



2024-2025

# RESOURCE & REFERRAL

*Program Handbook*

**PREPARED BY**  
Placer County Office of Education  
Early Childhood Education

**PCOE**  
GOLD IN EDUCATION

# PLACER COUNTY SUPERINTENDENT OF SCHOOLS



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## PLACER COUNTY BOARD OF EDUCATION



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**AREA 2**  
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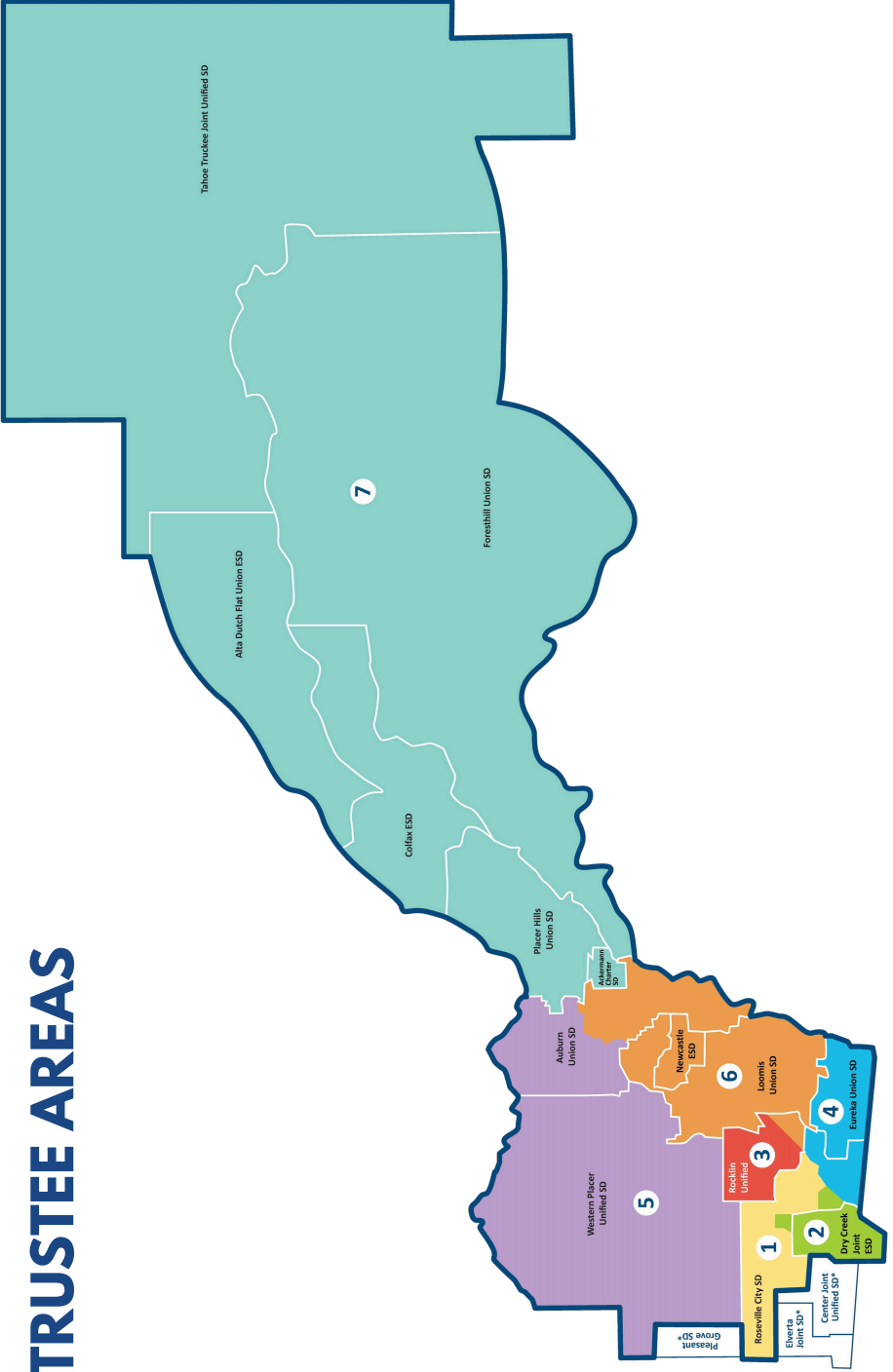
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# PLACER COUNTY BOARD OF EDUCATION

The Placer County Board of Education consists of seven members; each member is elected to four-year terms representing single-member areas in seven geographic regions throughout Placer County. They are an elected governing board that operates under the authority of the California Constitution, the Legislature, the California Education Code, and the State Board of Education.

The Board of Education approves the Local Control Accountability Plan (LCAP) for the county office and its charters, approves the county office budget, and serves as the appellate body for interdistrict transfer, expulsion, and charter school appeals.

# TRUSTEE AREAS



# **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.

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# OVERVIEW OF RESOURCE AND REFERRAL SERVICES

The Placer County Office of Education – Early Childhood Education Resource and Referral program was established in 1979 and is funded by the Department of Social Services. The program offers a range of free services to support families, child care providers, and the community, including:

- Assisting parents in finding child care that meets their needs.
- Providing guidelines for selecting high-quality early care and educational settings.
- Offering workshops and professional development opportunities for child care providers.
- Helping families access subsidized child care services and resources.
- Connecting families to child development resources and community referrals.
- Produces an early learning newsletter with updates, tips, and insights to support enriching environments for children.
- Guidance for new and existing providers navigating licensing requirements.
- Parent education and support.
- Data and advocacy.
- Community engagement that aims to strengthen connections among families, child care providers, and community service agencies.
- Facilitation of TrustLine, providing information and technical assistance on the process to parents and child care providers.
- Implementation of Foster Bridge program by integrating trauma-informed care training and ongoing coaching to help foster families build the skills needed to support children in their care, building resilience and promoting positive outcomes.

These services are designed to ensure families have access to quality early childhood education while supporting providers in delivering safe and enriching care.

# CHILD CARE SERVICES

## What services does PCOE provide?

The Placer County Office of Education (PCOE) offers a wide range of services to support child care providers, parents, and the community. These services include technical assistance, licensing support, professional development opportunities, and dissemination of valuable resources.

The Resource and Referral Program helps individuals who are interested in becoming licensed child care providers. Services may include assistance with initial reservations for the licensing orientation, guidance on licensing regulations and requirements, support throughout the licensing application process, site visits to provide technical assistance and help with record-keeping, program development, budgeting, and other aspects of establishing a small business.

Providers can also access workshops and training opportunities to enhance their knowledge and skills. Topics include trauma informed care, early literacy, math, science, social emotional development, equity, diversity and inclusions, business management, early care and education assessments and behavior guidance. Additional offerings are provided on a continual basis such as provider cafes and child care mentor cohort events. Registration for workshops is available online at:

<https://placercocoe.gosignmeup.com>

GoSignMeUp

or call 916.740.1642

# CHILD CARE SERVICES

## What Services Does PCOE Provide?

PCOE is dedicated to empowering families and child care providers by delivering essential information through diverse and accessible platforms. Quarterly newsletters, available in both English and Spanish, offer valuable insights on public policy, child development, health and safety, nutrition, effective parenting strategies, and engaging creative activities for children. To further extend its reach, PCOE utilizes flyers, email updates, and a comprehensive agency website to share resources, including professional development offerings and parent training opportunities. By leveraging these tools, PCOE ensures that its community stays informed and equipped with the knowledge and resources needed to thrive.

Parent education and support services focus on helping parents make informed choices about quality child care programs, understand child development, and navigate universal preschool options available through a mixed delivery system. Parents can participate in training sessions and Parent Cafés that address a variety of topics, including developmental milestones, positive discipline strategies, managing challenging behaviors, health, safety, nutrition, building strong parent-child relationships, and prioritizing self-care. To accommodate diverse schedules, these trainings and cafés are offered both in-person and virtually, ensuring flexibility and accessibility for all families.

The Resource and Referral collects data on child care supply and demand to help share state and local polices as well as advocate for improved access to high-quality, affordable child care in our local communities.

# CHILD CARE SERVICES

## What Services Does PCOE Provide?

The Resource and Referral staff play an active role in the community by participating in local events, serving on boards, and attending meetings that address early care and education. They act as liaisons to connect families, providers, and service agencies while promoting child development, education, health, nutrition, parenting skills, and trauma-informed care. Resource and Referral provides information and access to 211, a free, collaborative, online resource that includes 600 service providers in Placer County that connect community members to resources such as housing, food, transportation, healthcare and more. Through these efforts, PCOE strengthens collaboration and communication across the community, ensuring that families and providers have the tools and support they need to help young children thrive.

Resource and Referral is responsible for administering the TrustLine program within Placer County. The availability, purpose and benefits of TrustLine shall be publicized. The Resource and Referral will collaborate 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.

Resource and Referral plays a vital role in supporting the Foster Bridge Program, particularly through the lens of trauma-informed care and coaching with a focus on helping foster families create safe, nurturing, and stable environments for children who have experienced trauma. Trauma-informed trainings are available to foster parents, child care providers, and early care educators on the effects of trauma on children. Technical assistance and coaching is provided to child care providers on trauma informed practices to ensure consistency across home and child care settings. Resource and Referral also assists families in navigating systems and accessing financial assistance through the Foster Bridge Program.

# CHILD CARE CHOICES

## 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?

# CHILD CARE REFERRALS

The Resource and Referral program offers free child care referrals to anyone seeking child care development programs in Placer County, without discrimination or consideration of income. Utilizing a computerized, geographically-based system, the program provides information on over 400 license centers and family child child care homes. Referrals are tailored to the parent's specific needs, such as location, type of care, hours required, children's ages, and any special needs. Each referral includes a variety of program options to ensure families have access to a wide range of choices. Typically, at least four referrals are provided, with additional options available upon request.

Staff uphold strict confidentiality regarding information about parents and providers, ensuring the family child care home addresses remain private. PCOE ECE Resource and Referral operates on a non-discriminatory basis, providing equal access to services regardless of race, gender, color, national origin, age, religion, disability, marital status, sexual orientation, gender identify, veteran status, or any factor protected by law.

Resource and Referral provides services in a manner that is responsive to the culture, linguistic, and economic needs of Placer County. For assistance with language translation please call: 530.745.1380 and ask for Language Services.

Child Care Referrals can be accessed between the hours of 9:00 am to 4:00 pm, Monday through Friday:  
Telephone: 530.745.1380 or 800.464.3322 (Toll-free)  
Walk-in: PCOE ECE, 1400 W Stanford Ranch Rd, Rocklin 95765  
  
Online: 24 hours, 7 days a week at [www.placercoe.org](http://www.placercoe.org)

# CHILD CARE REFERRALS

The Resource and Referral program provides information about child care services available in Placer County but does not offer specific recommendations. Families receive guidance to help them select a quality early care and education program that aligns with their needs and the needs of their child, while prioritizing parental choice. The final decision rests with the parents, as they are best equipped to determine the child care that suits their unique family circumstances. It is important to note that PCOE Early Childhood Education (ECE) has not inspected nor does not endorse the condition of any provider's facility or the quality of supervision offered. Additionally, PCOE ECE Resource and Referral is not responsible for any agreements or arrangements made between parents and child care providers.

Referrals are provided to both licensed providers and license-exempt programs, as long as they meet the requirements set by the Department of Social Services, Community Care Licensing, and California's Health and Safety Code. Referrals to unlicensed child care programs are made only when licensing is not legally required. Examples of such programs include parent cooperatives, recreation programs, and community-based programs.

Participation in the PCOE Early Childhood Education (ECE) database is entirely voluntary. All child care centers and family child care homes included in the referral files must either be licensed or exempt from licensure. Providers may request to join the database at any time by completing a Resource and Referral Provider Intake Form and submitting a current copy of their license to PCOE. Collected information includes the facility's license number, address, phone number, director's name, ages of children served, hours of operation, service rates, and the type of care offered.

# CHILD CARE REFERRALS

Providers can obtain a Resource and Referral Provider Intake Form by calling 530-745-1380 or visiting the PCOE website at [www.placercoe.org](http://www.placercoe.org). To access the form online, navigate to the Early Childhood Education page, click on **Information for Child Care Providers**, then select **Documents and Forms**, and choose the **Provider Intake Form Fillable** option.

Completed forms can be submitted by:

- Mail or In-Person Drop-Off:  
Placer County Office of Education  
Early Childhood Education  
Attn: Resource and Referral  
1400 W. Stanford Ranch Rd, Rocklin, CA 95765
- Email: [jgunton-bell@placercoe.org](mailto:jgunton-bell@placercoe.org)

The referral information provided includes the provider's first name for family child care homes or the center name for licensed centers, as well as the cross street, facility phone number, hours and days of care, city, website, license number, capacity, and provider type.

**Please note:** Specific addresses and rate information are not shared.

# CHILD CARE REFERRALS

Each time referrals are provided, parents receive a checklist with tips on what to look for in a childcare program and questions to ask providers. Our goal is to provide parents with comprehensive information about available child care options and how to access these services.

Parents are also given the phone number for Community Care Licensing and informed of their right to review a facility's licensing history. They can visit the Transparency Website at <https://www.cclld.dss.ca.gov/carefacilitysearch/> to check for any complaints against a provider (per Oliver's Law, effective January 1, 2000).

Parents are encouraged to review a potential child care provider's licensing history directly at the child care facility. A more detailed file, including complaints or violations for licensed programs, may be available at Community Care Licensing. Parents have the right to access this public information by calling the Community Care Licensing office at 916-263-5744 or visiting [www.cclld.ca.gov](http://www.cclld.ca.gov).

For community-based programs that are exempt from licensure, parents should inquire directly about the program's complaint policies and procedures. Additionally, referral staff can assist families seeking payment assistance by connecting them with eligibility staff from the Alternative Payment (AP) Program.

# CHOOSING A PROVIDER

Is it the parent's right and responsibility to choose a provider that meets their family's need for child care and development services. Choosing quality child care is important; it promotes brain development, school readiness, and reduces family stress.

## Types of Child Care

- **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. All staff are required to have a criminal background check.
- **State-Funded Centers**: 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. All staff are required to have a criminal background check.
- **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.

# CHOOSING A PROVIDER

## Types of Child Care

- 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.

# TRUSTLINE

## 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).



# DATA COLLECTION

## 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 Department of Social Services. 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, 1400 W Stanford Ranch Road, Rocklin, CA 95765; 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 Teresa Dawson–Roberts, Director of Early Learning, 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).

# COMPLAINT, REMOVAL, AND APPEAL PROCESS

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, 1400 W Stanford Ranch Road, Rocklin, CA 95765.

Complaints about PCOE ECE Resource and Referral operations or decisions, shall first be directed to the Resource and Referral Program Manager, 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 Manager, 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.

# PROGRAMS AND SERVICES

PCOE Early Childhood Education (ECE) is home to multiple programs providing quality early care and education services to young children, their families, child care providers, and the Placer County community. Programs and services within ECE include:

- **Behavior Support:** Coaching and consultation services to children, teachers, providers, and parents who are struggling with challenging behavior.
- **Business Start-up Workshops:** Assistance for new licensed child care providers.
- **Centralized Eligibility List (CEL):** Centralized database for income-eligible parents of children birth to age 12 who are seeking subsidized preschool or child care in Placer County.
- **Child Care Food Program:** Nutritious meals and snacks for children.
- **Child Care Initiative Project:** Recruiting and training childcare providers.
- **Child Care Alternative Payment Program:** CalWORKs/Alternative Payment (AP) provides financial assistance in paying for child care to income-qualified families who reside in Placer County.
- **Child Development Associate (CDA):** Provide classes and support to assist private child care providers with CDA Certificates.
- **Child Development Permit Orientation:** Commission on Teacher Credentialing requirements information for early educators.
- **Early Learning Lab Schools:** In collaboration with Sierra College, provides experience and mentoring for student teachers.

# PROGRAMS AND SERVICES

- **Early Learning Resource:** Child care and early learning resources for the community.
- **Early Childhood Wellness Team:** Provides behavior and mental health support through direct services to child care providers, caregivers, and families.
- **Early Math Initiative:** Children’s mathematics and science learning in the context of high-quality professional learning.
- **Family Child Care Home Education Network (FCCHEN):** Early care and education for children and coaching and support for private in-home childcare providers.
- **Family Engagement/Parent Cafes:** A collaborative, strength-based process engaging professionals and families in relationship-building.
- **Family, Friend, and Neighbors:** Materials, mentoring, home visits, and support for informal caregivers.
- **First 5 Placer Children and Families Commission:** Administrative support and staffing.
- **Foster Bridge Program:** Provides emergency childcare vouchers and assistance accessing childcare providers for foster children.
- **Head Start/Early Head Start:** In collaboration with the Placer Community Action Council (PCAC), comprehensive school readiness and family support services to low-income children and families.
- **Health & Safety Scholarships:** Reimburses early educators for CPR/First Aid mandated health & safety training.
- **Kids Day Community Events:** Provide child activities and parent information at children’s Health and Safety Fairs for the community.
- **Licensing Orientations:** Help child care providers prepare to be licensed by the State.

# PROGRAMS AND SERVICES

- **Newsletter:** Quarterly publication with child development information and resources for parents and childcare providers.
- **Online Child Care Referrals:** Referrals to Placer County Child care Providers 24/7.
- **Placer County Childcare Council:** Plans for child care services and addresses the child care needs of families in Placer County.
- **Preschool Support for Districts:** School district technical assistance for operating preschool programs.
- **Professional Development for Early Educators:** Workshops, coaching, mentoring, access to higher education and certifications for early educators.
- **Quality Counts California/Quality Rating and Improvement System:** Assessing and communicating the level of quality in early care and education programs in Placer County.
- **Quality Counts California/Workforce Pathways:** Supports current teachers/educators to move forward on the teacher permit matrix and career path.
- **Read by Grade 3:** Training and early literacy activities in English and Spanish for parents and early educators.
- **Resource and Referral:** Child care referrals for families; support, training, and resources for childcare providers.
- **State Preschool:** Part-day school readiness program for income-eligible children and children with disabilities.



**Placer County Office of Education  
Early Childhood Education**

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