



changing tides
family services

PARENT & PROVIDER HANDBOOK

CALWORKS STAGE 1 CHILD CARE PROGRAM

**THE FOLLOWING POLICIES ARE APPROVED BY THE
CHANGING TIDES FAMILY SERVICES' BOARD OF DIRECTORS**

Effective September 24, 2025

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*

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INTRODUCTION

Welcome to Changing Tides Family Services, a non-profit family resource agency.

Se habla español

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

Parents who participate in CalWORKs have many child care options available to them. These options and services are paid for with “Stage 1” child care funds. Changing Tides Family Services manages this program on behalf of the County of Humboldt, Department of Health and Human Services (DHHS).

This Handbook describes how the Stage 1 child care program works, and the rules that apply to parents and providers in order for child care services to be partly or wholly reimbursed.

1.01 CHANGING TIDES FAMILY SERVICES

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.

Changing Tides Family Services staff are co-located at 445 W. Washington in Eureka, CA. Parents that need to report changes in their case should contact their Employment Training Worker (ETW) at 707-268-3400.

Providers with questions about a schedule or payment should only call Changing Tides Family Services’ staff at 707-444-8293 or 800-795-3554. Provider calls are not handled by the Employment Training Workers (ETWs).

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 obtain reimbursement for serving healthy meals and snacks for children in care.

2.01 PARENT ELIGIBILITY

(Refer to WIC 11323.1)

In order to qualify for financial help with the cost of child care, parents must first be authorized for a schedule by their county ETW. The choice of provider is made by the parent and reported to the ETW. The ETW authorizes the provider, which may include a Child Welfare Services (CWS) background check. If the provider is not licensed, a packet is issued by the county, which includes a W-9 for the provider to complete. If the provider operates a center or licensed home that is currently receiving subsidy payments from Changing Tides Family Services, no packet is needed.

The ETW issues a Notice of Action (NOA) to the parent and gives a copy to the Changing Tides Family Services staff member. Changing Tides Family Services' staff generates a Child Care Certificate. A copy of the certificate is issued to the provider.

Child care authorization is for a period no less than twenty-four (24) months. The certificate will reflect full-time care unless the parent specifically requests a part-time schedule.

Changing Tides Family Services will normally never reimburse more child care services than are documented on the certificate. The ETW authorizes all child care payments.

2.02 EARLY CHILDHOOD MENTAL HEALTH

(Refer to WIC 10281)

This program will strive to respond effectively to all children, with a focus on young children with disabilities, challenging behaviors, and other special needs. Assistance can include site consultations, provision of resources, referrals, skills development, action plans and assuring reasonable steps are taken to maintain the child's safe participation in the program.

3.01 CHILD CARE PROVIDERS ARE INDEPENDENT CONTRACTORS

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.



4.01 SELECTING A CHILD CARE PROVIDER

The Stage 1 child care program is a **parent choice** program. Parents can receive free information from Changing Tides Family Services regarding child care provider openings in various settings and how to make an informed decision.

Changing Tides Family Services' staff can offer:

- Free child care referrals to providers who have openings
- Information about how to choose quality child care
- Information about how to help a parent's existing provider receive Stage 1 reimbursements
- Information about how to sign up a provider to receive Stage 1 reimbursements
- Help in understanding Stage 1 child care rules

Parents may select from many child care options:

- Licensed child care centers
- License exempt centers (usually after-school child care on school sites)
- Licensed family child care homes
- Adult family members
- Adult friends or neighbors
- Child care provided by a religious entity

Important guidelines apply to each of these options.

When choosing a child care provider, parents usually consider the provider's rates, the family's schedule, age of the child(ren), provider's philosophy/program, provider's location, and quality enhancements (such as meal service or transportation). Parents are encouraged to visit prospective providers, observe their care-giving style, and ask about how their care will assist their child to grow and develop.

Although Stage 1 funds may be temporarily reimbursing part or all the expense of the child care selected, it is the parent's responsibility to fully meet the provider's financial or program requirements. For example, the provider may ask the parent to sign a contract which outlines the provider's rates and program rules. Parents are expected to pay for any expense of child care that is not reimbursed through Changing Tides Family Services. This is called a co-payment and is quite common.

Should a parent's hours change or should the provider's rates change, the parent may be fully responsible for all charges owed to the provider.

Please take note of the following:

- Parents are not authorized to make a commitment to a provider that either the DHHS or Changing Tides Family Services will pay for part or all of their care. Such a commitment can only be made after all of the proper steps have been followed and DHHS has "signed off".
- If choosing an individual who is exempt from licensure (family member, friend, neighbor), the individual must clear a Child Welfare Services background check. In some cases the individual must additionally be cleared through the TrustLine/Guardian fingerprint process prior to any reimbursement. The TrustLine process can take weeks or months.
- The State of California does not recognize "home-schooling" unless provided by a credentialed teacher. This setting is not considered child care and may not be reimbursed.

Licensed providers are required by law to make available copies of licensing visits made to their homes or centers. Per Oliver's Law, individuals have the right to information regarding any substantiated or inconclusive complaints about a child care provider.

Parents/guardians are strongly encouraged to call Community Care Licensing at 1-844-538-8766, and ask about the complaint history of any licensed provider they are considering for care.

Licensed providers are also required to post notice of their rights and to provide parents with information regarding licensing visit reports. Parents can also view licensed provider complaint histories by visiting Community Care Licensing online at <http://ccld.ca.gov/PG3581.htm>.

Every child care provider must be eighteen (18) years of age or older. Before selecting a family, friend, or neighbor provider, it is highly recommended that parents view the Megan's Law website <http://www.meganslaw.ca.gov>. If the parent chooses a non-licensed child care provider, the parent will have the ongoing responsibility to see that the provider continually meets required basic health & safety standards, as stated in the Health & Safety Certification, which both parents and providers are required to sign.

Changing Tides Family Services maintains a record of parental complaints regarding possible health & safety issues with exempt providers.

Specific rules apply to the process for selecting an individual exempt provider. Exempt providers that must complete TrustLine/Guardian (non-relatives as defined by the state of California) will not be reimbursed until the clearance is received.

Providers may be required to complete additional paperwork issued by Changing Tides Family Services staff in the form of a provider packet. This paperwork is in addition to packets required by DHHS.

5.01 THE RELATIONSHIP BETWEEN PARENT AND PROVIDER

Parents and providers should keep in communication with each other regarding:

- Any special needs the child may have
- Any concerns regarding the cost of care or the scheduled hours
- Any other services the provider offers, such as transportation
- Information on daily activities, such as morning preschool

6.01 TRUSTLINE/GUARDIAN

TrustLine/Guardian is the California registry of home based child care providers who have passed a background screening. All caregivers listed with TrustLine/Guardian have been cleared through a fingerprint check of records at the California Department of Justice. This means that they have no disqualifying criminal convictions or substantiated child abuse reports in California.

Parents can check if a provider is registered on TrustLine/Guardian by calling 1-800-822-8490 and giving the person's full name, driver's license number or other approved identification. If the provider does not have current clearance, the appropriate packet will be issued and must be completed and returned by the deadline. Instructions will be included on how to access a LiveScan machine at local law enforcement offices.

Stage 1 reimbursement to a child care provider who must go through the TrustLine/Guardian process can be made retroactively only for a period of 120 days from the TrustLine registry date back to the date that services were both requested and provided. If the request date differs from the first day of services provided, the latter of the two dates is selected. Changing Tides Family Services must receive authorization for retroactive payments from the ETW.

If the parent begins using a licensed provider, exempt relative, or previously TrustLine cleared provider, prior to requesting services from their Employment Training Worker, the ETW may authorize a 30 day retroactive reimbursement. Changing Tides Family Services must receive authorization for retroactive payments from the ETW.

Address changes, fee changes, license information

Each child care provider should notify the Changing Tides Family Services office within five (5) calendar days and in writing of any change in address, rates, or license information.

TrustLine cleared providers must also notify TrustLine/Guardian of all address and name changes. A form can be obtained by calling Changing Tides Family Services staff. Completed forms can be faxed on the provider's behalf to TrustLine/Guardian.



PROGRAM REIMBURSEMENTS

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

7.01 PROVIDER RATES & CHANGES

As an independent contractor, each provider sets their own rates. Rates should be discussed between providers and parents to avoid misunderstandings.

The California Department of Social Services (CDSS) requires that:

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

Changing Tides Family Services requests written notice for any rate changes, two weeks in advance of the rate change effective date, for example if the provider is changing rates on January 1, the written rates should be submitted to our office in mid-December.

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

8.01 CHILD CARE CERTIFICATES

The certified hours of care will appear on the certificate. It will include the start date and end date of the schedule, the name of the child, and the applicable reimbursement ceiling. Two copies of the certificate will be sent to the provider. They will need to sign one copy and return to our office. Each parent will also receive a certificate which documents the certified schedule of care. Changing Tides Family Services will be monitoring use of care by the parent.

Additional information about the certificate

If a child's schedule changes, but a new certificate has not been sent, the parent is encouraged to contact their ETW.

Providers may find it helpful to remind parents to contact their Employment Training Worker if the parent's schedule changes. Providers should not call DHHS staff directly. The parent is the

responsible party. However, providers are encouraged to contact Changing Tides Family Services directly if reimbursement is more or less than expected.

The following conditions make a valid certificate null and void:

- If altered, modified, or in any way changed (other than the signature) by non-Changing Tides Family Services staff
- upon parent's or child's loss of authorization
- when subsequent certificates are issued to modify previous ones
- when voided by Changing Tides Family Services representative, written notice is sent to the provider that the certificate is null and void

9.01 ATTENDANCE REPORTING

In order to comply with 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 provider for each child for each month. (A sample Attendance Form is included at the end of this handbook) 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, the parent should contact their ETW immediately.
2. Attendance Forms should be kept with providers and are the only form of documentation accepted for billing.
3. Parents or authorized adult representatives are required to record exact time in and out for each day, including a.m. and p.m.
4. Only adults 18 years and older should drop off or pick up children in or out of care. Parents should give providers a written authorization with names of adults authorized to drop off or pick up children in and out of care, if not the parent.
5. The provider should never sign Attendance Forms for parents.
6. Child care providers who have been authorized by the parent/s to pick up children must note times on a daily basis.
7. 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 both the provider and the **enrolled parent** (not the authorized pick-up person) **in ink and with full signatures**. The end of month signatures verify all of the information on the Attendance Form is true and correct, under penalty of perjury. If the parent has not signed the Attendance Form at the end of the month and the parent is unreachable after attempts are made by staff through mail, email, text, or phone, the CCS Director may authorize payment for eligible days and hours of care if the provider has signed that information on the Attendance is true and correct.
8. 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 the parent or provider, the provider reimbursement may be delayed or may not be covered. This is linked to Changing Tides Family Services' need to detect and prevent fraud.

9. 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 information.
10. 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, the parent should use the appropriate reason code to explain the discrepancy. For example, days the provider is closed.
11. If the certificate no longer reflects the child care needs, the parent should notify their ETW if more hours are needed. Staff at Changing Tides Family Services may also alert the ETW if care use is not consistent with scheduled care or if no care is used each month.
12. Attendance Forms may not be altered or modified by either the parent or provider.
13. Child care providers are required, at a minimum, to sign full signature in ink at the end of the month.
14. Changing Tides Family Services must have original end of month signatures on the Attendance Form in order to complete the reimbursement process.
15. If the Attendance Form is not used due to the child no longer attending, the form should be sent back to Changing Tides Family Services. This includes if the parent has not made contact with you for seven (7) consecutive calendar days.

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

<u>Provider Closed for All or Part of the Day for holiday or other reason</u>	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

- The “**C**” code is to be used when the provider is closed or unavailable to provide care for all or part of a scheduled day of care.
- The “**S**” code is to be used when:
 - Any child is absent from care or uses fewer hours than scheduled due to a medically-related reason.
 - A school-aged child is ill on a school day and is in care for more hours because of the illness.
- 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.
- 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.

9.02 REIMBURSEMENT FOR CLOSURES & ABSENCES

Changing Tides Family Services can pay licensed providers and license exempt child care centers for holidays, absences and vacations under a certificate with set hours (variable schedules are paid according to current state guidelines) as follows:

- 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
- The medically-unrelated absence days (days coded as “A”)

Changing Tides Family will reimburse exempt home based providers in accordance to current State guidelines.

9.03 PAYMENT REIMBURSEMENT SCHEDULE

Changing Tides Family Services will make every attempt to issue payment within 21 calendar days of receipt of **properly completed, accurate** Attendance Forms. Completed Attendance Forms are received at the Changing Tides Family Services office by 5:00 p.m. the 3rd calendar day of the month after care was provided. For Attendance Forms that are received after the third of the month, Changing Tides Family Services will attempt to issue payments within 21 calendar days.

- 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 the 2379 Myrtle Avenue office 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 receiving contract funds
- Electronic/internet issues which may affect Changing Tides Family Services or banking institutions
- Circumstances beyond the control of Changing Tides Family Services

Final authorization for payments to providers comes from DHHS staff.

9.04 MAXIMUM REIMBURSEMENT

The State of California conducts regular 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 providers 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 should be billed by the provider to the parent. This is considered a parent's co-payment.

9.05 NON-REIMBURSABLE CHARGES

Changing Tides Family Services is bound by the regulations that govern this program. The regulations stipulate the conditions under which we can or cannot reimburse child care providers. Under these regulations, the Stage 1 program will **not** reimburse providers:

1. In advance of services rendered
2. Until you have completed all the necessary paperwork for reimbursement
3. Unless the parent has enrolled on the program and has a written child care certificate approved by the ETW
4. If the parent or provider 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 without written explanation. *For example:* if the Attendance Form for February child care services was received after March 31
7. If the child is suspended/expelled from child care or school
8. If the parent, provider, ETW, or Changing Tides Family Services ends the agreement for services
9. For instructional minutes of a public educational program available to a school age child, or a private school in which the child is enrolled and attending
10. For time when the child is receiving any other child care and development program
11. Days on which the provider is not open to provide services
12. If the parent, provider or Changing Tides Family Services ends the agreement for services

The provider may have other services that the parent 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:

- Transportation charges
- Private school costs or tuition
- Late fees
- Notice time when care is not used
- Field trips
- 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)
- Days in excess of ten (10) per fiscal year for provider non-operation (e.g., vacations, holidays, or when provider is otherwise unavailable)
- Hours the child is being "home-schooled" and the child would normally be in school
- Hours the child is in care due to school suspension or expulsion

If the parent selects services for which the Stage 1 program cannot pay, the provider will need to make arrangements to bill the parent directly for these additional services.

9.06 METHODS OF PAYMENT

Changing Tides Family Services makes payment to providers by direct mail (hard check) or through direct deposit 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 the 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 and mail the check. This may take several business days.

10.01 OVERPAYMENTS

If Changing Tides Family Services pays for the cost of child care for which the parent was not authorized, Changing Tides Family Services or DHHS may bill the parent for that cost of care.

Collection of overpayments to providers may occur under the following circumstances, which do not address all possible scenarios.

- Retroactive auditing of records reflect a provider made an error in charges they submitted for payment
- The provider knowingly billed for ineligible child care services or charges for which the Stage 1 program paid
- Program services were secured after having submitted false or misleading information at enrollment or recertification
- False or misleading information was submitted on Attendance Forms
- Other infractions per regulations or policies

In the event that an overpayment is detected Changing Tides Family Services will notify the Department of Health & Human Services. A reasonable repayment plan may be offered to the provider. If the provider does not respond to the repayment plan or misses the payments as outlined in the repayment plan, a claim may be filed with Small Claims Court or sent to a collections agency. If the provider still refuses to pay the claim, the matter may be referred to the Humboldt County District Attorney's office.

The parent and/or child care provider may be ineligible for services unless the debt is paid off.

11.01 PROVIDER END OF RELATIONSHIP

(Refer to WIC 10371.5)

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

1. LICENSE REVOCATION/SUSPENSION/PROBATION FOR ANY LICENSED FACILITY

a. Revocation/Suspension

If a provider's license is revoked or suspended by Community Care Licensing, Changing Tides Family Services will cease to reimburse the provider as of the date of the revocation or suspension. The parent and the provider will be notified in writing that payment has been terminated and the reason for the termination. In order to continue receiving services from the Stage 1 program, the parent will have to select a different provider.

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 5 years past the date of the revocation.

b. Probation

If a provider is placed on probation, the Stage 1 program will notify the parent of the provider's probation status and explain that the parent has the option to select another provider or remain with their current provider without risk of being terminated from the program. The Stage 1 program will not approve services for new families with this provider during the probationary period.

2. CHANGE OF LOCATION

a. Licensed Providers: Child care licenses are not transferable. Any time a provider moves, they must apply for another license from Community Care Licensing. When the new facility is licensed, Changing Tides Family Services requires a new W-9 and copy of the new license. In order to continue receiving subsidy payments, 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 payment can be made for that time.

b. 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.

3. TRUSTLINE DENIAL/REVOCATION/CLOSURE

State law prohibits Changing Tides Family Services from paying 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 payment immediately. In either of these cases, the provider 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 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:

1. Violates any rules listed on the Provider Program Rules Agreement
2. Falsifies or submits falsified information on Attendance Forms
3. Fails to supply Changing Tides Family Services with required documents
4. Forges any signatures on any documentation
5. Exhibits behavior that endangers the health/safety/welfare of any child in their care
6. Uses abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client or vendor
7. Demonstrates lack of cooperation with Changing Tides Family Services staff
8. Is unable or refuses to submit properly completed paperwork, including Attendance Forms
9. Charges Changing Tides Family Services a higher rate than that charged to the general public
10. Does not comply with any rule which would prevent Changing Tides Family Services from complying with appropriate guidelines
11. Is involved in criminal conduct of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations
12. 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 service 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. If an overpayment has been determined based on the above infractions, the parent and/or provider may not be reinstated until the debt is paid off.

Providers who wish to be reinstated may request reinstatement from the Child Care Services Director at Changing Tides Family Services 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.

12.01 PARENT END OF SERVICE

The Stage 1 program may end for parents at any time due to any of the following:

- The parent may chose to terminate participation on the program, the parent should immediately notify their ETW
- The ETW may end services for the parent on the program, a Notice of Action will be issued to the parent
- The ETW is referring the parent to Stage 2 or Stage 3 child care
- Reduction in funding
- Catastrophic events out of the control of Changing Tides Family Services

Changing Tides Family Services will notify DHHS if any of the following occurs, which may result in program termination:

- Use of abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client, or vendor
- 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 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 on Changing Tides Family Services premises

13.01 RE-ENROLLMENT

The parent can inquire with DHHS anytime regarding the possibility of receiving Stage 1 child care services. Re-enrollment is not guaranteed, there are many program rules and regulations that apply.

14.01 GRIEVANCE PROCEDURE

The Changing Tides Family Services' grievance procedure may be used by parents, providers, or other vendors who have a complaint regarding services of Changing Tides Family Services, and which is not addressed by the DHHS parent fair hearing procedure or uniform complaint procedure. A copy of the Grievance Procedure is available through the Changing Tides Family Services' administrative office at 2259 Myrtle Ave., 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 complainant believes would be a fair resolution to the matter. If the complainant is not satisfied with the Division Director's response, the complainant 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 sixty (60) days after receiving the complaint at their level. This decision shall be considered final.

Further details are outlined on the Grievance Procedure.

GENERAL POLICIES

When you agree to participate on the program or provide care to a child receiving a child care subsidy, 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 U.S. POSTAL SERVICE - MAIL

Parents and providers must

- Accept mail sent by Changing Tides Family Services, as submitted by parents or 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.

16.01 CONFIDENTIALITY

Changing Tides Family Services will maintain confidentiality regarding the use of **personally identifiable** information regarding parents, children and providers. Information may be shared as necessary with the Department of Health & Human Services and its agents or other subsidized contractors, Community Care Licensing, or Changing Tides Family Services agents (auditors, legal advisors, business associates, 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 enrolled 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.

17.01 DATA COLLECTION

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

- date public assistance began and/or ended, including CalLearn
- whether the family has one or two parents
- type of child care
- the name/s of the child care provider/s
- phone number of the provider
- address of the child care provider
- date payments begin/end with the provider

This information may be reviewed by: Changing Tides Family Services employees, representatives of the State of California or the Federal Government, independent auditors, or others as described in the “Confidentiality” section above, as necessary for the administration of these programs.

18.01 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

19.01 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.

20.01 HOLD HARMLESS

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

21.01 TAX REQUIREMENTS AND REPORTING

Changing Tides Family Services will report payments to providers of \$600.00 or more during the calendar year to both the Federal and State governments. At the end of each calendar year, providers will be sent a Form 1099 (statement of non-employee earnings) stating the total money received from Changing Tides Family Services during the calendar year. Copies of the Form 1099 are sent to the IRS (Federal government) and to the California Franchise Tax Board (State government). Changing Tides Family Services is not responsible for any tax liabilities providers might have.

Additionally:

1. Changing Tides Family Services is required to report all independent contractors to the State Employment Development Department (EDD) for the purpose of child support enforcement
2. Any disputes providers may have with any tax auditing organization are the responsibility of each provider
3. If someone else uses the provider's identity to receive child care payments
Changing Tides Family Services has no authority or investigative powers to assist providers in this matter
4. Changing Tides Family Services strongly advises providers who have questions or concerns regarding the potential tax consequences of their child care payments to contact a qualified tax professional, the Internal Revenue Service (IRS), the California Franchise Tax Board, or the California Employment Development Department (EDD)

22.01 REQUESTS FOR COPIES

If you request copies of materials you have submitted to Changing Tides Family Services, you may be required to pay a fee. Please inquire at the time of your request regarding the current rate schedule.

23.01 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 subsidized child care 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 child care funds or benefits by deliberately providing inaccurate or incomplete information, Changing Tides Family Services shall actively pursue recovering such funds. Parents are required to accurately represent their income, family size, age of child(ren), work schedule, daily sign in and sign out, and any changes to same as well as to all aspects of program participation described in this Handbook. Providers are required to accurately represent attendance, 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.

24.01 PARENT’S RIGHTS TO INFORMATION AND MEGAN’S LAW

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/post 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.

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 (which include Health & Safety Code violations) within the past year. Further, upon request, licensed providers are required to show parents copies of Community Care Licensing reports for the past three years.

Parents 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.

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. We are proud of our community involvement.

Se habla español

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

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> Provider Signature	<u>1-31-22</u> Date
<u>Jane Smith</u> Parent Signature	<u>1-31-22</u> 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	1/17					C		
T	1/18	7:00a	8:00a	2:35p	5:15p			
W	1/19	7:00a	8:00a	12:15p	5:30p	M		
Th	1/20	7:00a	8:00a	2:35p	5:00p			
F	1/21					A		
S								
S								
M	1/24	7:00a	8:00a	2:35p	5:20p			
T	1/25	7:00a	8:00a	2:35p	5:00p			
W	1/26					S		
Th	1/27	7:00a	8:00a	2:35p	5:00p			
F	1/28	10:00p			11:59p			
S	1/29	12:00a	10am					

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.

1/17	Example of provider being closed on a holiday, parent notes "C".
1/18	Example of school day hours (am and pm care used).
1/19	Example of a minimum day, provider notes "M".
1/20	Example of school day hours (am and pm care used).
1/21	Example of a non-sick absence, parent notes "A" (court day).
1/26	Example of sick day for child, parent notes "S".
1/28	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 FCCH
Fund

/Humboldt

Effective Date 12/01/2021

Child Care Certificate

Parent Name

Reason For CCS Enrollment

Child Name

Child DOB

The schedule below has been approved effective 12/01/2021 through 12/31/2022 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 reimbursement listed below may be capped (based on the State-mandated payment ceiling).

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 provider rates on file

Rate allowed by State regulations

Pay per provider's rate not to exceed:

FCCH School Age
Part time month \$535.10
Full time month \$705.29

Comments

Proration policy: For partial month (certificate begins/ends mid-month) or if closure days maxed.

Provider Signature _____

Case Manager

School district

Date

School name

School track Traditional (Elementary)

Please tear off the last page, sign and return to
Changing Tides Family Services.
Thank you.



changing tides
family services

Handbook Receipt

CALWORKS STAGE 1 CHILD CARE PROGRAM

I have received, read, and understand the handbook

Effective September 24, 2025

Please check ☐ one:

_____ Parent/Legal Guardian

_____ Child care provider

Print name _____

Signature _____ Date _____

Return this page to:

Child Care Services
2379 Myrtle Ave.
Eureka, CA 95501