CHANGING TIDES
Family Services

PROVIDER HANDBOOK

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***

CHANGING TIDES FAMILY SERVICES

PROVIDER HANDBOOK

ALTERNATIVE PAYMENT PROGRAM
CALWORKS STAGES 2 AND 3

INTRODUCTION		
1.01	Changing Tides Family Services	3
2.01	Parent Choice Policy	3
3.01	Your Relationship to Changing Tides Family Services	3
4.01	Your Relationship with the Parent	5
5.01	Provider Participation Policy	5
5.02	TrustLine or Relative Care	6
6.01	Provider Rates	7
PROVIDER REIMBURSEMENT		
7.00	Certificates	7
7.01	Maximum Reimbursement	8
7.02	Rate Changes	8
7.03	Attendance Reporting	8
7.04	Reimbursement for Absences	10
7.05	Payment Reimbursement Schedule	11
7.06	Non-Reimbursable Charges	11
7.07	Methods of Payment	12
8.01	Provider End of Participation	13
9.01	Grievance Procedure	15
GENERAL POLICIES		
10.01	Confidentiality of Services	15
10.02	Data Collection	16
10.03	Conflict of Interest	16
10.04	Fraud Policy	16
10.05	Declaration of Operation and Non-Discrimination	17
10.06	Hold Harmless Provision	17
10.07	Uniform Complaint Policy	17
10.08	Tax Requirements and Reporting	18
10.09	Requests for Copies	18
11.01	Family Fees	19
11.02	Parent's Rights to Information and Megan's Law	19
11.03	U.S. Postal Service – Mail	19
SAMPLE FORMS		
Attendance Form		21
Child Care Certificate		23

INTRODUCTION

Welcome to Changing Tides Family Services! You have been selected by a parent on one of the subsidized child care programs to provide child care to their children. Because that parent has qualified for a child care subsidy that will cover part or all of their child care costs, the program can reimburse you for the care for which that parent is eligible. In order to be reimbursed for any services, you need to be aware of and follow both Changing Tides Family Services' policies and those of the governmental agencies which provide the child care funding. The purpose of this handbook is to explain those policies to you so that you can be reimbursed in a timely fashion for the care you will provide. This handbook covers the subsidized child care programs of Alternative Payment and CalWORKs Stages 2 and 3.

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

1.01 CHANGING TIDES FAMILY SERVICES

Changing Tides Family Services offers a wide range of programs in three core areas: child care services, developmental disabilities services, and mental health services. For current information, please visit www.changingtidesfs.org, or call 707-444-8293 or 1-800-795-3554.

Child care providers are encouraged to contact Changing Tides Family Services in order to obtain information regarding child care quality enhancement information, technical assistance, and information regarding how to obtain reimbursement for serving healthy meals and snacks for children in care.

2.01 PARENT CHOICE POLICY

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

Parents may change their care settings to meet their needs and should contact their Case Manager to report a change. As a courtesy, parents should give their providers notice in accordance with their provider's rules. Providers must report to Changing Tides Family Services if a child is absent and the parent is not responding after 7 days of attempted contacts.

3.01 YOUR RELATIONSHIP TO CHANGING TIDES FAMILY SERVICES

You are an independent contractor selected by a parent enrolled on one of Changing Tides Family Services' child care services programs. Nothing contained in this handbook is intended or is to be construed to create a partnership or joint venture between Changing Tides Family Services and parents or providers participating in our programs, or to make any of the aforementioned parties the agent of the other(s).

Child care providers who participate in Changing Tides Family Services' child care services programs are not employees, partners, agents or principals of Changing Tides Family Services. Child care providers are not entitled to the rights or benefits afforded to Changing Tides Family Services employees, including disability or unemployment insurance, workers' compensation, medical insurance, sick leave, or any other employee benefit.

Changing Tides Family Services does not inspect or warrant the condition of child care providers' facilities or the quality of supervision the children receive. Changing Tides Family Services assumes no responsibility for illness, injury or damages arising from the performance of our agreement for services. Parents and child care providers agree to indemnify and hold harmless Changing Tides Family Services, its officers and its employees from costs, suit or liability allegedly arising from the provision of child care services.

This means:

1. You are not the employee of Changing Tides Family Services. You are an independent contractor who works for the parent who has selected you to be their child care provider.
2. Changing Tides Family Services cannot function in any way as your employer. For example, we cannot:
    a. Verify your employment for anyone
    b. Pay unemployment benefits
    c. Be a reference for loans, housing, etc.
3. Changing Tides Family Services does not withhold any taxes from any payments made for child care. You are responsible for your own taxes and insurance. If Changing Tides Family Services pays you more than $600 during the calendar year, Changing Tides Family Services will issue you a Form 1099 at the end of that calendar year and send a copy to the Internal Revenue Service and the State Franchise Tax Board. It is your responsibility to file your own taxes.
4. You are responsible for keeping your own business records. We recommend that as soon as you start providing care that you talk with a tax consultant that can help you set up your business records appropriately.
5. As an independent contractor, you set your own rates. The State of California establishes a ceiling amount that Changing Tides Family Services can pay, so if your rates are higher than what we can pay, the parent is responsible for paying you the difference.
6. The rates you charge Changing Tides Family Services must be the same as what you charge or would charge to the general public.

Changing Tides Family Services reserves the right to refuse participation to any child care provider who owes an outstanding debt to Changing Tides Family Services (including outstanding family fees or reimbursement for services), or has provided false or misleading information, either as a parent or a provider on our programs.

4.01 YOUR RELATIONSHIP WITH THE PARENT

The parent has hired you to be their child care provider and entrusted you with the care and well-being of their children. The better you communicate with the parent, the better care you will be able to provide to the children. We strongly recommend that parents visit your site and discuss with you all relevant issues related to their child's care, including:

1. Days and times when you are available to provide care
2. Your charges for basic child care for the days/hours the parent needs
3. Additional services you may provide (such as transportation) for which the parent will have to pay
4. Any additional costs you might expect the parent to pay
5. Policy on using the child care site as the custody exchange site
6. Your policies on health, transportation, behavior, days you are closed, etc.

Parents may end their services with their provider either because they no longer want to use that provider or because they are no longer eligible to receive child care subsidies. Changing Tides Family Services asks parents to give their providers advanced notice whenever possible.

5.01 PROVIDER PARTICIPATION POLICY

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

1. Be licensed by Community Care Licensing (CCL) or exempt from licensure. For licensed providers, you must be in good standing with CCL. Changing Tides Family Services must have a copy of your current license in our files in order to make payment. If you move, licenses are not transferable, 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. Not submit claims with overlapping hours from other sources when caring for the same children, such as Respite Care, etc.
3. Provide care in Humboldt County or provide care to families residing in Humboldt County
4. Operate on a non-discriminatory basis, giving equal treatment and access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability
5. Submit a valid current rate sheet to Changing Tides Family Services showing the rates you charge for services (does not apply to exempt home-based providers)
6. Allow parents, when the child(ren) is/are in care, unlimited access to their child(ren)
7. Complete a W-9 form for Internal Revenue Service reporting
8. Be at least 18 years old and clear of active or contagious tuberculosis
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
12. Report when ownership of facility changes

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

Parents that observe a Health & Safety violation by their provider should contact their Case Manager.

5.02 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 before they can be reimbursed for services. The TrustLine process, which consists of a background check conducted by the California Department of Social Services, 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.



This means that if you are not state licensed or the child's aunt, uncle or grandparent, you must contact Changing Tides Family Services at 707-444-8293 for assistance. You will need to complete paperwork, which includes a:

- TrustLine application form

In addition, you must have your fingerprints scanned electronically (LiveScan) at local law enforcement or other authorized site, and wait for the background check to be completed before we can reimburse you for any services.

Once you are registered, you will not need to reapply even if caring for a different family's children, however if you move and change your address, you must notify us.

RELATIVE
If you are 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.

If you as an exempt provider accept children from more than one family at the same time, you are required to maintain current immunizations from all enrolled children.

A note about Megan's Law: 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.

6.01 PROVIDER RATES

As an independent contractor, you set your own rates. You should discuss those rates with the parent to whom you are providing service so that the parent understands the costs of your services.

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 agreed upon 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

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

PROVIDER REIMBURSEMENT

Program administration will be in compliance with any directives received by the funding source, whether permanent or temporary/emergency in nature. Changing Tides Family Services also complies with requirements in WIC 10420-10429.5 regarding use and collection of information for home-based child care providers.

7.0 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 you, please 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.

7.01 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 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.

7.02 RATE CHANGES

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.

7.03 ATTENDANCE REPORTING

In order to comply with laws and 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 you, the child care 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 you have not received an Attendance Form by the time care has started, you should have the parent contact their Changing Tides Family Services case manager immediately.
2. Attendance Forms should be kept with providers and are the only form of documentation accepted for billing
3. Parents or authorized 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 that drop off or pick up the child(ren) may note time in or out of care. Parents should give you a written authorization so you will know which adults the parent has authorized to drop off or pick up their children in and out of care, if not the parent
5. Whoever is authorized to bring the child to care and to pick the child up from care must write the exact time on the Attendance Form. You should never sign Attendance Forms for parents. If you or an authorized adult are taking the child to school or picking the child up from school, you should enter times and have an authorization in your files
    a) If a child is scheduled for before-school care only, you may note the exact time
    b) If a child is scheduled for after-school care only, you may note the exact time
    c) If a child is scheduled for before and after school, you may note the exact times the child leaves for and returns from school
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 you and the **enrolled parent** (not the authorized pick-up person) **in ink and with full signatures**. The end of month signatures and dates verify all information 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
8. 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 the parent or by you, your 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 the parent makes a mistake on the attendance form (for example, notes times on the wrong date), they should cross out the error and initial it, and fill in the correct information
10. If the parent uses 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 or part time and vice versa), the Case Manager will attempt to contact the parent regarding services. The parent may be responsible to pay for that care
11. 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 Child Care Schedule (CCS), the parent should use the appropriate reason code to explain the discrepancy. For example, days you are closed
12. If the certificate no longer reflects the child care needs, the parent should notify their Case Manager if more hours of care are needed
13. Attendance Forms may not be altered or modified by either the parent or provider
14. Child care providers are required, at a minimum, to sign full signature and date in ink at the end of the month
15. Changing Tides Family Services must have original end of month signatures and dates on the Attendance Form in order to complete the reimbursement process
16. If an Attendance Form is not used due to the child no longer attending, the form should be sent back to the Case Manager, 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:

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

- The **"C"** code is to be used when you are 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.

7.04 REIMBURSEMENT FOR ABSENCES/CLOSURES

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):

- 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**") when no care is used (regarding child absences)

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 with court orders for visitations have excused 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

7.05 PAYMENT REIMBURSEMENT SCHEDULE

Changing Tides Family Services will make every attempt to issue payment within **twenty-one (21) calendar days** of receipt of **properly completed, accurate** Attendance Forms if the properly completed 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 3rd 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.

7.06 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 you have completed all the necessary paperwork for reimbursement
3. Unless the parent has enrolled on our program and has a written child care schedule (CCS) approved by Changing Tides Family Services
4. If the information in your 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. 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. Hours of care that overlap and are funded by any other program, such as Respite Care, etc.
11. Days on which the provider is not open to provide services
12. If the parent or Changing Tides Family Services ends the agreement for services

You 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 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 the provider has current rates on file and the RMR ceiling applied is less than the customary rates charged to the general public, then a co-payment may be owed by the enrolled parent.

If the parent selects services for which Changing Tides Family Services cannot pay, you will need to make arrangements to bill the parent directly for these additional services.

7.07 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 you do not receive a check by mail, you 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.

CHANGE OF LOCATION

Any child care provider that moves should immediately notify Changing Tides Family Services.

- Any child care site that moves location must submit an updated Provider Packet, which includes an updated W-9 and health & safety checklist.
- If you operate a licensed center or home - child care licenses are not transferable, you must apply for another license with 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.

8.01 PROVIDER END OF PARTICIPATION

(Refer to WIC 10230.5)

Changing Tides Family Services may end the business relationship or terminate payment to 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, 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 Changing Tides Family Services, 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 five (5) years past the date of the revocation.

   b. Probation
      If a provider is placed on probation, Changing Tides Family Services 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 services being terminated from the program. Changing Tides Family Services 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. 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 application is denied or closed. If an existing provider's TrustLine is ever revoked, Changing Tides Family Services will stop payment immediately. In either of these cases, they will not be eligible for consideration as a Changing Tides Family Services' child care provider (including as a family member or any type of exempt provider) until five (5) years past the date of the revocation.

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

1. Violates any rules listed on the Provider Program Rules Agreement
2. Falsifies or submits falsified information on attendance forms or other documentation
3. Fails to supply Changing Tides Family Services with required documents
4. Forges any signatures on any documentation or issued checks
5. Exhibits behavior that endangers the health/safety/welfare of any child in their care
6. Uses abusive or vulgar language and 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 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 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 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.

9.01 GRIEVANCE PROCEDURE

The Changing Tides Family Services' Grievance Procedure may be used by providers who have a complaint regarding Changing Tides Family Services' services, and which is not addressed by the appeal procedure or uniform complaint procedure. A copy of the grievance procedure is available at Changing Tides Family Services' administrative office at 2259 Myrtle Avenue, Eureka, CA. 95501. Call 707-444-8293 or email info@changingtidesfs.org.

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

10.01 CONFIDENTIALITY OF SERVICES

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 (CDSS) 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.

10.02 DATA COLLECTION

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

- if the family is receiving public assistance
- the documented need for receiving child care
- the ZIP Code of the parent's residence address
- whether the family has one parent
- date the 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
- the ZIP Code of the provider
- date payments begin/end with the provider
- gender of the parent and child
- race and ethnicity (if of Hispanic or Latino descent) of the child

10.03 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

10.04 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.

10.05 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.

10.06 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.

10.07 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 744 P Street, M.S. 9-7-041 Sacramento, CA 95814	(916) 654-2107 You may call toll free at (866) 741-6241; collect calling at (800) 688-4486; or you may call via the California Relay Service operator at (800) 735-2929.	crb@dss.ca.gov

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of their choosing in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

10.08 TAX REQUIREMENTS AND REPORTING

Changing Tides Family Services will report payments to providers of $600 or more during the calendar year to both the Federal and State governments. At the end of each calendar year, you will be sent a Form 1099 (statement of non-employee earnings) stating the total money you 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 you 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 you may have with any tax auditing organization are your responsibility
3. If someone else uses your 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)

10.09 REQUESTS FOR COPIES

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

11.01 FAMILY FEES

Parents may be required to pay a family fee (share of cost) to Changing Tides Family Services. Family fees are assessed on a sliding scale for one child enrolled in care. Family fee amounts are established by the State of California. Please be aware that some parents may confuse family fees owed to Changing Tides Family Services with fees owed to you (co-payment). Changing Tides Family Services collects any family fees directly from the parent.

11.02 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.

11.03 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.

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.

$ 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 — 1-31-26 — Date

Jane Smith — Parent Signature — 1-31-26 — 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	1/19					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

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