
EVALUATOR MANUAL TRANSMITTAL SHEET

<p><u>Distribution:</u></p> <p><input checked="" type="checkbox"/> All Child Care Evaluator Manual Holders <input type="checkbox"/> All Residential Care Evaluator Manual Holders <input type="checkbox"/> All Evaluator Manual Holders</p>	<p style="text-align: center;"><u>Transmittal No.</u></p> <p style="text-align: center;">14APX12</p> <hr/> <p style="text-align: center;"><u>Date Issued</u></p> <p style="text-align: center;">December 2014</p>
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Subject:

Evaluator Manual – Appendix E

Communication Agreement between the Community Care Licensing Division, California Department of Social Services and the California Child Care Resource and Referral Network

Reason for Change:

To replace the Communication Agreement (08APX-06) with the updated Communication Agreement (14APX12)

Filing Instructions:

REMOVE- Communication Agreement between the Community Care Licensing Division, California Department of Social Services and the California Child Care Resource and Referral Network (08APX-06)

INSERT- Communication Agreement between the Community Care Licensing Division, California Department of Social Services and the California Child Care Resource and Referral Network (14APX12)

Approved:

ORIGINAL SIGNED BY NANCY LUNARDI

12/10/14

NANCY LUNARDI, Chief
 Policy and Administrative Support Bureau
 Community Care Licensing Division

 Date

Contact Person: Shanice Boyette

Phone Number: (916) 651-6040

**Communication Agreement between the Community Care Licensing Division,
California Department of Social Services, and the California Child Care
Resource & Referral Network**

This is to confirm the agreement on communication and information sharing between the Community Care Licensing Division (CCLD)¹ and the California Child Care Resource & Referral Network (The Network) and the Network's members. This agreement pertains to Resource & Referral (R&R) programs funded under section 8210 of the Education Code and applies only to documentation available in CCLD's public files as set forth in Health and Safety Code section 1596.853. Furthermore, this agreement is based upon CCLD's interpretation of Health and Safety Code section 1596.853 that they are not permitted to notify R&Rs when they begin an investigation into a complaint.

I. CCLD Responsibilities:

- A. CCLD will notify the appropriate R&R point of contact as soon as possible, but no later than 48 hours, by email or fax, of any Temporary Suspension Order (TSO). Copies of TSOs will be provided to the appropriate R&R agency as soon as possible, but not to exceed two working days.
- B. CCLD will notify the appropriate R&R point of contact as soon as possible, but not to exceed 24 hours, by email or fax, substantiation of any complaint allegations of a licensee, staff, or person living in a family child care home, involving sexual or physical abuse; and using, selling or manufacturing drugs, resulting in possible felony offenses. CCLD will follow up with documentation by submitting a copy of the visit report by email or fax within one working day.
- C. CCLD will notify the appropriate R&R point of contact by phone, email or fax as soon as possible, but no later than two days, of a revocation, exclusion, and/or when a provider is placed on probation.
- D. CCLD will send copies of any Accusations, Decision and Orders, or Stipulations by email or fax to the appropriate R&R point of contact as soon as possible, but no later than, two days upon receipt in the CCLD regional office.
- E. CCLD will provide the appropriate R&R with licensing reports or letters documenting the outcome of a Noncompliance Conference within two working days of completion, but no later than five working days.

¹ This includes counties that administer family child care licensing pursuant to HSC, section 1596.82

- F. Biannually, the CCLD will provide the R&R Network with an electronic file that includes a list of all licensed child care facilities, including zip codes, separated by center-based licenses and family child care home licenses.
- G. Monthly, in electronic format, CCLD will notify the R&R Network of all pending license applications, new licenses issued, denials, closures, and providers who have requested to go inactive.
- H. CCLD will provide the R&R Network with an update of the most commonly cited violations for each type of child care license at quarterly meetings with the Network or as updated.
- I. At least once a month, CCLD/regional offices will provide the local R&R with the online orientation list of participants who wish to be contacted by, or receive information about, the R&R.
- J. Each CCLD Child Care Regional Office will provide to each R&R in its service area a staffing list that includes each Licensing Program Analyst's name, phone number, and area(s) of service, supervisor and manager. This list will be provided quarterly at regional meetings or by other means.

II. R & R and Network Responsibilities:

Resource and Referral Agencies

- A. The R&Rs will maintain appropriate confidentiality with respect to any information received from CCLD. Special notation: Information on small family child care home providers may only be disseminated in a way consistent with current laws and regulations.
- B. The R&Rs will report personally witnessed serious violations, in which there is an immediate risk to the health and safety or personal rights of children in care. Examples include lack of care and supervision, access to bodies of water, access to dangerous chemicals etc..
- C. The R&Rs will refer individuals with licensing complaints to CCLD. The R&Rs will follow-up with the CCLD regional office on all complaint allegations defined below:
 - Substantiation of any complaint allegations of a licensee, staff, or person living in a family child care home, involving sexual or physical abuse; and using, selling or manufacturing drugs, resulting in possible felony offenses.

This shall be done by phone or electronic format as soon as possible, but no longer than two calendar days.

- D. As required in Education Code section 8212 (e)(1), the R&Rs must remove a licensed child care facility from the R&R referral files as soon as possible, but no longer than two days, upon receipt of notification from CCLD when a provider is placed on probation, has a license revoked, or receives a TSO.
- E. As required in Education Code Section 8212 (e)(1), the R&Rs must notify Alternative Payment Programs and CalWORK's child care subsidy programs in their service area that a provider has received a TSO, had their license revoked, or has been placed on probation. This shall be done as soon as possible, but no later than two days, by phone or electronic format.
- F. As required in Health & Safety Code section 1596.859, R&Rs will refer to CCLD appropriate inquiries or concerns from parents, applicants or licensees. The R&Rs will notify anyone who requests a referral, of their right to review licensing information by utilizing the Department's Website or by calling their local licensing office.
- G. The R&R will provide CCLD with facility status updates at least quarterly, at the regional office CCLD meetings, or by other means. Changes shall include known providers who are no longer in operation, those who have moved, name changes, and other pertinent changes.
- H. The R&R will provide the regional office with a staffing list of R&R contacts at the local agency. The list will include a point of contact by name, phone number, alternate number and email, as well as an alternate point of contact. This list will be provided quarterly or when any change in the status of the point of contact takes place within the agency.

California Child Care Resource & Referral Network

- I. Biannually, the R&R Network will disseminate to each R&R, by county, lists of all licensed child care facilities, including zip codes, and separated by center-based and family child care homes.
- J. Monthly, the R&R Network will disseminate to each R&R, by county, lists of pending applications, new licenses issued, denials, closures, and inactive providers.

III. Joint Responsibilities Between the CCLD and the Network

- A. Each CCLD Child Care Licensing regional office will meet quarterly with the R&R(s) in the area it serves.
- B. Each CCLD Child Care Licensing regional office will designate a point of contact to handle the most sensitive issues of mutual concern. More routine matters may be handled by appropriate staff members at each respective office.
- C. At least quarterly, and more often if necessary, CCLD Child Care Licensing Program Office staff and field staff will meet with representatives of the R&R Network to discuss child care laws, regulations, policies, and any other issues of mutual concern.
- D. When Face-to-Face (in person) child care provider orientations occur, the R&R (one R&R representative per orientation) will be provided at least 15 minutes to present information on available services. Specifics will be coordinated between the R&Rs in the region and the CCLD regional office staff.
- E. Whenever possible, CCLD and the R&R Network will cooperate and collaborate on responses to the media regarding issues of mutual concern.
- F. CCLD and the R&R Network will communicate with one another on legislation, regulations, and changes to programs or other system's issues that impact 1.) child care accessibility, health and safety, capacity or affordability; or 2.) parent/ provider access to information, and other issues that impact the quality of child care.
- G. CCLD and the R&R Network will each develop internal procedures and training opportunities that promote the implementation of this agreement.
- H. CCLD and the R&R Network will jointly review this agreement at least once every three years, or more often as necessary.

This list is not all inclusive, but is intended to identify best practices and be the basis for communication and information sharing between our agencies. We are committed to working together and to sharing information to the mutual benefit of our agencies and all California children served by licensed child care facilities.

If you have any questions, please contact Paula d'Albenas, Child Care Licensing Program Administrator, at (916) 651-6040, or Linda Asato, Executive Director, California Child Care Resource & Referral Network at (415) 882-0234.

Original Signed by Pamela Dickfoss

Pamela Dickfoss, Deputy Director
Community Care Licensing Division
California Department of Social Services

12/17/14

Date

Original Signed by Linda Asato

Linda Asato, Executive Director
California Child Care
Resource & Referral Network

12/24/14

Date