



changing tides
family services

**RESOURCE PARENT
&
CHILD CARE PROVIDER
HANDBOOK**

● **Child Care Foster Bridge**

Effective May 26, 2022

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*

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

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INTRODUCTION

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

Resource parents who participate in Child Care Foster Bridge have many child care options available to them. These options and services are paid for with “Foster Bridge” 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 Foster Bridge program works, and the rules that apply to resource parents and child care providers in order for child care services to be partly or wholly reimbursed.

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 800-795-3554.

Changing Tides Family Services child care staff are located at 2379 Myrtle Ave, Eureka. Resource parents that need to report changes in their case should contact their Child Welfare Services (CWS) Worker at 707-445-6180. Providers with questions about a schedule or payment should call the Changing Tides Family Services’ Child Care Navigator at 707-444-8293.

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

Resource parents can also contact the Child Care Navigator for assistance with applying for other subsidized child care programs and general information about child care.

2.01 RESOURCE PARENT ELIGIBILITY

In order to qualify for financial help with the cost of child care, resource parents must first be authorized for a schedule by their county CWS worker. The choice of provider is made by the resource parent. If the resource parent needs assistance in locating a child care slot, the Child Care Navigator at Changing Tides Family Services can assist. **Family members of the child will**

not be authorized as child care providers. If the child care provider is licensed by Community Care Licensing and is not active with Changing Tides Family Services, a packet is issued which includes a W9 for the provider to complete. If the provider is a non-relative of the child, the provider must complete the TrustLine/Guardian process and be registered (cleared) prior to reimbursement being issued.

The CWS worker requests a child care referral with the DHHS Analyst. The confidential referral is sent to the Child Care Navigator at Changing Tides Family Services who then contacts the Resource Parent to confirm the schedule needed and the name of the child care provider, or if assistance is needed in finding a slot.

Once all of the information is confirmed, the Child Care Navigator generates a Child Care Certificate. A copy of the certificate is issued to the provider along with an Attendance Form (AF). The authorized child care will not exceed six (6) months, per state guidelines.

In certain circumstances, an out of county child care provider might be approved to care for a Humboldt County Foster Bridge eligible child. The Humboldt County DHHS will notify the Child Care Navigator of these special cases.

3.01 CHILD CARE PROVIDERS ARE INDEPENDENT CONTRACTORS

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

4.01 SELECTING A CHILD CARE PROVIDER

The Foster Bridge program is a parent choice program. Resource parents can receive free information from Changing Tides Family Services regarding child care provider openings in various settings and how to make an informed decision.



Changing Tides Family Services' staff can offer:

- Child care referrals to providers who have openings
- Information about how to choose quality child care
- Information about how to help a resource parent's existing provider receive Foster Bridge reimbursements
- Information about how to sign up a provider to receive Foster Bridge reimbursements

Resource 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

- Adult friends or neighbors
- Child care provided by a religious entity

Important guidelines apply to each of these options.

When choosing a child care provider, resource 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). Resource parents are encouraged to visit prospective providers, observe their care giving style, and ask about how their care will assist their child to grow and develop.

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

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

Please take note of the following:

- Resource 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 (friend, neighbor), the individual must be cleared through the TrustLine/Guardian fingerprint process prior to any reimbursement. The TrustLine/Guardian process can take weeks or months, a fee might apply
- The State of California does not recognize "home-schooling" unless provided by a credentialed teacher. This setting is not considered child care and may not be reimbursed

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

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

Licensed providers are also required to give resource parents notice of their rights and to provide resource parents with information regarding licensing visit reports.

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

Resource parents can also view licensed provider complaint histories by visiting Community Care Licensing online at <https://www.cclid.dss.ca.gov/carefacilitysearch/>

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

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

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

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

5.01 THE RELATIONSHIP BETWEEN RESOURCE PARENT AND PROVIDER

Resource parents and providers should keep in communication with each other regarding:

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

6.01 TRUSTLINE/GUARDIAN

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

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

Foster Bridge reimbursement to a child care provider who must go through the TrustLine/Guardian process may be retroactive only for a period of 120 days from the

TrustLine/Guardian 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 DHHS Analyst.

Address changes, fee changes, license information

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

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

PROGRAM REIMBURSEMENTS

7.01 PROVIDER RATES/ CHANGES

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

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

8.01 CHILD CARE CERTIFICATES

Providers should examine the certificate carefully. Certificates contain helpful information such as:

- When services are scheduled to begin and end
- The number of hours that are authorized for each child
- "payment based on actual hours used", which means that the resource parent is not authorized for set hours and the resource 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 (which are listed on the certificate) according to the authorized activity hours
- "monthly verification of care needed", which means the resource parent is required to submit monthly documentation of activity to the DHHS prior to payment being authorized

Additional information about the certificate

If a child's schedule changes, but a new certificate has not been sent, this can be a red flag that either there has been an absence of communication between the resource parent and their CWS Worker, or the resource parent may be using ineligible care. This type of situation can result in delays of payment.

Providers may find it helpful to remind resource parents to contact their CWS Worker if the resource parent's schedule changes. Providers should not call DHHS staff directly. The resource parent is the responsible party. However, providers are encouraged to contact Changing Tides Family Services directly if reimbursement is more or less than expected.

The following conditions make a valid certificate null and void:

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



9.01 ATTENDANCE FORMS

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

1. Changing Tides Family Services issues an attendance form to the provider for each child for each month (a sample attendance form is included at the end of this booklet). Only care for the specified month should be documented on the attendance form. Care for two months should never overlap on one attendance form. If the provider has not received an attendance form by the time care has started, the resource parent should contact the Child Care Navigator.
2. Attendance forms should be kept with providers and are the only form of documentation accepted for billing.
3. Resource parents or authorized representatives are required to record exact time in and out for each day including a.m. and p.m.—*a child must be recorded **in and out** each day as care is provided.*
4. Only adults 18 years and older that drop off or pick up may record children in or out of care. Resource parents should give providers a written authorization with names of adults authorized to record children in and out of care, if not the resource parent.
5. Whoever is authorized to bring the child to care and to pick the child up from care must record on the attendance form the exact time. The provider should never record times on attendance forms for resource parents, unless the provider is taking the child to

school or picking the child up from school. In that case, the provider can record the child in and/or out as follows;

- a) If a child is scheduled for before-school care only, the provider may record the child out of care and note the exact time.
 - b) If a child is scheduled for after-school care only, the provider may record the child into care and note the exact time.
 - c) If a child is scheduled for before and after school care, the provider may initial next to and note the exact times the child leaves for and returns from school using the center columns.
6. Child care providers who have been authorized by the resource parent/s to pick up children must record times on a daily basis.
 7. When the last day of care for the month has been provided, the billing side of the attendance form must be signed and dated by both the provider and the **enrolled resource parent** (not the authorized pick-up person) **in ink and with full signatures**.
 8. Child care providers are prohibited from asking resource parents to pre- or post-sign attendance forms. If the attendance form appears to have been signed all at once by the resource parent, the provider reimbursement may be delayed or may not be covered. This is linked to Changing Tides Family Services' need to detect and prevent fraud.
 9. If the resource parent makes a mistake on the attendance form (for example, records on the wrong date), they should cross out the error and initial it, and fill in the correct information.
 10. The hours recorded on the attendance form must be the exact hours the child was actually in care. If the hours of care differ from those on the certificate, the resource parent should use the appropriate reason code to explain the discrepancy. For example, days the provider is closed.
 11. If the certificate no longer reflects the child care needs, the resource parent must notify their CWS worker immediately.
 12. Attendance forms may not be altered or modified by either the resource parent or provider.
 13. Child care providers are required, at a minimum, to sign full signature in ink at the end of the month.
 14. Changing Tides Family Services must have original end of month signatures on the attendance form in order to complete the reimbursement process.

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

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

- I. The “C” code is to be used when the provider is closed or unavailable to provide care for all or part of a scheduled day of care.
- II. The “S” code is to be used when:
 - a) Any child is absent from care or uses fewer hours than scheduled due to a medically-related reason.
 - b) A school-aged child is ill on a school day and is in care for more hours because of the illness.
- III. 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.
- IV. The “M” code is to be used for school-aged children only. It explains why a school-aged child used more hours on a school day (but within the approved hours on the CCS). It can also be used to explain why a kindergartner’s school hours and child care hours change on a minimum day.

9.02 REIMBURSEMENT FOR CLOSURES & ABSENCES

Changing Tides Family Services can pay licensed providers and license exempt child care centers for holidays, absences and vacations as follows:

1. The first ten (10) closure days per fiscal year (days coded as “C”) when no care is used (regarding provider closures), set schedules only and if authorized by the ETW.
2. Absences, set schedules only, and as authorized by DHHS (days coded as “S” or “A”).
3. These charges must be listed on the provider rates/contracts submitted to Changing Tides Family Services and must also be listed on the Attendance Form.

Changing Tides Family Services can only pay exempt home (non-licensed) providers for the actual care they provide and cannot pay for hours or days for which the provider did not provide care or was unavailable to provide care.

9.03 PAYMENT REIMBURSEMENT SCHEDULE

Changing Tides Family Services will make every attempt to issue payment within 21 calendar days of receipt of properly completed, accurate attendance forms if the properly completed attendance forms are received at a Changing Tides Family Services office by 5:00 p.m. the 3rd calendar day of the month after care was provided.

- a) If the 3rd falls on a holiday, weekend, or a day of office closure, attendance forms may be submitted by 5:00 p.m. on the following business day.
- b) Attendance forms are accepted by mail or in person at the 2379 Myrtle Avenue or 2259 Myrtle Avenue offices 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 signing of the State’s budget, if it results in the State withholding payment to Changing Tides Family Services,

- Electronic/internet issues which may affect Changing Tides Family Services or banking institutions,
- Circumstances beyond the control of Changing Tides Family Services.

Final authorization for payments to providers comes from DHHS staff.



9.04 MAXIMUM REIMBURSEMENT

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

9.05 NON-REIMBURSABLE CHARGES

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

1. In advance of services rendered
2. Until providers have completed all the necessary paperwork for reimbursement
3. Unless the resource parent has enrolled on the program and has a written child care certificate approved by the DHHS
4. If the resource parent or provider information in file is not current
5. If any information on the attendance form is false or inaccurate
6. If the child is suspended from child care

7. If the resource parent, provider, CWS Worker, DHHS Analyst, or Changing Tides Family Services ends the agreement for services

The provider may have other services that the resource 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:

- A. Transportation charges
- B. Private school costs or tuition
- C. Late fees
- D. Notice time when care is not used
- E. Field trips
- F. 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)
- G. Time when the child is suspended from care
- H. Days in excess of ten (10) per fiscal year for provider non-operation (e.g., vacations, holidays, or when provider is otherwise unavailable)

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

9.06 METHODS OF PAYMENT

Changing Tides Family Services makes payment to providers by direct mail (hard check) or through our direct deposit program 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.

10.01 OVERPAYMENTS

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

Example: Resource parent is authorized M-F 8 hours each day for care in October while they work full time. Resource parent stays home all of November and does not notify their CWS Worker. If Changing Tides Family Services pays for any ineligible child care, Changing Tides Family Services will later bill the resource parent for any ineligible care the resource parent used and for which Changing Tides Family Services paid.

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

- Retroactive auditing of records reflect a provider made an error in charges they submitted for payment
- The California Department of Social Services 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 the Foster Bridge program paid

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

11.01 PROVIDER END OF RELATIONSHIP

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

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

a. Revocation/Suspension

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

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

b. Probation

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

2. CHANGE OF LOCATION

- ###### **a. Licensed Providers:** Child care licenses are not transferable. Any time a provider moves, they must apply for another license from Community Care Licensing. When the new facility is licensed, Changing Tides Family Services requires a new W9 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/REVOCAION/CLOSURE**

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

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

1. Violates any rules listed on the Provider Program Rules Agreement
2. Falsifies or submits falsified information on attendance forms
3. Fails to supply Changing Tides Family Services with required documents.
4. Forges any signatures on any documentation
5. Exhibits behavior that endangers the health/safety/welfare of any child in their care
6. Uses abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client or vendor
7. Demonstrates lack of cooperation with Changing Tides Family Services staff
8. Is unable or refuses to submit properly completed paperwork, including attendance forms
9. Charges Changing Tides Family Services a higher rate than that charged to the general public
10. Does not comply with any rule which would prevent Changing Tides Family Services from complying with appropriate guidelines
11. Is involved in criminal conduct of any kind involving Changing Tides Family Services staff or Changing Tides Family Services locations
12. Uses alcohol or illegal drugs on Changing Tides Family Services premises or is under the influence of alcohol or drugs on Changing Tides Family Services premises

Changing Tides Family Services will give written notice of service termination if we are ending services with a provider. However, this may be subsequent to verbal communication by an authorized representative of Changing Tides Family Services. The notice will outline the infraction and the reason(s) for service termination.

Providers who wish to be reinstated may request reinstatement from the Child Care Services Director at Changing Tides Family Services one year after service termination. This staff member will forward the request to the Executive Director who will render a decision regarding

reinstatement. Once a decision is made, the written decision will be delivered to the child care provider.

12.01 RESOURCE PARENT END OF SERVICE

The Foster Bridge program may end services for resource parents at any time due to any of the following:

- The resource parent may choose to terminate participation on the program, the resource parent should immediately notify their CWS Worker
- The DHHS may end services for the resource parent on the program
- The resource parent is offered enrollment on a different child care program
- Reduction in funding
- Catastrophic events out of the control of Changing Tides Family Services

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

- Use of abusive or vulgar language, attempts to bribe, coerce, extort or threaten any Changing Tides Family Services employee, client, or vendor
- Sending inappropriate or offensive communications of any type to any Changing Tides Family Services staff member/s
- Involvement in criminal conduct or theft of any kind involving Changing Tides Family Services locations
- Carrying firearms or other weapons on the premises of any Changing Tides Family Services location
- Using alcohol or illegal drugs on Changing Tides Family Services premises or being under the influence of alcohol or illegal drugs on Changing Tides Family Services premises

13.01 RE-ENROLLMENT

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

14.01 GRIEVANCE PROCEDURE

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

Parents (complainants) shall first discuss a complaint with the appropriate Division Director. If the discussion does not resolve the matter, the parent should present their concern in writing to the Division Director within fourteen (14) days after the cause for the complaint has occurred. The written complaint should clearly state "complaint", what law or regulation or

application of the same the parent is objecting to, and a statement regarding what the parent believes would be a fair resolution to the matter. If the parent is not satisfied with the Division Director's response, the parent may present the complaint (and copies of documents pertaining to the complaint) in writing to the Executive Director within fourteen (14) days after receipt of the Division Director's written response. The Executive Director shall render a decision in writing no later than 60 days after receiving the complaint at their level. This decision shall be considered final.

Further details are outlined on the Grievance Procedure. A copy of the grievance procedure is available at Changing Tides Family Services' administrative office at 2259 Myrtle Avenue, Eureka, CA. 95501. Call 707-444-8293 or email info@changingtidesfs.org.

GENERAL POLICIES

15.01 U.S. POSTAL SERVICE - MAIL

Resource parents and providers must

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

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

16.01 CONFIDENTIALITY

Changing Tides Family Services will maintain confidentiality regarding the use or confidential disclosure of information regarding resource 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).

Resource parents and providers should be aware that Changing Tides Family Services staff from different programs may exchange information regarding resource 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 resource parent, or if a valid subpoena is issued to Changing Tides Family Services, or as part of a law enforcement, welfare fraud, or Child Protective Services investigation.

17.01 DATA COLLECTION

Changing Tides Family Services is required to collect the following for required monthly reporting to the state:

- Length of time a child was in foster care before being eligible for Foster Bridge
- Age of child receiving a Foster Bridge voucher
- Type of foster placement
- Type of child care setting
- Age of child that transitions to other child care program
- Number of families served by the Navigator
- Number of trauma-informed care trainings
- Number of coaching sessions
- Name, address, phone number of the child care provider
- Date payments begin/end with the provider

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

18.01 CONFLICT OF INTEREST

It is possible that employees of Changing Tides Family Services may participate as a resource 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 resource parent
- Any relationship of the employee or the employee’s immediate family to any resource parent participating on any child care subsidy program managed by Changing Tides Family Services
- Any relationship of the employee or the employee’s immediate family to any other employee or Board member of Changing Tides Family Services

19.01 DECLARATION OF OPERATION AND NON-DISCRIMINATION

Changing Tides Family Services operates in accordance with all applicable state and federal laws. The program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served. We welcome the enrollment of children with disabilities and exceptional needs.

20.01 HOLD HARMLESS

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

21.01 TAX REQUIREMENTS AND REPORTING

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

Additionally:

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

22.01 REQUESTS FOR COPIES

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

Please visit our website for information on workshops that may benefit providers and early education information that may benefit families.

We also post jobs and community resources on our webpage at www.changingtidesfs.org.

Find us on Facebook.



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	S	Child sick and used more hours than usually scheduled on a school day
	A	M	Minimum Day

Provider Invoice

Please bill **your** rate in the same manner as you would the general public. (Note: All charges must also appear on your rate sheet if you wish for us to consider payment.)

The provider must record any additional charges.

\$ 240.00 for Child Care because I charge \$ 30 per day.

\$ _____ for Registration \$ _____ for Insurance \$ _____ for Materials \$ _____ for Other _____

My closures were Jan. 17, 2022 I charge for closures: Y No

Grand total is \$ 240.00

BOTH THE PARENT AND PROVIDER MUST PROVIDE FULL SIGNATURES IN INK ON OR AFTER THE LAST DAY OF CARE PROVIDED AT THE END OF THE MONTH. FAILURE TO COMPLETE THIS STEP WILL RESULT IN DELAY OF PROCESSING PAYMENT AND MAY RESULT IN NON-PAYMENT.

I (the parent/provider) declare under penalty of perjury under the laws of the United States and the State of California that the facts contained in this attendance form are true, correct and complete for the entire month.

<i>Olga Doe</i>	1-31-22
Provider Signature	Date
<i>Jane Smith</i>	1-31-22
Parent Signature	Date

The front of the Attendance Form must be signed and dated by *both* provider and parent.

Providers and parents should make sure to sign at the end of the month so they can accurately verify the total hours of care used. Changing Tides Family Services will not pay for days/hours that occur after the Attendance Form has been turned in or past the date of the signatures. Providers and parents should sign for themselves only.

		Use if child has split schedule				Office Use Only	
	Date	Time In	Time Out	Time In	Time Out	Reason Code	
M	1/17					C	
T	1/18	7:00a	8:00a	2:35p	5:15p		
W	1/19	7:00a	8:00a	12:15p	5:30p	M	
Th	1/20	7:00a	8:00a	2:35p	5:00p		
F	1/21					A	
S							
S							
M	1/24	7:00a	8:00a	2:35p	5:20p		
T	1/25	7:00a	8:00a	2:35p	5:00p		
W	1/26					S	
Th	1/27	7:00a	8:00a	2:35p	5:00p		
F	1/28	10:00p			11:59p		
S	1/29	12:00a	10am				

Refer to each example above by the date listed. The parent is Jane Smith and the provider is Olga Doe. The child is scheduled to use care Monday through Friday from 7am-5:30pm, but parent may work a night shift. School hours are 8:05am-2:35pm. Each day the child is scheduled must have complete times or have a reason code entered.

1/17	Example of provider being closed on a holiday, parent notes "C".
1/18	Example of school day hours (am and pm care used).
1/19	Example of a minimum day, provider notes "M".
1/20	Example of school day hours (am and pm care used).
1/21	Example of a non-sick absence, parent notes "A" (court day).
1/26	Example of sick day for child, parent notes "S".
1/28	Example of overnight care starting at 10pm, noted by parent. Provider notes that midnight occurs and continues care on next day. Parent notes pick up at 10am.



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

Provider

Type of Care FCCH
 Fund

/Humboldt

Effective Date 12/01/2021

Child Care Certificate

Parent Name _____ Reason For CCS Enrollment _____
 Child Name _____ Child DOB _____

The schedule below has been approved effective 12/01/2021 through 12/31/2022 based on the parent's approved child care needs for this child. We will only pay for care between the hours listed on this schedule. If the schedule indicates a range of min/max hours or days, we will never pay for more than the maximum and may pay for less depending on the parent's documentation of need. The reimbursement listed below may be capped (based on the State-mandated payment ceiling).

Non-school	Start time	End time	Min/Max hrs	School	Start time	End time	Min/Max hrs
Monday	7:00AM	5:30PM	10.5	Monday	7:00AM	8:05AM	4
Tuesday	7:00AM	5:30PM	10.5		2:35PM	5:30PM	
Wednesday	7:00AM	5:30PM	10.5	Tuesday	7:00AM	8:05AM	4
Thursday	7:00AM	5:30PM	10.5		2:35PM	5:30PM	
Friday	7:00AM	5:30PM	10.5	Wednesday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
				Thursday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
				Friday	7:00AM	8:05AM	4
					2:35PM	5:30PM	
Min Days Per Week	5	Max Days Per Week	5	Min Days Per Week	5	Max Days Per Week	5

Provider rate description

See provider rates on file

Rate allowed by State regulations

Pay per provider's rate not to exceed:

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

Comments

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

Provider Signature _____

Case Manager
 Date

School district
 School name
 School track Traditional (Elementary)

Please tear off this last page, sign and return to

Changing Tides Family Services.

Thank you.

I have received, read, and understand



CHILD CARE FOSTER BRIDGE
PROGRAM HANDBOOK

Please check one:

_____ Resource parent

_____ Child care provider

Print name _____

Signature _____ Date _____

Return this page to:

Child Care Services
2379 Myrtle Ave.
Eureka, CA 95501