Gayle Garbolino-Mojica
Placer County Superintendent of Schools
Placer County Board of Education

Susan Goto  
Area 1 Member

Kelli Gnile  
Area 2 Member

Lynn M. Oliver  
Area 4 Member

Robert Tomasini  
Area 1 Vice President

David Patterson, Ed.D  
Area 3 President

E. Ken Tokutomi  
Area 4 Member

Sergey Terebkov, Member  
Area No. 1
**PCOE Vision Statement:**

“The vision of the Placer County Superintendent of Schools and Placer County Board of Education is to provide exemplary leadership and service to schools, parents, and the community as we work together to provide a globally competitive, comprehensive, rigorous, and relevant education to all students.”

**PCOE Mission Statement:**

“The Placer County Superintendent of Schools works in collaboration with the Placer County Board of Education to provide leadership, accountability, resources, educational programs, and student services to the students and families of Placer County.”

**PCOE Resource and Referral Mission:**

“To serve parents and providers by providing child care referrals that facilitate informed parent choice, assisting child care providers with business and program best practices, and providing training, technical assistance, and education resources.”
Placer County Office of Education

Early Childhood Education

Programs and Services

- Behavior Support for Early Learning Sites
- Business Start-up Workshops
- CalWORKs Childcare Services
- Centralized Eligibility List (CEL)
- Child Care Food Program
- Child Care Initiative Project
- Child Care Payment Assistance Programs
- Child Development Associate (CDA)
- Child Development Permit Orientation
- Early Learning Lab Schools I Sierra College
- Early Math Initiative Program
- Family Child Care Home Education Network
- Family Engagement/Parent Cafés
- Family, Friends and Neighbors Project
- Father Literacy Program
- First 5 Placer Children and Families Commission
- Foster Bridge Program
- Head Start/Early Head Start
- Health & Safety CPR First Aid Scholarships
- Kids Day Community Events
- Licensing Orientations for New Providers
- Newsletter for Early Childhood Educators
- Online Child Care Referrals for Parents
- Placer County Child Care Council
- Preschool Support for School Districts
- Professional Development for Early Educators
- Quality Counts California I Quality Rating and Improvement System
- Quality Counts California | Workforce Pathways
- Read by Grade 3 Initiative I Literacy Initiative
- Resource and Referral Services
- State Preschool
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care Services</td>
<td>1-2</td>
</tr>
<tr>
<td>Child Care Choices</td>
<td>3</td>
</tr>
<tr>
<td>Program Overview</td>
<td>4</td>
</tr>
<tr>
<td>Child Care Referrals</td>
<td>4-6</td>
</tr>
<tr>
<td>Choosing Child Care</td>
<td>7</td>
</tr>
<tr>
<td>TrustLine</td>
<td>8</td>
</tr>
<tr>
<td>Data Collection</td>
<td>9</td>
</tr>
<tr>
<td>Complaint, Removal and Appeal Process</td>
<td>10-11</td>
</tr>
<tr>
<td>Grievance Process</td>
<td>11</td>
</tr>
</tbody>
</table>
What services does PCOE provide?

PCOE provides a variety of services to existing and potential providers, parents and the community. Technical assistance calls come in from a wide variety of individuals: a child care provider may call and ask for assistance in setting up their program or how to become licensed. A community agency might call for regulations pertaining to child care, ask how to help a family get subsidized child care, or inquire about what resources and types of trainings PCOE ECE Resource and Referral offers.

The Resource and Referral program will assist individuals interested in becoming licensed providers. This assistance may include initial reservations for the licensing orientation, discussion of licensing regulations, assistance with the licensing process, site visits, record-keeping, program and budget development and other resources pertaining to setting up a small business. In addition, the Resource and Referral staff will attend family child care orientations for individuals interested in caring for young children and will answer questions about our services and discuss the licensing regulations with prospective providers.

Early Education workshops on a variety of topics are offered to providers and parents on a regular basis to increase their knowledge of child development techniques for fostering early literacy, math, science and for promoting positive social and emotional growth. Registration for Early Education workshops is available online at:

https://placercoe.gosignmeup.com
GoSignMeUp
or call 916.740.1642

Resource and Referral will disseminate information regarding classes, workshops and public issues affecting the delivery of child development services through the agency website, bulletins and flyers.
Newsletters offered in both English and Spanish will include information on public policy issues, health and safety, nutrition, child development, parenting and activities for children. The newsletter will be available to parents, providers, and other individuals in the community, as well as social service agencies. Newsletters are available online at the PCOE Website: www.placercoe.org

Resource and Referral personnel participate in community events and efforts to facilitate communication among parents, providers and community service agencies. Program staff will serve on a variety of boards and attend meetings of relevance to the provision of quality early care and education, providing information about child development, education, nutrition, health, parenting skills, child abuse, or other issues related to the education and care of young children and will act as liaisons to the community.

Resource and Referral shall be responsible for administering the TrustLine program within Placer County. The availability, purpose and benefits of TrustLine shall be publicized. The Resource and Referral will cooperate with the California Child Care Resource and Referral Network and will report to them annually on promotional efforts, problems encountered and recommendations for program improvement.
What should I consider when choosing child care?

There are many different types of child care from small family-like settings to large centers. Each setting can offer a variety of different choices as unique as each individual child’s needs and desires.

- Is the facility licensed?
- Does provider participate in a Quality Improvement Program?
- Is the provider knowledgeable about child development?
- Does the provider have parent references?
- Do the adults seem to like children?
- How do the adults talk to the children?
- How many children are in the child care setting?
- Is your child comfortable with the number of children in care?
- Is it safe?
- Is it reasonably clean?
- Do you and your child feel comfortable and welcome?
- How does the provider handle discipline? Is it consistent with your ideas?
- What sort of food and meals are served?
- What activities are provided for the children?
- Are their books, toys, puzzles, art supplies and other activities readily available?
- Are the equipment and materials available age appropriate for your child?
- What training or experience does the provider have?
- What does the provider/teacher expect of your child?
- How does the provider handle a child’s illness?
- Is outdoor play provided?
- How much TV do the children watch and what kind of programs?
- Are children taken on field trips or outings?
- If there is a pool, hot tub or pond is it properly fenced and locked up?
Program Overview

The Placer County Office of Education—Early Childhood Education Resource and Referral was started in 1979 by the Placer County Office of Education and is funded by the California Department of Education. Services include assisting parents in finding child care, providing guidelines for choosing quality early care and educational settings, producing a high quality, educational quarterly newsletter in both English and Spanish (available online), conducting workshops, providing informative materials on early childhood education for parents and caregivers, and assisting care providers in meeting licensing requirements. There is no fee for these services.

Child Care Referrals

The Resource and Referral provides free child care referrals, without discrimination and without regard to income, to all individuals seeking child development programs in Placer County. The computerized, geographically based program lists over 400 licensed centers and family child care homes. The referrals are based on the parent’s request such as location, type of care, hours needed, ages of the children, special needs, etc. All referrals reflect a variety of program types available in order to provide a range of choices for the family needing care. When possible, at least four referrals will be given, and additional referrals will be provided as needed. Staff will maintain information about parents and providers in a confidential manner and no family child care home provider’s address will be given to the public. PCOE ECE Resource and Referral operates on a non-discriminatory basis, giving equal access to services without regard to race, sex, color, national origin, age, religion, disability, marital status, sexual orientation, gender identity, veteran’s status or any other bias prohibited by law.
• **By telephone:** 9:00 am to 4:00 pm - 530.745.1380
• **Walk-in:** 9:00 am to 4:00 pm
  ◆ PCOE ECE, 1229 Pleasant Grove Blvd., Roseville 95678
• **Online:** 24 hours at: [www.placercoe.org](http://www.placercoe.org)

Resource and Referral provides services in a manner that is responsive to the cultural, linguistic and economic needs of Placer County.

For assistance with language translation please call: 530.745.1380 and ask for Language Services.

Resource and Referral provides information about child care services in Placer County as it is available, but cannot make recommendations. Callers will receive information to assist them in choosing a quality early care and education program that meets both their needs and the needs of the child, while maximizing parental choice. The choice of care remains with the parents as we believe parents are best able to choose the child care that meets their particular family situation. PCOE ECE has not inspected or does not warrant the condition of the provider’s facility or the quality of supervision the children receive. PCOE ECE Resource and Referral is not responsible for arrangements between parent and provider.

Referrals will be made to license-exempt programs and licensed providers so long as they are in compliance with requirements of the Department of Social Services, Community Care Licensing (CCL) and California’s Health and Safety Code. Referrals will be made to unlicensed child care programs only if there is no requirement that the facility be licensed. These may include parent co-ops, recreation programs, or community based programs.

Participation by child care providers in the PCOE ECE database is voluntary. All child care centers and family child care homes in the referral files must be licensed or exempt from licensure. Providers may request to be listed in the database at any time. Individuals requesting to be enrolled must complete a Provider Intake Form and provide PCOE with a current copy of their license. Information such as license number of facility, address, phone number, name of director, ages of children served, hours of operation, rates charged for services and type of care will be collected.
Providers can obtain a Provider Intake Form by calling Resource & Referral at: 530.745.1380 or online at:  [www.placercoe.org](http://www.placercoe.org)

1) Select: Early Childhood Education  
2) On Left Side: Information for Child Care Providers  
3) Documents and Forms  
4) Provider INTAKE Form Fillable

**Please submit the form to:**

- **By Mail:** PCOE ECE  
  Attention: Resource & Referral  
  1229 Pleasant Grove Blvd., Roseville, CA 95678  
- **By Fax:** 888.293.1613  
- **Email:** [childcare@placercoe.org](mailto:childcare@placercoe.org)

The referral information given includes the provider’s first name for FCCH and center name for licensed centers, cross street, facility phone number, hours and days of care, city, website, license number, capacity and provider type. Please note: Specific address and rate information is **not given**. Each time referrals are provided the parent will receive information and a checklist on what to look for in a child care program and questions to ask. It is our goal to provide parents with information on a broad range of child care services, as well as ways to access these services. Callers will also be given the phone number to Community Care Licensing and will be notified of their right to call licensing to inquire as to whether there have been any complaints against a facility (Oliver’s Law, January 1, 2000). ECE recommends that parents review a potential child care provider’s licensing history, which is available at the child care facility. A more complete file, including complaints or violations for licensed programs, may be available at Community Care Licensing. Parents have the right to access any public information in these files by calling the CCL office at: 916.263.5744 or visiting the website: [www.ccld.ca.gov](http://www.ccld.ca.gov). As some community based programs are exempt from licensure you will need to ask them directly about their complaint policies and procedures. Referral staff can assist families who need payment assistance by referring them to our Alternative Payment (AP) Program eligibility staff.
Choosing Child Care

What types of child care can families choose?

The choice of child care is the parent responsibility. There are several types of child care to select from:

First Choice for Income Eligible Families

- **Head Start**: A Federal program that promotes school readiness of children ages birth to five from low income families by enhancing their cognitive, social and emotional development. Head Start services are at no cost to families who qualify.

- **Title 5 Programs**: A high-quality preschool and child care program funded by the California Department of Education, serving children birth through age 13. Title 5 programs provide financial assistance for child care to families who qualify. These programs benefit children by providing quality child care, with monitoring to ensure a child’s healthy growth and development.

Types of Child Care

- **Child Care Center**: Child Care Centers provide care for infants, toddlers, preschoolers, and/or school-age children for all or part of the day. These facilities may be large or small and can be operated independently by nonprofit organizations or for-profit companies, or by churches, school districts, and other organizations. All staff are required to have a criminal background check.

- **Family Child Care Home**: A Family Child Care Provider cares for infants, toddlers, preschoolers, and/or school-age children all or part of the day. These facilities provide care for a small group of children in the caregivers’ home. A Family Child Care Provider can be licensed for 8 children or up to 14 for a large group with an assistant. The licensee and any other adults in the home are required to have a criminal background check.

- **License Exempt Child Care**: A License Exempt Provider means that the child care provider or center is not required to obtain a child care license. This may include nannies, friends, relatives, school districts and recreation districts. Not all license exempt providers are required to have a background check. These providers may be required to be TrustLine Registered.
**What is TrustLine?**

TrustLine is the California registry of licensed exempt child care providers who have passed background screening. All caregivers listed with TrustLine have been cleared through a fingerprint check of records at the California Department of Justice. This means they have no disqualifying criminal convictions or substantiated child abuse reports in California.

The TrustLine Registry is maintained by the California Resource and Referral Network. Just call TrustLine at: 800.822.8490 to obtain a one-page application and send it in with a set of fingerprints and a one-time only fee. If no disqualifying criminal convictions or substantiated child abuse reports are found, your name will be added to the registry. For more information visit the TrustLine website at: [www.trustline.org](http://www.trustline.org).
What information does PCOE collect?

PCOE collects and maintains data from Placer County licensed providers and license-exempt programs, as long as they are in compliance with requirements of the Department of Social Services, Community Care Licensing and California’s Health and Safety Code.

Provider files will be updated at least quarterly. Information updated will include the number of vacancies, hours of operation, rates, and any changes in services provided.

All requests for child care referrals will be documented. Documentation will include type of care needed, date of call, reason care is needed, and the ages of children needing care.

All child care referral parent/caller information will be collected and quarterly reports regarding caller requests will be submitted to the State Department of Education – Early Learning and Care Division. All technical assistance calls will also be documented and reported to the State on a quarterly basis.

The Resource and Referral database collects and documents information relating to child development workshops such as type of workshop, attendance, location and duration. Information is collected on training participants, such as participant type, frequency of training attendance and their demographics. Workshop evaluations collected at each session are reviewed for feedback.
Complaint, Removal and Appeal Process

How do I make a complaint?

Complaints about a licensed provider shall be referred to the Department of Social Services-Community Care Licensing. Complaints regarding health and safety violations by a license-exempt facility are to be sent to PCOE Early Childhood Education Resource and Referral department.

The written complaint must be sent to PCOE ECE, 1229 Pleasant Grove Blvd., Roseville, CA 95678; notifying the agency that a license exempt facility is not providing a safe environment for the children in care. The written complaint will be reviewed by the Assistant Superintendent for a decision in regards to continuation of referrals. A copy of the written complaint will be sent to Child Protective Services if it is suspected that a child has been physically, emotionally or sexually abused or neglected by the provider. The Resource and Referral reserves the right to temporarily cease making child care referrals to a facility when a complaint is received regarding the health, safety, or welfare of a child and the department is waiting for a response from the local licensing agency regarding the results of the complaint.

A child care facility may be permanently removed from the referral files under the following conditions: 1) provider requests removal from referral files; 2) provider’s license is not renewed, is suspended, or revoked; 3) a provider or program has been issued a probationary license or Temporary Suspension Order (TSO).

When the Resource and Referral is notified by the Department of Social Services that a child care provider or facility has been issued a Temporary Suspension Order (TSO), had license revoked or has been placed on probation the Resource and Referral will notify the provider or facility in writing that it has been removed from the referral list, the reason(s) for the removal, and the process for appealing the decision. The Resource and Referral will also notify the Alternative Payment programs and CalWORKs child care and development programs.

If the provider is placed on probation or has cause for permanent removal from the referral files they have the right to appeal. Providers may submit an appeal request within 15 working days of the cause for the notice of removal to: PCOE Early Childhood Education, Attention: Teresa Dawson-Roberts, Director of Early Learning, 1229 Pleasant Grove Blvd., Roseville, CA 95678.
Complaints about PCOE ECE Resource and Referral operations or decisions, shall first be directed to the Resource and Referral Program Administrator, Darcy Roenspie: 916.740.1641. If the complaint is not resolved satisfactorily, the complainant should contact: Teresa Dawson-Roberts, Director of Early Learning: 530.745.1303

Grievance Process

If you have a complaint regarding an agency policy or practice, you have the following options:

1. First, work with your Resource or Program Specialist to resolve the concern.
2. If the issue is not resolved, contact the R&R Program Administrator, Darcy Roenspie: 916.740.1641.
3. If the issue remains unresolved, contact PCOE-ECE and ask to speak to Teresa Dawson-Roberts, Director of Early Learning: 530.745.1303

Grievances may be submitted by phone, email or walk-in at the PCOE ECE Office.