



Parent/Provider Handbook



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RECEIPT OF
SUBSIDIZED CHILD CARE SERVICES
PARENT/PROVIDER HANDBOOK

I, _____, have received **and** reviewed the
Print Name

Human Response Network Subsidized Child Care Services Parent/Provider Handbook.

Parent/Guardian Signature

Date

RECEIPT OF
SUBSIDIZED CHILD CARE SERVICES
PARENT/PROVIDER HANDBOOK

I, _____, have received **and** reviewed the
Print Name

Human Response Network Subsidized Child Care Services Parent/Provider Handbook.

Provider Signature

Date



HUMAN RESPONSE NETWORK

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P.O. Box 2370/111 Mountain View Street
Weaverville, CA 96093
530-623-2024
1-800-358-5251 (Toll-Free)
E-mail: hrn@tcoek12.org

Hayfork Office:
Human Response Network
Hayfork Community Center
154 Tule Creek Road, Hayfork, CA
530-628-4565

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Funded by:

California Department of Education, Child Development Division

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Human Response Network

MISSION STATEMENT

Recognizing the special vulnerability of children, the mission of the Human Response Network is to better the lives of all people in trinity county through advocacy, education, and programs that promote personal empowerment, peaceful coexistence, mutual respect, and access to needed services.

GENERAL INFORMATION

The Human Response Network (HRN) can also help you and your family with other needs than child care. We offer a variety of programs for families including parent education, state preschools, youth programs, and many more. If you are concerned about a child's growth and development or if you have other problems you would like assistance with, give us a call. If your needs are beyond the scope of our programs, we can refer you to others who may be able to help you.

The Human Response Network is a private non-profit public benefit corporation that provides county-wide child, youth, and family services which are offered on a non-discriminatory basis without regard to age, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

The Human Response Network, and all programs it sponsors, does not practice religious instruction or worship.

This handbook is designed to introduce you to the Human Response Network Subsidized Child Care Services and to answer commonly asked questions about these programs. You are encouraged to call our office at any time during regular business hours if you need assistance in interpreting program requirements, or if you have questions.

WELCOME!

Welcome to the Human Response Network Subsidized Child Care Services Handbook. We want to create a partnership with you to help you access and pay for child care that meets your family's needs. In any partnership, each partner has responsibilities that must be carried out in order to make things work. This handbook is designed to provide you with the information you need to meet all your responsibilities regarding your child care subsidy. It is important for you to understand our policies. If you need assistance in reading or understanding these policies do not hesitate to give us a call, e-mail, or visit one of our offices:

Weaverville Office:

Human Response Network
111 Mountain View Street
P.O. Box 2370
Weaverville, CA 96093
(530) 623-2024

or

1-(800) 358-5251 (toll-free)
E-mail: hrn@tcoek12.org

Hayfork Office:

Hayfork Community Center
154 Tule Creek Road, Hayfork, CA
(530) 628-4565

SUBSIDIZED CHILD CARE SERVICES

Human Response Network currently offers several Subsidized Child Care Services, including Subsidized Child Care Centers, Family Child Care Home Network, and CalWORKS Stages 2, and 3, which are funded by the California Department of Education, Child Development Division. Human Response Network's CalWORKS Stage 1 is funded through the California Department of Social Services. All services are provided without regard to age, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. HRN welcomes all families and will make reasonable accommodations to serve families and children with disabilities. Any information obtained will remain confidential. Information may be shared with other agencies with your signed permission.

WHO IS ELIGIBLE FOR SERVICES?

Subsidized Child Care service eligibility requirements are defined in the California Department of Education Title 5 Regulations. Families living and working in Trinity County who may qualify for Subsidized Child Care Services include:

- Employed parents who meet income eligibility requirements
- Parents seeking employment
- Parents in educational or vocational programs
- Parents needing child care as part of a social services plan to reduce the risk of abuse or neglect
- Parents who are homeless
- Parents whose incapacity significantly limits their ability to care for their children
- Parents whose child has special needs requiring child development services
- Parents participating in approved CalWORKS activities

HOW DO I ENROLL FOR SERVICES?

Either call or stop by the HRN office to make an appointment with one of our Child Care Specialists. Families are served in accordance with the priorities set by the California Department of Education:

1. Families referred for child care as part of a service plan as part of a program to reduce the risk of abuse or neglect (See CPS Referral section below).
2. Families whose per capita income qualifies for services (70% of California median income) with the lowest ranked family served first.
3. Families who are currently enrolled for Subsidized Child Care Services needing increased hours or to add a sibling.

Families enrolling for Subsidized Child Care Services must provide documented proof of California residency and work place, income information, and appropriate need for child care. This will be accomplished at an interview with a HRN Child Care Specialist. Information about the family and children is gathered at that time, and program policies and procedures will be explained. Interviews will be scheduled at the parents' convenience and every attempt will be made to meet any special needs the parent may have.

WAITING LIST FOR ELIGIBLE FAMILIES

Because funding is limited, not every eligible family is able to be served. Funding availability varies with current program enrollment. A waiting list is maintained by Human Response Network for eligible families until they can be served when funding becomes available.

CPS REFERRAL

Families who are referred for by a legally qualified professional due to their children being at risk of abuse or neglect may be eligible for Subsidized Child Care Services. The intent is to provide child care so the parent can engage in activities designed to reduce their children's risk of abuse or neglect.

Subsidized child care should not represent the entire plan for risk reduction, but should be considered a component of a plan that will allow the parent to participate in an activity such as counseling, parenting class or support group. HRN Child Care Specialist will develop a child care schedule to accommodate those components of a risk reduction plan that are included in the CPS referral.

If an enrolled parent ceases to participate in the outlined risk reduction plan, the referring professional will be contacted. If it is determined that the parent is no longer eligible for child care services because of failure to follow through with the risk reduction plan, a notice of termination from Subsidized Child Care Services will be mailed to the parent.

Because funding for Subsidized Child Care Services is limited, not all eligible families are served. All eligible families will be placed on the waiting list.

STUDENT PARENTS

Parents who are enrolled in an educational or vocational training program may qualify for Subsidized Child Care Services. Parents must be working toward a recognized trade or profession. Subsidized Child Care Services are limited to the equivalent of six (6) years in an approved educational program from initiation of services. Subsidized Child Care Services may also be provided for classes related to the General Education Development (GED) test or English language acquisition if parent is co-enrolled in required courses to attain the parent's vocational goal. Students should discuss their educational or vocational goal with HRN's Child Care staff to ensure it meets the requirements.

To continue being eligible for Subsidized Child Care Services student parents have to be recertified by HRN each quarter or semester (depending on the school's schedule). Student parents must provide proof of enrollment and a new child care schedule will be created when they are recertified.

Students must provide HRN with documentation of their grades or a progress report to assure that "adequate progress" toward meeting the stated

educational or vocational goal each quarter or semester. “Adequate progress” is defined as successful completion of coursework with a passing grade point average of 2.0 (“C”) or higher. Students dropping below this standard will be allowed one quarter or semester to improve. Failure to submit the required documentation or to raise the grade point average will result in termination from Subsidized Child Care Services.

Student parents are eligible for Limited Term Service Leave while on scheduled school breaks (see Limited Term Service Leave section below).

PARENT FEES

Some enrolled families will be required to pay a parent fee. Parent fees are determined at the time of certification or when there is a change in income or family size by using the California Department of Education’s Family Fee Schedule. Family fee assessment is based on income and family size. Fees are charged per family, per day, and not per child.

Parents will be billed for the parent fee and the fee must be paid in advance of the month in which care is to be provided. Parent fees should be paid directly to HRN either by mail or in person and are due on the fifth day of each month.

Parent fees will be considered delinquent after seven (7) calendar days past the due date. Upon determination that fees are delinquent, a notice of termination from Subsidized Child Care Services will be sent to the parent. If the fees are paid before the effective date of termination, Subsidized Child Care Services will continue. A parent may request a payment plan for delinquent parent fees. If the payment plan is approved, Subsidized Child Care Services will continue as long as the payment plan is followed.

Repeated delinquency of parent fees may be considered grounds for termination from Subsidized Child Care Services. Families receiving more than three (3) delinquency notices for delinquent parent fees, in a twelve (12) month period, may be terminated from the program.

If a family is terminated from the program for non-payment of parent fees, the family may be added to the waiting list, but, will not become eligible for services until all delinquent fees are paid. The family will be considered for re-enrollment when it represents the next eligible family on the waiting list.

HRN will accept payment of parent fees by check, cash, cashier's check or money order. If a parent's check is returned for insufficient funds, all bank charges are the responsibility of the parent. The parent fee will not be considered paid in full until the balance, including all of the bank's charges, are paid. This payment, and all subsequent payments, must be paid by cash, cashier's check or money order.

PARENT'S SHARE OF COST

Human Response Network considers each enrolled family's share of the Subsidized Child Care cost on an individual basis. HRN will pay child care fees in accordance with the chosen provider's usual and customary fees so long as the fees fall at or below the ceilings set by the California Department of Education for child care in Trinity County. If providers charge above regional market ceilings, the difference will be the parent's responsibility to pay.

The California Department of Education sets ceilings for child care provided in Child Care Centers, Licensed Family Child Care Homes, and Exempt Family Child Care Homes. Parents will be informed of the maximum reimbursable amount for the care based on the certified need of the parent(s) and for each facility type (licensed-exempt and licensed family home care and center care). HRN will meet the regional market ceiling set by the California Department of Education for child care in Trinity County.

When child care providers charge annual fees, registration, etc. in addition to their regular fees, these fees will be paid if, when added to the provider's regular fees, the total fees do not exceed the appropriate rate ceiling. The additional fees will be prorated over the expected life of the fees.

CO-PAYMENTS

Parents who are participating in an Alternative Payment program and choose a provider whose usual and customary fees exceed the rate ceilings mentioned above must agree to pay the difference between the rate ceiling and the provider's rate. The parent must pay this co-payment directly to the child care provider and the payment will not be accounted for by HRN.

Neither HRN nor a provider shall require additional payments from the parents, which may include activities or services such as meals, recreation and field trips.

HRN will assist parents who are unable or unwilling to pay the difference between the rate ceiling and the provider's rate by offering referrals to other providers whose usual and customary fee falls within the appropriate rate guideline.

The co-payment policy does not apply to parents not using the Alternative Payment program.

APPROVED CHILD CARE SCHEDULES

When families enroll in Subsidized Child Care Services, parents and HRN Child Care staff will together determine a child care schedule that meets the family's needs. This schedule is communicated to the child care provider in the Child Care Certificate. The documented certified need, which may be limited by the funds available, may not meet the full approved needs of the family.

Exempt from this policy are short-term, emergency respite cases in which the referring professional certifies a need for child care in excess of this policy for a family in which there is identified child abuse or neglect, or where the child is at risk of abuse or neglect. All exceptions to this policy shall be approved by the HRN Director of Children's Services.

HRN Child Care Attendance Records will be used to document child care attendance and adherence to the approved child care schedule.

LIMITED TERM SERVICE LEAVE

Enrolled families who temporarily do not need Subsidized Child Care Services can contact HRN Child Care specialist to request a Limited Term Service Leave. Parents will be notified of approval or denial within fifteen (15) days of the request. Leave may be granted for the following reasons:

- Temporary employment layoff
- Medical or maternity leave
- Extended vacations
- A break in education or vocational program schedules

If the leave is approved, it will “hold your child’s place” in the program until you again have a need for Subsidized Child Care Services. Limited Term Service Leave can be granted for up to twelve (12) consecutive weeks duration except in the case of medical leave which can be granted for up to sixteen (16) weeks.

Payment for any child care used while a family is on Limited Term Service Leave is not the responsibility of HRN’s Subsidized Child Care Services.

CONTINUING ELIGIBILITY

Every twelve (12) months each family’s eligibility has to be recertified by HRN to continue enrollment in Subsidized Child Care Services. If your income fluctuates your eligibility will be reviewed quarterly or every three (3) months. Families who qualify for services under a CPS referral need to be reviewed every six (6) months. Student parents have to be recertified either each quarter or semester, depending on their school schedule.

It is the family’s responsibility to report to HRN Child Care staff any changes in income, family size (new baby, marriage, separation, etc.), workplace, residence or need for child care **WITHIN 5 DAYS**. If a parent moves out of the child’s home, the remaining parent must provide documentation within six (6) months to prove they are now the sole responsible party. Documents required may include a court order, rental receipts or agreements, contracts, utility bills or other documents for the

family's residence. Eligibility will be re-evaluated upon notification of change and funding will be continued if possible.

Failure to report changes in eligibility or need criteria within five (5) days may result in termination of Subsidized Child Care Services.

Human Response Network staff may, from time to time, verify eligibility information provided by a family, or whenever an unreported change in eligibility is suspected.

Children may remain on the subsidy program up to age thirteen, depending on funding. However, the California Education Code states that preferred placement for eleven and twelve year old children needing Subsidized Child Care Services is in an ASES after-school program. If the ASES after-school program cannot meet your family's child care needs, parents may contact HRN and make a formal request access to Subsidized Child Care Services.

AVAILABLE CHILD CARE PROVIDERS

HRN staff can provide parents with a list of child care providers to select from. However, we do not provide individual provider recommendations. We believe that as parents you are best equipped to choose the most appropriate child care providers for your child and your family's needs.

Available child care providers will depend on which program a family is enrolled in. Families enrolled in the Alternative Payment Programs may choose a child care provider from the full range of licensed and license-exempt child care program options. Families enrolled in the Family Child Care Home Network may choose any licensed provider participating in that program. Additionally, HRN operated Subsidized Child Care Centers may be available.

In order to participate in Subsidized Child Care Services, child care providers must enter into a Child Care Certificate with HRN and meet the following requirements:

1. Submit a copy of their valid Family Day Care Facility license for the facility where care will be taking place, or, if considered license exempt by Community Care Licensing, proof that they are registered in the TrustLine Registration System.
2. Agree that the child care fees (monthly, weekly, daily & hourly) charged will be the same for subsidized and non-subsidized children. If a provider changes their rates, the rate changes will only be implemented thirty (30) days after HRN is notified of the rate change. Rate increases that are based on a child's age will go into effect on the child's birthday. It is the provider's responsibility to notify parents regarding rate changes that are based on a child's age.
3. Agree to operate on a non-discriminatory basis, allowing equal access to services without regard to sex, race, religion, ethnicity or physical handicap.
4. Agree to allow parents unlimited access to their children whenever their children are in the provider's care.
5. Agree to make reasonable accommodations for children with disabilities.
6. Refrain from religious instruction or worship while providing Subsidized Child Care Services.
7. Agree to provide accurate, complete and legible Child Care Attendance Records for each subsidized child every month in accordance with HRN's submission policies.

Note: Child care providers funded through Subsidized Child Care Services are considered independent contractors, not employees of the Human Response Network.

EXEMPT IN-HOME CARE

If Subsidized Child Care Services take place in your home where child/children reside, the State and Federal government consider you an employer. This includes care that is provided in the child's home.

As an employer, you have specific responsibilities such as paying minimum wage, registering with Employment Development Department (EDD) as an employer, applying for your Federal Employer Identification Number (EIN), paying payroll taxes, withholding income taxes and carrying Worker's Compensation insurance. HRN requires a minimum of three (3) or more full-time children in care in order to provide Subsidized Child Care Services in the child's home. Full time is at least thirty (30) hours of care per week for each child in care.

Failure to follow the State and Federal guidelines could result in fines and penalties in addition to payment of back wages and taxes.

HRN will make child care payments directly to you, the employer, based on monthly attendance records. It is your responsibility to make payment in the appropriate amount to your child care provider (employee).

HRN assumes no liability for your responsibility as an employer. HRN strongly advises that you contact your tax consultant to assure that you have met all State and Federal employment requirements.

CONTRACT HOURS

If a family needs Subsidized Child Care Services on a regular, set schedule, the Child Care Certificate between HRN and the parent will be written for a regular, set schedule, and the providers may charge for "contract hours." The policy to charge for contract hours must be stated in the provider's written materials and must apply to both subsidized and non-subsidized families. When the parent has a set schedule and the month ends in the middle of the week, payment will be pro-rated if there are less than three days in the ending week, if there are 3 or more days in the ending week, providers will be paid their weekly rate or the maximum weekly Regional Market Rate, whichever is less.

VARIABLE SCHEDULES

Some families may need child care on a variable schedule. This will be determined at the time of enrollment and communicated to the provider in the Child Care Certificate. Because providers are considered independent contractors, it is the provider's decision whether or not to accept a child with a variable schedule into care. Payment is made to providers for the actual child care hours used. For a working parent this means payment will be made only for the actual hours spent at work plus reasonable travel time.

If a family's schedule changes from a variable to a set schedule, the parent must contact HRN and sign a new Child Care Certificate (see Contract Hours section above).

CHANGING PROVIDERS

Families enrolled for services have the right to change child care providers at any time. It is critical that if a parent is considering a change in providers that they notify HRN immediately.

A parent who chooses to make a change in provider must:

1. Notify Human Response Network, giving the name of the current provider and the new provider.
2. Verify with HRN that the new provider is eligible to participate. In all cases, the provider must complete the required paperwork and meet the eligibility requirements. It is the parent's responsibility to verify this eligibility with HRN before actually using the provider (see Available Child Care Providers section above.)
3. Notify the current provider of your intent to leave, observing the provider's written materials.
4. All providers must agree to the terms of participation as outlined in this handbook.

TWO-WEEK NOTICE

If the provider's written materials clearly state that they require a two (2) week notice of a parent's intent to stop using care, whether or not the family receives a subsidy, and the family leaves the provider's care without giving such notice, the provider may charge for up to two (2) weeks of "contract hours". The parent is responsible for paying the provider's two week notice fee directly to the provider. This fee is not a reimbursable expense for Subsidized Child Care and will not be paid by HRN.

DOCUMENTATION OF CHILD CARE ATTENDANCE AND ABSENCES

Child Care Attendance Records are used to document a child's attendance or absences from Subsidized Child Care Services. Parents are responsible for making sure attendance and absences are completed correctly using the Child Care Attendance Record.

- 1) It is the parent's responsibility to complete the Attendance Record by signing the document and entering the time of arrival and departure every day services are utilized.
- 2) Absences must be documented on the Attendance Record, noting a reason for the absence and a signature of the parent or authorized representative. If the parent does not sign or note a reason, the absence will be considered unexcused and will not be paid.
- 3) The days and hours of services documented by the Attendance Record should be broadly consistent with the Child Care Certificate that establishes the hours and days of service.
- 4) HRN will inform the parent when there is an inconsistency or problem with the completion of the Attendance Record in an attempt to rectify it, and remind parents of their obligation to complete Attendance Records accurately. If a parent fails to sign in or out on the attendance record, the hours or days will not be paid.

- 5) If the review of the Attendance Record indicates the services utilized by the parent were inconsistent with the services specified in the certificate, and HRN was not notified in advance of changes to the parent's schedule, additional hours and days used will not be paid. HRN will contact the parent immediately to determine if the parent's need for care has changed, and if an update of the parent's application is necessary.
- 6) Continual inconsistencies or continuous problems with the completion of Attendance Records may be grounds for termination of the parent from the Subsidized Child Care Program.

ABSENCES FOR LICENSED CARE WITH A SET SCHEDULE

Scheduled child care hours are indicated in the Child Care Certificate. If the child will be out of care for five (5) days or more, the parent must notify HRN immediately. Providers will be paid for excused absences, Best Interest days (up to 10 per fiscal year) and non-operation days (up to 10 per fiscal year). **The types of absences that are considered excused absences may include**

A. Excused absences, including:

- Illness of a child, parent or sibling.
- Need for treatment of anyone in the family unit by a physician/dentist, or health professional, (not limited).
- Court ordered visitation that is not an ongoing placement plan, Parents must provide HRN with court documentation. If there is an ongoing placement schedule, the child care schedule will account for the days that the child is spending with the other parent, however, HRN will not pay for the days the child is with the other parent.

B. Family Emergencies, including:

- Death of a family member,
- Any incident such as theft, fire, flood, or any situation which results in the family having their normal schedule disrupted to the extent that the family or the children are temporarily

dislocated, and/or the parent cannot accompany their child safely to day care, or

- Transportation problems.

Note: Parents may be required to submit documentation in order to continue child care services if family emergencies are in excess of seven (7) days.

C. “Best Interest Days” – activity that would be in the best interest of the child. (not to exceed ten (10) days per fiscal year), including:

- Family holiday or vacation,
- Visits with grandparents and other family members,
- School sponsored field trips.

“Best Interest Days” must be documented on the Attendance Record with a signature from the parent or authorized representative.

Parents will be required to pay the child care provider for any Best Interest days in excess of ten (10) days used per fiscal year.

Absences that do not fall under the above categories will be considered an unexcused absence and will not be paid by HRN

PROVIDER PAYMENT PROCEDURES

Payment will be made to child care providers for approved days and hours of child care, including approved absences. Days in which the provider is not available to serve children can be used as a non-operation day and may be paid up to a maximum of ten (10) days per fiscal year.

Attendance Records signed by parent and provider must be received no later than 5:00 PM on the fifth (5th) day of the following month care is provided. Payment will be mailed to the provider by the twentieth (20th) of that month.

Attendance Records that are received late may result in payment being delayed until the twentieth (20th) day of the following month.

Intentional falsification of attendance documentation is grounds for termination of services for both parents and providers.

If a family's Subsidized Child Care Services have been terminated for any reason, the family and child care provider will be notified by mail of the last effective day of service. Notice will, if possible, be given in accordance with the provider's written materials regarding termination.

TERMINATION OF SUBSIDIZED CHILD CARE SERVICES

Parents participating in Subsidized Child Care Services may receive a Notice of Action by mail nineteen (19) days prior to termination, for the following reasons:

1. Failure to provide accurate information at the time of enrollment or re-certification.
2. Deliberate falsification of any eligibility information, attendance record, or other documents required by the Subsidized Child Care Services.
3. Failure to return training verification, grades, and seek-work logs and other required documents when due.
4. Non-payment of Parent Fees as described previously in this handbook.
5. Any action affecting the well-being of a HRN employee, both mentally and/or physically (including threats or harassment of any kind).
6. Child's behavior where they could be a danger to themselves or others.
7. Lack of cooperation with the HRN staff.

8. Failure to promptly notify HRN of changes within five (5) working days of the change. Changes to notify the agency about may include: hours child care is needed, income (increase or decrease), employment, family size, address/phone number, marital status, parent's employer/school, employment/school schedule, or discontinuance of Cash Aid.
9. Falsification of or refusal to sign Child Care Attendance Record.
10. A parent with an exempt in-home provider who fails to pay the provider the full amount received from HRN. Wages must be paid to the provider within five (5) working days of receiving the payment from HRN.
11. Family income that exceeds the amount allowed for the Subsidized Child Care Services, which is 70% of California median income.
12. The child reaches the maximum age for the services.
13. Failure by the parent to complete a re-certification appointment by the date requested when notice to do so has been received.
14. The parent no longer has a need for care as outlined in this handbook.
15. The parent chooses to terminate their Subsidized Child Care Service.

RE-ENROLLING AFTER TERMINATION

If a family is terminated from the Subsidized Child Care Services because of failure to follow the policies, there is a waiting period before re-enrollment is possible. The family can be entered on the waiting list after being terminated from services.

OMISSION OR MISREPRESENTATION OF INFORMATION

If HRN suspects that the parent has provided incomplete or inaccurate information to establish or maintain eligibility and/or need for the program, the District Attorney's Office will be contacted to investigate. The family will be sent a termination notice and billed for ineligible care.

If the court of law determines that the parent provided incomplete or inaccurate information to effect family fees, family fees will be re-calculated and billed retroactively based on the accurate information.

If HRN suspects that there is misrepresentation in regard to the child care provider and/or the amount of the child care utilized, the District Attorney's office will be contacted to investigate. The family and/or the child care provider may be terminated from the program and the parent and/or provider may be required to repay the agency the funds that were misused if the court of law determines there was misrepresentation of information.

The District Attorney's office will take legal action when warranted.

CHILD CARE COMPLAINTS

When a complaint is received about a specific child care provider or program Human Response Network staff will advise the complainant of courses of action that may be taken. Human Response Network staff will notify Community Care Licensing of all complaints that may indicate a licensing violation. Parents who have concerns about possible health and safety violations are encouraged to contact Community Care Licensing directly. Licensed providers may be terminated based on the outcome of Community Care Licensing violations.

Complaints received about health and safety violations of license exempt providers will be documented by HRN staff on an Exempt Provider Complaint Form. The provider will be notified and given the opportunity to submit a rebuttal. If the complaint is confirmed by the provider, fourteen days will be given to correct the violation, or Subsidized Child Care Services will be terminated.

Information concerning provider complaints will be kept on file at the HRN office and given to any person requesting information about complaint activity on a specific exempt provider. The information shared will be limited to the nature of the complaint and documentation of the exempt provider's explanation and/or correction efforts.

COMPLAINT PROCEDURES FOR PARENTS AND PROVIDERS

To help discuss and settle disputes fairly and expediently, HRN has a complaint procedure available. Anyone who is in disagreement with either the actions or policies of the Human Response Network, or actions of an individual staff member may use this procedure.

Any person bringing a complaint against Human Response Network is guaranteed that they will not be restrained, coerced, discriminated against, or receive any sort of reprisal for their actions.

The complainant may be accompanied by another person to represent and/or translate for them during the procedure.

The complaint procedure has three steps, and all complaints will begin at step 1 of the procedure:

Step 1

The complainant shall present their concern in writing to HRN, within five (5) working days of the alleged event or when knowledge was first obtained, to the HRN Child Care Program Director. The written complaint should clearly state the problem and should include a statement that suggests a fair resolution to the problem. The Program Director shall review the matter and respond in writing within five (5) working days.

Step 2

If the complaint is not resolved in Step 1, the complainant shall request in writing that the matter be presented to the HRN Executive Director within five (5) working days of completion of Step 1. Within five (5) working days after receiving the request, the Executive Director shall meet with the

complainant and discuss the matter. The Executive Director shall provide a written response within five (5) working days.

Step 3

If the complaint is not resolved during Steps 1 and 2, the complainant may request, in writing, for the matter to be brought before the HRN Board of Directors. This written request should clearly state the problem, describe the relief requested, and briefly outline the matters in Steps 1 and 2. At its next regularly scheduled meeting the Board of Directors will hear from representatives of both sides of the matter. Any documentation supporting the complaint shall be made available by the complainant, to the Board of Directors, at least five (5) working days prior to the meeting.

The Board of Directors shall make a decision and present it in writing to the complainant and Executive Director. There is no further administrative remedy available after Step 3.

Time extensions to each step in this procedure may be mutually agreed upon in writing to provide for unusual cases.

No expense of any kind incurred by the complainant in the course of preparing or presenting the complaint will be paid by Human Response Network.

FAIR HEARING

Parents enrolled in the child care Alternative Payment program have the right to a fair hearing if they are dissatisfied with any decision regarding their participation in the program. The fair hearing procedure is outlined on the back of the Notice of Action (CD7617). The parent first goes through a hearing at the local level with Human Response network staff. Further information about the fair hearing process will be furnished upon request.

UNIFORM COMPLAINT PROCEDURE NOTICE

What is a Complaint?

The Human Response Network recognizes that it must comply with State and Federal laws and regulations governing educational programs. A complaint alleges that there has been a failure to comply with State and Federal laws and regulations governing educational programs. A complaint may allege unlawful discrimination based on age, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in any program or activity that receives or benefits from state financial assistance. A complaint may also allege a disregard of State or Federal law in the following programs: adult basic education consolidated categorical aid, migrant education, vocational education, child care and development, child nutrition special education, and federal school safety planning requirements. Complaints of possible discrimination must be filed within six (6) months of the time of the alleged event or when knowledge was first obtained.

Who May File a Complaint?

Any individual, public agency or organization may file a written complaint of alleged noncompliance. Confidentiality and protection against retaliation are assured. Status, grades, or work assignments of a complainant shall not be affected.

What Information Must Be in the Complaint?

The complaint should describe the non-compliance problem and include all the information needed to support the allegation or complaint. Complaint forms and assistance are available at the HRN office. Human Response Network shall investigate and seek to resolve complaints at the local level. If all parties agree, a neutral mediator may be assigned. All parties shall be notified when a complaint is filed, when meetings are scheduled, and when a decision or ruling is made.

Where Do I Send Complaints?

You may send a written complaint to: California Department of Education, Child Development Division, 1430 N Street, Suite 3410, Sacramento, CA 95814.

How Long Does It Take to Resolve the Complaint?

Within three (3) days of receiving the complaint, the compliance officer shall informally discuss the possibility of using mediation. If mediation is unsuccessful, an investigative meeting will be held within five (5) working days of receiving the complaint to give all parties an opportunity to present information and question witnesses. Within sixty (60) days of receiving the complaint the compliance officer shall prepare and send to the complainant a written report of the investigation and decision, including any corrective actions.

What If I Disagree With the Decision?

You may appeal in writing within fifteen (15) days to: California Department of Education, P.O. Box 944272, Sacramento CA 94244-2720. You must specify reason(s) for appealing the decision and include a copy of the locally filed complaint and the decision.

A complainant may pursue available civil law remedies outside of the district's complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For discrimination complaints, however, a complainant must wait until sixty (60) days have elapsed from the filing of an appeal with the California Department of Education before pursuing civil law remedies. The moratorium does not apply to injunctive relief and is applicable only if the district has appropriately and, in a timely manner, apprised the complainant of his/her right to file a complaint in accordance with 5 CCR 4622 (ED 262.3).

REMINDER

This Subsidized Child Care Services Handbook is our attempt to clarify policies and procedures required for participation in HRN's Subsidized Child Care Services. If you have questions or need assistance in interpreting these procedures please do not hesitate to contact our office. We are here to help.

HRN office in Weaverville:

Human Response Network
P.O. Box 2370/111 Mountain View Street
Weaverville, CA 96093
(530) 623-2024
1-800-358-5251 (Toll-free)
e-mail: hrn@tcoek12.org

HRN office in Hayfork:

Hayfork Community Center
154 Tule Creek Road, Hayfork, CA
530-628-4565

The Human Response Network is a private non-profit social service agency providing a wide variety of services to Trinity County Residents.