



# **changing tides**

family services

## **CalWORKs Stage 1**

### **Child Care Program Handbook**

**Approved by Changing Tides Family Services'  
Board of Directors on March 24, 2009**

## **Introduction**

Welcome!

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

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

## **Parent Eligibility**

In order to qualify for financial help with the cost of child care, parents must first be authorized for a schedule by their CalWORKs case manager. Changing Tides Family Services’ staff generates a Notice of Action and an Authorized Child Care Schedule (ACCS). The ACCS usually matches the amount of time the parent is in a CalWORKs authorized activity. The ACCS may also include approved study time, travel time, or sleep time.

Changing Tides Family Services will normally never reimburse more child care services than are documented on the ACCS.

## **Selecting a Child Care Provider**

Parents can meet with Changing Tides Family Services’ staff who are located along with CalWORKs staff at the County’s 929 Koster St. location, or off site at a Family Resource Center, if so arranged. Drop in services are available at the Koster location. Parents may also call Changing Tides Family Services’ staff at 268-3417 or 268-3470 to schedule an appointment.

Changing Tides Family Services’ staff can offer:

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

Parents may select from many child care options:

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

Important guidelines apply to each of these options.

When choosing a child care provider, parents usually consider the provider's rates, the family's schedule, age of the child(ren), provider's philosophy/program, provider's location, and quality enhancements (such as meal service or transportation).

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

Providers are not employees of Changing Tides Family Services. Should a parent's activity hours change or should the provider's rates change, the parent may be fully responsible for all charges owed to the provider.

Parents are encouraged to visit prospective providers, observe their care giving style, and ask about how their care will assist their child to grow and develop.

Please take note of the following:

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

The parent is encouraged to select a primary provider. The program does not allow parents to select 2 (or more) providers and split the care hours for one child, if any provider's schedule can fully accommodate the child.

Licensed providers are required by law to make available copies of licensing visits made to their homes or centers. **Parents/guardians are strongly encouraged to call Community Care Licensing at (707) 445-6650, and ask about the complaint history of any licensed provider. Licensed providers are also required to give parents notice of their rights and to provide parents with information regarding licensing visit reports.**

Changing Tides Family Services maintains a record of parental complaints regarding exempt providers.

Specific rules apply to the process for selecting an individual exempt provider. Exempt providers that must complete TrustLine will not be reimbursed until the clearance is received. Prior to a provider being approved, the following must be completed and submitted to Changing Tides Family Services.

Required documentation includes:

- Completed packet, depending on care setting (see below)
- Completed W-9,
- Provider's statement of rates and policies on his/her letterhead. Changing Tides Family Services reserves the right to request verification of provider's full cost rate from full cost parents or through the Resource and Referral database.

Every child care provider must be 18 years of age or older.

All providers will be required to sign the "Provider Program Rules Agreement" which indicates they understand how to participate in the program and that they agree to abide by program rules. There is a "packet" type for each type of child care provider.

**Licensed child care homes and licensed center-based providers—must submit**

- A copy of the current facility license, with verification that fees to Community Care Licensing are current
- Copy of current rates/ policies put forth to the general public
- Annual update verifying that licensing fees have been paid

**License exempt centers—must submit**

- Copy of current rates/policies as put forth to the general public
- Documentation of why the center is exempt from licensure

**Exempt Relatives Out-of-Home** (by blood, marriage, or court decree - aunts, uncles, grandparents) must submit:

- Exempt Provider Payment Authorization form completed by both parent and provider
- A statement completed by the provider of their rates and policies, signed by the parent
- Proof of physical address of residence (a utility bill for example)
- A Declaration of Exemption from TrustLine Registration Form/Health and Safety Self-Certification completed by both parent and provider
- Health and Safety Checklist completed by both parent and provider
- Copy of valid photo ID (Changing Tides Family Services staff will inform the provider which forms of ID are acceptable) to document that the provider is 18 years of age or older.

**Exempt Relatives In-Home**, care where the child resides (by blood, marriage, or court decree - aunts, uncles, grandparents) must also submit:

- Exempt Provider Payment Authorization form completed by both parent and provider
- A statement completed by the provider of their rates and policies, signed by the parent
- Proof of physical address of residence (a utility bill for example)
- Health and Safety Checklist completed by both parent and provider
- A Statement of Understanding regarding in-home care and the obligations of the parent as an employer
- Copy of valid photo ID (Changing Tides Family Services staff will inform the provider which forms of ID are acceptable) to document that the provider is 18 years of age or older.

**Exempt Non-Relatives Out-of-Home** (siblings, great-aunts/uncles, great-grandparents, neighbors, etc.) must complete and submit the following:

- Proof of TrustLine clearance. Child care reimbursements cannot be made to exempt, non-relative providers until after TrustLine clearance is received in writing at Changing Tides Family Services' Child Care Services office. To obtain a TrustLine clearance, the potential provider should contact our staff for an appointment to complete the LiveScan application and receive information on the LiveScan fingerprint process.
- Exempt Provider Payment Authorization form completed by both parent and provider
- A statement completed by the provider of their rates and policies, signed by the parent
- Proof of physical address of residence (a utility bill for example)
- Health and Safety Checklist completed by both parent and provider
- Copy of valid photo ID (Changing Tides Family Services staff will inform the provider which forms of ID are acceptable) to document that the provider is 18 years of age or older.

**Exempt Non-Relatives In-Home**, care where the child resides (siblings, great-aunts/uncles, great-grandparents, neighbors, etc.) must complete the following and submit to Changing Tides Family Services in order for child care to be authorized:

- Proof of TrustLine clearance. Child care reimbursements cannot be made to exempt, non-relative providers until after TrustLine clearance is received in writing at Changing Tides Family Services' Child Care Services office. To obtain a TrustLine clearance, the potential provider should contact our staff for an appointment to complete the LiveScan application and receive information on the LiveScan fingerprint process.
- Exempt Provider Payment Authorization form completed by both parent and provider
- A statement completed by the provider of their rates and policies, signed by the parent
- Proof of physical address of residence (a utility bill for example)
- Health and Safety Checklist completed by both parent and provider

- A Statement of Understanding regarding in-home care and the obligations of the parent as an employer
- Copy of valid photo ID (Changing Tides Family Services staff will inform the provider which forms of ID are acceptable) to document that the provider is 18 years of age or older.

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

Parents can check if a provider is registered on TrustLine by calling 1-800-822-8490 and giving the person's full name, driver's license number or other approved identification.

If the parent wishes to use a provider who must be TrustLine cleared, here are the steps:

- The parent notifies their CalWORKs case manager that child care is needed and submits the required documentation to their worker within 30 calendar days.
- The CalWORKs case manager contacts Changing Tides Family Services staff to set up a TrustLine appointment with the provider.
- The Changing Tides Family Services staff will call the provider to schedule a TrustLine appointment.
- At the scheduled appointment, the provider will be referred to a local law enforcement agency
- The local law enforcement agency will require:
  - The provider's current, valid form of photo identification showing that the provider is at least 18 years of age. The valid form of identification must be **one** of the following 4 types:
    - California driver's license
    - California ID card
    - Permanent Resident card
    - Other U.S. state numbered photo ID card with expiration date
- Within 7 calendar days after receiving the LiveScan/TrustLine packet, the provider must submit the completed packet to Changing Tides Family Services.
- TrustLine officials will contact Changing Tides Family Services directly if a provider has "cleared" or been "denied". This process may take days or weeks.

Reimbursement to a child care provider who must go through the TrustLine process can be made retroactively only for a period of 120 days from the TrustLine registry date back to the date that services were both requested and provided. If the request date differs from the first day of services provided, the latter of the two dates is selected.

Changing Tides Family Services must receive authorization for retroactive payments from the CalWORKs case manager.

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

### **Child Care Providers Are Independent Contractors**

The relationship between Changing Tides Family Services and any provider is that of independent contractor. Any provider is neither an employee nor agent of Changing Tides Family Services.

### **Address changes, fee changes, license information**

Each child care provider must notify the Changing Tides Family Services office within 5 calendar days and in writing of any change in address, rates, or license information. Although providers are free to increase or decrease their rates at any time and as many times as they wish, Changing Tides Family Services will honor only one rate change per fiscal year.

### **How Providers Get Reimbursed**

After a parent is authorized and the provider is approved, Changing Tides Family Services sends the provider

- 1) An Authorized Child Care Schedule (ACCS)
- 2) Daily Attendance Sheets (DAS's)

#### **1. Authorized Child Care Schedule (ACCS)**

Providers should examine these carefully. They contain helpful information such as:

- When services are scheduled to begin and end.
- The number of hours that are authorized for each child.
- Whether or not “payment is based on verification of (parent’s) need”, which means that the parent is obligated to provide DHHS additional monthly information in order for reimbursement to be processed.
- “payment based on actual hours used”, which means that the parent is not authorized for set hours and the parent will be responsible for paying the provider any absences. Changing Tides Family Services pays “actual hours” schedules on an hourly basis rounded to the nearest quarter hour for payment.
- “parent may have a co-payment”, which means that Changing Tides Family Services will apply the provider’s rate or ceiling reimbursement, whichever is less. Of the possible reimbursement ceilings according to the authorized activity hours, the lowest will be applied.

### **Set Schedules compared to Varied Schedules**

Please refer to the sample ACCS in this handbook and the check marks in the center of that page after reading this section.

A set schedule will show a “set number” of hours each day. For example, an ACCS that shows Monday-Friday 10 hours each day is considered a set schedule.

There are instances when an ACCS appears to be set, but will have the check box marked “payment based on verification of need” or “payment is based on actual hours used”. In these instances, absences are not reimbursed. Also, should the child attend 6 hours one day, only 6 hours will be considered for reimbursement. Or the child may attend 12 hours, but only 10 are authorized.

An ACCS that shows “up to 50 hours per week” is considered a varied schedule and any absences that occur will not be reimbursed. Should absences occur, they will be reimbursed according to the following section. Also, only the hours actually used will be considered for reimbursement.

### **Additional information about the ACCS**

If a child’s schedule changes, but a new ACCS has not been sent, this can be a red flag that either there has been an absence of communication between the parent and his/her CalWORKs case manager or the parent may be using ineligible care. This type of situation can result in delays of payment or the parent being billed for an overpayment.

Providers may find it helpful to remind parents to contact his/her CalWORKs case manager if the parent’s schedule changes. Providers should not call CalWORKs or DHHS staff directly. The parent is the responsible party. However, providers are encouraged to contact Changing Tides Family Services directly if reimbursement is more or less than expected.

### **The following conditions make a valid ACCS null and void:**

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

## **2. Daily Attendance Sheet(s) DAS’s**

Daily Attendance Sheets (see example) are the source documents used to verify care actually used. DAS’s also assist in calculating provider reimbursements. Changing Tides Family Services sends one DAS per child per month to providers. Providers are encouraged to call Changing Tides Family Services if he/she has not received daily attendance sheets for enrolled subsidized children by the first day of the month care is being provided.



Each day that care is used, the parent or authorized adult over 18 (who is also listed on the emergency card) is to **sign out** their child. All signatures must:

- Be the parent's or provider's legal signature
- Required to be in ink, blue or black preferred
- To record ACTUAL time in and time out, using AM and PM
- Overnight child care should be recorded by ending the 24 hour period at 11:59 PM and beginning the next period with 12:00 AM
- Absences (see below) must be generally noted with a description of why the child was not in care

**\*\*\*\*\*AVOID—These will delay reimbursements or prevent reimbursement entirely**

- Pencil signatures or notes
- White out or correction fluid
- Erasures
- Other circumstances as described in this Handbook

At the end of the month, both the parent and provider must sign, **under penalty of perjury**, that the information contained on the DAS is accurate and correct.

Providers must turn in the child's Daily Attendance Sheet to:

**Changing Tides Family Services.  
2379 Myrtle Ave., Eureka, CA. 95501  
by 5:00 PM the 3<sup>rd</sup> of the month after care was provided.**

If the 3<sup>rd</sup> of the month after which care was provided falls on a weekend, holiday, or day of office closure, the DAS must be turned in by 5pm the next workday in order to be processed in a timely manner.

DAS's may be mailed or placed in the drop off box at 2379 Myrtle Ave, Eureka. Please note that Changing Tides Family Services is not responsible if a DAS is received after the 3<sup>rd</sup> due to mail delay. The DAS must be **RECEIVED** on site by 5:00 PM on the 3<sup>rd</sup> of the month, not postmarked the 3<sup>rd</sup> nor dropped off after 5:00 PM to be considered on time.

Changing Tides Family Services will not accept Daily Attendance Sheets that have been generated, created, or duplicated by providers. Submission of a Daily Attendance Sheet is not a guarantee of reimbursement.

Additional DAS policies:

- If a child is absent, the parent must write the reason ("child ill", "with grandma", "parent ill", "out of town", etc.) on the appropriate date and sign. No times should be recorded since the child did not attend.
- If the child is absent and the provider is unable to make contact with the parent, the provider should note "no show, no call" on the day or block of days.
- If a provider charges for any day the facility is not open, the provider should write "Non-operation day" on the DAS.

- Any error on the DAS should be crossed out in ink, corrected in ink, and initialed in ink by the person who made the mistake. Neither white out or correction fluid is allowed.
- The parent and the provider must sign the DAS **at the end of the month** verifying that the information on the attendance sheet is true and correct, **under penalty of perjury**.
- If the parent is paying the provider for care out of pocket (for time not covered by the program), please note that on the day or set of hours with “private pay”, to avoid an overpayment for care used while not under a certified need for care (i.e. personal shopping, seeing a movie, etc.).
- If staff have reason to believe that parents have not been signing each day on Daily Attendance Sheets (i.e. the parent signed all days at the end of the month) reimbursement to the provider will be delayed or will not be made, depending upon the circumstances. Please see example of a completed Daily Attendance Sheet in this handbook.
- Some parents may also be required to submit monthly activity logs or timecards that document their activity hours. It is the parent’s responsibility to ensure that these logs or timecards are received in a timely manner by their CalWORKs case manager.

### **United States Postal Service--Mail**

Parents and providers must

- Accept mail sent by Changing Tides Family Services to the address on the parent’s Child Care Need Form,
- Respond to notifications sent by mail (certified mail),

If parents 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.

### **Attendance Policies**

Any day a child is absent, the parent must make a note on the Daily Attendance Sheet (see example attached to the handbook). For example, in the instance of illness, the parent should write “child ill” or “parent ill”. Other reasons for absences from care should also be noted, such as “no call” or “no show” or “out of town”.

It is likely that any child will sometimes be absent from child care. Examples of **excused absences** are as follows:

- When the child or parent is ill/injured and no care is used.
- Family emergency, defined as
  - a. Illness or injury of an immediate family member (see definition in the glossary) other than the parent or child.
  - b. Death or funeral of an immediate family member.

- c. Situations such as family violence, family crisis, or disruption of the normal family schedule to the extent that the family or child is temporarily dislocated and the parent cannot accompany the child to care.
- d. Travel to care or parent's activity is impeded by natural disaster or weather conditions.
- e. School field trips/programs.
- f. Child observing a religious holiday.
- g. Court-ordered visitation, defined as time spent with a parent or other relative as required by a court of law. In order for this to be an excused absence, the parent must provide a copy of the court order to the Case Manager.

### **Notice**

Should the parent stop using a child care provider, absence days claimed by the provider for notice period are not reimbursed.

### **Reimbursement Schedule**

Changing Tides Family Services makes the commitment to reimburse care, if all forms have been properly completed and submitted on time, within 5 working days after the 20<sup>th</sup> of the month in which care was provided. Payments will be made by "hard check" or direct deposit.

### **Late Reimbursements**

Timely reimbursement of part of all of a parent's child care is a vital business issue to child care providers. Staff make every effort to issue reimbursements as soon as possible. Changing Tides Family Services strives to "process" all reimbursements within 5 working days after the 20<sup>th</sup> day after the month care was provided. This commitment, however, **only extends to Daily Attendance Sheets which are accurately completed and signed and received by the 3<sup>rd</sup> of the month after the month care was provided, and by 5:00 PM. Location: must be received at 2379 Myrtle Ave., Eureka, CA.**

In the event that a DAS is received after the 3<sup>rd</sup> and/or is inaccurate and/or is incomplete, processing will be delayed until the issue can be resolved. If the DAS is accurate and complete, but received late, it will be processed at such time that Changing Tides Family Services is able to produce a check for reimbursement.

- Daily attendance sheets that are more than 3 months late will be reviewed with the DHHS staff, and may be disallowed for payment.
- Overlaps in times/days claimed by 2 or more providers may delay reimbursements.
- Provision of inaccurate, false, or questionable information by either the provider or parent may delay reimbursement.
- Please write legibly on the Daily Attendance Sheet and any correspondence.

- Non-cooperation with Changing Tides Family Services, parent/provider failure to provide any additional necessary information, need to investigate questionable reimbursement claims or other circumstances.

**See the sample Daily Attendance Sheet and Authorized Child Care Schedule on the next 2 pages**



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**CHANGING TIDES FAMILY SERVICES  
WELFARE TO WORK CHILD CARE PROGRAM  
AUTHORIZED CHILD CARE SCHEDULE**

**PARENT A: Pam Parent**

**Date Issued: 3/2/2009**

**PARENT B:**

**Type of Care: LFDCH (03)**

This certificate reflects the authorized child care schedule for John Child

**DOB: 7/12/2000**

This Schedule is valid from 10/1/2006 through 12/30/2006 .

Child care services are authorized with: Grandma Sample

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>John Child</b>	<i>This form cannot be changed</i>						
<b>S</b>							
<b>S</b>							
<b>N</b>	8:00-5:15		8:00-5:15				
<b>N</b>							

- PARENT MAY HAVE A CO-PAYMENT DUE TO THE PROVIDER
- REPLACES PREVIOUSLY ISSUED AUTHORIZED CHILD CARE SCHEDULE
- PAYMENT IS BASED ON ACTUAL HOURS USED
- PAYMENT IS BASED ON PARENT'S MONTHLY VERIFICATION OF NEED

This certificate is valid if:

- ▶ it is completed, signed and dated by an authorized Changing Tides Family Services representative

By accepting this authorized child care schedule, the provider understands that the maximum amount to be paid for the above schedule(s) is either the provider's usual and customary charges as listed at the Changing Tides Family Services office, or the State established cap, whichever is less as authorized by the Humboldt County Department of Health Human Services, Social Services Welfare To Work program.

**I have read, understand, and agree to follow the guidelines provided in the CalWORKs Child Care Program Handbook and to abide by the above schedule(s).**

\_\_\_\_\_  
Signature of Parent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Authorized Changing Tides Family Services Representative

\_\_\_\_\_  
Date

Please contact the Child Care Case Manager if you have any questions at:  
(707) 268-3417, (707) 268-3470, or (800) 795-3554

This copy is for your records. DO NOT RETURN

Changing Tides Family Services  
Child Care Services  
2379 Myrtle Avenue  
Eureka, CA 95501  
(707) 445-9291 or call toll free at (800) 795-3554

**PROVIDER COPY**

99999 551

**DAILY ATTENDANCE SHEET (DAS)**

CHANGING TIDES FAMILY SERVICES  
Welfare To Work Child Care Program

**MAILING ADDRESS:**

Child Care Services  
2379 Myrtle Avenue, Eureka, CA. 95501  
(707) 445-9291, or Toll Free (800) 795-3554

Month of Care:  
**October 2008**

Cal-Learn   
Provider: Grandma Sample  
Parent A: Sandy Sample  
Child's Name: John

Parent B:  
Birth Date: 7/1/2000  
4/13/2009

All times and signatures must be done daily. Blue/black ink is preferred. No pencil or correction fluid/tape. Completed DAS are due by 5pm on the 3rd of the month following care. This form can not be duplicated.

Date	Time In	Time Out	Time In	Time Out	Full Signature (First & Last Name)	Office Use Only
1						
2	7:32 a.m.	8:05 a.m.	3:08 p.m.	5:24 p.m.	Pam Parent	
3	7:44 a.m.	5:16 p.m.			Pam Parent	
4						
5						
6	3:15 p.m.	5:31 p.m.			Pam Parent	
7	7:30 p.m.	11:59 p.m.			Pam Parent	
8	12:00 a.m.	6:07 a.m.	3:11 p.m.	11:59 p.m.	Pam Parent	
9	12:00 a.m.	5:51 a.m.	3:07 p.m.	11:59 p.m.	Pam Parent	
10	12:00 a.m.	6:19 a.m.				
11						
12	8:06 a.m.	5:12 p.m.			Pam Parent	
13			3:12 p.m.	5:17 p.m.	Pam Parent	
14			3:10 p.m.	4:48 p.m.	Pam Parent	
15			3:16 p.m.	5:02 p.m.	Pam Parent	
16			3:07 p.m.	5:05 p.m.	Pam Parent	
17						
18						
19	7:32 a.m.	4:14 p.m.			Pam Parent	
20	7:27 a.m.	8:04 a.m.	3:10 p.m.	5:15 p.m.	Pam Parent	
21	7:25 a.m.	8:00 a.m.	3:10 p.m.	5:10 p.m.	Pam Parent	
22	7:35 a.m.	8:10 a.m.	3:12 p.m.	4:53 p.m.	Pam Parent	
23						
24					John's sick	
25					Grandma Sample	
26						
27					Pam's vacation	
28					Grandma Sample	
29						
30						
31						

Office Use Only  
SCHEDULE AND RATES

Care Code: 03  
Family Code: 30  
Component # 9  
Case Worker:

Office Use Only  
Date Received:

Rates and RMR

Paid Stamp

Office Use Only

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Hours \_\_\_\_\_ Paid \$ \_\_\_\_\_  
DAS # \_\_\_\_\_

I declare under penalty of perjury that the above information is true & correct and this child care was provided in conjunction with the parent's authorized WtW/Cal-Learn activity.

Grandma Sample 10-31-2008  
Pam Parent 11/1/08  
Provider Signature Date Parent Signature Date

## **Calculating the Reimbursement**

The California Department of Education establishes maximum reimbursement ceilings for publicly funded child care reimbursements in Humboldt County. These periodically change. Changing Tides Family Services will normally pay the provider's actual charge, rate, or the ceiling, whichever is less, based on the age of the child, care setting, authorized schedule, and parent's submission of required documentation. If more than one ceiling category presents itself, the least will be selected as the reimbursement amount.

- Child care providers that regularly charge for absences will be paid in accordance with their rate sheets as used with the general public, up to the maximum absences/closures/caps established by the California Department of Education.
- If payment is based on monthly verification of the parent's need, the parent is required to submit monthly documentation to the CalWORKs case manager. Prior to any reimbursement being made to the provider, the parent's information will be compared to the attendance sheet. This may affect the provider's anticipated reimbursement.
- Reimbursement for the "notice" of children leaving care is not available. Providers are encouraged to call Changing Tides Family Services if a child/family is absent more than 3 scheduled days.
- Payment for scheduled days a facility is closed ("non-operation day") to all children is limited to 10 days of non-operation per fiscal year.
- Reimbursement for days in which the family must find alternate care due to the closure of the primary provider's facility is limited to 10 days per fiscal year.
- Reimbursement for days in which the child is ill and must attend alternate care is limited to 10 days per fiscal year.
- Reimbursement will not be issued for care used when a school aged child would normally be attending public or private school (unless the child is ill).
- DAS's are considered source documents for financial payment. In the interest of promoting program integrity, once the DAS has been submitted, originals will not be mailed or given to either the parent or provider for corrections.
- Child care reimbursements may be delayed in the event of catastrophe, delay in the signing of the state budget, and other factors out of the control of Changing Tides Family Services.
- Care will not be eligible for reimbursement effective the second working day that Changing Tides Family Services is formally notified that any licensed provider has fallen under revocation of his/her/its child care license, or temporary suspension order by Community Care Licensing.
- Care will not be eligible for reimbursement effective the day notice is received from TrustLine that the exempt provider is no longer TrustLine cleared.

Reimbursements for child care services may be temporary, based upon the parent's circumstances, and may not cover the provider's usual and customary rates. Any difference between the amount reimbursed by Changing Tides Family Services and the provider's rates (i.e. the parent has a co-pay for services) reflects a business arrangement between the provider and parent.

### **Overpayments of Reimbursements**

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

Example: Parent is working and is authorized 35 hours a week for care in October. Parent quits the job in December and does not notify his/her CalWORKs case manager or Changing Tides Family Services. If Changing Tides Family Services pays for any ineligible child care in January, Changing Tides Family Services will later bill the parent for any ineligible care the parent used and for which Changing Tides Family Services paid.

Such bills will be sent to the parent within 10 working days of learning of a payment for ineligible care.

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

- Retroactive auditing of records reflect a provider made an error in charges he/she/it submitted for payment.
- The California Department of Education retroactively modifies the maximum amount that can be paid.
- Unforeseen changes in the funding source rules and/or regulations.
- The provider knowingly billed for ineligible child care services or charges for which Changing Tides Family Services paid.

In the event that an overpayment is detected which does not appear to reflect fraud, Changing Tides Family Services will notify the provider of the overpayment, the reason for the overpayment, and then offer to come up with a mutually agreeable repayment plan. If the provider does not respond to the repayment plan or misses the payments as outlined in the repayment plan, a claim may be filed with Small Claims Court or sent to a collections agency. If the provider still refuses to pay the claim, the matter may be referred to the Humboldt County District Attorney's office.

### **Termination of a Provider from Stage 1 Child Care Services**

Changing Tides Family Services may terminate its relationship with a provider under the following circumstances which include, but are not limited to,

- Provider threatens staff or parents or is verbally or physically abusive
- The provider endangers the safety of the child(ren) in his/her care.



- The provider is no longer in possession of a current facility license issued by Community Care Licensing, or has moved without notifying Changing Tides Family Services in a timely manner (and forfeited their license).
- The TrustLine clearance for an exempt provider is closed or denied.
- The provider charges Changing Tides Family Services a higher rate than that charged to the general public.
- Demonstration of fraud or collusion to fraud.

### **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.

### **Confidentiality**

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

Parents and providers should be aware that Changing Tides Family Services staff from different programs may exchange information regarding parents, providers, or children served as necessary in order to support program integrity. Information may also be released outside of Changing Tides Family Services with a signed Changing Tides Family Services Release of Information from the parent, or if a valid subpoena is issued to Changing Tides Family Services.

### **Data Collection**

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

- Date public assistance began and/or ended, including CalLearn,
- whether the family has one or two parents,
- type of child care,
- the name/s of the child care provider/s.

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

### **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 him/herself 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 and collaborate with the Department of Health & Human Services.

Parents are required to accurately and daily sign out on attendance sheets. 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 Department of Health & Human Services, Changing Tides Family Services staff and/or law enforcement. Recovery of funds may be pursued through a collection agency, small claims court, or the District Attorney's office. Falsification of information or any deliberate act that wrongfully secures child care payments is cause for termination from the program.

### **Reasons for Termination/Cease In Payment Of Services**

**The following partial list includes circumstances that may result in termination of child care services for parents or cease in reimbursements to providers:**

#### **Parents:**

- Approved activity which necessitated child care services ends.
- No current Authorized Child Care Schedule (ACCS).
- Loss of CalWORKs eligibility.
- Transition to Stage 2 or Stage 3 or other subsidized child care programs.
- Child reaches age 11 and 364 days, or 17 and 364 days if the child has documented special needs per an IEP or IFSP, and as approved by DHHS.

#### **Providers:**

- Failure to adhere to terms in the Provider agreement.
- For licensed providers, loss of license, temporary suspension order, or provider placed on probation by Community Care Licensing.
- For TrustLine cleared/registered providers, provider loses eligibility per TrustLine or other source.

#### **Parents and Providers**

- Inability or refusal to submit properly completed paperwork (any of the documents referenced in this Handbook or incorporated into the packets referenced by this Handbook) in accordance with guidelines described in this Handbook.
- Falsification of information.
- Non-responsiveness to phone calls and mail delivered by US mail.

- Lack of cooperation with Changing Tides Family Services staff.
- Use of offensive/foul language, making threats to Changing Tides Family Services' staff/vendors/clients.
- Parents who threaten/use offensive/foul language toward providers; Providers who threaten/use offensive/foul language toward parents.
- Communicating offensively or inappropriately through any medium with Changing Tides Family Services' staff.
- Non-compliance with rules set forth in this Handbook or any other source which has a bearing on Changing Tides Family Services to properly administer program services.
- Catastrophic events out of the control of Changing Tides Family Services.
- Failure to follow program rules.
- Involvement in any criminal activity which affects Changing Tides Family Services' staff or locations.
- Carrying firearms, weapons, alcohol, or illegal drugs on to Changing Tides Family Services' premises or sites used by staff.

Any termination notice will be sent by US mail to the parent or provider's most current address on record with Changing Tides Family Services.

Reinstatement:

- Parents must contact DHHS directly to determine if eligible to re-apply for services
- Providers who are terminated shall remain ineligible to receive child care services for a period of least six months beginning from the effective date of termination and possibly longer, depending upon the cause for termination.

### **Child Abuse Reporting**

Changing Tides Family Services' staff will report suspected child abuse. In addition, California law requires licensed child care providers to report instances of suspected child abuse.

### **Conflict Of Interest**

Employees of Changing Tides Family Services (who may also be participating parents or child care providers) must disclose to Changing Tides Family Services designated Compliance Officer any of the following:

- Any relationship of the employee or the employee's immediate family 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.

In any instance where any of the above relationships exist, steps will be taken to reduce the potential of fraud or collusion regarding program services.

### **Hold Harmless Provision**

Parents and providers shall hold the Department of Health & Human Services and Changing Tides Family Services harmless for actions related to the administration of the programs and the reporting of health, safety, and other law violations and program requirements.

### **Grievance Procedure**

The grievance procedure may be used by parents, providers, or other vendors who have a complaint regarding Changing Tides Family Services' services. A copy of the Grievance Procedure is available through Changing Tides Family Services Administration, designated Compliance Officer, 2259 Myrtle Ave., Eureka, CA. 95501. (707) 444-8293, fax (707) 444-8298.

### **Supportive Services To Families & Providers**

A variety of resources are available through Changing Tides Family Services for families and child care providers.

- Free child care & social service referrals.
- Financial help with the cost of child care (for individuals who are NOT in CalWORKs).
- In home respite care for families of individuals who have developmental disabilities.
- Skills development services for individuals who have developmental disabilities and who also have challenging behaviors.
- Therapy, case management, and licensed mental health services for children and youth who qualify for full scope MediCal.
- Other supportive services for families.

Please check out Changing Tides Family Services' webpage at [www.changingtidesfs.org](http://www.changingtidesfs.org).

## **Glossary**

### **Absence**

Absences are days in which a child is scheduled to attend care, but does not. These are categorized as excused, in the best interest of the child, and unexcused.

### **Authorized Child Care Schedule (ACCS)**

An Authorized Child Care Schedule contains the dates child care services are scheduled to begin and end and the child care schedule for which payment is authorized. Authorized Child Care Schedules are issued by Changing Tides Family Services staff for each approved schedule of eligible children.

### **Business Days**

Business days are the days that the Child Care Services office is scheduled to be open to the public. The Child Care Services office at 2379 Myrtle Ave, in Eureka, is open to the public Monday -Friday 8:30-12:00 & 1:00-5:00, except on legal holidays.

### **CalWORKs**

The California Work Opportunity and Responsibility to Kids Program began Jan. 1, 1998 as California's program to implement Welfare Reform. Families granted cash aid may receive assistance up to 60 months from Dept. of Health & Human Services.

### **Centralized Eligibility List (CEL)**

This list is for families waiting for an available space for any state funded child care program in Humboldt County. Changing Tides Family Services maintains this list for numerous child care organizations. To place a name on the list, go to [www.changingtidesfs.org](http://www.changingtidesfs.org) or call 707-445-9291 or 800-705-3554.

### **Changing Tides Family Services**

Changing Tides Family Services is a nonprofit family resource agency. Changing Tides Family Services manages numerous child care subsidy programs, including Stage 1 child care services.

### **Child Care Services Staff and Child Care Services Office**

These are resources of Changing Tides Family Services.

- a. Stage 1 staff are located at 929 Koster St., Eureka. They offer child care referrals and child care brokering to assist CalWORKs participants find and maintain quality child care services. Also, information can be obtained to start the TrustLine process for exempt providers.
- b. Other Child Care Services Staff are located at 2379 Myrtle Ave., Eureka. These staff process provider reimbursement claims. The Eureka location is known as the "Child Care Services Office".

**Co-Payment**

A co-payment is the amount a parent owes to a provider because the amount reimbursed by Changing Tides Family Services is less than the provider's claim for reimbursement.

**Daily Attendance Sheets (DAS's)**

Daily attendance sheets are the source documents used as part of the process to reimburse child care providers. A blank daily attendance sheet will be sent to the provider for each child enrolled each month. Parents and providers must record actual attendance on a daily basis, and sign the daily attendance sheet at the end of each month. The daily attendance sheets must then be RECEIVED by Changing Tides Family Services, 2379 Myrtle Ave., Eureka, CA. 95501 by 5:00 p.m. the 3<sup>rd</sup> of the month after which care was provided.

**Humboldt County Department Of Health & Human Services (DHHS)**

DHHS is responsible for overseeing CalWORKs, cash aid assistance, food stamps, MediCAL, and vocational activities.

**Fiscal Year** - The Fiscal Year Is July 1- June 30.

**Immediate Family Member:**

An immediate family member is defined as: husband, wife, father, father-in-law, stepfather, mother, mother-in-law, stepmother, brother, brother-in-law, stepbrother, sister, sister-in-law, stepsister, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, aunt, uncle, niece, nephew, grandfather, grandmother, grandson, granddaughter, cousin, registered domestic partner, or person(s) living in the household.

**License-Exempt Child Care Providers**

Parents on a parent choice program may choose an adult friend, neighbor or relative to provide child care services, pending approval of the CalWORKs case manager. The friend, neighbor or relative may provide child care in the parent's home or the provider's home without being licensed, provided that they care for the children of only one family at a time, in addition to children related to the provider. Certain restrictions apply.

**LiveScan**

Electronic method of submitting fingerprints to California Department of Justice for criminal records clearance, used by exempt providers applying for TrustLine registry.

**Notice of Action (NOA)**

The NOA is issued in most instances by the CalWORKs case manager to the parent to inform them of program approval, changes in the parent's services or discontinued services. If a parent disagrees with a NOA, they can refer to the fair hearing page.

**Parent**

Parent means a biological/natural 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. Child care is authorized for children in the Assistance Unit – as determined by DHHS.

**Relative**

The aunt, uncle, grandparent, by blood, marriage or court decree, of the child for the purposes of TrustLine and Welfare-to-Work.

**Regional Market Rate**

The Regional Market Rate is a statistically derived amount, completed by the California Department of Education, which sets the maximum amount Changing Tides Family Services can pay to a child care provider.

**Signature**

A Legal Signature, for the parent/guardian (as signed on the Welfare-to-Work Plan or other DHHS paperwork) and for the provider (as signed on W9 or other provider paperwork).

**Stage One (Stage 1)**

Families participating in CalWORKs usually begin on Stage 1 and work with DHHS Staff in completing a Welfare-to-Work Plan while they receive cash aid. Once the family is deemed stable, Changing Tides Family Services receives a referral from DHHS and the family may be enrolled onto Stage 2, a Changing Tides Family Services parent choice program. Please refer to the Humboldt County Welfare-to-Work Program Guidebook.

**TrustLine**

A registry of license-exempt child care providers who have applied to or have cleared a background check conducted by the California Department of Social Services. The background check includes checks of the California Criminal History System, the California Child Abuse Central Index and for individuals who have lived in California less than two years, an FBI check. Please contact Changing Tides Family Services staff for more information.

**Welfare-to-Work**

This program assists parents to become self-sufficient. Temporary assistance includes CalWORKs cash aid (TANF) while the parent works toward gainful and stable employment.

**Welfare-To-Work Plan**

Determined by Welfare-to-Work staff at DHHS, describes the approved work activity. Required for all families participating in CalWORKs and receiving cash assistance.

**Changing Tides Family Services--**  
**Child Care Services**

2379 Myrtle Ave. Eureka, CA 95501  
(Corner of Myrtle Ave. and Glenwood, Eureka)  
(707) 445-9291, Fax (707) 445-9292  
1-800-795-3554

24-Hour voice mail and mail drop are available. Accessible by public bus.  
Open Mon.- Fri. 8:30-Noon and 1:00-5:00 except for legal holidays.

- Apply for child care subsidies, submit documentation & attendance sheets
- Meet with Case Managers
- Obtain free child care referrals, child care and parent resource library
- Alternative Payment Program & Family Child Care Home Education Network

**CalWORKs Child Care Program**

929 Koster Street "Building C", Eureka, CA 95501  
(707) 268-3417 or 268-3470, Fax 476-9160

- Obtain free child care referrals
- Complete exempt provider paperwork

Se habla Español 707-445-9291 or 800-795-3554.

This Handbook was approved by Changing Tides Family Services' Board of Directors  
on March 24, 2009 and is in effect until rescinded.