

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 forty 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 ordered 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 care 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 of 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 non-payment of 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.

Workforce Solutions of Central Texas is an equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities. Individual with speech and/or hearing impairments may call 711 for assistance.