



Resource and Referral Policies and Procedures

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RESOURCE AND REFERRAL POLICIES AND PROCEDURES

Parent Services

Hively serves parents/guardians and families in the Tri-Valley area of Alameda County (Dublin, Livermore, Pleasanton, Sunol).

1. Description of Services

Hively connects parents/guardians and families with local Child Care Providers, community services and resources that best fits their family's needs. Resource and Referral Specialists provide information on choosing quality child care, as well as other parental/guardian resources.

2. Resource and Referral Policies

Hively offers free Child Care Resource and Referral information to parents/guardians seeking child care in the cities of Dublin, Livermore, Pleasanton, and Sunol. Services are available at a minimum of thirty (30) hours per week with a Resource and Referral Specialist. Parents/guardians are given information on a full range of child care options to make informed choices when selecting child care. Hively supports parental choice child care.

Hively provides referrals, not recommendations. It is the responsibility of the parent/guardian to screen, interview, and select child care which will best suit the needs of their child (ren) and family.

Hively Resource and Referral Specialists are available Monday–Friday 8:30 am to 5:00 pm. Parents/guardians can request referrals by calling **925.417.8733**, Select Option 4 or by emailing hello@behively.org.

Families can also access child care referrals via:

- Hively's Online Widget at www.behively.org/child-care/
- My Child Care Plan (MCCP), a statewide portal for child care resources and services at www.mychildcareplan.org.

For families that are receiving referrals for the first time, or have a child(ren) with behavioral or inclusive needs, please consider contacting Hively directly so that the resource and referral staff may help you find child care programs that have the specific experience you are looking for.

3. Oliver's Law

Parents receive information regarding Oliver's Law which gives them the right to receive information about any and all substantiated or inconclusive complaints about a Child Care Provider. This information is public and can be obtained by calling or visiting the Community Care Licensing office or website listed below.

To get more information on any licensed child care facility, including details about citations, call the local Regional Office at the main phone number listed below. This site contains five years' worth of information on child care facilities. **Do not rely on this information alone to make**

important decisions regarding child care facilities. Visit the child care provider to ensure that the facility will be suitable for your child (ren) and family.

State Law requires Licensed Child Care Facilities to make all licensing reports documenting facility visits or substantiated complaint investigations accessible to the public. In addition, a more complete file regarding a child care licensee may be available at the California Department of Social Services (CDSS), Community Care Licensing Division (CCLD). You have legal rights to access any public information from these files.

Community Care Licensing

Main Line: 510.622.2602
Facility History Information: 844.538.8766
Complaint Hotline: 844.538.8766
Address: 1515 Clay Street Suite 1102, Oakland, CA 94612
CDSS Transparency Website: www.cclcd.sss.ca.gov/carefacilitysearch/

4. Provision of Child Care Referrals to Parents/Guardians

- I. Child Care Resource and Referral services are provided to all parents/guardians free of charge, regardless of income, age, race, religion, national origin, color, ethnic group identification, ancestry, sex, sexual orientation, gender or mental or physical disability.
- II. Child Care Referrals are confidential.
- III. Resource and Referral Specialists ask parents/guardians about their child care needs pertaining to the type of care, location, hours, ages of the child (ren), and the need for special accommodations.
- IV. Child Care Referrals are given based on the parent's/guardian's need for information.
- V. When possible, at least four (4) child care referrals matching the given criteria are provided. To ensure confidentiality of the Child Care Provider, addresses are not released.
- VI. Hively provides parent education that includes but is not limited to, the different types of child care providers (licensed and license-exempt facilities and family, friend, or neighbor (or license-exempt provider), interview questions, Oliver's Law, subsidized child care programs, etc.
- VII. Parents/guardians are informed that they may access information about any Licensed Child Care Provider by contacting the State of California Department of Social Services:

Community Care Licensing

510.622.2602 or <https://www.cclcd.sss.ca.gov/carefacilitysearch/>

Hively provides a full range of child care services that include, but are not limited to, State Licensed Child Care Centers and Family Child Care Homes, Licensed Exempt Centers also known as Before and After School Programs, State Preschool Programs, and Head Start Programs.

5. Child Care Subsidies - Parental Choice

Through the Child Care Alternative Payment Programs, Hively assists with paying for child care for income qualified families that live in the following cities: Tri-Valley (Dublin, Livermore, Pleasanton, Sunol) and Tri-City (Fremont, Newark, Union City). Our family support specialists can help parents find and pay for child care through our child care alternative payment programs. There are a variety of child care alternative payment programs (CAPP, CalWORKs Stage 1, 2, 3 and Foster Care) available to help eligible families pay for child care. The goal of these programs is to ensure that parents have the care they need for their children while they are working, seeking employment, continuing their education, participating in welfare-to-work activities, or seeking other services like permanent housing. Hively maintains an eligibility list for families that are in need of financial assistance for child care. The eligibility list is not a waiting list and parent eligibility is based on income and need. Interested families are encouraged to contact Hively to learn more about subsidized child care options and eligibility requirements on [how to apply](#) by calling 925.417.8733, Select Option 2 or emailing hello@behively.org.

Provider Services

1. Requirements to Participate in the Hively Referral Database

- I. Family Child Care Homes must have a valid facility license issued by Community Care Licensing.
- II. Child Care Centers or License Exempt Center-Based Programs must have a valid facility license issued by Community Care Licensing or be legally exempt from licensing.
- III. All child care facilities must be located within the cities of Dublin, Livermore, Pleasanton, or Sunol.

2. All Child Care Providers Must Complete the Following Requirements to be Added to the Hively Referral Database

- I. Provide a copy of a current license issued by Community Care Licensing or proof of exemption from licensing.
- II. Complete a Child Care Provider Intake Appointment with a Resource and Referral Specialist, and provide program information. (i.e. type of program, hours of service, ages of children served, fees/eligibility for services)
- III. Complete a Monthly Quick Vacancy Update and a Full Quarterly Update Form provided by Hively or updated in the provider portal. If Hively does not receive a Quarterly Update, the Child Care Provider's name will not be given as a child care referral until an updated form is received. If we cannot reach a provider for a three (3) month period, the referral status will be changed to "Active" and "No Referrals" and the program's information will not be given to parents/guardians until availability is confirmed.
- IV. Whenever there is a change in vacancies, schedule, program, etc., providers must contact Hively as soon as possible. This is to ensure that parents receive the most accurate and up to date information about your program.

3. Resource and Referral Complaint Policy

- I. The confidentiality of the calling party is protected.
- II. When a parent/guardian or community member calls Hively with a complaint regarding a dispute or disagreement, Hively staff will encourage the caller to discuss the complaint directly with the Child Care Provider or parent/guardian. Hively staff is not authorized to offer any advice to Child Care Providers or parents/guardians that may be construed as legal advice.
- III. If appropriate, the caller is encouraged to contact Community Care Licensing at **510.622.2602** or the complaint hotline **844.538.8766**.
- IV. Hively does not notify Community Care Licensing of complaints unless the staff at Hively has physically witnessed a licensing infraction, 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.
- V. Complaints regarding physical or sexual abuse, neglect, and/or using, selling or manufacturing of drugs will be handled as follows:
 - a. The complainant will be asked to make a report to Community Care Licensing and, if necessary, the local police department.
 - b. The staff at Hively will follow-up within two (2) calendar days to verify the status of a complaint. If no report was made, the staff at Hively will file a complaint based on original information reported.
- VI. Based on the investigation and findings of Community Care Licensing, Hively will temporarily or permanently suspend Child Care Referrals for said Child Care Provider.

4. Suspension of Child Care Provider Services

Hively will notify all Child Care Programs, Licensed and Exempt, in instances when Community Care Licensing has issued a Probationary License, a Temporary Suspension Order, or a Revocation within two (2) business days. Regulations require parental notification, and in some instances, immediate removal of subsidies and all children.

Please refer to [Assembly Bill 72](#) for more information.

- I. **Probationary License:** Child Care Providers will be placed on “active” and “no referral” status when they receive a Probationary License. The Child Care program will be given a notification letter from Hively in regards to the change. Parents/guardians of any state-subsidized and all other children will be notified.
- II. **Temporary Suspension Order (TSO):** Child Care Providers will be placed on “inactive” and “no referral” status when they receive a Temporary Suspension Order (TSO). The Child Care Provider will remain on “inactive” and “no referral” status until Community Care Licensing has made a decision. Parents/guardians of any state-subsidized children will be notified to remove their child(ren) immediately and choose another Child Care Provider if the state subsidy is to continue. Hively will notify the Child Care program with a phone call and follow up with a letter to determine the status.

- III. **Revocation of License:** The Child Care Provider will be removed from referral files. Parents/guardians of any state-subsidized child (ren) will be notified to remove their child (ren) immediately and to choose another Child Care Provider if state subsidy is to continue. Hively will notify the Child Care program with a phone call and follow up with a letter to determine the status.

Any Child Care Provider who feels they have been unfairly placed on “no referral” status has the right to appeal. A letter from the Child Care Provider documentation and supporting their case must be submitted to Hively within fifteen (15) business days.

Appeal letters should be addressed to:

Chief Executive Officer
Hively
7901 Stoneridge Drive, Suite 150
Pleasanton, CA 94588

All Child Care Providers and parents/guardians have a right to the best available community resources. Hively provides support in the areas of quality child care program operations, child development training and workshops, program management techniques and services, and technical assistance.

Hively encourages all child care facilities to provide smoke-free environments.

5. Conduct Policy

- I. Inappropriate behavior or misconduct towards representatives of the staff at Hively, or in the presence of families or Child Care Providers, is prohibited (harassing emails or voicemails, physical or emotional harassment, verbal abuse, racial slurs, and foul language, destruction of property, and threats or acts of physical violence). Hively cannot identify every type of unacceptable behavior or conduct. Therefore, participants and Child Care Providers should be aware that conduct not specifically listed, but which adversely affects, or is otherwise detrimental to the interest of Hively staff, families, or Child Care Providers will not be tolerated. The existence of any one or more of these behaviors may lead to termination from all Hively programs and notification to the appropriate law enforcement agencies.

Receipt of this handbook shows acknowledgement that intimidating actions and/or abusive language in the presence of children, other parents, Child Care Providers, or Hively staff will not be tolerated, and is grounds for immediate termination of services.

6. Additional Programs and Services

I. Child Care Means Business

- a. Interested in becoming licensed? What curriculum should you implement in your program? Need marketing ideas? Wondering how you create contracts and policies? Hively offers a *free* 101 and 201 business workshop series with a wide range of topics that include the licensing application process, business practices (e.g., marketing, recordkeeping, curriculum development, contracts and policies, etc.).

II. Provider Training and Support

- a. Hively provides free coaching, technical assistance, training and support for those starting their own family child care businesses and for those who already work in the child care field. Child care providers receive individualized, one-on-one support to build a strong, successful business and increase the quality of their child care program.
- b. Hively believes that every child deserves parents and caregivers who are confident and competent. We offer a wide array of *free* workshops and training to ensure that those responsible for caring for our next generation have the knowledge and skills they need.

For more information, please contact 925.417.8733, Select Option 7

7. Child Care Subsidies as Child Care Provider

- I. Are you interested in receiving subsidized payments from Hively?
 - You must mark “yes” to “accept subsidized payments” on your My Child Care Plan referral profile.
 - Child Care Providers are self-employed and are not employees of Hively.
 - Our subsidy program is parental choice. If a parent enrolled on our subsidy program selects you as a child care provider, a family support specialist will reach out to collect required documentation to start the enrollment process.
 - Do **not** start child care without a signed certificate by a Hively representative.

For more information, please feel free to contact 925.417.8733.

Website: www.behively.org

Main Line: (925) 417-8733

Social Media:



HIVELY OFFICES		
PLEASANTON 7901 Stoneridge Drive, Suite 150, Pleasanton, CA 94588 (925) 417-8733	OAKLAND 111 Myrtle Street, Suite 102, Oakland, CA 94607 (510) 568-0306	SAN LEANDRO 2208 San Leandro Blvd, San Leandro, CA 94577 (510) 483-6715
FREMONT 39155 Liberty Street, Suite D400, Fremont, CA 94538 (510) 775-4439	LIVERMORE 164 N. L Street, Livermore, CA 94550 (925) 417-8733	
FAMILY RESOURCE CENTERS		
7901 Stoneridge Drive Suite 150 Pleasanton, CA 94588 (925) 417-8733 Mon-Fri 8:30 am-5 pm	111 Myrtle Street Suite 102 Oakland, CA 94607 (510) 568-0306 Mon-Fri 8:30 am-5 pm	39155 Liberty Street Suite D400 Fremont, CA 94538 (510) 775-4439 Mini Family Resource Center available by appointment
HIVELY STAFF		
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