



sierra nevada children's services

Provider Guide

Investing in our community, one family at a time



ABOUT SNCS

What is SNCS?

Sierra Nevada Children's Services (SNCS) is a private, community-based nonprofit childcare resource and referral agency that has served families, early care and education professionals and the community since 1978. We have 3 offices in Nevada and Sierra Counties – Grass Valley, Truckee, and Loyalton.

SNCS Mission Statement

Sierra Nevada Children's Services enriches the community by supporting quality child care and empowering families to aspire to life-long success.

SNCS Vision Statement

We provide the bridge between state dependence and self-sufficiency, resulting in families contributing to the community through economic success and growth. This is done by ensuring child care, which reduces barriers to employment and enables more people to work, creating economic expansion.

Non-Discrimination Clause

SNCS operates on a non-discriminatory basis, giving equal treatment and access to services without regard to race, color, creed, religion, disability, sexual orientation, national origin or ethnicity.

Confidentiality

SNCS policy regarding confidentiality states that the use or disclosure of information pertaining to the child or the child's family is restricted to purposes directly related to the administration of the program. The use or disclosure of information will be limited to SNCS staff and authorized representatives of the funding sources or, in the event of a licensing investigation, Community Care Licensing. Information may also be shared with the Department of Social Services regarding CalWORKs families.

Except in the aforementioned instances, information shall not be released without prior written acknowledgment of the enrolled parent or childcare provider, unless a court order is issued to SNCS.

SNCS PROGRAMS

Supportive Child Care

SNCS administers various programs that are funded by federal, state & local governments to help income eligible families pay for part, or all of their childcare costs. Families may also pay a share of cost on a sliding scale that is based on income and family size.

Childcare Referrals

SNCS is funded by the California Department of Education (CDE) to provide Resource & Referral services to Nevada and Sierra counties. SNCS provides free childcare referrals to anyone in the community, regardless of income. SNCS maintains current information on all licensed family childcare providers and licensed childcare centers in Nevada and Sierra counties.

When a parent calls looking for child care, SNCS gathers some basic information from the parent to best match the family's needs to a list of childcare providers. SNCS staff is available to answer questions about how to find quality child care. SNCS believes the parent is the best person to choose the care for the child. It is SNCS goal to help parents make informed choices from a broad range of childcare options that meet the family's needs.

Additionally, when providing childcare referrals SNCS staff informs parents that they have the right to view information about a licensed childcare provider (Family Child Care Home or Child Care Center) either at the childcare provider's location or by contacting Community Care Licensing (CCL) (Oliver's Law, January 2000). The purpose of this law is to empower and inform parents and guardians who need childcare services; to encourage parents to review the safety of the childcare program or facility; and to encourage parents to evaluate the program's ability to meet the needs of their child. Information regarding childcare providers is available by calling CCL at (916) 263-5744 (Nevada County) or (530) 895-5033 (Sierra County).

SNCS encourages childcare providers to report changes that affect the information provided to families requesting childcare referrals. Accurate information, such as accepted age range and days and hours of operation, is vital for providing accurate referrals to families.

SNCS does not inspect or guarantee the conditions of a childcare provider's facility or the quality of care children receive. SNCS does not assume any responsibility for injury or damages arising from the performance of our agreement of services. Providers and parents agree to indemnify and hold harmless SNCS, its officers and its employees from costs, suit or liability allegedly arising from the provision of childcare services.

Resources

SNCS is connected to other agencies in the community that provide services and support for families and childcare providers. SNCS staff can provide referrals to these agencies.

Child Development Lending Library

SNCS has child development resources available for both parents and childcare providers. All 3 of our offices have a Child Development Lending Library that include developmentally appropriate toys, books, and games for children of different ages. The Lending Library also contains educational books and videos to assist both parents and childcare providers in caring for and raising children. The resources range from parenting guidance to information on how to successfully operate a family childcare home or childcare center.

Workshops & Trainings

SNCS offers training workshops throughout the year for childcare providers, as well as other various learning opportunities for childcare providers and parents. The monthly schedule is posted in the main lobby of our Grass Valley office as well as on the SNCS website.

REQUIREMENTS FOR PARTICIPATION

General Requirements

All childcare providers that wish to provide services for families receiving supportive childcare services must meet certain requirements. Providers must meet the following general qualifications in order to receive reimbursement for families served by SNCS programs.

- All providers must be licensed or exempt from licensure.
- All childcare providers must make an appointment with a SNCS staff member and complete all necessary paperwork prior to the approval of childcare services. All childcare providers must sign an agreement with SNCS, and submit a completed W-9. Additional paperwork is required depending on the type of childcare provided (licensed and license-exempt).
- All childcare providers must welcome the enrollment of children with disabilities, making reasonable accommodations for them and implementing those accommodations. Providers must agree to operate on a non-discriminatory basis without regard to economic status, race, color, creed, religion, ethnicity, or national origin.
- All childcare providers must maintain an open door policy, allowing parents unlimited access to their child when the child is in care.
- All childcare providers must provide a signed statement as to whether or not the child care and development services being provided include religious instruction or worship.
- All childcare providers are independent contractors and are not employees of SNCS. Childcare providers are responsible for keeping records of reimbursement for their own tax purposes. SNCS does not withhold taxes from childcare provider reimbursement.
- All childcare providers must charge rates for subsidized families that are less than or equal to the rates charged for unsubsidized families.

Licensed Childcare Providers

- All licensed childcare providers are required to submit a copy of their facility license to SNCS.
- All licensed childcare providers must provide documentation of rates, contractual agreements, days of non-operation, and hours of operation. If unable to provide such documentation the provider must complete a signed statement declaring that they do not provide these to unsubsidized families.
- **Liability Insurance**

California law gives family childcare providers several ways to protect from liability claims for accidents or injuries. Family childcare providers should comply with one of the following:

- Carry liability insurance covering bodily injury to children and guests caused by negligence of the provider or an assistant (\$100,00 per occurrence, \$300,000 annual total for all occurrences), or such other limits as may be fixed by law; or
- Purchase a bond in the amount of \$300,000 to cover liability for child injuries; or
- Require a signed affidavit in proper legal form from parents of enrolled children stating that they are aware that the provider carries no liability insurance or bond, and, if the provider is not the owner of the family childcare home, containing a statement saying that the property owner is not liable. The form for these affidavits can be obtained from the local licensing agency.

SNCS shall have no liability or responsibility to verify, advise or assist provider in compliance with such requirements.

- **Auto Insurance**

In the event a childcare provider transports any children by automobile, any vehicle used must have adequate liability insurance coverage. A commercial use policy with adequate limits may be necessary depending on the frequency and/or regularity of automobile use.

TrustLine & Relative Care

- All license-exempt childcare providers (except the child's aunt, uncle, or grandparent) must be TrustLine registered in order to receive reimbursement for childcare services.
- License-exempt childcare providers providing childcare services for CalWORKs Stage 1 families will not receive reimbursement until SNCS receives confirmation that the childcare provider has been cleared by TrustLine. Once cleared, providers may be eligible for retroactive payment up to 120 days between the date the provider is registered with SNCS through the date that the provider is TrustLine approved.
- License-exempt childcare providers providing childcare services for families enrolled on Stage 2, Stage 3, or CAPP are not eligible for reimbursement until they have been registered on TrustLine unless the parent is approved to use a provisional provider. Provisional providers will only be authorized for families who have an immediate need for child care (those who are working, participating in a CalWORKs work activity, training, or are incapacitated) and are unable to find a licensed or relative provider who can accommodate their childcare need. The provisional childcare provider must first complete a TrustLine application, submit fingerprints, and then be TrustLine registered within 30 days to be eligible for reimbursement. A provisional provider who is not TrustLine registered within 30 days will not be reimbursed until they have been registered on TrustLine.
- All license-exempt childcare providers must complete an EMSA approved Pediatric CPR/First Aid within 90 days of the start of services. Providers may contact SNCS for a listing of courses.
- Child care that takes place in the child's home with a license-exempt provider is referred to as in-home child care. If child care occurs in the child's home the parent is the provider's employer and is responsible for complying with state and federal laws. More information on in-home care is available from SNCS staff.

Family Child Care Homes Network

Licensed Family Child Care Home (FCCH) providers may participate in the Family Child Care Homes Network (CFCC) program. The program is open to any licensed family childcare provider who offers a quality program that is developmentally appropriate for children. FCCH providers who are interested in the Network must complete an application; completion of an application does not guarantee acceptance into the Network. Each Network childcare program is visited on a regular basis by the SNCS Education Director. Each child is assessed regularly, as are the childcare programs. Providers are offered training opportunities, program materials, technical assistance, and support.

Family Fees

Depending on a family's income and the number of children in the family, a family fee is a payment by a family pursuant to a graduated fee schedule established by the California Department of Education. This fee schedule determines whether a fee must be paid at all and, if so, the amount of the fee. California law does not state definitively who must collect the family fee; therefore, SNCS collects the family fee and receipts are provided to the family.

APPROVED CHILDCARE SCHEDULES

The financial stability of SNCS child care payment assistance programs is maintained by careful and constant monitoring of childcare attendance. Projections of cost are determined for each newly enrolled family and adequate program funding set aside.

An approved childcare schedule includes the days and hours of the parent's documented need for child care, as well as travel time, when appropriate. Additionally, if the parent meets certain criteria child care may be approved for study time and/or sleep time.

Child care is authorized according to the parent's certified need for services, as determined by SNCS. Reimbursement to the childcare provider is based on the parent's certified need for care, unless care is

authorized on a variable schedule or part-time with a license-exempt provider. Services authorized on a variable schedule or part-time with a license-exempt provider will be reimbursed based upon the actual use of child care. The provider is only eligible for reimbursement on days the child attends care.

Schedule Types

There are three different types of childcare schedules. The childcare schedule type is determined based upon the family's certified need for care.

Set Schedules

Child care is authorized on a set schedule when the childcare need has predictable days and hours. These schedules are reimbursed based upon the certified need for care and are eligible for reimbursement of limited absences and holidays.

Patterned Schedules

For parents with a need that requires them to be on a rotating schedule, need can be determined by examining the pattern. Examples include; rotating between day and night shift, rotates the off days, rotates over a 6-week cycle. These schedules are reimbursed based upon the certified need for care and are eligible for reimbursement of limited absences and holidays.

Variable Schedules

Parents who are on-call, do pick up work, or such whose work schedule is not predictable fall into the category of a variable work schedule. Parents with variable work schedules are required to update their case at least every 4 months. Child care authorized on a variable schedule is reimbursed based upon the actual child care that is used. Variable schedules do not qualify for reimbursement for absences and/or provider closures.

Broadly Consistent Child Care Use

If child care utilization is not broadly consistent with the parent's certified need the parent will be contacted by a Family Support Specialist to determine if the need for services has changed. If it is determined there has been a change to the family's need or eligibility for services the application will be updated and a Notice of Action and/or Certificate of Enrollment issued, when applicable.

Child care is not broadly consistent with the certified need for care when any of the following conditions are met:

1. Certified need for care results in application of a different Regional Market Rate (RMR) ceiling and/or provider rate than the child care that is actually used.*
2. Child care is authorized on a variable schedule but child care is used in an identifiable pattern throughout the month.
3. Certified need for care results in the application of a different family fee rate (FT or PT) than the child care that is actually used.
4. Any other pattern that indicates there may have been a change to the certified need for care (i.e. consistently using hours that differ from what is authorized, even if the reimbursement amount is not affected).

*For more information regarding how SNCS determines the reimbursement amount see Reimbursement Amount Determination.

Certificates of Enrollment

Certificates of Enrollment (COEs) are used to authorize the childcare schedule; copies are provided to both the parent and childcare provider. The COE contains the approved childcare schedule, the beginning and ending dates, and the projected reimbursement amount. COEs are issued upon initial enrollment and when changes occur, such as schedule or rate changes.

Attendance Records

Attendance records are mailed to childcare providers for each child enrolled for services. It is important for parents and childcare providers to follow these guidelines in order to receive reimbursement for childcare services. Failure to adhere to these guidelines may result in termination of your business relationship with SNCS.

- Childcare providers are responsible for ensuring that AR's are available and easily accessible to parents at all times.
- Childcare providers must complete the billing sections on the reverse side of the AR; billing should be in accordance with the rates charged to unsubsidized families (not what the childcare provider expects SNCS to reimburse).
- The parent, or other authorized individual, must note the time of arrival and departure. Parents whose children are enrolled in CFCC funding must sign the child in and out of care on a daily basis.
- The parent must use full signatures; initials and partial signatures will not be accepted (CFCC only).
- Childcare providers must sign children in and out of care for split schedules (for example: school age children who go to and from the facility for school).
- Parents and childcare providers must indicate exact times of arrival and departure from the facility. "Block times" will not be accepted.
 - Accepted, Exact time examples: 8:02am-4:58pm, 8:26am-1:10:pm
 - Unaccepted, Block time examples: 8:00am-5:00pm, 2:30pm-6:00pm every day
- All entries must be made in ink; pencil will not be accepted.
- White out will not be accepted on the AR. If a mistake is made please cross out the mistake and write the correction in any empty space near the entry.
- Parents must indicate exact reason for absence (for example: "fever," "vacation," or "with grandma"). If a parent indicates "absent" only or leaves the line blank the absences will be counted as unexcused.

- Anyone other than the parent who is authorized to drop off or pick up the child should have their signature on file with SNCS.
- Parents and childcare providers must sign the bottom of the AR. ARs that do not have both the parent's and provider's signature will not be reimbursed.

If there is a reason that indicates the above requirements are not being adhered to, the parent and/or provider will be informed of the non-compliance and technical assistance will be provided. Repeated non-compliance may result in termination of your business relationship with SNCS. If there is evidence of intentional misrepresentation of attendance by the provider, SNCS will terminate the business relationship and reimbursement will cease immediately. On a case by case basis, the business relationship may be re-evaluated in 6 months upon the provider's written request.

The financial stability of SNCS childcare payment assistance programs is maintained by careful and constant monitoring of childcare attendance.

Changing Childcare Providers

Families enrolled in childcare payment assistance services have the right to change childcare providers at any time. It is critical that the following procedures be followed to prevent a childcare provider or parent from absorbing costs for child care that are not reimbursed by SNCS.

- The parent must give the childcare provider notice when choosing to terminate childcare services with a childcare provider. The parent should check with the childcare provider or refer to the provider's contract for the provider's termination policy.
- The parent must notify SNCS before services are authorized with a new childcare provider.
- The new childcare provider must meet requirements for childcare provider participation before services can start.
- Parents enrolled in the Family Child Care Homes Network must choose a Network childcare provider. The parent should request referrals to current Network providers from SNCS.

Multiple Childcare Providers

Reimbursement is limited to one childcare provider per child. The following are exceptions.

- Child care may be authorized when the child’s first childcare provider is not a licensed center and the parent chooses a licensed center for large group school readiness experiences.
- Child care may be authorized with an eligible alternate provider when one of the following occurs:
 - When the hours of operation of the first provider do not meet the parent’s need for childcare services.
 - When the child is ill and the parent has to obtain an alternate provider (limited to 10 days per fiscal year).
 - When the child’s regular provider is closed. Payment to an alternate provider when the regular provider has a paid day of non-operation is limited to 10 days per child per fiscal year.

Absences

Licensed childcare providers are reimbursed for absences as long as it is the provider’s usual and customary policy to charge for absences. The childcare provider must submit documentation to SNCS that this is their policy for unsubsidized families. Licensed childcare providers may also be reimbursed for 10 days of non-operation per fiscal year (7/1 – 6/30) if it is documented in their policies and submitted to SNCS. Providers that would like to change their paid days of non-operation must report the change to SNCS in advance. License-exempt childcare providers are reimbursed for actual attendance only; therefore, they are not eligible to receive reimbursement for absences.

Excused Absences

Reimbursements for the following absence reasons are *not limited*. Please note that if a child is absent from care for more than 5 consecutive days due to illness, a note from a physician is required. The note may be attached to the attendance sheet.

- Illness or quarantine of the child, sibling, or parent.
- Medical appointments for the child, sibling, or parent.

- Court ordered visitation with the other parent (documentation of the court orders must be on file with SNCS).

Reimbursements for the following excused absence reasons is limited. Absences beyond the limitations outlined below will be counted as days of non-attendance when determining if child care used is broadly consistent with the certified need care.

- **Family Emergency**

These are limited to 10 per child, per fiscal year (7/1 – 6/30), and include:

- Immediate need for treatment of anyone (other than the child in care) in the family by a physician or a dentist.
- Death of a family member; funeral or memorial service.
- Any catastrophic event such as theft, fire, flood, weather, car trouble, or impassable roads.
- IEP (Individualized Education Plan), if the child is required to be present.

- **Best Interest**

These are limited to 10 per child, per fiscal year (7/1 – 6/30), and include:

- Parent or child vacation time.
- Time spent with visiting relatives.
- Non-court ordered time spent with non-custodial parent.
- After school or extracurricular activities.

Unexcused Absences

This includes any absence that is not considered an excused absence or any absence that does not indicate an absence reason. Unexcused absences will be treated as days of non-attendance when determining if child care used is broadly consistent with the certified need for care.

It is the responsibility of the childcare provider to notify SNCS if a child is absent for an unexcused reason from care for 3 consecutive scheduled days or with no notice from the parent.

CHILDCARE PROVIDER REIMBURSEMENT

Procedure

Attendance Records (ARs) are mailed directly to childcare providers. It is the responsibility of the childcare provider to submit ARs in a timely manner in order to receive reimbursement for childcare services.

- Childcare provider reimbursements are processed twice per month, after services are rendered.
- Childcare providers must contact SNCS immediately if they are missing an AR for an enrolled child. Childcare providers should maintain their own record of attendance to submit for reimbursement until the SNCS AR is received.
- Childcare providers must submit the original AR for the appropriate month in order to receive reimbursement for childcare services. SNCS will not accept a copy or fax of the completed AR or an AR for the incorrect month (e.g. an August attendance sheet was used for the month of July).
- Completed ARs are due to SNCS no later than the close of business* (see note below) on the 5th of the month following care. If the 5th falls on a weekend or national holiday, attendance sheets are due by close of business on the following work day. Postmarks are not accepted.
- Completed ARs received after the 5th and by the end of business day* (see note below) on the 18th will be processed for reimbursement by the last day of the month.
- Completed ARs received after the 18th of the month, but prior to the last day of the month, will be processed for reimbursement the following month.
- ARs that are received after the last day of the month following the month of care will not be reimbursed.
- Incomplete or inaccurate daily entries cannot be corrected after received by SNCS. If the bottom of the attendance sheet is missing a signature, the parent and/or the childcare provider will be contacted immediately. If the missing signature is corrected no later than the last day of the month following the service

month the attendance sheet will be reimbursed in accordance with the aforementioned schedule.

- Reimbursement will be made for approved days and hours of child care; use of child care that does not correspond with the childcare schedule, or has not been pre-approved by SNCS, will not be reimbursed. SNCS reimburses childcare providers based on the parent's certified need for care unless care is authorized on a variable schedule or services are utilized with a license-exempt provider. License-exempt providers, and provider's providing care to children authorized for a variable schedule, will be reimbursed for actual child care used, not to exceed the parent's certified need.
- Reimbursement will be made in accordance with state regulations (Title 5, Chapter 19), not to exceed the provider's rate or the Regional Market Rate ceiling as determined by SNCS.
- Reimbursements to childcare providers are issued by paper check or direct deposit.

*Note: For the office hours of the SNCS office location nearest you please visit our website: www.sncs.org

Because SNCS is funded by the California Department of Education, timing of reimbursement to providers can be affected by a delay in the adoption of a State budget or other legislative delays.

Reimbursement shall not occur when an attendance record is submitted under, but not limited to, the following conditions:

- The provider was incarcerated during the time care was provided.
- The provider was out of the state or had a temporary absence during the time care was provided.
- The provider lost their license and was directed to cease providing care.
- The provider claimed a relationship to the child that precluded the necessity for TrustLine but, in fact, the relationship did not exist, or the provider has been denied TrustLine.
- The provider used a false identity

Reimbursement Rate Determination

CA Code of Regulations, Title V, Section 18076 requires that contractors use a single rate category to reimburse providers. Sierra Nevada Children's Services determines the appropriate rate category by dividing the total hours of care authorized in a given month by 4.33ⁱ (the average number of weeks in a month) to determine a weekly average. Once a weekly average has been determined SNCS uses that number to determine the appropriate reimbursement category.

- If the weekly care average is less than 18 hours per week SNCS will reimburse at either a Daily or Hourly rate.
 - The Daily rate will only be applied if all days for which care was authorized in the month are 6 hours or more.
- If the average weekly care is 18 or more hours per week but less than 30 hours per week SNCS will reimburse at a Daily, Part Time Weekly, or Part Time Monthly Rate.
 - The Daily rate will only be used if care is authorized for 3 days or less per week and all days are 6 hours or more.
 - The weekly rate will only be applied if care is not authorized every week of the month.
- If the average weekly care is 30 or more hours per week SNCS will reimburse at a Full Time Weekly or Full Time Monthly rate.
 - The weekly rate will only be applied if care is not authorized every week of the month.

The Regional Market Rate (RMR)ⁱⁱ for the appropriate reimbursement category is then compared to the provider's rate. The lesser of the two is the reimbursement amount. In simple terms, SNCS is allowed to reimburse up to the appropriate RMR amount unless the RMR exceeds the provider's rate.

Child care that is authorized on a variable schedule or with a license-exempt provider is reimbursed based upon actual use and is not eligible for reimbursement for absences or closures. All other schedules are reimbursed based upon the parent's certified need for care.

When Does SNCS Prorate the Reimbursement Amount?

- If care is being reimbursed on a weekly or monthly basis, and the authorized childcare schedule begins or ends in the middle of the week or month.
- If the child exceeds his or her allowable number of reimbursable absences.
- If the facility is closed during a child’s regularly scheduled day of care and is not otherwise covered as a paid closure.
- If a child turns 2 or 6 in the middle of the month, resulting in a change in the applicable RMR ceiling.

ⁱ If care is not authorized every week of the month the weekly average will be determined by dividing the total hours of care in the month by the number of weeks the authorization covers

ⁱⁱ To look up the RMR in your county visit <https://rcscm.dss.ca.gov/>

Co-Payments

A benefit amount, which is the maximum amount reimbursed for childcare services, is determined for each child receiving services. The benefit amount is determined in accordance with state regulation. Parents who choose childcare providers whose usual and customary fee exceeds their benefit amount are responsible to pay the difference between the maximum reimbursement and the childcare provider’s fee. This co-payment is paid directly to the childcare provider by the parent and shall not be accounted for by SNCS.

Non-Reimbursable Costs

SNCS does not cover the cost of fees that are not included in the childcare provider’s basic cost for childcare services. These fees may include diaper fees, transportation fees, late fees, etc. Additionally, SNCS does not cover time when a child is suspended from the childcare program.

SNCS will reimburse registration fees as long as fees or prorated portion thereof, plus the rate established for the provider, do not exceed the maximum allowable benefit amount. Any non-reimbursable portion of registration fees are the parent’s responsibility.

Rate Changes

SNCS will honor a change in a provider's rates only once per fiscal year (*Education Code, Section 8222*). All changes must be in writing and will become effective on the 1st of the month following notification of the rate change.

Lost Check Policy

In the event that a check is lost SNCS will reissue the check after 15 business days.

GRIEVANCE & COMPLAINT PROCEDURES

Complaints Regarding Childcare Providers

As a Childcare Resource and Referral agency, SNCS does not license childcare facilities nor does SNCS investigate alleged violations. The role of SNCS is to:

- Receive complaints.
- Act as a resource to parents, providers and the community in assisting them in contacting the appropriate authorities.
- Provide technical assistance to providers for compliance with licensing regulations.

Confidentiality will be strictly enforced regarding all complaints. However, if SNCS receives a request from an investigative agency to assist in the investigations, SNCS may provide information from the provider file to the investigating agency.

In no instance shall SNCS make an assumption of guilt or innocence based on the documented complaint.

The following complaint procedures apply when a complaint is received by SNCS regarding any childcare provider within its referral database:

- Ask the complainant if they have spoken with their provider. The provider may be unaware that the complainant is unhappy and may be able to resolve the issue immediately.
- Inform the complainant that SNCS does not investigate complaints.
- Direct the complainant to file a formal complaint with Community Care Licensing (CCL). Parents may telephone (916

263-5744 and request the consultant for Eastern or Western Nevada County, or call (530) 895-5033 and request the consultant for Sierra County.

All of the following are to be considered serious complaints and may be grounds for immediately placing a facility on temporary hold from referrals:

- Violation of children's rights.
- Child abuse (physical or sexual).
- Use of corporal punishment.
- Unacceptable disciplinary techniques, such as shaming, humiliation, withholding food or toileting privileges, locking child in closet/bathroom, etc.
- Gross unsanitary practices/conditions, such as presences of feces/urine, improper food handling, lack of hand washing before and after food handling/diapering, etc.
- Broken/shattered glass or other sharp objects.
- Poisonous plants/household chemicals (unless properly secured pursuant to CCL regulations).
- Complaints alleging that children have been left alone or in the care of person(s) not cleared through CCL.
- Presence of unsecured firearms.
- Over licensed capacity.
- Insufficient CCL mandated child/staff ratios.
- Presence of unsecured and/or non-childproofed medications and vitamins.
- Presence of seriously damaged/broken toys or equipment.
- Presence of illegal drugs/provider intoxication.
- Any action (written or verbal) alleging discrimination of child and/or family based on sex, race, religion, color, national origin or ancestry, age, disability, sexual orientation or socio-economic status.
- Any attempt to falsify records to receive payment from any SNCS program.

All licensed childcare providers are required to maintain, at their site, copies of CCL visit reports. Parents may access these records or may

review the facility's profile on the CCL website; <https://secure.dss.ca.gov/CareFacilitySearch/>. A childcare provider may be permanently removed from the SNCS referral database upon a decision made by CCL.

SNCS shall maintain a record of any written parent complaints regarding any TrustLine registered or relative childcare provider. Parents that choose a TrustLine registered or relative childcare provider may review the record of complaints maintained by SNCS on that childcare provider. All written complaints must include the nature of the complaint, the date and approximate time of occurrence and the name and address of the childcare provider.

Grievances and Complaints Regarding SNCS

Grievances:

Parents and providers are encouraged to share their suggestions and concerns, as this offers a way for our program to better serve their needs. Should a grievance concerning agency policy or practice be brought to SNCS attention, the matter will be forwarded to the Program Director in an effort to resolve the issue. If the matter is not resolved at this level, the complaint will be forwarded to the Executive Director.

Additionally, if satisfaction is not reached through the grievance process, a formal complaint may be filed with the California Department of Education. Uniform Complaint Policy information may be found in the lobby of Sierra Nevada Children's Services, as well as in both the Parent and Provider Guides.

Complaints:

Sierra Nevada Children's Services (SNCS) must comply with State and Federal laws and regulations when administering its programs. A complaint is an accusation that in some fashion SNCS has not acted in compliance with State and/or Federal laws and regulations, including allegations of unlawful discrimination, harassment, intimidation, bullying and non-compliance.

In order to file a complaint, a “Sierra Nevada Children’s Services Uniform Complaint Procedure Form” must be completed and submitted to SNCS. These forms are available at the SNCS office, free of charge, and may be requested at anytime. A complaint should be submitted as soon as possible.

Complaints of possible discrimination must be filed within six months of the incident, or when first discovered. The Executive Director may extend this deadline for up to 90 calendar days for good cause.

Any individual, duly authorized representative or interested third party, public agency or organization may file a written complaint of alleged noncompliance. Confidentiality and protection against retaliation are assured.

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 SNCS Grass Valley Office. The Executive Director shall assure that there is an investigation of the complaint 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. You may send a written complaint to: Executive Director, 420 Sierra College Drive, Ste. 100, Grass Valley, California, 95945.

An investigative meeting will be held within five working days of receiving the complaint to give all parties an opportunity to present information and question witnesses. Within 60 days of receiving the complaint (unless the complainant agrees to an extension of time), the Executive Director shall prepare and send to the complainant a written report of the investigation including findings, conclusion of law, disposition of the complaint, rationale, and any corrective actions. Civil law remedies may be pursued through local, state or federal aid agencies, offices, or private/public interest attorneys.

You may appeal in writing within 15 days to:

California Department of Education
1430 N Street
Sacramento, CA 95814

You must specify reason(s) for appealing the decision, stating how the facts of the agency's decision are incorrect and/or the law was misapplied, and include a copy of the locally filed complaint and the decision.

Serving You at Three Locations:

GRASS VALLEY OFFICE:

420 Sierra College Drive, Suite 100
Grass Valley, CA 95945
530.272.8866
Fax 530.272.1354

TRUCKEE OFFICE:

10075 Levon Street, Suite 201A
PO Box 3239
Truckee, CA 96160
530.587.5960
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