



Childcare Referral Policy

Catalyst Community is a non-profit childcare Resource & Referral agency. Our goal is to promote quality childcare for children in El Dorado and Alpine Counties. We offer a variety of free public services and technical assistance, regardless of income levels or other eligibility, in both English and Spanish. Catalyst Community does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color or mental or physical ability.

At Catalyst Community, we refer parents to licensed family childcare homes, centers and license-exempt providers that best meet parents' needs for childcare. All requests for information, either from parents or providers, will be kept confidential. Catalyst Community cannot guarantee the quality of providers in our files, nor can we recommend one provider over the other. We do recommend that parents visit each facility and carefully interview the provider and staff before placing a child in care.

The responsibility for selecting a childcare provider rests with the parent.

Please call the Sacramento Child Care Regional Office (Community Care Licensing) at 1-844-538-8766, to get a complete licensing history before selecting a licensed provider. Or visit www.cdss.ca.gov to search the facility's records. Click "Find Licensed Care" and then "Search for a Facility". Click "Childcare", enter facility number and click "Search".

When selecting a license-exempt (unregulated) provider, call 1-800-822-8490 to verify if the provider is registered on TrustLine. If your provider is not TrustLine registered, call your local Catalyst Community at for additional information and/or a TrustLine application for criminal background clearance. Cameron Park 877-676-0707 South Lake Tahoe 877-541-5848 Alpine County 877-694-2129.



Catalyst Community Uniform Complaint Procedures

It is the intent of Catalyst Community to fully comply with all applicable state and federal laws and regulations, including the Americans with Disabilities Act (ADA).

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Catalyst Community's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135 and the Americans with Disabilities Act) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education. You may mail, fax or deliver your request to:

**California Department of Education
Early Education and Support Division
Attn: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Phone: 916-322-6233
Fax: 916-323-6853**

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders

Legal Reference: 5 CCR, Chapter 5.1. Uniform Complaint Procedures