

Workforce Solutions of Central Texas Child Care Services

Parent Handbook

Workforce Solutions of Central Texas Workforce Development Board administers the low-income child care subsidy program for the Central Texas Workforce Development area. Workforce Solutions Child Care Services (CCS) determines child care eligibility for children and families seeking child care services in the seven county Workforce Development areas.

INCOME ELIGIBLE CUSTOMERS

Parents who directly apply for child care assistance to Workforce Solutions of Central Texas are considered to be income eligible customers. Income Eligible customers must meet certain criteria in order to receive child care assistance. They must:

- Reside in Bell, Coryell, Hamilton, Lampasas, Milam, Mills, or San Saba County, and
- Have a household income that is at or below 85% of the State Median Income for their family size,
- Be working or attending a job training or educational program for an average of 25 hours per week for a single parent household and an average of 50 hours per week for a two-parent household (each must average at least 15 hours per week), and
- Have a child under 13 years of age (or 19 years of age with a documented disability), and need child care in order to work or attend a job training or educational program.

Applying for Child Care Assistance. When evaluating your application for child care assistance, Workforce Solutions of Central Texas staff will:

- Verify your employment, your income from that employment (at least three (3) months of information must be provided), receipt of public assistance, and any other source of income that must be counted in order for a family to be determined eligible.
- Verify enrollment and/or attendance in a job training or educational program.
- Determine the amount (if any) of the parent share of cost (co-pay), if a parent share of cost is assessed.
- Authorize enrollment with the provider of your choice, and payment for those services.

Self-Employment Verification. All parents seeking child care services who are self-employed must provide verification of their employment, at least three (3) months of *established* self-employment enterprises. Parents must provide one of the following forms of documentation to verify established self-employment enterprises, most recent:

- IRS form 1040 with Schedule C, F, or SE federal income tax returns,
- IRS Tax Transcript,
- Statement of profit/loss from a certified accountant,
- Three (3) months of business bank statements,
- Three (3) months of invoices or lists of customers served with dates and identifying information (such as addresses),
- Personal receipt books showing three (3) months of business activity and income, or
- Personal payment records with 3rd party signed verification showing three (3) months of business activity.

To further verify your business activities, please provide one of the following:

- Current property titles, deeds, or rental agreement for the place of business,
- Recent business bank statements,
- Recent business phone, utility, or insurance bills,
- Recent state sales tax returns,
- Recent business records that provide proof of income and expenditures, such as:
- Copies of money orders or checks received, and lists of individuals/customers served,
- Personal wage records with third-party signed verification, or
- Current business registration or license (i.e., DBA license or professional license).

Your income eligibility will be verified by Workforce Solutions Child Care Services. You may choose to deduct a standard amount in lieu of itemizing expenses. If you choose to itemize your expenses, please provide receipts for operating expenses such as rent, utilities, gas, booth rental, payroll, etc.

REQUIREMENTS OF CHILD CARE ELIGIBILITY.

Parent Enrollment Agreement. In order to receive services you must agree to the following:

- **Participation Requirements.** To be employed, or in a job training or educational program for combination of at least an average of 25 hours per week for a single parent or 50 hours per week for a two parent family. Two parent families may determine the combination of hours to meet the 50 hours; however each parent must be in a work, education or training activity a minimum of 15 hours per week.

Note: If enrolled in an education or training program you will be required to meet the program's attendance policies and make satisfactory progress towards completion of the training activity. You will be required to submit class schedules and provide documentation showing you are in *good standing* with the training program at each 12-month eligibility redetermination. Workforce Solutions will consider your ability to enroll in subsequent training activities at that training provider as provision of this evidence.

- Only Workforce Solutions of Central Texas can authorize your child care arrangements, including any changes in the provider of your child care assistance.
- **Reporting Changes.** To inform Workforce Solutions of Central Texas within 14 calendar days of the following occurrences:
 - Any change in family residence, primary telephone number, or e-mail. Note: If you change residency within the state, and still need child care services in order to work or go to school, you may remain eligible. Report to the Workforce Development Board in your new area to determine if you are still eligible for services.
 - Any changes in family income or family size that would cause your family to exceed 85 percent of the State Median Income (SMI) for your family size;
- **Changes in work or attendance at a job training or educational program:**
 - **Permanent Changes.** A cessation of employment or attendance at a job training or education program that is expected to last longer than three months will be considered a permanent loss. Once reported, Workforce Solutions of Central Texas Child Care Services may provide you with up to an additional three (3) months of services in order to find new work or training activities.
 - **Temporary changes.** *You do not have to report temporary changes* in your work, education or training activities. These include:
 - Changes in family income that *does not exceed 85 percent SMI* for your size family,
 - Time-limited absence from work for an employed parent for periods of family leave (including parental leave) or sick leave.
 - Interruption in work for a seasonal worker who is not working between regular industry work seasons.
 - Student holiday or break for a parent participating in training or education.
 - Reduction in work, training, or education hours, as long as the parent is still working or attending a training or education program.
 - Other cessation of work or attendance in a training or education program that does not exceed three months, and
 - Change in age, including turning 13 years old during the eligibility period.

Note: All changes may be reported in person, via telephone and/ or email.

IMPORTANT! YOU MUST ALSO AGREE TO:

- Comply with all Texas Workforce Commission (TWC) and Workforce Solutions of Central Texas requirements or you may have your child care assistance denied or ended.
- Pay a parent share of cost (co-pay) based upon your income and family size to my chosen child care provider, if required.
- Record attendance and absences using the Child Care Automated Attendance (CCAA) card.

Note: Once you receive your CCAA card in the mail, you can record attendance up to 6 days back from present day.

Children with Disabilities and Special Needs. Workforce Solutions of Central Texas offers additional services to families who have a child with a documented disability. Workforce Solutions of Central Texas defines "child with a disability" as:

"A child who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. Major life activities include, but are not limited to, caring for oneself; performing manual tasks; walking; hearing; seeing, speaking, or breathing; learning; and working. "

If you have met income eligible requirements and you have a child that has been identified as having a physical, mental or emotional condition that limits what the child is able to do your child may qualify to receive additional benefits, including:

- Having any ongoing out-of-pocket medical and other expenses related to your child’s disability may be deducted from your family income when we assess your eligibility for child care.
- Provide child care assistance for your child under the age of 19, and/or
- Upon your request, with the recommendation of a professional (special education teacher, physical therapist, doctor, etc.) working with your child, your child care provider may be eligible for an “enhanced” reimbursement payment rate for your child. This “enhanced rate” will assist the child care provider better meet your child’s unique needs, and may be used to purchase adaptive equipment or materials and/or provide additional adult assistance in your child’s classroom.

Note: This arrangement is only available if your child care is with a licensed or registered provider.

In order for the provider to qualify for this enhanced rate, you must send documentation of your child’s disability such as ARD/IEP papers from the public school, certification from an Early Childhood Intervention (ECI) program or a letter from your child’s doctor verifying the disability and any additional assistance your child may need to the Workforce Solutions Child Care Services “Children with Disabilities Specialist”. See Informed Choices for other services you may be eligible for.

Teen Parents. Workforce Solutions Central Texas defines “teen parent” as:

- “An individual 18 years of age or younger, or 19 years of age and attending high school or the equivalent, who has a child” and:
- Needs child care assistance to complete high school or the equivalent; and
- Income is below the income limits set according to family size.

All training must be classroom based; no online High School or GED programs are accepted.

Note: Only the teen parent’s income will be considered when determining eligibility for the child care assistance.

Workforce Program Customers. Parents who are participating in workforce programs may be eligible to receive child care assistance. Child care eligibility for these customers is based on the criteria for enrollment for that particular program. Program caseworkers will provide information on program requirements.

Child Protective Services (CPS). Parents may also be referred to Workforce Solutions of Central Texas by the Texas Department of Family and Protective Service’s (TDFPS) Child Protective Services Division to receive child care assistance. TDFPS is the state agency that oversees Child Protective Services (CPS). If you receive child care through CPS:

- Your CPS caseworker determines eligibility for children in protective or foster care,
- You may choose a provider who meets your needs in coordination with your CPS caseworker, and
- You will not pay a parent share of cost unless it is authorized by your caseworker.

PARENT OR CARETAKER RIGHTS. If you are receiving child care subsidy assistance from Workforce Solutions of Central Texas you have the right to:

- Choose the type of child care providers that best suit your needs and to be informed of all child care options available.
- Visit available child care providers before making your choice.
- Receive assistance in choosing your initial or additional child care arrangements including information about policies regarding transferring children from one provider to another.
 - **Note.** The Workforce Solutions of Central Texas Workforce Board policy allows parents to have two transfers per year between providers with Workforce Solutions Child Care Services prior approval.
- Be informed of the TWC rules and Board policies related to providers charging the difference between Board reimbursement and the provider’s published rate.
 - **Note.** Provider’s may charge you the difference in cost between your parent share of cost, the subsidy Workforce Solution’s pays the provider for your child care and what the provider charges the private paying parents (those who do not receive subsidies from Workforce Solutions), if those costs are higher than the combination of what you pay and Workforce Solutions pays.
- Be represented when applying for child care services.
- Be notified about your eligibility for services within 20 calendar days from the day the Workforce Solutions Child Care Services receives all necessary documentation required to initially determine or redetermine your eligibility for child care.
- Receive child care regardless of race, color, national origin, age, sex, disability, political beliefs, or religion.

- Have the Board and Workforce Solutions Child Care Services treat information used to determine your eligibility for child care services as confidential.
- Receive written notification at least 15 days before the denial, reduction or termination of child care services.
- Reject an offer of child care services or voluntarily withdraw their child from child care, unless the child is in protective services.
- Be informed of the possible consequences of rejecting or ending the child care that is offered.
- Be informed of the eligibility documentation and reporting requirements for the program.
- Be informed of the right to appeal the denial, reduction or termination of child care assistance. The procedure for requesting an appeal will be provided by Workforce Solutions of Central Texas during the enrollment process.
- Be informed of required background and criminal history checks for relative child care providers through the listing process with DFPS, before you are able to select a relative child care provider.

PARENT OR CARETAKER RESPONSIBILITIES.

If you are receiving child care subsidy assistance from Workforce Solutions of Central Texas you must:

- Provide Workforce Solutions of Central Texas with all information necessary to determine eligibility to receive child care assistance before such assistance may occur.
- Report changes in family income or family size that may cause your family income to exceed 85 percent of SMI for a family of the same size; or changes in your work or attendance at a job training or educational program not considered to be a temporary change within 14 calendar days of the occurrence.
- Report any change in family residence, primary phone number, or email within 14 calendar days of the occurrence (see page 2 for information on reporting changes).

Note: A parent's failure to submit eligibility documentation in a timely manner shall result in initial denial of child care services or termination of services at the 12-month eligibility redetermination period.

PARENT SHARE OF COST (PSOC)/CO-PAYS. Workforce Solutions of Central Texas Child Care Services enforces the following policies regarding parent co-pays:

Income Eligible Customers.

Most Workforce Solutions of Central Texas Child Care Services parents must pay a portion of the cost for their child care. This fee is a sliding scale based on the family's income and the number of children receiving child care assistance. Parent share of cost are not based on the cost of child care and cannot be greater than the cost of child care charged to the general public. This fee must be paid monthly to your child care provider.

Workforce Program Customers.

If you are participating in Choices or the Supplemental Nutrition Stamp Employment and Training (SNAP) programs, you will not be required to pay a parent share of cost.

If you are participating in other Workforce programs you will pay a parent share of cost for your child care assistance based on your family's gross monthly income, the number of people in your household and the number of children receiving child care assistance.

Children Receiving Child Protective Services.

If you are receiving child care assistance through CPS, you will not be required to pay a parent share of cost unless your CPS caseworker has assigned one.

PARENT SHARE OF COST AGREEMENT. You must agree to and understand **all of the following:**

- To pay any assigned parent share of cost, to your chosen provider, before receiving child care assistance.
- To pay any additional child care subsidies you receive from other agencies to the child care provider where your child receives care. **Example: *If you are a military family and receive a subsidy from Child Care Aware, you must pay that to your provider. The subsidy amount paid by Workforce Solutions to your provider will then be reduced by the other subsidy amount and your parent share of cost (if any).***

- Your parent share of cost is based on your income, the number of family members in your household and the number of children receiving child care assistance.
- Your parent share of cost must be paid even if your child is absent.
- Your services may be terminated if you fail to pay your parent share of cost to the provider.
- Your parent share of cost becomes effective the day that Workforce Solutions Child Care Services authorizes care to start.
- The child care provider you choose may require you to pay the difference in their regular fees and the amount paid by Workforce Solutions Child Care Services for child care. The provider can only charge this fee if their rates for the general public are greater than the reimbursement rate paid by Workforce Solutions of Central Texas. **You are responsible for talking to your child care provider about any additional fees and payment of those fees.**
- If you are **not** required to pay a parent share of cost, the provider cannot charge you the difference in the provider's rate for the general public and the amount paid by Workforce Solutions Child Care Services for child care.
- If you are receiving child care assistance from Workforce Solutions, you cannot be charged a registration fee, supply fee or activity fee (these fees are already included into the payment rate Workforce Solutions reimburses the provider for your child care services). **However, you can be charged other additional fees such as late fees, pictures, optional field trips, other fees charged by the provider or any fees charged because you were not following the provider's policies. Ask providers for a copy of their provider policies and procedures when your child starts attending their facility.**

CHOOSING A CHILD CARE PROVIDER.

You are allowed to choose the provider who will care for your children from all options available to you that are in accordance with federal and state regulations. Workforce Solutions of Central Texas does NOT choose your provider for you. Available child care options include the following:

Licensed/Regulated Child Care Providers.

Regulated child care providers are licensed or registered through the Texas Department of Family and Protective Services (TDFPS), Child Care Licensing Division. The following categories of regulated providers are available in our area:

- **Licensed Child Care Facility** - a child care facility that provides care for 7 or more children under the age of 14.
- **Licensed Child Care Home**- a private home that provides child care for no more than 12 children under the age of 14.
- **Registered Child Care Home**- a private home that provides care for no more than 6 children under the age of 14 and no more than 6 additional school aged children after school hours.
- **Military Child Care Facilities.** A facility that is regulated and monitored by the United States Military Services.

Note: Providers “listed” with the Texas Department of Protective and Regulatory Services cannot be a child care provider with Workforce Solutions of Central Texas unless they are an eligible relative.

Relative Child Care Providers.

Certain relatives may be able to receive payment to care for your children. These relatives must:

- Maintain a separate household (they cannot live with you or the children)
- Be listed with the Texas Department of Family and Protective services, which includes a background and criminal history check, before child care services can begin with Workforce Solutions of Central Texas Child Care Services.
- Be related to the child by blood, marriage or court decree, and
- Be the child's:
 - Grandparent or great-grandparent,
 - Aunt or Uncle, or
 - The child's sibling (who is at least 18 years old, and does not reside in the same household as the eligible child).

Relatives providing care in the child's home. The relative provider must understand that in order to receive child care reimbursement for services provided in the child's home one of the following circumstances must apply:

- The child must have a documented disability. OR
- The child must be under 18 months of age. OR
- The child must be a child of a teen parent, or
- Your work schedule requires evening, overnight, or weekend child care in which taking the child outside the child's home would be disruptive to the child.

Child Care Providers Who Meet Standards Above Minimum Licensing Requirements.

Child Care providers can choose to participate in programs whose criteria emphasizes standards that are higher than or exceed minimum licensing standards set by TDFPS. These standards emphasize such things as:

- Smaller group sizes,
- Programs that meet the developmental needs of the age group in the child's classroom,
- Curriculum, and
- Additional training for directors and caregivers.

Workforce Solutions Child Care Services will provide you with a list of these providers in your area upon request. Examples of these quality child care programs/services are:

Texas Rising Star Providers.

A Texas Rising Star Provider is a voluntary, quality-based rating system of child care providers that participate in the Texas Workforce Commission/Workforce Solutions of Central Texas subsidy system. Texas Rising Star Provider standards exceed that exceed the State's Minimum Licensing Standards for child care facilities. The Texas Rising Star Provider certification system provides graduated levels of certification as providers meet progressively higher standards. This is a program of the Texas Workforce Commission and Workforce Solutions of Central Texas Child Care Services.

Integrated School Readiness Programs.

Integrated School Readiness! Is a high quality early childhood model, based on proven school readiness components including high quality, developmentally appropriate and rigorous curriculum, continuous student progress monitoring, professional development for teachers, and creating and implementing a School Readiness Integration Partnership to coordinate services among school districts, child care providers, and Head Start programs participating in the Kindergarten Readiness System (KRS).

This program is administered by the Children's Learning Institute at the UT Health Science Center at Houston.

National Accredited Providers.

The following organizations are recognized by the Texas Workforce Commission and list nationally accredited providers in Texas on their Website:

- National Association for the Education of Young Children – www.naeyc.org
- National Early Childhood Program Accreditation – www.necpa.net
- National Accreditation Commission for the Early Care and Education Program – www.naccp.org
- Association of Christian School International – www.acsi.org
- National Association for Family Care – www.nafcc.org
- National After School Association – www.naaweb.org

ATTENDANCE STANDARDS AND REPORTING REQUIREMENTS.

Parents shall ensure that the child attends on a regular basis consistent with the child's authorization for enrollment. Regular attendance is an important factor in your child's cognitive and social development. Chronic absences can have long term effects on a child's educational path starting with preschool.

Please contact us to discuss your child's absences. If your work or educational status has changed, there may be additional services available.

Meeting attendance Standards for child care services consists of fewer than:

- Forty total absences over a 12 month period

Exceptions:

- The absences were due to illness or other extenuating circumstances, if the parent provides documentation verifying the illness or other circumstances. Attendance must still be recorded as an illness.
- Absences for court-ordered visitation with a non-custodial parent will not count toward the 40 day maximum, if the parent provides documentation verifying the visitation schedule and notifies their child care caseworker in advance of the visitation. Attendance must still be recorded as COV.

Child Care Automation Attendance System (CCAA).

Parents must use the CCAA attendance card to report daily attendance and absences. You shall not designate anyone under age 16 as a secondary cardholder, unless the individual is a child's parent.

Parents shall not designate the owner, assistant director, or director of the child care facility as a secondary cardholder. Parents shall:

- Ensure the attendance card is not misused by secondary cardholders;
- Inform secondary cardholders of the responsibilities for using the attendance card;
- Ensure that secondary cardholders comply with these responsibilities; and
- Ensure the protection of attendance cards issued to them or secondary cardholders.

Giving the attendance card or the personal identification number (PIN) to another person, including the child care provider, is grounds for a potential fraud determination and you may be subject to recoupment of funds, prohibiting future child care eligibility, limiting enrollment to a regulated child care provider, terminating care during the 12 month period, and/or other actions consistent with the governing statutes or regulations to investigate, prevent, or stop suspected fraud.

Parents shall report to the child care contractor instances in which a parent's attempt to record attendance in the child care automation attendance system (CCAA) is denied or rejected and cannot be corrected at the provider site. Failure to report such instances may result in an absence counted toward the attendance standards mentioned above.

Attendance Reporting.

Parents will be responsible for reporting their child's attendance and absences using the Child Care Automation Attendance (CCAA) System. Instructions for using Attendance Card:

1. Activate your card:
 - You must activate your card and select a 4-digit PIN to use with your card. To select your PIN, you will need:
 - The card number printed on the front of your card; and
 - The cardholder's date of birth
2. Keep your PIN safe
3. Memorize your PIN
4. Do not write it on your card
5. Do not give your PIN to anyone
6. Reporting Attendance:
 - At Daycare Centers:
 - 1) Swipe your card
 - 2) Key in your PIN
 - 3) Choose attendance type (**CHECK IN OR PREVIOUS CHECK IN ONLY, NO CHECK OUT**)
 - 4) Key in the Child Number
 - 5) Press enter
 - 6) Repeat steps for the next child. If finished, press Enter again.
 - Child Care Homes/Relative Care:
 - 1) Call 1.866.960.6496 from your provider's phone
 - 2) Enter your card number using the key pad on the phone
 - 3) Enter your PIN
 - 4) Follow the instructions on the phone

**The relative cannot call in attendance or absences for the parent as the relative providing child care for the parent.*
7. Reporting Absences:
 - Call 1.866.960.6496 to report absences
 - Absences may be reported from any phone at any time
 - Absences can be reported 3 days into the future
 - **Court ordered visits, illnesses, general absences all need to be recorded**
8. Problems using your card:
 - Card is not working-call Stacie Carter at 254.200.2009
 - Forget your PIN-call customer service at 1.866.960.6496
 - System says your child is not authorized for care-call Stacie Carter at 254.200.2009

Note: You should receive an attendance card in the mail in a plain white envelope within 7-10 days of enrollment in CCS. If you have not received your card, please contact Stacie Carter at 254.200.2009. If your card is lost, stolen, or not working, you have 3 days to contact CCS to report the issue. If you do not report within 3 days, you will earn absences for the days you did not record attendance.

Remember to contact Child Care Services within 3 days if your card has been damaged, lost, stolen or is not working.

ENDING CHILD CARE ASSISTANCE.

Your child care assistance with Workforce Solutions of Central Texas is based on your family meeting eligibility criteria. Your child care assistance may end if one of the following occurs:

- Changes in family income or family size that would cause the family to exceed 85 percent of the State Median Income (SMI); or
- A permanent job loss or cessation of training or education that exceeds three months
- Improper or inaccurate reporting of attendance
- If you choose to voluntarily end your child care assistance, please contact Child Care Services immediately so that we can discontinue payment to the child care provider.

RIGHT TO APPEAL.

Most Parents have the right to appeal a decision if the parent's eligibility or child's enrollment is denied, delayed, reduced, suspended or terminated by the child care contractor, Choices caseworker or SNAP E&T caseworker.

Appeal Process.

- **Local Review.** The Local Review is the first step in the appeals process. It is an informal review of the actions taken. The request for a local review must be made within 14 days of notification that your child care assistance is ending or has been denied.
- **Board Appeal.** If you wish to appeal the local review outcome, you will need to submit a Board Appeal within 14 days of the local review decision. This is a more formal process.
- **Texas Workforce Commission Appeal.** If you wish to appeal the formal board Appeal outcome, you will need to submit an appeal to the Texas Workforce Commission within 14 days of the board appeal decision.

Child care during the local review and appeal process.

You may decide to continue receiving child care during the local review and appeal process. **If you lose the appeal and have chosen to continue child care assistance you will be responsible for the total cost of the care provided during the appeal process. You must pay those costs prior to receiving child care services in the future.**

Child care cannot continue during the local review and appeal process if the child's enrollment is terminated due to excessive unexplained absences or non-payment of parent share of cost.

To begin the process and request a local review, a parent must submit the Workforce Solutions of Central Texas Local Review form along with any other supporting documents within 14 days of the date the termination/denial notice was sent. Local Reviews must be sent to:

Workforce Solutions of Central Texas Child Care Services

Attn: Kim Alexander

300 Cheyenne Drive

Killeen TX 76542

Email: kima@workforcelink.com

Fax: 844.273.4579

A parent may have an individual represent him or her during this process.

COMPLAINTS/GRIEVANCES.

Parents have the right to have complaints or grievances heard without the threat of losing child care services. Parents should begin by explaining the problem or complaints to their Case Manager, if this is unsuccessful, ask to speak with the Child Care Supervisor or the Director and explain the problem.

If both of these attempts fail to resolve the issue, parents are encouraged to contact Sherry Trebus, Quality Assurance and Policy Manager with the Workforce Solutions of Central Texas Board at 254.742.4517.

In accordance with 45 CFR 80 and 84, it is against the law for this recipient of Federal Financial assistance to discriminate on the following bases: against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of a child care financially assisted program or activity.

The recipient must not discriminate in any of the following areas; deciding who will be admitted, or have access, to any child care financially assisted program or activity; providing opportunities in, or treating any persons with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subject to discrimination under child care financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either; the Workforce Solutions of Central Texas Equal Opportunity Officer, Workforce Solutions of Central Texas, 200 N Main, PO Box 450, Belton TX 76513 (254.742.4523); or the U.S. Department of Health and Human Services Office of Civil Rights, 1301 Young Street, Suite 1169, Dallas TX 75202 (214.767.1471); or the U.S. Department of Agriculture (USDA), Office of Civil Rights-Southwest Region, Food and Nutrition Services, 1100 Commerce Street, Dallas TX 75242 (214.290.9820).

If you file your complaint with the recipient you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the U.S. Department of Health and Human Services.

Workforce Offices:

Workforce Solutions of Central Texas Addresses and Phone Numbers

Killeen Office

Days and hours of operation: M, T, TH, F 8-5 & W 9-5
300 Cheyenne Drive
Killeen TX 76542
Main-254.200.2000
Fax: 844.273.4579

Temple Office

Days and hours of operation: M, W, F 8-5 & T, TH 8-4
201 Santa Fe Way Suite 201
Temple TX 76502
Main-254.742.4461
Fax: 844.273.4579

CONSUMER INFORMATION AND INFORMED CHOICES: Assistance With Finding A Child Care Provider, Health And Related Services and Job-Seekers.

Workforce Solutions of Central Texas Child Care Services promotes informed child care choices. When you choose your child care arrangement it is important to investigate your options, and know the following information:

- **211 Texas.** 2-1-1 Texas is a program of the Texas Health and Human Services Commission, is committed to helping Texas citizens connect with the services they need, whether by phone, or internet, their goal is to present accurate, well-organized and easy-to-find information from over 60,000 state and local health and human services programs. Our area 211 Texas provider is:

**United Way of Central Texas / Central Texas
Area Agency on Aging**

Address:
P.O. Box 729
Belton, TX 76513

Outside of Texas: 877-541-7905
Administrative phone:

E-mail:
Melissa.Thornton@ctcog.org

Information & Referral: Dial 2-1-1

In addition to information related to child care, 211 Texas may also provide information on:

- Electric Service Payment Assistance
- Utility Service Payment Assistance
- Housing Expense Assistance
- Public Housing

- Water Service Payment Assistance
- Rent Payment Assistance
- Food Stamps (SNAP) applications
- Homeless Shelters
- Housing Authorities and
- Food Pantries.
- **Child Care Licensing.** The website and telephone number of The Texas Department of Family and Protective Services Child Care Licensing Division (DFPS), so that you may obtain regulated child care health and safety requirements including information on the following:
 - the prevention and control of infectious diseases (including immunizations);
 - building and physical premises safety;
 - the minimum health and safety training requirements for your provider; and
 - the complete regulatory (inspection) compliance history of your provider; and
 - description of the full range of eligible child care providers available to you.

Local Child Care Licensing Offices include:

Temple

4501 General Bruce Drive Ste 20
 Temple Texas 76502
 (254) 770-2660

Child Care Licensing websites:

<https://hhs.texas.gov/doing-business-hhs/provider-portals/protective-services-providers/child-care-licensing>
http://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/default.asp

Killeen

405 E Elms Rd.
 Killeen, Texas 76542
 (254) 526-9011

This website allows you to search for a child care provider by type and location. You can also look at any provider’s compliance history with Child Care Licensing.

or

Call:

- Child Care Licensing- 512.438.4800 (State Office)
- Report abuse from across the U.S.-1-800.252.5400

Other information on early care and education.

- **Child Care Search.** www.txchildcaresearch.org
- **Texas Child Care Solutions.** www.texaschildcaresolutions.org

Family and Child Health Services.

- **Early Childhood Intervention (ECI).** Early childhood intervention is a system of services that helps babies and toddlers with developmental delays or disabilities. Early intervention focuses on helping eligible babies and toddlers learn the basic and brand-new skills that typically develop during the first three years of life, such as:
 - physical (reaching, rolling, crawling, and walking);
 - cognitive (thinking, learning, solving problems);
 - communication (talking, listening, understanding);
 - social/emotional (playing, feeling secure and happy); and
 - self-help (eating, dressing).

For more information contact:

Central Counties Services
 ECI Child Team
 2170 North main St., Ste. D
 Belton Texas 76513
 Phone: 254-773-6787
 Email: julie.felder@childteam.org
www.childteam.org

- **What is Medicaid?** The Medicaid program assists eligible families in the provision of adequate medical care. For more information contact 211 Texas.
- **What Is EPSDT?** Early and Periodic Screening Diagnostic and Treatment (EPSDT) is a mandatory Medicaid service that was developed to provide preventive services and treatment to children enrolled in Medicaid. For more information contact: 211 Texas.
- **Texas Vaccines for Children Program:** This program guarantees that vaccines will be available at no cost in order to immunize children (birth - 18 years of age) who meet the eligibility requirements. For more information contact:

Department of State Health Services
Health Service Region 7
2408 S. 37th Street
Temple, TX 76504 | [map](#)

Phone: (254) 778-6744
Fax: (254) 771-2612

- **ImmTrac:** The Texas Immunization Registry is a no-cost service offered by the Texas Department of State Health Services (DSHS) which safely consolidates and stores your family's immunization information from multiple sources electronically in one centralized system. For more information contact (800) 252-9152.

Job Seekers.

In addition to providing access to child care, Workforce Solutions of Central Texas can provide assistance for job seekers. Each center offers free computer, fax and telephone usage for job seekers. There are also other Workforce Programs available to assist with education and job training. Please contact your nearest Workforce Center or visit our website at www.workforcelink.com.

Parents Acknowledgement of Rights and Responsibilities

Work/Training/Education

- I understand that I am able to get child care so that I can work, attend a job training or educational program.
- I cannot get child care if I am not working or attending a job training or educational program for at least 25 hours a week (if a single parent)/50 hours a week with a minimum of 15 hours per parent for a two parent family.
- I am required to meet the program's attendance policies and make satisfactory progress towards completion of the job training or educational program I am enrolled in at each 12 month certification period.
- Failure to submit eligibility documentation will result in initial denial of child care services or termination of services at the 12 month eligibility redetermination period.

Family/Income:

- I understand that I qualify for child care based on my family's income and size. If my family experiences a change in its income or size that would cause the family to exceed 85% of the State Median Income (SMI), I must report this to CCS within 14 calendar days of the change.
- I understand that I must report within 14 calendar days' changes in work or attendance at a job training or educational program that are not considered to be temporary.
- I understand that I must report changes in family residence, primary phone number, or email within 14 calendar days of the change.
- I understand that if I provide false information or fail to disclose a material fact to make myself appear eligible for child care services, I may have to repay the child care program for services received fraudulently, and criminal charges may be filed against me with the district attorney or county attorney.
- I understand that the information I provided may be subject to validation through cross checks against state and federal databases and that I may be asked to participate in face to face interviews and provide original documents to verify my identity and eligibility for Child Care services.
- The actions listed below may be grounds for suspected fraud and will be subject to investigation:
 - Not reporting or falsely reporting at initial eligibility or at eligibility redetermination:
 - Household composition, or income sources or amounts that would have resulted in ineligibility or a higher parent share of cost; or
 - Work, training, or education hours that would have resulted in ineligibility; or
 - Changes in income or family size that would cause the family to exceed 85% SMI
 - A permanent loss of job or cessation of training or education that exceeds three months; and
 - Improper or inaccurate reporting of attendance.

Choosing My Child Care Arrangement

- I understand that I have the responsibility for choosing the provider that will care for my children.
- I have been informed of the child care options available to me including my ability to choose a Licensed Child Care Center, Licensed Child Care Home, Registered Child Care Home or an Eligible Relative Provider to care for my children while receiving child care assistance.
- I understand that my child may be eligible to receive child care services if my child is less than 13 years of age, or a child with disabilities less than 19 years of age.
- I must meet the enrollment requirements and all other policies specified by the child care provider.
- I must honor the child care provider's starting and closing hours and will be responsible for any late fee's incurred should I not pick my child(ren) up on time.
- I must report to the Texas DFPS Licensing office any complaints about a possible violation of licensing standards which affects the care of children.

Attendance

As a requirement for receiving child care services I must use the Child Care Automation Attendance (CCAA) System to record my child's attendance.

- I must use my attendance card to report attendance and absences on a daily basis using a Point of Service Device (POS) at a Licensed Child Care Center or a Telephone line at a Home provider.
- Absences can be recorded from any phone up to three days in advance.
- I will ensure that my child attends child care on a regular basis. Meeting attendance standards for child care services consists of no more than 40 total unexplained absences over a 12 month period.
- Excessive unexplained absences include: general absences, illness, failure to use your CCAA card to record attendance (to include absences, court order visitation, illness), and failure to record attendance properly.

- I understand that failure to meet monthly attendance standards may: result in suspension of care, at my option; or result in a finding that a change in work/training schedule has occurred and care may be ended.
- I understand that if a child exceeds forty (40) total absences during their current 12 month eligibility period, then the child is not eligible for a period of sixty (60) days following the date of termination. If terminated for absences a parent is ineligible to reapply or be placed on the waitlist for a period sixty (60) calendar days.
- I understand that absences due to child's documented chronic illness, disability, or court ordered visitation are not counted in the number of absences allowed.
- I understand that failure to meet the provider's established policy regarding attendance may result in the provider ending the child's enrollment at the facility
- Parents shall not designate anyone under the age of 16 as a secondary cardholder, unless the individual is a child's parent.
- I must not designate the owner, assistant director, or director of the child care facility as a secondary cardholder.
- I am responsible for informing the secondary cardholder of the responsibilities for using the attendance card and ensuring the secondary cardholders comply with these responsibilities.
- I must ensure the protection of attendance cards issued to myself and/or secondary cardholders and understand that the personal identification number (PIN) should not be given to another person, including the child care provider.
- I must report to CCS within 3 days instances in which my attempt to record attendance is denied, rejected, or point of service (POS) machine is not working. If I do not report to CCS as required, it may result in an absence counted towards the attendance standards.
- I must activate my CCAA card within 3 days of receiving the card, and I will also report damaged, lost, or stolen CCAA cards within 3 days.

Parent/Caretaker Rights

- I have the right to select my child care provider from the options available to me and visit the providers before choosing my choice of provider.
- I have the right to receive assistance in choosing initial or additional child care referrals including information about the Board's policies regarding transferring children from one provider to another.
- I have the right to have persons represent me when applying for child care services.
- I have the right to be notified of my eligibility to receive child care within 20 calendar days from the date the child care contractor received all necessary documentation required to initially determine or redetermine eligibility for child care.
- I have the right to receive child care regardless of race, color, national origin, age, sex, disability, political beliefs, or religion.
- I have the right to have information used to determine eligibility for child care services treated as confidential.
- I have the right to receive written notification at least 15 days before the termination of child care services.
- I have the right to be informed of the Texas Workforce Commission rules and Board policies related to providers charging the difference between the Board's reimbursement and the provider's published rate.
- I have the right to reject an offer of child care services or voluntarily withdraw my child from child care services, unless the child is in protective services.
- I have the right to be informed by the child care contractor of the possible consequences of rejecting or ending the child care that is offered.
- I have the right to appeal the denial, reduction, or termination of services.
- I have been informed of required background and criminal history checks for relative child care providers through the listing process with DFPS Licensing before I select an eligible relative as my child care provider.

Local Review/Appeals

- I understand that I have the right to request a local review or appeal the decision to end my child care assistance.
- I must request a local review or appeal hearing within 14 calendar days or I waive the right to a local review or appeal hearing.
- I understand that I may be able to continue receiving child care assistance while I wait for my appeal hearing, if I request that my child care assistance continue.
- I understand that child care cannot continue during the appeal process if the child's enrollment is terminated due to excessive unexplained absences or for failure to pay the parent share of cost.
- I understand that if I do choose to continue receiving child care assistance while I wait for my appeal hearing and I do not win the appeal, I will be required to repay the full cost of the child care assistance received during this time (subsidy payment and my parent share of cost).

Complaints/Grievances

- I understand that I have the right to have complaints or grievances heard without the threat of losing my child care assistance.
- I have received written information in my Parent Handbook that explains the complaint and grievances process.

Parent Handbook

- I understand that I am responsible for all information presented to me in the Parent Handbook.

Acknowledgement

- I hereby certify under penalty of perjury, that the information I have provided to Workforce Solutions of Central Texas Child Care Services is true and accurate.
- I give my permission to the Texas Workforce Commission (TWC), Workforce Solutions of Central Texas Workforce Development Board (WSCTWDB), Workforce Solutions of Central Texas Child Care Services (CCS), (or agency under contract), to contact a third party to verify income, family size, medical information, job training or educational program.
- I understand that by signing this form, I am applying for services from CCS.
- I agree that I was allowed to choose my provider.
- I understand that if I do not notify you within 14 calendar days as I am supposed to and I continue to receive child care services, this may be considered stealing and my case may be turned over to the appropriate county or district attorney’s office for possible criminal prosecution.
- I certify that I will comply with all of the requirements, policies and procedures of the Texas Workforce Commission (TWC), Workforce Solutions of Central Texas Workforce Development Board (WSCTWDB), Workforce Solutions of Central Texas Child Care Services (CCS), and the childcare provider while my child is enrolled in CCS.

By signing this form, I understand that: (1) a person who obtains or attempts to obtain, by fraudulent means, service to which the person is not entitled may be prosecuted under applicable state and federal laws, (2) I am applying for services from Workforce Solutions of Central Texas and all information on this application represents a complete and accurate statement of my work, education or training hours; household income; and family size at the time of submission.

I acknowledge that I have read and agree to all sections of this parent agreement, and that all of my questions have been answered. I understand that failure to comply with all provisions above may result in termination or possible recoupment of child care funds.

Customer Name: _____

Customer Signature: _____ Date: _____

Spouse/Significant Other Name: _____

Spouse/Significant Other Signature : _____ Date: _____

CCS Staff Name: _____

CCS Staff Signature: _____ Date : _____

This document contains vital information about requirements, rights, determinations and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Income Limits

Family Size	85% SMI
2	\$3,607
3	\$4,456
4	\$5,305
5	\$6,154
6	\$7,003
7	\$7,162
8	\$7,321
9	\$7,480
10	\$7,639
11	\$7,799
12	\$7,958
13	\$8,117
14	\$8,276
15	\$8,435

Maximum Income Eligibility for Child Care Services effective October 1, 2018				
Family Size	Weekly	Bi-Weekly	Bi-Monthly	Monthly
2	\$833	\$1,666	\$1,804	\$3,607
3	\$1,029	\$2,058	\$2,228	\$4,456
4	\$1,225	\$2,450	\$2,653	\$5,305
5	\$1,421	\$2,842	\$3,077	\$6,154
6	\$1,617	\$3,235	\$3,502	\$7,003
7	\$1,654	\$3,308	\$3,581	\$7,162
8	\$1,691	\$3,382	\$3,661	\$7,321
9	\$1,727	\$3,455	\$3,740	\$7,480
10	\$1,764	\$3,528	\$3,820	\$7,639

Workforce Solutions of Central Texas Child Care Services
Parent Handbook

Parents Acknowledgement of Rights and Responsibilities

By signing this form, I understand that: (1) a person who obtains or attempts to obtain, by fraudulent means, service to which the person is not entitled may be prosecuted under applicable state and federal laws, (2) I am applying for services from Workforce Solutions of Central Texas and all information on this application represents a complete and accurate statement of my work, education or training hours; household income; and family size at the time of submission.

I understand that failure to comply with all provisions of the Workforce Solutions of Central Texas Child Care Services Parent Handbook may result in the termination or possible recoupment of child care funds.

Customer Name: _____

Customer Signature: _____ Date: _____

Spouse/Significant Other Name: _____

Spouse/Significant Other Signature : _____ Date: _____

CCS Staff Name: _____

CCS Staff Signature: _____ Date : _____