CHANGING TIDES Family Services

PARENT HANDBOOK

FOR PARENT CHOICE PROGRAMS

- ALTERNATIVE PAYMENT
- CALWORKS STAGES 2 AND 3

THE FOLLOWING POLICIES ARE APPROVED BY THE

CHANGING TIDES FAMILY SERVICES' BOARD OF DIRECTORS

EFFECTIVE OCTOBER 28, 2026

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 TO PARENT HANDBOOK

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

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

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

This handbook covers the Parent Choice subsidized child care programs of Alternative Payment and CalWORKs Stages 2 and 3. Parents are not considered enrolled until an approval Notice of Action is issued.

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

If you:

- meet the definition of parent
- meet eligibility and need requirements
- are registered on the Child Care Eligibility List
- are within current enrollment ranks
- have up-to-date immunizations for children

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

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

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

1.01 PARENT CHOICE POLICY
(Refer to WIC 10225, 45 CFR 98.30)

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

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

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

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

You may change care settings to meet your needs; please contact your Case Manager for more information.

2.01 TYPES OF CHILD CARE PROVIDERS ELIGIBLE FOR REIMBURSEMENT

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

2.02 LICENSED CHILD CARE:

A. Child Care Center: A licensed facility which provides child care services for a number of children. Each center's license indicates the number and age groups of children the center may serve. Centers are licensed to serve infants, toddlers, preschoolers or school-aged children or some combination of these age groups.

B. Family Child Care Home: A private home which has been licensed for the occupant to provide child care services. There are two types of homes, those licensed for six to eight children (small family child care), and those licensed for 12 to 14 children (large

family child care). In both cases, the license states the number and ages of children who may be served.

2.03 LICENSE-EXEMPT CHILD CARE:

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

B. License-Exempt Home: A private home in which the adult occupant (age 18 years or older) may provide child care services for children from one unrelated family.

2.04 ADDITIONAL INFORMATION RE: ELIGIBLE CHILD CARE PROVIDERS:

A. Relatives: Child care provided by the child's grandparent, aunt, or uncle may be eligible for reimbursement.

B. Sectarian (Religious) Child Care: Many of the programs allow reimbursement to sectarian child care programs.

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

3.01 PARENT'S RIGHTS TO INFORMATION 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. All licensed child care centers and family child care homes are required to provide you, upon enrollment, a copy of any "Type A" Community Care Licensing Violations (which include Health & Safety Code violations) within the past year. Further, upon request, licensed providers are required to show you copies of Community Care Licensing reports for the past three years. Licensed providers are also required to give and/or post parents notice of their rights.

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

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

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. Before selecting a family, friend, neighbor or provider, it is highly recommended that you view the **Megan's Law website**. Staff will also conduct an online check of the Megan's Law website for any exempt family, friend, neighbor provider and alert the parent if the provider is listed.

If you choose a non-licensed child care provider, you have the ongoing responsibility to see that your provider continually meets required basic health and safety standards as stated in Changing Tides Family Services' Health and Safety Certification, which both parents and providers are required to sign. Parents that observe a Health & Safety violation by their provider should contact their Case Manager.

3.02 YOUR RELATIONSHIP WITH YOUR CHILD CARE PROVIDER

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

- Days and times when the provider is available to provide care
- Provider charges for basic child care for the days/hours you need
- Additional services the provider may provide (such as transportation) for which you will have to pay (for more information, see section 11.04)
- Any additional costs the provider might expect you to pay
- Their policies such as health, transportation, behavior, days they are closed, etc.
- Split custody schedules and not using the child care site as the exchange site

Payment to a provider will not begin until all documentation is in order. Staff will independently verify documentation after the appointment. You cannot make guarantees to providers regarding services. If the submitted documentation is incomplete, a denial Notice of Action (NOA) will be issued to you. An approval NOA will only be issued to you once the submitted documentation is verified by staff. If providers have questions about the program, they should contact staff at Changing Tides Family Services directly.

You may end your services with the provider either because you no longer want to use that provider or because you are no longer eligible to receive a child care subsidy. As a courtesy, you should give your provider notice in accordance with your provider's rules. If you do not keep in contact with your provider for seven (7) consecutive calendar days, the provider will notify us and attempts will be made to reach you by the child care provider and your Case Manager. You may be issued a termination of services notice of action for abandonment of care if you do not respond to contact attempts. The better you communicate with your provider, the better your provider will be able to care for your children.

PARENT PARTICIPATION

4.01 ADMISSION POLICY/CHILD CARE ELIGIBILITY LIST (CEL) (Refer to WIC 10271-10273 and Title V 18105-18107, 18131-18133)

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

The Child Care Eligibility List is <u>not</u> first come, first served

- First priority - Families with children receiving Child Protective Services (current open case) or at risk of abuse/neglect.
- All others - Families with the lowest income adjusted for family size (other criteria may apply if slots are limited).

When there are multiple families with comparable income on the Child Care Eligibility List for a particular eligibility group, families will be admitted according to current CDSS guidelines.

For Stages 2 and 3, parents are referred by the Department of Health & Human Services or can request eligibility screening if County-issued CalWORKs cash aid to the adult has ended in the last 24 months. If a parent is being transferred from CalWORKs Stage One Child Care, the level of service will remain the same, unless the parent does not follow applicable program rules.

If your family is selected for enrollment, you will be contacted by Changing Tides Family Services for pre-screening and if eligible, to begin the process. An appointment will be scheduled that is convenient for you, and paperwork will be sent to you prior to the appointment to assist you in the enrollment process. This paperwork is due three (3) business days prior to the appointment. Paperwork can be sent and received by mail, email, fax or scheduled pick up time (we have a 24 hour drop box for drop off) and the appointment may be held in person, over the phone, remote online session, etc.

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

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

Parents, foster parents and other legal guardians are not eligible to receive a child care subsidy to care for their own children. Care will also not be authorized to a child care provider if another caretaker adult in the child's household is available to care for the children.

5.01 ENROLLMENT

In order to enroll you must meet criteria for:

- Family Composition
- Eligibility and Need

And you must:

- Provide Documentation

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

5.02 VERIFICATION OF FAMILY COMPOSITION AND COMPLETION OF ASSOCIATED PAPERWORK

You will be required to submit the following completed forms or information three (3) business days prior to the enrollment appointment and subsequent recertification appointments (refer to the checklist sent by the Case Manager):

1. Your full name, address and telephone number (home or message), as well as the name of the second parent/caretaker in the household (two-parent families).
2. Names, gender and birth dates of all children under the age of 18 in the family, whether or not they will be served by the program.
    - Regarding your children that you wish to enroll in the program, they must:
        - Meet State age limits (unless they meet qualifying criteria)
        - Live or use child care in Humboldt County
        - Reside with you for any periods of time for which child care subsidies are paid
3. Supporting documentation regarding the number of children and parents in the family, which may include:
    - Birth certificates
    - School or medical records
    - County welfare department records
    - Court orders regarding custody, visitation, or child support
    - Adoption documents
    - Foster care placement documents
    - Other reliable documentation indicating the relationship of the child to the parent
4. Evidence of California residency
5. A completed Needs Assessment Form

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

6. A completed Emergency and Identification Information Form
7. Pre-admission Health History *(only required for non school-aged children*)
8. Immunization records (*only required for children at exempt care or non school-aged children)*
9. Current custody/visitation orders filed with the courts and notarized and signed declarations (*as applicable*)
10. Eligibility and Need Documentation as described later in this handbook
11. Other documentation as instructed by the California Department of Social Services

Other required forms include:

1. Household Configuration Form
2. Fraud Policy
3. Family Fee Agreement
4. Regional Market Rates
5. Releases of Information
6. Travel Time/Study Time Requests
7. Income Worksheet
8. Requirement to Report Income Changes Form
9. Under Penalty of Perjury Declarations
10. Current IFSP/IEP for enrolled children (age 13-21 years)
11. Child School Information

Exceptional Needs Documentation: copy of the current IFSP/IEP and a statement from a legally qualified professional that the child requires the special attention of adults in a child care setting and includes the name, license #, and contact information of the legally qualified professional.

5.03 DETERMINATION AND VERIFICATION OF ELIGIBILITY

(Refer to WIC 10271.5-10271.7 and Title V 18078-18091)

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

Eligibility Categories (may differ for CalWORKs programs)—
Any ONE of the following:

***** WELFARE-TO-WORK PLAN MAY BE REQUIRED FOR STAGE 2, IF THE AIDED PARENT IS NOT WORKING***

- Categorical eligibility – means tested benefits program, proof of income used to qualify for
    - Medi-Cal, CalFresh, California Food Assistance Program, California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), The Federal Food Distribution Program on Indian Reservations, Head Start, Early Head Start, CalWORKs cash aid/services, child only cash aid, or any other program as determined by CDSS
- Income eligibility – family gross monthly income meets current State requirements
- Parent is currently receiving public cash assistance******
- Experiencing Homelessness
- Child Protective Services (CPS)/At Risk of Abuse/Neglect – (***may meet both the need and eligibility requirement—refer to section 5.05)***

Income Eligibility:

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

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

In some cases, parents may submit two (2) to twelve (12) months of income so an average may be determined. Changing Tides Family Services verifies public assistance income using the Verification of Benefits (Passport to Services or Issuance History) or a copy of the Recipient Notice of Action. **If the family's income exceeds 85% of the state median income, the family must report this change to the Case Manager within thirty (30) calendar days. The Case Manager will request updated income documentation due within fifteen (15) calendar days and issue a Termination of Services Notice of Action if no other eligibility criteria can be met and the family exceeds the current income threshold.**

Income that is not counted in determining eligibility is as follows:

- Earnings of a child under age 18 years
- Loans
- Grants or scholarships to students for educational purposes other than any balance available for living costs
- Food stamps or other food assistance (CalFresh/SNAP/WIC)
- Earned income tax credit or tax refund
- GI Bill entitlements, hardship duty pay, hazardous duty pay, hostile fire pay, or imminent danger pay
- Adoption assistance payments received pursuant to the Welfare and Institutions Code
- Non-cash assistance or gifts
- All income of any individual counted in the family size who is collecting federal Supplement Security Income (SSI) or State Supplemental Program (SSP) benefits
- Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages
- Reimbursements for work-required expenses such as uniforms, mileage, or per diem expenses for food and lodging
- Business expenses for self-employed family members
- When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay
- Disaster relief grants or payments, except any portion for rental assistance or unemployment
- AmeriCorps and FEMA stipends, room and board, and grants
- Foster care payments, Approved Relative Caregiver funds, Emergency Assistance payments, Tribal Approved Relative Caregiver Funds and Guaranteed Income from Guaranteed Income Pilot Projects

5.04 DETERMINATION AND VERIFICATION OF NEED

Need for Care Categories

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

- Employed: You have a job or are self-employed
- Job Search: You are actively seeking employment
- Vocational Training/Education Program: You are in a legitimate training or educational program (English Language Learner/English as a Second Language (ELL/ESL) or a program to attain a high school diploma or General Education Degree/High School Equivalency (GED/HSE) certificate

- Parental Incapacitation: You are medically or psychiatrically incapacitated, to the extent that your ability to provide care for the child is significantly limited, as verified by a legally qualified professional
- Seeking Permanent Housing: Your family is experiencing homelessness and needs to find permanent housing
- Child Protective Services (CPS)/At Risk of Abuse/Neglect: ***(may meet both the need and eligibility requirement—see section 5.05)***

Should the parent voluntarily request more hours of child care, documentation supporting the changes may be requested by the Case Manager.

Employment:

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

1. An Employment Verification Form, which must be signed by you as a release of information and completed by the employer's authorized representative. Changing Tides Family Services is required to independently verify information you submit. Staff will directly contact the employer to verify the information that is not directly faxed by your employer to our office.

2. Consecutive wage stubs showing your name, name of employer, gross income, pay period dates, year to date, and date issued. The Case Manager will inform you how many wage stubs are needed depending on how often you are paid. (A letter from an employer may temporarily substitute for a wage stub. The letter must be on business letterhead and include gross wages, pay period, work hours, and must be signed by the employer, personnel officer or supervisor. To verify hours worked, you may also be required to submit timecards.)

Travel time: You may request, in writing, travel time between the child care location and place of employment. Reasonable hours will be approved after verified by the Case Manager, not to exceed four (4) hours per day.

Sleep time: Should your work schedule include night or swing shift hours between 10 p.m. and 6 a.m., you may request sleep time in writing to cover child care after you clock out of work and if you return to work the same day. This is approved on a case-by-case basis, not to exceed the hours authorized for employment and travel between those hours.

NOTE: If you are a child care provider:

Licensed Family Child Care Home (FCCH) providers and license exempt home providers are not eligible for subsidized services during their business hours because their work does not preclude the supervision of their own children or foster children.

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

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

Center owners are not eligible for subsidized services during their business hours if the license is for an age group that corresponds with the ages of the owner's children or foster children, because their work does not preclude the supervision of their own children or foster children.

Self-Employment

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

- A letter from the source of the income indicating the cost of services
- Itemized profit and loss statements by month for the previous two (2) to twelve (12) consecutive months
- Copy of the most recently filed (signed and completed) tax return
- Additional documentation of income and hours worked which could include appointment logs, client receipts, job/mileage logs, a list of clients with contact information
- Copy of business license or workspace lease/rental agreement, website printouts, business card

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

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



Job Search:

A completed Self-Declaration Form which includes:

- Your name
- Date job search began
- Plan to secure employment
- Days and number of hours that child care is needed
- Parent signature

The period of Job Search eligibility is limited to less than thirty (30) hours per week and no more than five (5) days per week. The period of eligibility shall start on the day authorized by Changing Tides Family Services. Should you secure employment and need more hours of care, please contact your Case Manager.

Vocational (Job) Training and General Education

If you are enrolled in an accredited school (recognized by the U.S. Department of Education), child care and development services shall be limited to six (6) years from the start/initiation of services or twenty four (24) semester units (or its equivalent) after the attainment of a Bachelor's Degree (all units are counted during each consecutive training period). If you reach these limits, services will end when current certification period ends in which the limits are reached. You may change your vocational (job) goal, but services will be limited to the time or units remaining from the start/initiation of services for vocational (job) training.

You must supply the following:

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

Changing Tides Family Services shall determine the days and hours needed per week and whether you are making progress, based on documentation. Changing Tides Family

Services may request that you provide a publication from the training institution describing the classes required to complete your vocational goal.

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

Progress

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

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

If you attend vocational training due to eligibility for rehabilitation services by the CA Dept. of Rehabilitation or retraining through the Employment Development Department (EDD), please contact your Case Manager.

Study Time or Travel Time

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

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

Parental Incapacity

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

- A statement that the incapacitation prevents you from caring for the child for some part of the day
- Days and number of hours that you are unable to care for the children
- Name, address, telephone number, license or credential number, and signature of the legally qualified professional rendering the opinion of incapacitation
- Confirmation from the legally qualified professional that care is needed for school age children

Changing Tides Family Services shall determine the days and hours of service based on the recommendation of the health professional and consistent with State regulations. Changing Tides Family Services recognizes that situations of parental incapacity may involve emergency situations. Unfortunately, State regulations do not allow for exceptions to the regular procedures for enrolling eligible families.

Seeking Permanent Housing (Experiencing Homelessness)

Documentation of seeking permanent housing shall include either:

- A written referral (dated within the last 3 months) from a legal, medical or social service agency, local educational agency, Head Start program, or an emergency or transitional shelter that includes the agency name, address, phone number and title and signature of the person identifying the family as homeless; or
- A Self-Declaration Form written by you under penalty of perjury listing:
    - A statement that the family (including names of affected children) is experiencing homelessness and a description of the current living situation
    - Plan to secure a fixed, regular and adequate residence
    - Days and number of hours that child care is needed

The period of eligibility for seeking housing is limited to less than thirty (30) hours per week and no more than five (5) days per week. If you are without housing or become unhoused while on our program, contact your Case Manager regarding your needs and the specific rules that apply to this need category.

If an increase in care hours is needed based on a different need for care than seeking housing, please contact your Case Manager.

5.05 VERIFICATION OF ELIGIBILITY AND NEED

Child Protective Services

Children who are receiving child protective services, as determined by a referring agent from the Humboldt County Department of Health & Human Services Child Welfare Services (CWS) or "legally qualified professional" may meet both the need and eligibility requirement. You will need to provide Changing Tides Family Services with a completed written referral form dated within the last six (6) months from either:

a) DHHS CWS, stating that the child is receiving protective services (open case) and that child care and development services are a necessary component of the child protective services plan **or,**
b) A legally qualified professional stating that the child is at risk of abuse or neglect and that child care and development services are needed to reduce or eliminate that risk.

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

The individual making the referral must indicate the probable duration of the open case or at risk situation and indicate that you should have a one time exemption from paying any fees (you may need to provide income documentation once the fee exemption expires). If the individual does *not* indicate that your family should be exempted from fees, you must satisfy income eligibility requirements at enrollment and subsequent recertifications (refer to **Income Eligibility**).

5.06 OTHER INFORMATION NEEDED TO COMPLETE ENROLLMENT

- Complete provider documentation on file. (If the provider is not already active on a Changing Tides Family Services' program, they will have to submit a completed packet before the parent will be approved for care.)
- Other documentation as instructed by CDSS

5.07 NOTICE OF ACTION (NOA)

A Notice of Action is the written communication issued to you regarding approval, change, denial, or termination of child care services. Until you receive an approval of services NOA, you are not enrolled in the program. Any child care used by the parent is the parent's responsibility to pay until an approval NOA is issued; child care approvals are not backdated.

5.08 CERTIFICATES

Your certified hours of care will appear on a certificate. The certified hours of care are the result of your overlapping need for care hours between two parents, approved travel, study, sleep time, and any court filed custody/visitation. The certificate will also include the start date and end date of the schedule, and the name of the child care provider. A copy of the certificate will be provided to you at enrollment, annual recertifications, and after schedule changes. Your provider will also receive a copy of each certificate issued to you. The provider must sign and return a copy to the office. If you wish to increase the hours on the certificate, please contact your Case Manager to inquire on the documentation needed. If you wish to decrease the hours on the certificate, please contact your Case Manager for a voluntary change form.

Enrolling or enrolled children age 12 years old shall be certified for not less than 12 months, unless the child has exceptional needs (active/current IEP).

6.01 RECERTIFICATION

Families shall be recertified for services no later than 50 (fifty) calendar days following the last day of the 24-month certification period which starts with the day the agency's authorized representative signed the last application for services. The Case Manager will:

- Notify you in the last 30 days (thirty) days of the certification period that a recertification (complete renewal of services) will need to be completed in order to stay enrolled
- Send in writing the date the recertification is due (appointment date) and which documents are needed. The recertification appointment date, will be no earlier than one day following the last day of the certification period
- If all required documents are complete and submitted by the deadline, a Notice of Action Approval of Services will be issued to you and new certificates will be issued to the child care provider. A new certification period will begin
- If the recertification process is not completed by day 50 after the initial or prior certification period, a Notice of Action Termination of Services will be issued to you and payments will cease to your provider

CONTINUITY OF CARE

At times, subsidy programs may experience funding fluctuations, openings occur in other subsidy programs, or child care providers are no longer eligible to participate in certain programs. Families may be contacted regarding a change in program subsidy with the same hours of care and family fee (if applicable).

7.01 FAMILY FEES
(Refer to WIC 10290-10291)

You may be required to pay a family fee (share of cost) to Changing Tides Family Services. This fee is not related to the cost of care at the child care provider. Fees are assessed on a sliding scale for the child enrolled with the most hours of care. Family fee amounts are established by the State of California and determined by the family's gross monthly

income, adjusted for family size, and whether the child is enrolled for full time (130 or more hours per month) or part time (less than 130 hours per month) care as defined by the California Department of Social Services (CDSS). If you receive CalWORKs cash aid, please notify your Case Manager.

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

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

Adjustments to fees will not be made based on schedule changes or child care usage. A parent may submit proof of lower income in order to reduce a fee. Should services begin or end mid-month, fees will be charged accordingly.

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

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

If you are no longer participating on the program and have a credit balance, the fee transactions are audited for accuracy and a refund check issued to you after one full billing cycle. Should the balance left over stay at less than $5 for more than one full billing cycle and you are no longer a participant, the balance may be written off.

Family fee credit – if you are making family fee/share of cost payments to another subsidy program other than Changing Tides Family Services, please inform your Case Manager. You may be eligible for a fee credit if you provide:

- A copy of the numbered payment receipt from the other program showing the name of the child care program/site, month of care, your name, name of the enrolled child, date paid, and amount total paid
- Submit the receipt within one month after making the payment
- Monthly submission of the receipt will be needed in order for staff to process the fee credit
- The fee credit shall not exceed amount billed

7.02 FAILURE TO PAY FAMILY FEES

If you fail to pay your fee by the first of the month, you will be issued a Notice of Action (NOA) terminating your child care services. Family fees are considered delinquent after 7

calendar days from the date fees were due. It may be possible to correct this NOA by fully complying by the effective date listed.

1) If you are unable to pay delinquent fees, Changing Tides Family Services will accept a reasonable plan for payment of those delinquent fees, if you submit an appeal by the deadline and the Hearing Officer agrees to a reasonable payment plan.
    a. Changing Tides Family Services will continue to reimburse services to your child(ren) provided that you pay current fees when due and you comply with the provisions of the repayment plan
    b. If you do not comply with the provisions of the repayment plan and/or fail to pay current fees, your services will be ended
    c. Upon termination of services for nonpayment of delinquent fees, your family will remain ineligible for service until all delinquent fees are paid
    d. After all fees are paid in full, you will remain ineligible for a period of 30 calendar days

2) If you receive three NOAs for failure to pay your fee on time within the *contract period*, per Changing Tides Family Services' policy:
    a. Your child care services will be ended
    b. Your family will become ineligible to receive child care services until all fees are paid
    c. After all fees are paid in full, you will remain ineligible for a period 30 calendar days

Contract period:
July 1 - June 30

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

Changing Tides Family Services may share information regarding use of services with financial entities as necessary in the course of conducting business regarding fee balances and transactions.

7.03 HOW TO MAKE PAYMENT FOR FAMILY FEES

Changing Tides Family Services accepts payment in the following ways:

- *Personal checks, cashier's checks, and money orders* at our office at 2379 Myrtle Ave. Eureka, CA 95501.
- *Cash* must be paid *in person* at our office listed above during open hours. Do not leave cash in our mailbox. No change is available if you pay in cash.
- *Online payments* may be made through our website at www.changingtidesfs.org.

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

8.01 PARENT— DISCONTINUANCE/END OF SERVICE

You may choose to end services with Changing Tides Family Services. Please notify us two (2) weeks in advance and you should notify your child care provider in accordance with the provider's policies regarding ending services.

We urge providers to inform parents of all rules and timelines for ending a contract, including the parent's responsibility to pay their providers for any care provided after ending their service with Changing Tides Family Services.

Your services may end for any of the following reasons:

1. Failure to adhere to any rules established by Changing Tides Family Services
2. Failure to submit verifiable information regarding eligibility or need for services, or any other required documentation,
3. Failure to have contact with the provider for seven (7) days, not responding to provider or staff attempts to contact you for not using child care services (abandonment of care)
4. Moving out of state, change in residency
5. Failure to use services for school age children during school breaks
6. Unexcused or excessive absences under abandonment of care
7. No approved provider under abandonment of care
8. Parent no longer has custody of children served on the program
9. Failure to accurately maintain Attendance Forms on a daily basis
10. Falsification of information on Attendance Forms, or refusal to sign Attendance Forms
11. Forging signatures on agency documentation or issued checks
12. Failure to be recertified or failure to keep scheduled appointments
13. Submission of fraudulent, false or misleading information or documentation
14. Use of abusive or vulgar language and attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client, or vendor
15. Sending inappropriate or offensive communications of any type to any Changing Tides Family Services staff member(s)
16. Involvement in criminal conduct or theft of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations

17. Carrying firearms or other weapons on the premises of any Changing Tides Family Services location
18. 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
19. Failure to pay family fees by the due date or according to payment plan (this includes, but is not limited to, personal checks that are returned for non-sufficient funds/bounce and credit card payments that are declined or disputed)
20. If your personal check is returned for insufficient funds, you may receive a termination of services notice of action (NOA) for failure to pay fees on time
21. If you receive three (3) NOAs for failure to pay your fee on time within the contract period/fiscal year, per Changing Tides Family Services' policy, you will become ineligible to receive child care services, for 30 days after payment is received in full
22. Family's gross monthly income (submitted and calculated) exceeds State income eligibility guidelines and no other eligibility criteria are met
23. Failure to submit income documentation 15 calendar days after initial notification of exceeding the income guidelines
24. Child reaches State age eligibility limits
25. Reduction in funding
26. Catastrophic events out of the control of Changing Tides Family Services
27. If you are on CalWORKs Stage 3 and receive CalWORKs cash aid

Possible Bill for Overpayment

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

- Secured program services after having submitted false or misleading information at enrollment or recertification
- Submitted false or misleading information on Attendance Forms
- Forge signatures on agency documentation or issued checks
- Other infractions per the Fraud Policy

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

8.02 RE-APPLYING

You are not eligible to re- apply for a subsidized child care program until 30 calendar days after the effective date of the termination Notice of Action (NOA), if the reason was for failure to follow the rules or until 30 calendar days after the fee balance or other debt is paid in full. There is no guarantee that there will be available space in any program to re-enroll you after a termination of services. All parents wanting to re-enroll must update their application on the eligibility list.

Some parents may be deemed ineligible to receive services for a period of one to five (1-5) years, as determined by the Changing Tides Family Services Executive Director.

Families that voluntarily disenroll shall retain their right to their original 24-month certification period if the program has space.

9.01 APPEAL HEARINGS

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

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

If you elect to have a fair hearing, Changing Tides Family Services will continue to pay for child care during the fair hearing process.

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

Appeals to Changing Tides Family Services should be sent to:
Hearing Officer
2259 Myrtle Ave. Eureka, CA 95501
Phone (707) 444-8293, Fax (707) 445-9292
Email info@changingtidesfs.org

The Hearing Officer will make contact with you within ten (10) calendar days of receiving the appeal request and notify you of the date and time of the hearing. If you wish to submit documentation to support your case, it must be submitted before or during the hearing, not after the hearing. If you need to reschedule the hearing, you must contact the Hearing Officer prior to the hearing. More than two (2) requests to reschedule the hearing will result in denial of the appeal and the notice of action will stand.
If you are not able to attend the hearing, you may send an authorized representative or you may also have an authorized representative attend with you. If you select an authorized representative, please inform the Hearing Officer by phone or in writing of the representative's name one work day prior to the hearing. If the hearing is to be conducted over the phone, the Hearing Officer will make the phone call to you at the agreed time and ask questions to verify your identity.

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

California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-7-354
Sacramento, CA 95814
Phone: 1-833-559-2417
Fax: 916-654-1048
Email: CCDDAppeals@dss.ca.gov

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

You waive your rights to appeal if you:

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

PROVIDER REIMBURSEMENT

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

10.01 PROVIDER PARTICIPATION POLICY

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

1. Be licensed by Community Care Licensing (CCL) or exempt from licensure. For licensed providers, the provider must be in good standing with CCL. Changing Tides Family Services must have a copy of the current license and may request proof of annual fees paid in order to make payment. If the provider moves, licenses are not transferrable, child care cannot be paid 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 nondiscriminatory basis, giving equal treatment and access to services without regard to race, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability
4. Submit a valid rate sheet to Changing Tides Family Services showing the rates that the provider charges for services to members of the general public (does not apply to exempt home based providers)
5. Allow parents unlimited access to their children when the child(ren) are in care
6. Complete a W-9 form for Internal Revenue Service reporting
7. Complete all forms in the applicable Provider Packet
8. Be at least 18 years old and clear of active or contagious tuberculosis, have proof of TB clearance for staff on site, complete mandatory trainings on time per licensing regulations, maintain current immunizations for children and staff on site
9. Have no convictions of any crime involving violence against, abuse or neglect of children
10. Agree to maintain confidentiality regarding all children and families receiving services
11. Report to Changing Tides Family Services if location of care changes and/or if provider's address changes, as well as if the facility ownership changes

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

10.02 TRUSTLINE OR RELATIVE CARE

TRUSTLINE (Non-relative to child)
State law requires all non-licensed child care providers (other than the child's aunt, uncle or grandparent by blood, marriage, or court decree) to be TrustLine registered through Guardian, after which they may be eligible for reimbursement. You can request a non-relative provider packet from your Case Manager. Incomplete packets may delay payment; approval of care will not be backdated.

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

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

Once a provider is TrustLine registered, they do not need to reapply even if they are caring for different children, however we must be notified if the provider address changes.

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

- Complete a TrustLine application
- Complete a Live Scan (electronic fingerprinting)
- Wait for the background check to be completed before we can reimburse them for any services.

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

If your provider's initial TrustLine application is not approved, Changing Tides Family Services will not be able to pay that provider for services. Changing Tides Family Services does not receive the reason for denials or closures, the provider will receive direct notice from TrustLine or can call 1-800-822-8490. If a provider's TrustLine registration is closed, denied, or revoked, Changing Tides Family Services will cease payment and will bar that provider from any future payment regardless of their relationship to the child.

RELATIVE
If the adult child care provider is the child's aunt, uncle or grandparent by blood, marriage, or court decree, a relative provider packet must be completed and submitted to the Case Manager before services can be approved. Incomplete packets may delay payment; approval of care will not be backdated.

CARE WHERE THE CHILD RESIDES
If child care occurs where the child resides, the parent and provider must both sign the **Agreement Regarding Use of License-Exempt In-Home Child Care** in the appropriate provider packet and submit to the Child Care Case Manager.

10.03 PROVIDER RATES
As an independent contractor, a provider sets their own rates.

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 reimbursement for that child
- Changing Tides Family Services will not provide reimbursements that exceed the ceiling (see Maximum Reimbursement below)
- Non-licensed providers may be reimbursed for scheduled hours
- Providers are prohibited from charging more for subsidized families than they charge non-subsidized families.

10.04 MAXIMUM REIMBURSEMENT
(Refer to WIC 10228)

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

10.05 RATE CHANGES

Your provider may change their rates at any time. However, there are limitations re: the manner in which Changing Tides Family Services reimburses child care providers' rate changes.

- Changing Tides Family Services requests written notice for any rate changes, two (2) 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.

ATTENDANCE FORMS
(Refer to WIC 10227.5)

11.01 ATTENDANCE REPORTING

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

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

1. Changing Tides Family Services issues an Attendance Form to the child care provider, for each child for each month. Only care for the specified month should be documented on the Attendance Form. Care for two (2) months should never overlap on one Attendance Form. If the provider has not received an Attendance Form by the time care has started, you should contact your Case Manager immediately
2. Attendance Forms should be kept with providers and are the only form of documentation accepted for billing
3. You or your authorized adult representatives are required to record exact time in and out for each day, including a.m. and p.m.
4. Only adults 18 years and older may drop off or pick up children in or out of care. You should give the provider a written authorization so they will know who is authorized to drop off or pick up your children in and out of care, if not you
5. You as the parent are responsible for recording times in and out each day, unless an authorized adult is transporting the child to and from school
6. When the last day of care for the month has been provided, the billing side of the Attendance Form must be signed and dated by you (not the authorized pick-up person) and the provider ***in ink and with full signatures***. The end of month signatures and

dates verify all of the information on the Attendance Form is true and correct, under penalty of perjury. If the parent has not signed and dated 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

7. Child care providers are prohibited from asking parents to pre- or post-sign or date Attendance Forms. If the Attendance Form appears to have been completed all at once by you, the reimbursement may be delayed or care may not be covered. This is linked to Changing Tides Family Services' need to detect and prevent fraud
8. If you make a mistake on the Attendance Form (for example, noting times on the wrong date), you should cross out the error and initial it, and fill in the correct information.
9. If you use care that is not broadly consistent with the child care schedule (care that is less than 50% of what is scheduled or care that crosses from full time to part time or vice versa), the Case Manager will attempt to contact you regarding services. You may be responsible to pay the provider for that care.
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, you should use the appropriate reason code to explain the discrepancy, such as child was out sick ("S")
11. If the certificate no longer reflects the child care needs, you must notify your Case Manager if more hours are needed
12. Attendance Forms may not be altered or modified by either you or the provider
13. If an attendance form is not used due to the child no longer attending, the form should be sent back to the Case Manager

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

<table>
<tr><th>Provider Closed All or Part of the Day for holiday or other reason</th><th colspan="2">All Ages – Child Absent From Care or In Care for Fewer Hours than on authorized schedule</th><th colspan="2">School-Aged Children</th></tr>
<tr><td rowspan="2">C</td><td>S</td><td>Child or family member sick, at Dr.'s appointment, or absent for other medically-related reason</td><td>S</td><td>Child sick and used more hours than usually scheduled on a school day</td></tr>
<tr><td>A</td><td>Other absences (e.g. child/parent vacation, visiting relative, or other personal reason)</td><td>M</td><td>Minimum Day</td></tr>
</table>

- The **"C"** code is to be used when a provider is closed and unavailable to provide care for all or part of a scheduled day of care.

- 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.

11.02 REIMBURSEMENT FOR ABSENCES



Changing Tides Family Services will pay licensed family child care homes and child care centers for holidays, absences and vacations as follows:

- The first ten (10) closure days per fiscal year (days coded as "**C**") when no care is used (regarding provider closures)
- The first ten (10) absences if a child is too ill to attend the primary provider and uses a secondary provider

In addition:

- If there are excessive absences, Changing Tides Family Services will attempt to obtain an explanation from the parent regarding services needed
- Children/families enrolled as CPS have unlimited absences
- The state limits payment to an alternate, eligible provider when a parent's regular provider is not available on a scheduled day to ten (10) sick days for a child that is ill or ten (10) closure days

11.03 PAYMENT REIMBURSEMENT SCHEDULE

Changing Tides Family Services will make every attempt to issue payment to your provider within twenty one (21) calendar days of receipt **of properly completed, accurate** Attendance Forms if the Attendance Forms are received at a Changing Tides Family Services office by 5 p.m. the third calendar day of the month after care was provided.

- If the third falls on a holiday, weekend, or a day of office closure, Attendance Forms may be submitted by 5 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 from the State
- Electronic/internet issues which may affect Changing Tides Family Services or banking institutions
- Circumstances beyond the control of Changing Tides Family Services

For **properly completed, accurate** Attendance Forms that are received at Changing Tides Family Services' office after the third of the month but prior to the end of the month after care was provided, Changing Tides Family Services will attempt to issue payment within twenty one (21) calendar days (see possible exceptions above).

Complete and accurate Attendance Forms must be submitted to the Changing Tides Family Services' office no later than one month after the month of service. Attendance Forms received later than the last day of the month after care was provided must include an explanation in writing to be considered for payment. *For example:* in order to be reimbursed for child care services provided in the month of February, the Attendance Form must be received at a Changing Tides Family Services' office prior to March 31.

The last payment for any Attendance Form submitted in a fiscal year is the last week of July. Once the books are closed, no payments can be issued.

11.04 NON-REIMBURSABLE CHARGES

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

1. In advance of services rendered
2. Until the provider has completed all the necessary paperwork for reimbursement, approval of care will not be backdated
3. In the absence of a valid enrollment on our program and without a written child care schedule (CCS) approved by Changing Tides Family Services
4. If the information in the file is not current
5. If any information on the Attendance Form is false or inaccurate
6. If Attendance Forms are received after 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. 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
9. For time when the child is receiving any other child care and development program
10. Days on which the provider is not open to provide services (except for days as described in 11.02)

11. If you or Changing Tides Family Services ends the agreement for services

Ask your provider if they charge for any of these items—you may need to make arrangements to pay the provider directly

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

- 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 10 per fiscal year for provider non-operation (e.g., vacations, holidays, or when the 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 you select services for which Changing Tides Family Services cannot pay, you will need to make arrangements to pay the provider directly.

11.05 METHODS OF PAYMENT (WIC 10231.5)

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 your provider does not receive a check by mail, they will need to request a replacement check in writing. Changing Tides Family Services staff will confirm the check has not yet been cashed, issue a stop payment, and then re-print and mail the check. This may take several business days.

12.01 PROVIDER END OF PARTICIPATION

Changing Tides Family Services may end the business relationship or terminate payment for child care providers under certain circumstances, as outlined in the Provider Handbook or Agreement Forms.

13.01 GRIEVANCE PROCEDURE

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

Parents (complainants) shall first discuss a complaint with the appropriate Division Director. If the discussion does not resolve the matter, the parent 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 parent is objecting to, and a statement regarding what the parent believes would be a fair resolution to the matter. If the parent is not satisfied with the Division Director's response, the parent 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. A copy of the grievance procedure is available at Changing Tides Family Services' administrative office at 2259 Myrtle Avenue, Eureka, CA. 95501. Call 707-444-8293 or email info@changingtidesfs.org.

14.01 UNIFORM COMPLAINT POLICY

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

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

Write	Call	Email
California Department of Social Services Civil Rights	(916) 654-2107 You may call toll free at (866) 741-6241;	crb@dss.ca.gov

Write	Call	Email
744 P Street, M.S. 9-7-041 Sacramento, CA 95814	collect calling at (800) 688-4486; or you may call via the California Relay Service operator at (800) 735-2929.	

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 (and at their own cost) in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

GENERAL POLICIES

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

15.01 CONFIDENTIALITY OF SERVICE

Changing Tides Family Services will maintain confidentiality regarding the use of personally identifiable information regarding parents, children and providers. However, information may be shared as necessary with the California Department of Social Services 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 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.

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

16.01 DATA COLLECTION

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

- if your family is receiving public assistance
- the documented need for receiving child care
- the ZIP Code of your residence address
- provider ZIP Code
- whether your family has one or two parent/s
- date your family first received subsidized child care services
- type of child care
- the name of the child care provider
- phone number of the provider
- address of the child care provider
- date payments begin/end with the provider
- gender of you and your child
- race and ethnicity of your child



17.01 CONFLICT OF INTEREST

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

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

18.01 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 or other financial benefit is cause for termination from the program.

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 PROVISION

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

21.01 REQUESTS FOR COPIES

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

22.01 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.

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. Be on the lookout for ways to give your feedback through our anonymous parent survey that is part of our annual self-evaluation process.

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/



Se habla español

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.

$ 330.00 for Child Care because I charge $ 30 per day.

$_____for Registration $_____for Insurance $_____for Materials $_____for Other_____

I charge for absences √ Y __No My closures were Jan. 19, 2026 I charge for closures: √ Y __No

Grand total is $ 330.00.

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.

Olga Test — Provider Signature — Date: 1-31-26

Jane Smith — Parent Signature — Date: 1-31-26

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	1/19					C		
T	1/20	7:00a	8:00a	2:35p	5:15p			
W	1/21	7:00a	8:00a	12:15p	5:30p	M		
Th	1/22	7:00a	8:00a	2:35p	5:00p			
F	1/23					A		
S								
S								
M	1/26	7:00a	8:00a	2:35p	5:20p			
T	1/27	7:00a	8:00a	2:35p	5:00p			
W	1/28					S		
Th	1/29	7:00a	8:00a	2:35p	5:00p			
F	1/30	10:00p			11:59p			
S	1/31	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.

1/19	Example of provider being closed on a holiday, parent notes "C".
1/20	Example of school day hours (am and pm care used).
1/21	Example of a minimum day, provider notes "M".
1/22	Example of school day hours (am and pm care used).
1/23	Example of a non-sick absence, parent notes "A" (court day).
1/28	Example of sick day for child, parent notes "S".
1/30	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.

Sample Attendance Form 2026

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

Provider **Olga Test**
Type of Care **Licensed FCCH** **00000**
Humboldt
Fund **CAPP** Effective Date **01/01/2026**

Child Care Certificate

Parent Name **Jane Smith** Reason For CCS **CCS Extension**
Child Name **Child Smith** Child DOB **01/01/2015**

The schedule below has been approved effective **01/01/2026** through **03/31/2026** 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). The parent is responsible to pay the difference between the provider's rate and the payment made by Changing Tides Family Services.

Min Days Per Week 5 Max Days Per Week 5

	Non-school			School		
	Start time	**End time**	**Min/Max hrs**	**Start time**	**End time**	**Min/Max hrs**
Monday	7:00AM	5:30PM	10.5	7:00-8:00AM	2:35-5:30PM	3.55
Tuesday	7:00AM	5:30PM	10.5	7:00-8:00AM	2:35-5:30PM	3.55
Wednesday	7:00AM	5:30PM	10.5	7:00-8:00AM	2:35-5:30PM	3.55
Thursday	7:00AM	5:30PM	10.5	7:00-8:00AM	2:35-5:30PM	3.55
Friday	7:00AM	5:30PM	10.5	7:00-8:00AM	2:35-5:30PM	3.55

Provider rate description

See Rates On File

Rate allowed by State regulations

School age-6+
FT Daily $41.06 Weekly $170.85 Monthly $705.29
PT Hourly $9.72 Weekly $135.59 Monthly $535.10

Comments

Occasional overnight hours must be approved by Case Manager

Provider Signature _____

Case Manager
Date

School district: City Schools
School name: Test
School track: Tradtional

This page is intentionally left blank.

Return receipt is the last page.

Handbook Receipt

Parent Choice Programs:

- Alternative Payment
- CalWORKs Stages 2 & 3

I have received a copy of the program policies effective
October 28, 2026.

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