

Changing Tides Family Services

2021
Impact Report



Our Mission:

To increase the health and success
of children, youth, families, and
individuals



changing tides
family services

Changing Tides Family Services is a dynamic family resource agency that provides an array of behavioral health, child care, special needs, and other family services. Our over 150 full and part time staff provide quality, community-based services which demonstrate the agency's values of respect, integrity, excellence, health and wellness, flexibility, and fiscal responsibility.

A Message From Our Executive Director

We are an organization built by community for community - local, reliable, and responsive. During the second year of the pandemic, we provided almost 40,000 hours of disability respite services; over \$5.7 million dollars in child care vouchers out to parents; more than half a million dollars in direct stipends to child care providers; and supported almost 200 children and their families with behavioral health needs. As parents, partners, neighbors, and friends, Humboldt is our home. We are grateful for your trust and support, as we look forward to helping build a more resilient and healthy community.

Kerry Venegas,
Executive Director



2021 Agency Accomplishments!

The year brought many challenges, but also many successes in maintaining and adding vital services and dollars for our community, such as:

- Quickly disbursing additional state and local funding to keep child care provider businesses open
- Providing continual, critical, and supportive resource spaces, and emergency funding for parents and child care providers during the COVID-19 emergency
- Advocating for additional federal and state funding for behavioral/mental health services for children and families
- Securing funding for updating/upgrading computer equipment and electronic processes to enhance provision of services
- Partnering with Humboldt Superior Court for grant funding to provide no-cost supervised visitation services to eligible families
- Advocating for additional federal funding to support child care providers in continuing nutritional services for children in their care
- Continuing support for clients, families, and providers and maintaining staff availability through e-mail, phone call, text, and in-person to fit the needs of the individuals we serve



Advocacy and Policy Engagement

Taking an active role in issues affecting the lives of children, families, and individuals is an important responsibility for our agency. We participate in multiple associations, coalitions, and taskforces at local and state levels that advocate for changes to help support our community, such as:

- California Alternative Payment Program Association (CAPPA)
- Humboldt Emergency Child Care Taskforce
- Child Care Resource and Referral Network
- 0-8 Mental Health Collaborative
- National Council on Mental Wellbeing
- California Council of Community Behavioral Health Agencies
- Family Resource Center Network of CA (FRCNCA)
- California Respite Association
- Child and Adult Food Care Program Round Table
- Local Child Care Planning Council
- Live Well Humboldt
- Community Economic Resilience Consortium
- Humboldt County Workforce Development Board

Our Services

Behavioral
and Family
Empowerment



Early
Learning
and Care

Special
Needs
Services

Family
Empowerment
Services

Child
Care
Services

Resource
and Referral
Services

Supported Parenting
Program

Behavioral Health
Support Services

Alternative Payment

Free Child Care
Referrals

In-Home Respite
Services

Early Childhood
Mental Health

CalWORKs Stages 1,
2, and 3

Capacity Building &
Professional
Development for Child
Care Providers

Respite Plus & Skills
Acquisition Services

Intensive Care
Coordination

Family Child Care
Home Education
Network

Quality Counts
California

Early Start Services

Therapeutic
Behavioral Services

Emergency Foster
Bridge Child Care

CalFresh

Intensive Home Based
Services

Early Head Start-
Child Care
Partnership

Parent Services



Supervised Visitation
Services

Child Care Food
Program

Thank You to Our Staff

We would like to extend a sincere thank you to our knowledgeable and dedicated staff for their commitment to our agency and community. We are proud to have over 150 full and part time staff members, some of whom have been with the agency for over two decades. Comprised of individuals with a wide range of backgrounds and experience, we all share a common thread in our dedication to support and serve the children, youth, families, and individuals in our community.

Special Needs Services

Our staff are always striving to add services and skills that help support families. Certifications in Infant Massage and Positive Discipline Parenting Curriculum are just a few of the things we have added across programs to help caregivers and children connect.

The Special Needs Services team is proud to offer support to families who have a family member with a developmental disability. We serve parents with disabilities, children/youth with disabilities, and families with infants/young children who may have a disability. These relationship-based, people-first, trauma-informed services are primarily provided in home and community settings.



"Thank you for all you do! Respite really helps my family"
- Respite Parent

25,827 Hours of In-Home Respite Care to 114 individuals

In-Home Respite Services provides one-on-one care to children and adults with developmental disabilities in the client's home in order to give parents and caregivers a break from their continuous caregiving duties, reduce parental stress, prevent out of home placement, and support families to remain intact.



Respite Plus and Skills Acquisition are more intensive and structured services designed to empower clients and their families to improve their skills in the areas of communication and daily living needs by using positive behavior supports.



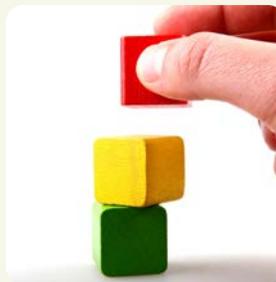
13,603 Hours of Respite+ and Skills Acquisition to 38 individuals



Early Start Services offers parent-to-parent support, information and referrals, public awareness, and family-professional collaboration for families with children ages 0-36 months who have or are at risk of having a developmental disability, giving families the building blocks needed to help their child grow.



164 Families connected to resources



"Thanks for all your support! It means a lot to me."
- Respite Worker

32 Families served through Supported Parenting Program

Supported Parenting provides in-home, one-on-one support to families in which one of the parents has a developmental disability. Activities include home visits, parent education, community resource linkage, and life skills education.



During COVID-19...



Through the COVID-19 Emergency, it was impossible for Respite Workers to move to virtual work. Their necessary services continued in person. To support them, Respite Workers were able to attend drive through supply pickups, and also had PPE mailed to their houses.

PPE supplies given to Respite Workers:
135 masks
2,450 pairs of gloves
80 bottles of hand sanitizer
50 thermometers

Our staff worked diligently to provide up-to-date COVID-19 testing and vaccine info to respite workers, the families they work with, and parents in the Supported Parenting and Early Start Programs.

Family Empowerment Services

Family Empowerment Services staff attended a variety of trainings to sharpen their skills in caring for clients.

Some of these trainings covered topics like Trauma, Sensory Training, LGBTQ+ Inclusivity, Compassion Fatigue, Race, and Therapy.

127

Trainings attended by staff this year

"Changing Tides has deeply enriched the life of my son and everyone my son comes into contact with. They have given him social and coping skills he uses every day".

- Parent Comment

The **Family Empowerment Services** team prides themselves in providing an array of strength-based outpatient behavioral health services to Humboldt County children and youth, ages birth through twenty, through a trauma-informed resilience-oriented lens. Staff strive to meet the needs of families and youth through relational support in the home, school, community, and office settings.

Behavioral Health and Support Services are provided to children, youth, and their families throughout Humboldt County. Services may include individual or group therapy, case management linkage and brokerage, intensive care coordination, and 1:1 behavior coaching and support.



Intensive Home Based Services (IHBS) are intensive, individualized and strength-based, needs-driven intervention activities that support the engagement and participation of the child/youth and their significant support persons to develop skills and achieve the goals and objectives of their treatment plan.

Early Childhood Mental Health Services for children birth to five and their caregivers are provided under our **BEARS Program**. Evidence-based practices under BEARS includes Therapy and Child-Parent Psychotherapy. Trained clinical staff served twenty-nine children and their primary caregivers in the BEARS Program in FY 2020-2021.

5,760 Hours of service provided to 199 children across all mental health and behavior programs

Therapeutic Behavioral Services (TBS) are intensive, 1:1 short-term behavioral coaching and support services for children, youth and their parents/caregivers designed to manage specific identified behaviors. TBS services are provided in the home, school, and community with the parent and/or caregiver present.

The global pandemic has shown that mental health is just as important as physical health. To keep families and staff safe, we have adjusted how we interact with clients while still ensuring our clients get the support they need. Virtual meetings proved to be the key to continuing to serve our clients.



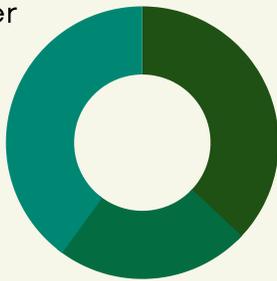
During COVID-19...



Keeping staff and clients safe has been a priority through the Global Pandemic. PPE has been critical to ensuring we can stay open to treat clients.

Service Contacts by Type

By Zoom or other virtual method
40%



By Phone
23%

In Person
37%



Intensive Care Coordination Services (ICC)

are intended to ensure that all service providers working with children/youth with higher levels of need are in alignment with one another, the child or youth, and their parent or primary caregiver.

Supervised Visitation Services provided in collaboration with the Humboldt County Superior Court and funded through the Access to Visitation Grant Program with the goal of ensuring accessible supervised visitation services to low-income non-custodial parents with custody and visitation issues currently or previously before the family courts.

PPE supplies given to staff:
965 masks,
2,400 pairs of gloves,
15 thermometers,
and 200 children's masks

The Family Empowerment Services Division applied for and was awarded a Telehealth Grant through **Sierra Health Foundation**. With this funding they were able to upgrade all computer equipment for direct service providers and their supervisors. This was extremely important as staff switched very quickly to telehealth services.

20 Hours of
Visitation
From April to
June

"Changing Tides is a phenomenal service that provides quality care for families in need. My child is benefitting from expert clinicians who care about the whole child."
- Parent Comment

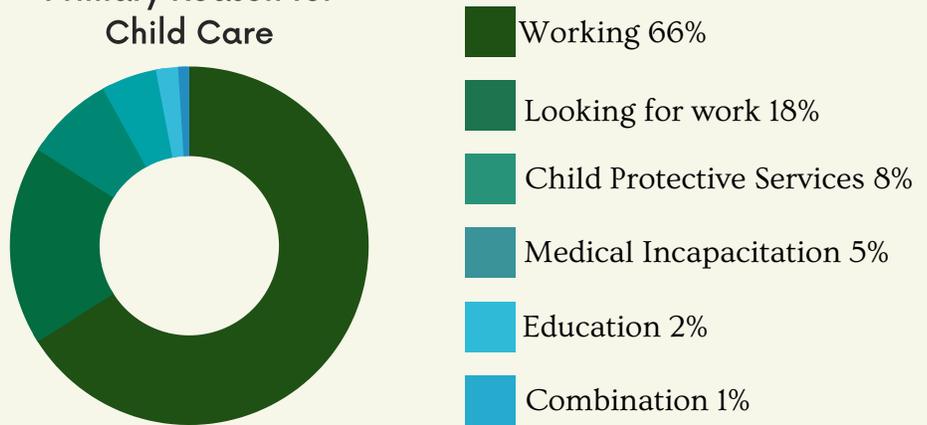
Child Care Services

This year, Child Care Services assisted:

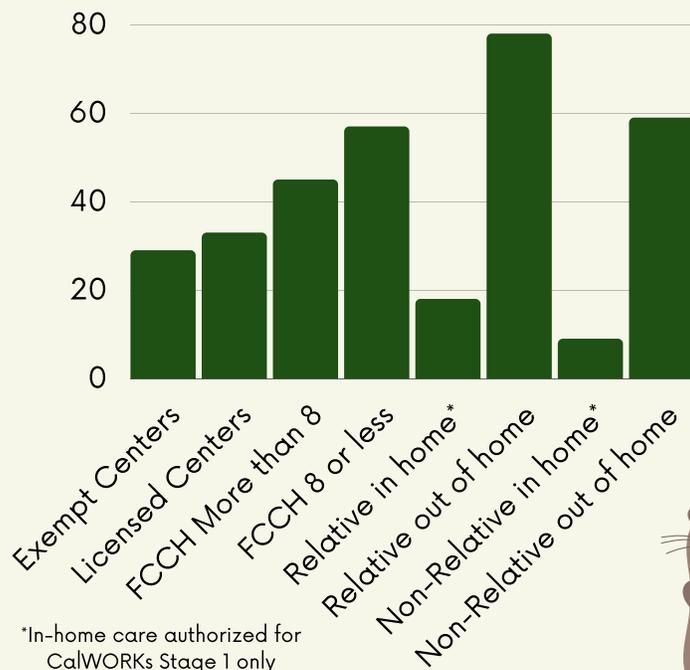


Child Care Services staff members are committed to supporting families by reimbursing child care providers through a variety of subsidy programs. We also assist families in finding the right child care provider to fit their needs and offer support and supplies to the child care providers when they need it. For many families, affordable child care is necessary in order to seek and maintain employment, expand education, and many other reasons that are vital to a healthy community. It is also a great way for children to learn socialization skills and start their early education journey.

Primary Reason for Child Care



Active Child Care Providers in Subsidy Programs



The **Foster Bridge** program provides emergency child care for families who may be asked to take in a child at a moment's notice and still be able to work. This program assists with finding a child care provider and supports paying for child care.

40 Foster families with 54 children received help through **Foster Bridge**



The providers in the **Family Child Care Home Education Network (FCCHEN)** offer enhanced services for children 0-13 years old, including developmental assessments of children in care, education curriculum, and nutritious meals at no cost.

CalWORKS Stage 1 is a parent choice program which supports families to choose from a variety of child care options: center-based, licensed family child care, or family/friend/neighbor care. Funded by DHHS - Welfare to Work, this program assists families to become self-sufficient. Once stable, these families can transition to Stage 2 or 3.

During COVID-19...



Stipends to child care providers helped ease financial stress brought on by the pandemic. The stipends helped providers continue to pay bills even when children could not attend due to exposure.

Alternative Payment and CalWORKs Stage 2 and 3 are parent choice programs funded by California Department of Social Services and support families to select from centers, licensed family care, and family/friend/neighbor.

Temporary assistance provided to 78 essential worker families

Supplies distributed to EHS-CCP Providers:

138 Books

292 Boxes of Diapers

346 Tooth Kits

Early Head Start - Child Care Partnership (EHS-CCP) is a program for children age 0 to 4 years whose family is also under the federal poverty line and enrolled in FCCHEN full time. These providers assist enrolled children in their journey to school readiness.

\$559,886 in stipends issued to child care providers in our service area

Resource & Referral Services

During COVID-19...



Parent Services has continued to support parents and guardians throughout the pandemic by hosting drive through pop up Parent Cafés, virtual parenting classes, and virtual Parent Cafés.

Resource and Referral (R&R) Services play a vital role in the community, offering individualized support to parents, guardians, child care providers, and local organizations. During emergencies, including the recent pandemic, R&R staff are on the front lines, coordinating with local partners, supporting the resiliency of families and child care providers, and advocating for state and federal resources. From free referrals for child care and other services, to parenting classes, food and nutrition, supplies, hot meals, and technical assistance, our team is dedicated to meeting the needs of our community.

1,331
Referrals
for child
care

84 Hours
of virtual
parenting classes
supporting
resiliency

Our Parent Services team supports parents and guardians to ensure children are able to thrive. In our community, something as small as providing dinner for a family, offering parenting classes, or providing a space for parents to come together to share thoughts and ideas can make a world of difference in a family's journey.

425 meals
provided to
families in the
community
through 5 pop up
events

185
Community
resource
bags handed
out to
families

"I just wanted to say thank you for the effort that was put into the Drive Thru Café. It was our first time participating, and it was lots of fun. The dinner was really tasty. Fried Chicken! Yummy!"
- Parent Comment

8 Virtual
Parent
Cafés



Capacity Building & Professional Development

provides child care business owners and other caregivers with trainings, technical assistance, and collaborative support groups to expand care opportunities, advance knowledge of child development, and improve the quality of care. Our goal is to help increase the availability and sustainability of early education in our area. Trainings include trauma informed care, preventive health & safety, gender diversity, fire safety, business practices, and more.

CalFresh Outreach and Nutrition Services

offers CalFresh application assistance to anyone in the community. Staff also host demonstrations and activities for children to promote a healthy and nutritious lifestyle.

592 CalFresh educational activities and demonstrations



63 Child Care Providers participating

784 Children enrolled

118,962 Meals and snacks served



38 Workshops with **244** early childhood education participants



Child Care Food Program

supports participating licensed child care providers in ensuring children have healthy meals and snacks. Providers are reimbursed per USDA guidelines. This past year, **\$311,220.30** was reimbursed to providers to support healthy meals for the children in their care.

During COVID-19...



PPE supplies to Child Care Providers:
828 masks
761 pairs of gloves
944 bottles of hand sanitizer
100 thermometers
963 containers of disinfecting wipes

Throughout the pandemic, child care remained important for essential workers to continue their needed services. Staff conducted **696** PPE drop off visits to Child Care Provider sites.

PPE supplies to EHS-CCP Providers
130 masks
55 pairs of gloves
142 containers of disinfecting wipes
50 bottles of disinfectant

With in-person services postponed, the nutrition services team made the quick change to virtual demonstrations, resource bags with meal ingredients, safe table events, and drop off visits.

Source of Funding FY 20-21

- California Department of Developmental Services
- California Department of Education
 - Humboldt County Department of Health and Human Services
- Humboldt County Office of Education
 - The Redwood Coast Regional Center
- Superior Court of Humboldt County
- California Department of Social Services
- Sierra Health Foundation
- California Child Care Resource and Referral Network

Changing Tides Family Services is audited annually by an independent Certified Public Accounting firm.

Governance FY 20-21

- President**
John McGuire
- Vice President**
Diana Hight
- Secretary/Treasurer**
Keta Paulson
- Members at Large**
Kira Norton
Brooke Epperly
Everett Flores
Jacob Smith

For more than four decades, our volunteer Board of Directors has provided guidance and support for the meaningful work we do every day. They represent a diversity of experience from almost every public and private sector of Humboldt County, including private business, K-12 education, legal services, mental health, higher education, and healthcare.

Thank You to Our Donors

FY 19-20

- Morgan Stanley
- Kokatat
- Bubbles
- Child Care Provider D.P.
- SupplyBank.org
- First 5 Humboldt
- Individual Donor S.C.
- Cooperation Humboldt



FY 20-21

- Kokatat
- Charities Aid Foundation of America
- SupplyBank.org
- First 5 Humboldt
- Individual Donor M.H.

"Working with you has helped me learn new ways to support my daughter when she is having a hard time. You have helped me look at things in a different way and helped me find new ways to connect with her. I have learned ways to talk with my daughter about the things that are hard to talk about and we are closer because of it." (Parent Comment)

"During the most trying time of my life when I lacked the ability to be at my best and I was struggling to hold onto hope, the professionals at Changing Tides made services available to my daughters in a way that can only be described as grace." (Parent Comment)

"Thank you! Way better pick-ups. Been doing all your suggestions. Made a place for them to sit on the porch and connect. Used some of the suggestions with another child and his dad too. Working so well. Thanks for the tips!!!" (Early Head Start Provider to Mental Health Consultant)

"I'd like you each to know how much I appreciate you, and the services you have provided with the families we have shared over the past several years. I am so very grateful for the kindness and compassion you have shared during some of the most challenging moments...you are both so good at what you do!" (From a Service Coordinator to Supported Parenting Program Staff)

Make a Donation

Donate Directly to Changing Tides Family Services: Visit www.changingtidesfs.org/donations
 Donate to the Changing Tides Family Services Fund held by the Humboldt Area Foundation
 Visit www.hafoundation.org/donations/donations.php

Your tax-exempt donation will help Changing Tides Family Services expand its work with children, youth, adults, families, and the community. Receipts are provided for donated funds and gifts.