy of the new license. In order to continue receiving referrals, the provider must notify Changing Tides Family Services prior to moving. If there is a time lapse between the provider's new and old license, no referrals can be made for that time
- **Non-Licensed Providers:** The provider must notify Changing Tides Family Services **prior** to moving. Changing Tides Family Services will require that the provider update forms necessary in their file

TRUSTLINE/GUARDIAN DENIAL/CLOSURE

State law prohibits Changing Tides Family Services from issuing referrals for a provider whose TrustLine/Guardian application is denied or closed. If an existing provider's TrustLine/Guardian clearance is ever revoked, Changing Tides Family Services will stop referrals immediately. In either of these cases, they will not be eligible for consideration as a Changing Tides Family Services' child care provider (including as a family member or any type of exempt provider) until five (5) years past the date of the revocation.

In addition, Changing Tides Family Services will cease conducting business with a provider who does any of the following:

- Fails to supply Changing Tides Family Services with required documents
- Forges any signatures on any documentation
- Exhibits behavior that endangers the health/safety/welfare of any child in their care
- Uses abusive or vulgar language and attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client or vendor
- Demonstrates lack of cooperation with Changing Tides Family Services staff
- Is unable or refuses to submit properly completed paperwork, including the Annual Update
- Does not comply with any rule which would prevent Changing Tides Family Services from complying with appropriate guidelines

- Is involved in criminal conduct of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations
- Uses alcohol or illegal drugs on Changing Tides Family Services premises or is 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 services with a 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 termination.

Providers who wish to be reinstated may request reinstatement from the Resource & Referral Services Director one year after termination. This staff member will forward the request to the Executive Director who will render a decision regarding reinstatement. Once a decision is made, the written decision will be delivered to the child care provider.

Child Abuse Reporting

Staff members will report any credible information or observation of abuse to the Humboldt County Child Welfare Services and/or law enforcement.

Community Care Licensing Violation Reporting

Staff are not state regulators and do not have the training possessed by Community Care Licensing representatives. However, if staff members directly observe any instance of what appears to be a licensing violation, staff will report the matter to Community Care Licensing. Examples of these violations might include noncompliance of capacity ratios, drug use or paraphernalia, significant health and safety issues, or case specific situations not addressed by the above.

Parents' Complaints About Child Care Providers

Non Health & Safety Complaints:

If a parent calls Changing Tides Family Services with a minor complaint about a provider, staff will encourage the parent to address the matter directly with the provider for resolution. Changing Tides Family Services staff cannot mediate between a parent and provider.

Health & Safety Complaints:

If a parent contacts Changing Tides Family Services regarding a significant health and safety issue regarding a licensed child care provider, the parent will be encouraged to communicate the concern to Community Care Licensing directly. Changing Tides Family Services staff may also communicate with Community Care Licensing directly, depending upon the situation.

To report a complaint or concern regarding any licensed child care facility, **contact the Community Care Licensing Hotline:**

by phone: **1-844-538-8766 or 1-800-LetUsNo**

by email: **LetUsNo@dss.ca.gov**

- **In the event of an emergency, CALL 9-1-1.**
- Alleged child abuse will be reported as described previously.

With regard to license exempt child care providers, Changing Tides Family Services will encourage parents to report the matter to the governing board of the provider (in the case of school based programs or recreation programs) or law enforcement.

5.01 GRIEVANCE PROCEDURE

The Changing Tides Family Services' Grievance Procedure may be used by providers who have a complaint regarding Changing Tides Family Services' services, and which is not addressed by the 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.

Complainants shall first discuss a complaint with the appropriate Division Director. If the discussion does not resolve the matter, the provider should present their concern in writing to the Division Director within fourteen (14) days after the cause for the complaint has occurred. The written complaint should clearly state "complaint", what law or regulation or application of the same the provider is objecting to, and a statement regarding what the provider believes would be a fair resolution to the matter. If the provider is not satisfied with the Division Director's response, the provider may present the complaint (and copies of documents pertaining to the complaint) in writing to the Executive Director within fourteen (14) days after receipt of the Division Director's written response. The Executive Director shall render a decision in writing no later than 60 days after receiving the complaint at their level. This decision shall be considered final.

Further details are outlined on the Grievance Procedure.

6.01 CONFIDENTIALITY OF SERVICES

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

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

In order to assist community and public agencies in planning, coordinating, and improving child care in Humboldt County, Changing Tides Family Services may share aggregated or trend information obtained from the child care referral database. No personally identifiable information will be released regarding providers or parents.

Other parties who may, strictly on an as needed basis, have access to parents' or child care providers' information include Changing Tides Family Services legal counsel (if necessary), insurance representatives (if necessary), authorized business associates of Changing Tides Family Services, California Department of Social Services representatives, Community Care Licensing, or others who request records under a valid subpoena, or as part of a law enforcement, welfare fraud, or Child Protective Services investigation.

7.01 DATA COLLECTION

Staff compiles statistics regarding the number of referrals made, ages of children served, and other aggregate data for the California Department of Social Services. The information does not identify any parent, child, or child care provider. However, occasionally the California Department of Social Services, or its agent(s), requires specific provider information in order for the State to prepare regional market rate information or conduct other studies.

8.01 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 on the referral database
- 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

9.01 FRAUD POLICY

Fraud is defined as intentional deception(s) or misrepresentation(s) made by a person with knowledge that the deception could result in some unauthorized benefit to themselves or some other person.

Funds that pay for child care referral services are public taxpayer dollars. Changing Tides Family Services is required to actively prevent fraud and to act promptly if fraud is suspected.

If any party obtains funds or benefits by deliberately providing inaccurate or incomplete information, Changing Tides Family Services shall actively pursue recovering such funds. Providers are required to accurately represent rates charged to the general public, change in licensing status, and all other information described in this Handbook.

Credible information received by Changing Tides Family Services from any source regarding possible misuse of public funds will be treated seriously and investigated by Changing Tides Family Services staff and/or law enforcement. Recovery of funds may be pursued through a collection agency, small claims court, or the District Attorney's office. Falsification of information or any deliberate act that wrongfully secures child care payments is cause for termination from the program.

10.01 DECLARATION OF OPERATION AND NON-DISCRIMINATION

Changing Tides Family Services operates in accordance with all applicable state and federal laws. Changing Tides Family Services 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.

11.01 HOLD HARMLESS

Parents/guardians 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.

12.01 UNIFORM COMPLAINT

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 Social Services.

Write	Call	Email
California Department of Social Services Civil Rights 744 P Street, M.S. 9-7-041 Sacramento, CA 95814	(916) 654-2107 You may call toll free at (866) 741-6241; collect calling at (800) 688-4486; or you may call via the California Relay Service operator at (800) 735-2929.	crb@dss.ca.gov

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of their 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.

13.01 REQUESTS FOR COPIES

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

14.01 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. Licensed providers are also required to give parents notice of their rights.

To learn a licensed program’s complaint history, parents are strongly encouraged to call Community Care Licensing at 1-844-538-8766. Changing Tides Family Services does not assume responsibility to inform parents of any past complaint(s) regarding any particular child care provider. Members of the public can also visit <https://www.ccl.dss.ca.gov/carefacilitysearch/> to view a provider’s history.

All licensed child care centers and 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. Changing Tides Family Services staff members can assist in obtaining public information from the CDSS website.

Parents who choose a non-licensed child care provider have the ongoing responsibility to see that their 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.

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.

15.01 U.S POSTAL SERVICE - MAIL

Providers must

- Accept mail sent by Changing Tides Family Services, as submitted by providers for their own file
- Respond to notifications sent by mail (certified mail)

If parents or providers feel they are not receiving mail from Changing Tides Family Services, they should address this problem with the US Postal Service office in their area. Changing Tides Family Services is not responsible for lost mail.

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

Please tear off the last page, sign and return to

Changing Tides Family Services.

Thank you.



changing tides
family services

Handbook Receipt

Program:

- Resource & Referral Services

I have received a copy of the program policies
Effective 5-26-2022.

Check one:

I am the parent/guardian or

I am the child care provider

Site Name _____

Printed Name _____

Signature _____ Date _____

Return to: 2379 Myrtle Ave. Eureka CA 95501