



changing tides
family services

**RESOURCE AND REFERRAL
CHILD CARE REFERRAL POLICIES**

Approved by Changing Tides Family Services'
Board of Directors on May 28, 2015

Effective July 1, 2015

CHANGING TIDES FAMILY SERVICES

RESOURCE AND REFERRAL—CHILD CARE REFERRAL POLICIES

Welcome!

Changing Tides Family Services welcomes parents, child care providers, and community members to use its free child care referral services! These policies are intended to help parents, child care providers, and community members make the best use of these valuable services.

Looking for child care?

Changing Tides Family Services offers free child care referrals to people looking for child care in Humboldt County. We maintain a comprehensive listing of licensed family child care homes, licensed centers, recreation programs, child care programs that do not have to be licensed and other child care options.

When someone calls for a child care referral, (s)he will be offered child care referrals that match the needs of the parent and child. Staff will offer information about how to select a quality child care provider and how to apply for financial assistance with the cost of child care.

Obtain free child care referrals:

- **Call** 707-444-8293 Toll-Free 1-800-795-3554
- **Email** info@changingtidesfs.org
- **Fax** 707-444-8298
- **In office** 2379 Myrtle Ave., Eureka, CA 95501
Monday-Friday, 8:30 a.m. – 5 p.m., closed from 12 -1 p.m.
Wheelchair accessible
Services available in English and Spanish

Child Care Provider Listings

Any child care provider in Humboldt County may request to be listed in the Changing Tides Family Services' Resource and Referral child care referral database. Examples include:

- Licensed child care centers
- Licensed small and large family child care homes
- Child care centers that do not have to be licensed
- Individual caregivers who do not have to be licensed, but who have passed the TrustLine fingerprinting process
- Parent cooperatives
- Play groups
- Recreation Programs

Child care providers who list with Resource and Referral submit information (which becomes public) about his/her child care services. Examples of information include:

- The child care provider's contact information, hours of operation, ages of children served
- The child care provider's fees; eligibility requirements, if any
- The child care provider's license number (if applicable)

- Significant information about the program (for example, if the rates include meals and/or registration fees, the philosophy of the program, special training, or credentials of the staff, etc.)
- Available openings

Changing Tides Family Services' staff update child care providers' listings on a quarterly basis, including whether or not the child care provider has openings. Child care providers may contact Changing Tides Family Services at any time to update their information. In addition, Changing Tides Family Services contacts all licensed child care providers annually to confirm if the child care provider wishes to participate in the child care referral database.

Changing Tides Family Services does not endorse, rate, recommend, warrant, or evaluate child care providers. Information about any particular child care provider has been provided solely by the child care provider and has not been verified by Changing Tides Family Services. All child care providers in the database are independent businesses or otherwise independent.

To the extent possible, Changing Tides Family Services will give equal exposure to all child care providers within the categories requested by the parent. Child care providers should view the Resource and Referral services as but one of many marketing options for their programs.

Child Care Referral Process

Phone and Walk-In Child Care Referrals:

When a parent contacts Changing Tides Family Services, staff will ask some basic questions to help screen for the most logical child care referrals. For example,

- What is the age(s) of the child(ren) needing care?
- What schedule is needed or desired?
- In what geographic area is child care needed or desired?
- Does the child have any special needs?
- What is the parent's need for child care?
- Does the parent prefer a particular type of care?
- Would the parent like information regarding the possibility of financial help to pay for child care?

After obtaining the above information, staff will provide the name and phone number of at least four child care providers (if available). Parents are encouraged to contact Changing Tides Family Services to obtain more child care referrals as needed.

Further Information:

Changing Tides Family Services will answer questions by phone or in person, or parents can email www.info@changingtidesfs.org with their questions. Staff can provide information about how to select a quality child care provider, what is the average cost of child care, what to look for in a child care program, etc. Staff will strive to provide accurate information with sensitivity to the specific cultural or other needs of the parent and child.

Parents are encouraged to visit several prospective child care providers so that the parent can observe firsthand if it appears that the child care provider and his/her setting is a good match for the

child. 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 707-826-9961.

Provider records may also be accessed online at the Community Care Licensing website at: <https://secure.dss.ca.gov/CareFacility/Search/>. To access provider information online, the exact name of the facility or the facility number is required. Should assistance be needed to complete a records search, contact Resource and Referral at 707-444-8293 or by email at changingtidesfs.org.

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.

Help Paying for Child Care

Parents are encouraged to apply for subsidized child care services if they are in need of financial assistance to help pay for child care. Changing Tides Family Services' Resource and Referral staff can provide information regarding subsidized child care programs throughout Humboldt County, including assisting parents to get on the Changing Tides Family Services' Child Care Eligibility List (CEL) for Parent Choice and Family Child Care Home Education Network (FCCHEN) programs.

Confidentiality

Information received from a parent during the course of a child care referral or child development consultation call will be maintained confidentially. However, if a matter is brought forward by a parent, child care provider, or community member that credibly suggests abuse of any child, staff will report the matter to the Humboldt County Child Welfare Services and/or Community Care Licensing and/or law enforcement.

Staff compiles statistics regarding the number of referrals made, ages of children served, and other aggregate data for the California Department of Education. The information does not identify any parent, child, or child care provider. However, occasionally the California Department of Education, or its agent(s), requires specific provider information in order for the State to prepare regional market rate information or conduct other studies.

On a periodic basis, Changing Tides Family Services may verify with Community Care Licensing the licensing status of a child care provider and exchange information regarding if the child care provider has changed locations or capacity.

In order to assist community and public agencies in planning, coordinating, and improving child care in Humboldt County, Changing Tides Family Services may share aggregated or trend information

obtained from the child care referral database. No personally identifiable information will be released regarding providers or parents.

Other parties who may, strictly on an as needed basis, have access to parents' or child care providers' information include Changing Tides Family Services legal counsel (if necessary), insurance representatives (if necessary), authorized business associates of Changing Tides Family Services, California Department of Education representatives, Community Care Licensing, or others who request records under a valid subpoena.

Child Abuse Reporting; Community Care Licensing Violation Reporting

- Staff members will report any credible report or observation of abuse to the Humboldt County Child Welfare Services and/or Community Care Licensing and/or law enforcement.
- Staff are not regulators and do not have the training possessed by Community Care Licensing representatives. However, if staff members directly observe any instance of what appears to be a licensing violation, staff will report the matter to Community Care Licensing. Examples of these violations might include noncompliance of capacity ratios, drug use or paraphernalia, significant health and safety issues, or case specific situations not addressed by the above.

Parents' Complaints About Child Care Providers

Minor Complaints:

If a parent calls Changing Tides Family Services with a minor complaint about a provider, staff will encourage the parent to address the matter directly with the provider for resolution.

Serious Complaints:

- If a parent contacts Changing Tides Family Services regarding a significant health and safety issue regarding a licensed child care provider, the parent will be encouraged to communicate the concern to Community Care Licensing. Changing Tides Family Services staff may facilitate such a communication, or communicate with Community Care Licensing directly, depending upon the situation.
- To report a complaint or concern regarding any licensed care facility, **contact the Community Care Licensing Hotline:**
 - by phone: **1-844-538-8766**
 - by email: **LetUsNo@dss.ca.gov**
 - by mail: **California Department of Social Services
Community Care Licensing Division
Centralized Complaint and Information Bureau
744 P Street
Sacramento, CA 95814**
- **In the event of an emergency, CALL 9-1-1.**
- Alleged child abuse will be reported as described previously.
- With regard to license exempt child care providers, Changing Tides Family Services will encourage parents to report the matter to the governing board of the provider (in the case of school based programs or recreation programs) or law enforcement.

Exclusion of Child Care Providers from Child Care Referral Database

Normally, a child care provider will be maintained in the database as long as she/he has a license and/or maintains his/her TrustLine clearance. Child care providers will be removed from the database:

- If the child care provider moves and his/her license becomes void.
- If the child care provider requests to be removed from the child care referral database.
- If the child care provider cannot be reached by phone, letter, or email within a three month period for the purpose of updating his/her child care referral file.
- The relationship between Changing Tides Family Services and the child care provider is such that the child care referral service cannot be appropriately provided.
- Within two working days after notification by Community Care Licensing to Changing Tides Family Services of a child care provider's license revocation, temporary suspension order, or placement on probation.
- If the child care provider engages in any threatening or harassing behavior toward any Changing Tides Family Services staff. This includes verbal or physical threats, swearing, cursing, obscene gestures, and inappropriate expressions of anger.

Unless prohibited by law enforcement or licensing officials, Changing Tides Family Services will normally notify a child care provider within five working days that the child care provider has been removed from the database. If an active investigation is in progress, Changing Tides Family Services may be prohibited from discussing the matter with the child care provider. In this instance the child care provider will be contacted regarding removal from the child care database as soon as possible.

Reinstatement to the Child Care Referral Database

A child care provider who has been excluded from the child care referral database may use Changing Tides Family Services' Grievance Procedure to request reinstatement. Copies of the Grievance Procedure are available online at www.changingtidesfs.org as well as at the Changing Tides Family Services' office at 2259 Myrtle Ave., Eureka, CA 95501.

Grievance Procedure and Uniform Complaint Policy

Grievance Procedure

- The Changing Tides Family Services' Grievance Procedure may be used by providers or parents 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.

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.

Early Education and Support
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.

Declaration of Operation and Non-Discrimination

Changing Tides Family Services operates in accordance with all applicable state and federal laws. Changing Tides Family Services 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.

Policies Approved by Changing Tides Family Services Board of Directors on May 28, 2015.