



**changing tides**  
family services

# **PROVIDER BOOKLET**

- **FAMILY CHILD CARE HOME  
EDUCATION NETWORK**

**EFFECTIVE JULY 1, 2015**

# 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 28, 2015**

**CHANGING TIDES FAMILY SERVICES  
PROVIDER BOOKLET  
Family Child Care Home Education Network (FCCHEN)**

**INTRODUCTION**

Changing Tides Family Services.....	4
Program Components.....	5
Parents Select a FCCHEN Provider.....	6
Your Relationship to Changing Tides Family Services.....	6
Your Relationship with the Parent.....	7
Provider Participation Policy.....	8
Citations from Community Care Licensing.....	8
Provider Rates.....	9

**PROVIDER REIMBURSEMENT**

Certificates.....	9
Maximum Reimbursement.....	9
Rate Increases.....	9
Attendance Reporting.....	9
Reimbursement for Absences.....	11
Payment Reimbursement Schedule.....	12
Non-Reimbursable Charges.....	12
Methods of Payment.....	13
Change of Location.....	13
Provider Termination.....	13
Grievance Procedure.....	15

**GENERAL POLICIES**

Confidentiality of Services.....	15
Data Collection.....	15
Conflict of Interest.....	16
Fraud Policy.....	16
Declaration of Operation and Non-Discrimination.....	16
Hold Harmless Provision.....	17
Uniform Complaint Policy.....	17
Tax Requirements and Reporting.....	17
Requests for Copies.....	18
Parent Fees.....	18
Parent Leave of Absence Policy.....	18
Parent's Rights to Information Regarding Providers.....	18

**SAMPLE FORMS**

Attendance Form.....	19
Child Care Certificate.....	21

# **INTRODUCTION**

Welcome to Changing Tides Family Services! You have been selected by a parent on our Family Child Care Home Education Network (FCCHEN) to provide enhanced educational services to his/her children. These enhanced services include:

- Providing a child development curriculum and daily activities that support early brain development and school readiness
- Providing regular developmental assessments of the children in care
- Meeting with parents twice a year to discuss the child's/children's skills and areas of concern
- Providing free, nutritious snacks and meals consistent with the Child Care Food Program guidelines
- Completing an annual evaluation of the care-giving environment
- Encouraging parent involvement in the program
- Increasing your skills through professional development

Because the parent who has chosen you has qualified for a child care subsidy that will cover part or all of his/her child care costs, we can reimburse you for the care for which that parent is eligible. In order to be reimbursed for any services, you need to be aware of and follow both Changing Tides Family Services' policies and those of the governmental agencies which provide the child care funding. The purpose of this booklet is to explain those policies to you so that you can be reimbursed in a timely fashion for the care you will provide. This booklet covers the subsidized child care program called the Family Child Care Home Education Network (FCCHEN).

As a FCCHEN provider, Changing Tides Family Services will help you access resources such as:

- Sample daily activity schedule
- Sample daily menus
- Seasonal curriculum ideas with activities for all ages
- Free child care referrals to assist you in filling vacancies
- Access to experienced early educators on staff
- Site visits and on-site technical assistance by trained, experienced child development personnel

## **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](http://www.changingtidesfs.org), or call 707-444-8293 or 1-800-795-3554.

### ***Se habla español***

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

## **2.01 PROGRAM COMPONENTS**

The FCCHEN program is funded by the California Department of Education with the goal to achieve certain outcomes or desired results for families and children.

Desired results for families:

- Families achieve their goals
- Families support their children's learning and development

Desired results for children:

- Children are personally and socially competent
- Children are effective learners
- Children show physical and motor competence
- Children are safe and healthy

In order to achieve the desired results for families and children, several tools are used by the FCCHEN providers and Changing Tides Family Services staff. These tools are applied on the child, family, provider home, and program level.

Child level:

- After sixty (60) days from enrollment, then every six (6) months, a Desired Results Developmental Profile (DRDP) is completed and the results shared with parents during a conference and with Changing Tides Family Services (for planning purposes)
- Currently the DRDPs used by the FCCHEN program include the infant/toddler, preschool, and school-age versions
- The DRDP is completed for each FCCHEN child enrolled ten (10) or more hours per week

Parent level:

- Each year, enrolled parents have the opportunity to complete a confidential survey regarding program satisfaction and attend a parent advisory committee
- The results of the survey are used by Changing Tides Family Services for program planning
- Parents will be informed of their child's developmental progress during a conference with the FCCHEN provider, every six (6) months
- Goals for the child are discussed at the conferences, or during periodic check-ins with the provider

Environment level:

- Each year, an environmental study is conducted of each FCCHEN provider's home. The assessment tool used is the Family Child Care Home Environmental Rating Scale or FCCERS
- The results of this study are used to help improve the education environment in each FCCHEN home and also on a program level

Program level:

- The results of the tools used above are reviewed and used for program planning on an annual basis.
- Quarterly curricula based on seasonal themes is distributed and includes specific activities for all ages in areas such as science, math, literacy, adult/child interactions, dramatic play, etc. This coordinated effort in each FCCHEN home helps to ensure all children receive educational opportunities in all topics.
- Periodic site visits are conducted to assist FCCHEN providers with educational activities. For example, this might include literacy visits in which a staff member with preschool experience reads to enrolled children. Technical assistance is also provided to parents and providers to assist with various topics.

### **3.01 PARENTS SELECT A FCCHEN PROVIDER**

Changing Tides Family Services offers different child care subsidy programs. Regardless of the program, it is the parent's responsibility to select a provider for her/his children. The facility chosen by the parent must be licensed and operating in accordance with applicable State of California law. The parent selects the child care provider; Changing Tides Family Services does not place children in care. We do however, strive to promote the FCCHEN program and its providers.

Parents may change providers to meet their needs but they are required to provide Changing Tides Family Services with a five (5) calendar day notice. As a courtesy, parents should give their providers notice in accordance with their provider's rules. If parents do not give notice to their child care provider and do not use child care, Changing Tides Family Services will be unable to pay you for any of that time period.

### **4.01 YOUR RELATIONSHIP TO CHANGING TIDES FAMILY SERVICES**

You are an independent contractor selected by a parent enrolled in the FCCHEN. Nothing contained in this booklet is intended or is to be construed to create a partnership or joint venture between Changing Tides Family Services and parents or providers participating in this program, or to make any of the aforementioned parties the agent of the other(s).

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

Although Changing Tides Family Services conducts periodic site visits of participating FCCHEN child care providers for educational purposes, Community Care Licensing is the government agency that issues child care licenses and inspects sites for compliance with state safety regulations. Changing Tides Family Services assumes no responsibility for injury or damages arising from the performance of this agreement for services. Parents and child care providers agree to indemnify and hold harmless

Changing Tides Family Services, its officers and its employees from costs, suit or liability allegedly arising from the provision of child care services.

***This means:***

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

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

**5.01 YOUR RELATIONSHIP WITH THE PARENT**

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

1. Days and times when you are available to provide care.
2. Your charges for basic child care for the days/hours the parent needs.

Parents may end their services with their provider either because they no longer want to use that provider or because they are no longer eligible to receive child care subsidies. Changing Tides Family Services asks parents to give their providers advanced notice whenever possible. You should inform each parent using your services of any notice time payment requirements you have because Changing Tides Family Services is unable to pay for notice time unless care is used.

#### **6.01 PROVIDER PARTICIPATION POLICY**

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

1. Be licensed by Community Care Licensing. For licensed providers, Changing Tides Family Services must have a copy of the current license and proof of annual fees paid in our files in order to make payment.
2. Provide care in Humboldt County or provide care to families residing in Humboldt County.
3. Refrain from religious instruction or worship during program hours
4. Receive an Orientation Site Visit from FCCHEN staff
5. Receive a Family Child Care Environmental Rating Scale Site Visit from FCCHEN staff
6. Complete the FCCHEN Provider/Agency Agreement
7. Complete the Provider Program Rules Agreement
8. Operate on a non-discriminatory basis, giving equal treatment and access to services without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.
9. Submit a valid rate sheet to Changing Tides Family Services showing the rates you charge for services.
10. Allow parents, when the child(ren) is/are in care, unlimited access to their child/ren.
11. Complete a W-9 form for Internal Revenue Service reporting.
12. Be at least 18 years old.
13. Agree to maintain confidentiality regarding all children and families receiving services.
14. Report to Changing Tides Family Services if location of care changes and/or if provider's address changes.

Changing Tides Family Services will ask you to submit documentation of the above requirements in order to ensure that we are following state regulations.

#### **6.02 CITATIONS FROM COMMUNITY CARE LICENSING**

Should you as a FCCHEN provider receive a licensing citation from Community Care Licensing (CCL), you must inform Changing Tides Family Services within one work day and also provide us with a copy of the citation. We are required to forward all citations to the California Department of Education for review. Following any Type A citation of a FCCHEN provider, Changing Tides Family Services staff may conduct an unannounced visit of that provider's site to observe the care-giving environment. Changing Tides Family Services reserves the right to end the participation of the FCCHEN provider on



the FCCHEN program after licensing violations are received and reviewed. Notice will be issued to the provider and the FCCHEN parents will be notified of their options.

## **7.01 PROVIDER RATES**

As an independent contractor, you set your own rates.

The California Department of Education (CDE) requires that:

- All providers must have a valid rate sheet on file at Changing Tides Family Services that states the rates they charge non-subsidized children.
- Every child on Changing Tides Family Services' programs must have a child care certificate stating the days/hours of authorized care and the agreed upon rate of reimbursement for that child.
- Changing Tides Family Services will not provide reimbursements that exceed the ceiling (see Maximum Reimbursement below).

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

## ***PROVIDER REIMBURSEMENT***

### **8.00 CERTIFICATES**

Each parent will receive a certificate which documents the certified schedule of care. Changing Tides Family Services will be monitoring use of care by the parent. Parents not using care that is broadly consistent with the certified hours of care may be issued a new certificate. Broadly consistent is defined as within 20% of the monthly hours for which a parent is certified.

### **8.01 MAXIMUM REIMBURSEMENT**

The California Department of Education 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.

### **8.02 RATE INCREASES**

State regulations stipulate that subsidized child care agencies, such as Changing Tides Family Services, can only honor one child care provider rate increase per fiscal year (July 1 – June 30). Changing Tides Family Services requires a 30-day written notice for all rate increases, which means that we will pay the increased rate on the first day of the month following notification. For example, if you have a rate increase that is effective on September 1<sup>st</sup>, you need to send us written notification no later than August 1<sup>st</sup>.

### **8.03 ATTENDANCE REPORTING**

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

1. Changing Tides Family Services issues an attendance form to you, the child care provider, for each child for each month. (A sample attendance form is included at the end of this 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 you have not received an attendance form by the time care has started, you should have the parent contact her/his Changing Tides Family Services case manager immediately.

2. Attendance forms should be kept with providers and are the only form of documentation accepted for billing.
3. Parents or authorized representatives are required to record exact time in and out for each day and sign accordingly—a *child must be signed **in and out** each day as care is provided.*
4. Only adults 18 years and older may sign children in or out of care. Parents should give you a written authorization so you will know who the parent has authorized to sign their children in and out of care, if not the parent.
5. Whoever is authorized to bring the child to care and to pick the child up from care must sign the attendance form at the actual time and write the exact time on the attendance form. You should never sign attendance forms for parents, unless you are taking the child to school or picking the child up from school, in which case you should sign your own name, not the parent's name and have an authorization in your files.
  - a) If a child is scheduled for before-school care only, you may sign the child out of care with the exact time noted.
  - b) If a child is scheduled for after-school care only, you may sign the child into care with the exact time noted.
  - c) If a child is scheduled for before and after school, you may initial next to the exact times the child leaves for and returns from school.
6. Child care providers who have been authorized by the parent/s to pick up children must sign on a daily basis.
7. When the last day of care for the month has been provided, the billing side of the attendance form must be signed and dated by you and the **enrolled parent** (not the authorized pick-up person) ***in ink and with full signatures***.
8. Child care providers are prohibited from asking parents to pre- or post-sign attendance forms. If the attendance form appears to have been signed all at once by the parent, your reimbursement may be delayed or may not be covered. This is linked to Changing Tides Family Services' need to detect and prevent fraud.
9. If the parent makes a mistake on the attendance form (for example, signs on the wrong date), s/he should cross out the error and initial it, and fill in the correct information. If the parent uses care that is not broadly consistent with the child care schedule, the parent may be responsible to pay you for that care.
10. The hours recorded on the attendance form must be the exact hours the child was actually in care. If the hours of care differ from those on the Child Care Schedule (CCS), the parent should use the appropriate reason code to explain the discrepancy.
11. If the CCS no longer reflects the child care needs, the parent must notify his/her case manager immediately.
12. Attendance forms may not be altered or modified by either the parent or provider.
13. Child care providers are required, at a minimum, to sign full signature in ink at the end of the month.
14. Changing Tides Family Services must have original signatures on the attendance form in order to complete the reimbursement process.

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

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

- I. The “**C**” code is to be used when you are closed or unavailable to provide care for all or part of a scheduled day of care.
- 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.

#### **8.04 REIMBURSEMENT FOR ABSENCES**

Changing Tides Family Services can pay licensed providers 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).
2. The first ten (10) medically-unrelated absence days per fiscal year (days coded as “**A**”) when no care is used (regarding child absences).

Changing Tides Family Services can only pay varied schedules for the actual care provided and cannot pay for hours or days for which the provider did not provide care or was unavailable to provide care.

In addition:

- a) Changing Tides Family Services reserves the right to refuse to pay for unexplained absences.
- b) If there are excessive absences, Changing Tides Family Services will reevaluate the parent’s need for care, and care may be discontinued or the child care schedule may be rewritten to reflect more appropriate hours and days of care needed.

## **8.05 PAYMENT REIMBURSEMENT SCHEDULE**

1. Changing Tides Family Services will make every attempt to issue payment within 30 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 3<sup>rd</sup> calendar day of the month after care was provided.
  - a) If the 3<sup>rd</sup> 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 at the 2379 Myrtle Avenue office in Eureka.

Exceptions to Changing Tides Family Services' commitment to issue payments within these timelines include, but are not limited to:

- Natural disasters or events which result in agency closure days
  - Delay in 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
2. For attendance forms that are received at Changing Tides Family Services' office after the 3<sup>rd</sup> of the month but prior to the end of the month after care was provided, Changing Tides Family Services will attempt to issue payment within 30 calendar days, but we make no commitment to be able to meet this timeframe.
  3. Complete and accurate attendance forms must be submitted to the Changing Tides Family Services' office no later than one month after the month of service. Attendance forms received later than the last day of the month after care was provided will not be processed or paid. For example: in order to be reimbursed for child care services provided in the month of February, the attendance form must be received at a Changing Tides Family Services' office prior to March 31.

## **8.06 NON-REIMBURSABLE CHARGES**

Changing Tides Family Services will **not** reimburse providers:

1. In advance of services rendered.
2. Until you have completed all the necessary paperwork for reimbursement.
3. Unless the parent has enrolled on our program and has a written child care schedule (CCS) approved by Changing Tides Family Services.
4. If the information in your file is not current.
5. If any information on the attendance form is false or inaccurate.
6. If attendance forms are not received by the last day of the month after care was provided. For example: if the attendance form for February child care services was received after March 31.
7. If the child is suspended from child care.
8. If the parent or Changing Tides Family Services ends the agreement for services.

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

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

FCCHEN parents may not be charged by you for any of the above if they occur as part of the parent's certified schedule for care. If a parent arranges for you to provide care outside the certified schedule, on a private pay basis, any related expenses are between you and the parent.

#### **8.07 METHODS OF PAYMENT**

Changing Tides Family Services makes payment to providers by direct mail (hard copy 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.

#### **9.01 CHANGE OF LOCATION**

Should a FCCHEN provider change their address/move, a w9 must be completed and submitted to our office. In addition, a copy of the new license from CCL must also be submitted.

#### **10.01 PROVIDER TERMINATION**

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, Changing Tides Family Services will cease to reimburse the provider as of the date of the revocation or suspension. The parent and the provider will be notified in writing that payment has been terminated and the reason for the termination. In order to continue receiving services from Changing Tides Family Services, the parent will have to select a different provider.

If a child care provider's license is revoked, he/she 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, Changing Tides Family Services will notify the parent of the provider's probation status and explain that the parent has the option to select another provider or remain with her/his current provider without risk of being terminated from the program. Changing Tides Family Services will not approve services for new families with this provider during the probationary period.

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 or FCCHEN Services 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 her/his 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 termination if we are terminating a provider. However, this may be subsequent to verbal communication by an authorized representative of Changing Tides Family Services. The notice will outline the infraction and the reason(s) for termination.

Providers who wish to be reinstated may request reinstatement from the Child Care Services Director one year after termination. This staff member will forward the request to the Executive Director who will render a decision regarding reinstatement. Once a decision is made, the written decision will be delivered to the child care provider.

### **11.01 GRIEVANCE PROCEDURE**

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

## **GENERAL POLICIES**

When you agree to provide care to a child on the FCCHEN program, you agree to accept the regulations and policies set by state law, funding sources and Changing Tides Family Services. The following is additional information regarding rules and policies for Changing Tides Family Services' child care subsidy programs.

### **12.01 CONFIDENTIALITY OF SERVICES**

Changing Tides Family Services will maintain confidentiality regarding the use of personally identifiable information regarding parents, children and providers. However, information may be shared as necessary with the California Department of Education and its agents as appropriate, Community Care Licensing, or Changing Tides Family Services' agents (auditors, legal advisors, business associates, insurance representatives, and other authorized entities).

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

### **12.02 DATA COLLECTION**

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

- the parent's social security number (if the social security number is not available Changing Tides Family Services is required to submit the first and last name of the head of the household),
- if the family is receiving public assistance,
- the documented need for receiving child care,
- the zip code of the parent's residence address,
- whether the family has one parent,
- date the family first received subsidized child care services,
- type of child care,
- the name of the child care provider,
- gender of the parent and child,
- race and ethnicity (if of Hispanic or Latino descent) of the child.

### **12.03 CONFLICT OF INTEREST**

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

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

### **12.04 FRAUD POLICY**

Fraud is defined as intentional deception/s or misrepresentation/s made by a person with knowledge that the deception could result in some unauthorized benefit to him/herself or some other person.

Funds that pay for subsidized child care services are public taxpayer dollars. Changing Tides Family Services strives to actively prevent fraud and to act promptly if fraud is suspected.

If any party obtains child care funds or benefits by deliberately providing inaccurate or incomplete information, Changing Tides Family Services shall actively pursue recovering such funds. Parents are required to accurately represent their income, family size, age of child(ren), work schedule, daily sign in and sign out, and any changes to same as well as to all aspects of program participation described in this Booklet. Providers are required to accurately represent attendance, rates charged to the general public, change in licensing status, and all other information described in this Booklet.

Credible information received by Changing Tides Family Services from any source regarding possible misuse of public funds will be treated seriously and investigated by Changing Tides Family Services staff and/or law enforcement. Recovery of funds may be pursued through a collection agency, small claims court, or the District Attorney's office. Falsification of information or any deliberate act that wrongfully secures child care payments is cause for termination from the program.

### **12.05 DECLARATION OF OPERATION AND NON-DISCRIMINATION**

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



## **12.06 HOLD HARMLESS PROVISION**

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

## **12.07 UNIFORM COMPLAINT POLICY**

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

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

Child Development Division  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814

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

## **12.08 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, you will be sent a Form 1099 (statement of non-employee earnings) stating the total money you received from Changing Tides Family Services during the calendar year. Copies of the Form 1099 are sent to the IRS (Federal government) and to the California Franchise Tax Board (State government). Changing Tides Family Services is not responsible for any tax liabilities you might have.

Additionally:

1. Changing Tides Family Services is required to report all independent contractors to the State Employment Development Department (EDD) for the purpose of child support enforcement.
2. Any disputes you may have with any tax auditing organization are your responsibility.
3. If someone else uses your identity to receive child care payments, Changing Tides Family Services has no authority or investigative powers to assist providers in this matter.
4. Changing Tides Family Services strongly advises providers who have questions or concerns regarding the potential tax consequences of their child care payments to

contact a qualified tax professional, the Internal Revenue Service (IRS), the California Franchise Tax Board, or the California Employment Development Department (EDD).

### **12.09 REQUESTS FOR COPIES**

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

### **13.01 PARENT FEES**

Parents may be required to pay a parent fee (share of cost) to Changing Tides Family Services. Parent fees are assessed on a sliding scale for each day the child is enrolled in care. Parent fee amounts are established by the State of California. Changing Tides Family Services collects any parent fees directly from the parent.

### **13.02 PARENT LEAVE OF ABSENCE POLICY**

A parent may receive a leave of absence from Changing Tides Family Services' program. The leave may not exceed twelve (12) weeks for non-medical reasons or sixteen (16) weeks for medical reasons. Changing Tides Family Services does not pay for care during leaves. You are not required to hold spots for children whose parents are on leave.

### **13.03 PARENT'S RIGHTS TO INFORMATION REGARDING PROVIDERS**

Per Oliver's Law, individuals have the right to information regarding any substantiated or inconclusive complaints about a child care provider.

***To learn a licensed program's complaint history, parents are strongly encouraged to call Community Care Licensing at 1-844-538-8766.*** Changing Tides Family Services does not assume responsibility to inform parents of any past complaint(s) regarding any particular child care provider.

All licensed child care centers and family child care homes are required to provide the parent, upon enrollment, a copy of any "Type A" Community Care Licensing Violations within the past year. Further, upon request, licensed providers are required to show parents copies of Community Care Licensing reports for the past three years.

Megan's Law (AB 488 Parra) provides the public with internet access to detailed information on registered sex offenders. Parents can visit the Department of Justice "Registered Sex Offender" database at [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov).

**Changing Tides Family Services strives to assist families enrolled on our program to reach their goals, and we look forward to working with the providers they choose to care for their children.**

## Changing Tides Family Services

### Child Care Services - Sample Attendance Form



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 and sign accordingly – a child must be signed in and out each day as care is provided.
- The parent must sign for each absence day and enter 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 (for example, signs on the wrong date), 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 3<sup>rd</sup> calendar day of the month after care was provided. If the 3<sup>rd</sup> 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 your 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 <b>FEWER</b> hours than on authorized schedule		School-aged Children	
<b>C</b>	<b>S</b>	Child or family member sick, at Dr.'s appointment, or absent for other medically-related reason	<b>S</b>	Child sick and used more hours than usually scheduled on a school day
	<b>A</b>	Other absences (e.g. child/parent vacation, visiting relative, or other personal reason)	<b>M</b>	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.

\$ 120.00 for Child Care because I charge \$ 20 per day.

\$ \_\_\_\_\_ for Registration      \$ \_\_\_\_\_ for Insurance      \$ \_\_\_\_\_ for Materials      \$ \_\_\_\_\_ for Other \_\_\_\_\_

My closures were 11/11 I charge for closures: ☒ Y ☐ No

Grand total is \$ 120.00.


**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.

<p style="font-family: cursive; font-size: 1.2em; margin: 0;"><u>Olga Doe</u></p> <p>Provider Signature</p>	<p style="font-size: 1.2em; margin: 0;"><u>11/30/13</u></p> <p>Date</p>
<p style="font-family: cursive; font-size: 1.2em; margin: 0;"><u>Jane Smith</u></p> <p>Parent Signature</p>	<p style="font-size: 1.2em; margin: 0;"><u>11-30-13</u></p> <p>Date</p>

**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.

Sign in daily				Use if child has split schedule				Sign out daily			Office Use Only	
	Date	Time In	Full signature of adult signing child in	Time Out	Initials	Time In	Initials	Time Out	Full signature of adult signing child out	Reason Code		
F	11/1	7:00a	Jane Smith	8:00a	OD	2:35p	OD	5:15p	Jane Smith			
Sa	11/2											
Su	11/3											
M	11/4	12:15	Olga Doe					5:30	Jane Smith	M		
T	11/5	7:00a		8:00a	OD	2:35p	OD	5:00	Jennifer Smith-grandma			
W	11/6		with grandma						Jane Smith	A		
TH	11/7	10:00p	Jane Smith					11:59p	Olga Doe			
F	11/8	12:00a	Olga Doe	8:00a	OD	2:35p	OD	5:20p	Jane Smith			
Sa	11/9											
Su	11/10											
M	11/11									C		
T	11/12		fever						Jane Smith	S		

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 may work a night shift. School hours are 8:05am-2:35pm. Each day the child is scheduled must have complete times and full signatures or have a reason code entered.	
11/1	Example of school day hours (am and pm care used).
11/4	Example of no care in the morning, but child is picked up from school by provider after a minimum day (noted with "M"), then picked up by the parent.
11/5	Example of missing signature, staff may call parent. Adult not on certificate has picked up child, "grandma" is written next to her signature.
11/6	Example of child with grandma, no care used. Parent signs and notes "A" for absence, not illness related (all day court).
11/7 & 11/8	Example of overnight care, starts at 10pm, provider notes when midnight occurs and continues care on next day until child is dropped off at school at 8am. Child picked up from school at 2:35 by provider and signed out in the evening by the parent.
11/11	Example of provider being closed on a holiday.
11/12	Example of child sick with fever, no care used.



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

Provider  
Type of Care  
Fund

/Humboldt  
Effective Date

### Child Care Certificate

Parent Name Reason For CCS Hours/days change  
Child Name Child Age DOB

The schedule below has been approved effective through 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 rate(s) listed below may be capped (based on the State-mandated payment ceiling). The parent is responsible to pay the difference between the provider's rate and the payment made by Changing Tides Family Services.

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 Rates on File

#### Rate allowed by State regulations

Pay per provider's rate not to exceed:

Current RMR Ceiling  
for child age and care setting  
i.e. \$540.01 FT Month  
age 2-5 at FCCH

Case Manager  
Date

School district  
School name  
School track

***This page intentionally left blank.***



# Booklet Receipt for the Family Child Care Home Education Network

I have received a copy of the program policies.

Check ☒ one:

I am the parent/legal guardian \_\_\_\_\_

I am the child care provider \_\_\_\_\_

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Child Care Services

2379 Myrtle Avenue  
Eureka, CA 95501

Phone: 707-444-8293  
Fax: 707-444-8298

E-mail: [info@changingtidesfs.org](mailto:info@changingtidesfs.org)

This signed receipt must be returned to  
Child Care Services in order to complete  
your file.