



## ***CHILD DEVELOPMENT RESOURCE CENTER***

### **POLICIES & PROCEDURES**

for

## **Referrals, Complaints & Appeals**

Child Development Resource Center

Santa Cruz County Office of Education

Dr. Faris Sabbah, Superintendent

400 Encinal Street • Santa Cruz, CA 95060

(831) 466-5820

<https://childcare.santacruzcoe.org/>

<https://santacruzcoe.org/>

Office hours 8am to 5pm Monday - Friday

#### **GUIDING PRINCIPLES**

- The Child Development Resource Center (CDRC) serves families by providing comprehensive information on the many options available when choosing child care arrangements.
- Families have the right and the responsibility to choose the most appropriate child care setting for their own child(ren).
- CDRC does not discriminate against any family or child care provider on the basis of race, color, creed, religion, national origin, immigration status, ancestry, disability, medical condition, marital status, sexual orientation, gender, age, veteran status or income.
- CDRC maintains confidentiality regarding family/guardian and provider information.
- CDRC does not recommend any specific child care program or type of care.

## CHILD CARE REFERRAL POLICIES AND PROCEDURES

- While providing information on child care options, CDRC does not recommend one child care provider or one type of program over another.
- Information is offered to help families/guardians learn how to decide if a child care program meets their needs.
- Families are encouraged to visit several different child care programs and ask questions before deciding on a child care arrangement.
- All agreements for child care are made between the family and child care provider(s).
- Families are advised about viewing providers' history on the Licensing website as a step in the process of finding care. (Oliver's Law) Families who call CDRC are given the names of at least four (4) child care providers according to the family's request regarding the area where care is needed, the age of the child(ren), the type of child care wanted, and the time of day the child(ren) need care.
- Information about programs that help eligible families pay for child care is also available.

## PROVIDER REFERRAL POLICIES AND PROCEDURES

The Child Development Resource Center (CDRC) gives no preferential treatment to any provider or program. Referrals are given to families according to such factors as the area where care is needed, the age of the child(ren), the type of child care wanted, the time of day the child(ren) need care and the vacancies indicated in each providers record.

### Licensed Child Care Providers/Programs

#### To be placed in the referral database:

All currently licensed child care providers and programs in Santa Cruz County have the right to be listed in the CDRC referral database.

#### To remain in the referral database:

The provider's/program's license must remain good standing and the provider must comply with our requests to update current information.

### License-Exempt Programs

*(Not required to have a license)*

#### Public Parks and Recreation Programs: *(Programs operating for less than 16 hours per week.)*

**To be placed in the referral database:** All licensed-exempt public parks and recreation programs in Santa Cruz County have the right to list with the CDRC referral database.

**To remain in the referral database:** The program must operate for less than 16 hours per week and update their records annually.

#### School-Aged Child Care Programs

*(School-aged child care programs operating on a school site and administered by the school with no more than 10% of the children in care from outside the school.)*

**To be placed in the referral database:** All licensed-exempt school-aged child care programs in Santa Cruz County have the right to list with the CDRC referral database.

**To remain in the referral database:** The school-aged child care program must remain on the school site and be administered by the school with no more than 10% of the children in care from outside the school,

#### Playgroups

Occasionally, information about playgroups or families/guardians/caregivers wishing to form playgroups is available. It is the responsibility of the family to screen members of playgroups.

## REMOVAL AND/OR REINSTATEMENT IN THE REFERRAL DATABASE

### Licensed Providers or Programs

The Child Development Resource Center will remove a licensed provider/program from the referral database under the following conditions:

- Community Care Licensing has revoked or terminated the provider/program license or the caregiver does not have the appropriate license.
- The provider or program is being formally investigated for child abuse, neglect, serious injury, corporal punishment, over capacity, or death of a child in care. The provider/program is removed from the referral database pending the outcome of the investigation. This is an internal CDRC procedure that plays no part in the actual investigation.
- Community Care Licensing has placed the provider/program license on a temporary suspension or on probationary status. (Can be reinstated in the database when probation is completed.)
- CDRC reserves the right to remove a provider/program from the referral database if one serious complaint or a series of similar concerns is received about the health and safety of the child(ren) in care.

### License Exempt Programs

The Child Development Resource Center reserves the right to remove a program from the referral database when one serious complaint, or a series of similar concerns, raises questions about the health and safety of the child(ren) in care. CDRC will notify the governing agency if appropriate. When a program is removed from the referral database, CDRC will send the program a copy of our appeal process.

### APPEALING REMOVAL FROM THE DATABASE

The Child Care Switchboard must receive notice of intent to appeal removal from the referral database within fifteen (15) business days from the date a provider is sent the "Notice of Removal" letter.

The appeal must be made in writing to the CDRC Program Coordinator. An appeal hearing will be scheduled. After the hearing, the provider will be notified about the decision. Then the provider is either deleted from or reinstated in the referral database.

### CONDITIONS FOR REINSTATEMENT TO THE DATABASE

CDRC will reinstate a provider in the referral data-base under the following conditions.

- The provider or program is cleared in a formal investigation of child abuse, neglect or licensing violations.
- The provider or program is cleared during the Child Development Resource Center appeal process.
- Reinstatement is on a six (6) month probationary basis. Any complaint registered about the physical and/or mental well-being of the child/ren in care during the probation period will cause permanent removal from the database.

### COMPLAINTS ABOUT CHILD DEVELOPMENT RESOURCE CENTER (CDRC) EMPLOYEES

The Child Development Resource Center designs its policies to promote family, community and child care provider confidence in its services. However, if an individual believes they have been treated unfairly or unprofessionally by an employee, a formal complaint may be lodged by contacting the CDRC Program Coordinator at (831) 466-5826 or by writing to:

**The Santa Cruz County Office of Education**

**Child Development Resource Center**

**400 Encinal Street • Santa Cruz, CA 95060**

**Attn: CDRC Coordinator**

If the situation is not resolved to the individual's satisfaction, she or he may write to the Director of Educational Services at the above address within fifteen (15) business days of the CDRC Program Coordinator's determination. The Associate Superintendent of Educational Services will respond in writing or schedule a hearing within fifteen (15) business days following receipt of the letter.

