



## CHILD CARE REFERRAL POLICY

Children's Home Society of California (CHS) Resource and Referral (R&R) Program provides child care referrals to parents within CHS's designated service area to all parents requesting services regardless of income level or other eligibility requirements. All information received from parents is confidential. Referrals are provided to parents based on their specific needs. CHS refers to child care centers, license exempt child care centers, and licensed family child care homes.

In order to promote quality child care for children, CHS will:

- Assist parents seeking child care, but will not make recommendations.
- Provide written information about selecting quality child care.
- Recommend that parents visit facilities before making a decision.
- Inform parents of their right to review licensing information about providers.
- Maintain confidentiality of all information received from the parent.
- Operate all programs and services based on the CHS Non-Discrimination Policy.

CHS reserves the right to discontinue referrals to a child care provider when:

- Licensing, law enforcement, or another regulatory agency has substantiated a complaint or Type A violation involving the health, safety, or personal rights of children, or actions that would impact the care or services to children.
- CHS is informed of an ongoing investigation regarding the health, safety, or personal rights of children, or actions that would impact the care or services to children.
- CHS has received a complaint regarding the health, safety, or welfare of a child and CHS is waiting for a response from the local licensing agency regarding the results of the complaint.
- CHS has been notified by Community Care Licensing (CCL) that the provider has been issued a probationary license or corrective action plan, or the license has been suspended or revoked.
- When a facility is no longer licensed and is not exempt from licensing requirements.

CHS will maintain a child care provider with a substantiated complaint or Type A violation on non-referral status for six (6) months from the date of the violation or substantiation from CCL. Upon expiration of the six (6) month period, child care providers are able to request to be placed on referral status by describing the resolutions that have been adopted to prevent a similar issue from occurring in the future. Upon receipt of this referral reinstatement request, CHS will review the contents of the provider's request and will review CCL records to ensure that no additional violations have been cited since the initial substantiated complaint or Type A violation that resulted in non-referral status. Facilities will receive a response, in writing, if and/or when their reinstatement is granted.

According to the laws of the State of California, CHS will remove from the referral database a licensed child care facility that has been issued a revocation, temporary suspension order, or that is on probation within two (2) business days of being notified by the California Department of Social Services (CDSS). The R&R Program will notify the following agencies, within their service jurisdiction, that a facility has been placed on a temporary suspension, had its license revoked, or has been placed on probation, within two (2) business days of being notified by the CDSS: alternative payment programs (that operate under article 3 of Education Code commencing with section 8220) and CalWORKs child care and development programs (that operate under article 15.5. of the Education Code, commencing with section 8550, including county welfare departments that operate child care and development programs for families participating in CalWORKs Stage 1). CHS will notify the provider in writing when it is determined that CHS will discontinue referrals to the provider because of one of the above items. The reason for the removal and the process for appealing the decision are included in the written notification.

When the CDSS informs the R&R Program that the facility is no longer on probation or that the temporary suspension of the facility has been lifted without revocation, the R&R Program will return the facility to the referral database within two (2) business days and resume referrals to the facility, except when the facility is

subject to the conditions referenced under CHS's right to discontinue referrals to a child care provider, pursuant to Title V section 18244(b) (3), referenced above.

### **Complaint Policy**

While CHS is not a licensing agency, we do receive complaints from the public regarding child care facilities. All complaints involving the health, safety, or personal rights of children, or actions that would impact the care or services to children are reported to the local licensing agency. When appropriate, CHS will also report complaints to the Child Abuse Registry or local law enforcement. CHS relies on the local licensing agency to determine the results of a complaint.

### **Appeal Policy**

In order to appeal CHS's decision to discontinue referrals to a child care provider, the provider must file a written request within fourteen (14) calendar days of receipt of the notification from CHS. Upon receipt of the request for an appeal, the CHS Program Administrator will contact the provider and attempt to resolve the appeal through discussion. If the appeal is not resolved by discussion, or attempts to reach the provider are unsuccessful, a hearing will be scheduled within fourteen (14) calendar days from the date that CHS originally received the appeal request. Following the hearing, the provider will receive a written decision from CHS within fourteen (14) calendar days.