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SOLUTIONS **Capital Area**  

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*Connecting People to Jobs*

## Presentation Overview

- BakerRipley Child Care Services Team and Contact List
  - Outreach and Enrollment Status
    - Recertification Overview
- Connect with Workforce to Support Families
  - Provider Updates and Reminders
  - Quality Initiatives Update

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# BakerRipley Child Care Services Team and Contacts

Leadership Team	Email Address	Direct Number
<u>Program Director</u> – Quinton Buckley	<a href="mailto:quinton.buckley@wfscapitalarea.com">quinton.buckley@wfscapitalarea.com</a>	512-597-7134
<u>Early Care and Education Manager</u> – Jeni Pandolfi	<a href="mailto:jeni.pandolfi@wfscapitalarea.com">jeni.pandolfi@wfscapitalarea.com</a>	512-597-7185
<u>Operations Manager</u> – Kristy Smith	<a href="mailto:kristy.smith@wfscapitalarea.com">kristy.smith@wfscapitalarea.com</a>	512-597-7258
<u>Intake Eligibility Supervisor</u> – Nestor Dominguez	<a href="mailto:nestor.dominguez@wfscapitalarea.com">nestor.dominguez@wfscapitalarea.com</a>	512-597-7292
<u>Information Resource Supervisor</u> – Carmella Green	<a href="mailto:carmella.green@wfscapitalarea.com">carmella.green@wfscapitalarea.com</a>	512-597-7194
<u>BIOS Supervisor</u> - currently vacant	please contact Kristy Smith	see above

# BakerRipley Child Care Services Team and Contacts

Topics/Questions	Contact Information
<b><u>Parent Inquiries</u></b> - parents are interested in services, want to sign up for waitlist, need changes, etc.	<a href="mailto:austinccs@wfscapitalarea.com">austinccs@wfscapitalarea.com</a>
<b><u>Finance Team</u></b> - questions about payments, missing dates, full time/blended amounts, etc.	<a href="mailto:ccsfinance@wfscapitalarea.com">ccsfinance@wfscapitalarea.com</a>
<b><u>Provider Services</u></b> - updated your DOSS, attendance, holidays, password reset, etc.	<a href="mailto:ccsproviderservices@wfscapitalarea.com">ccsproviderservices@wfscapitalarea.com</a>
<b><u>Quality Initiatives</u></b> - want to become a TRS provider, have questions about the process, PPR distribution, training, etc.	<a href="mailto:ccsquality@wfscapitalarea.com">ccsquality@wfscapitalarea.com</a>
<b><u>Local Referral Partners</u></b> – send in referral, become a referral partner, etc.	<a href="mailto:ccslocalreferral@wfscapitalarea.com">ccslocalreferral@wfscapitalarea.com</a>
<b><u>Training Registration</u></b> – questions about an upcoming training, registration assistance, etc.	<a href="mailto:ccsregistration@wfscapitalarea.com">ccsregistration@wfscapitalarea.com</a>

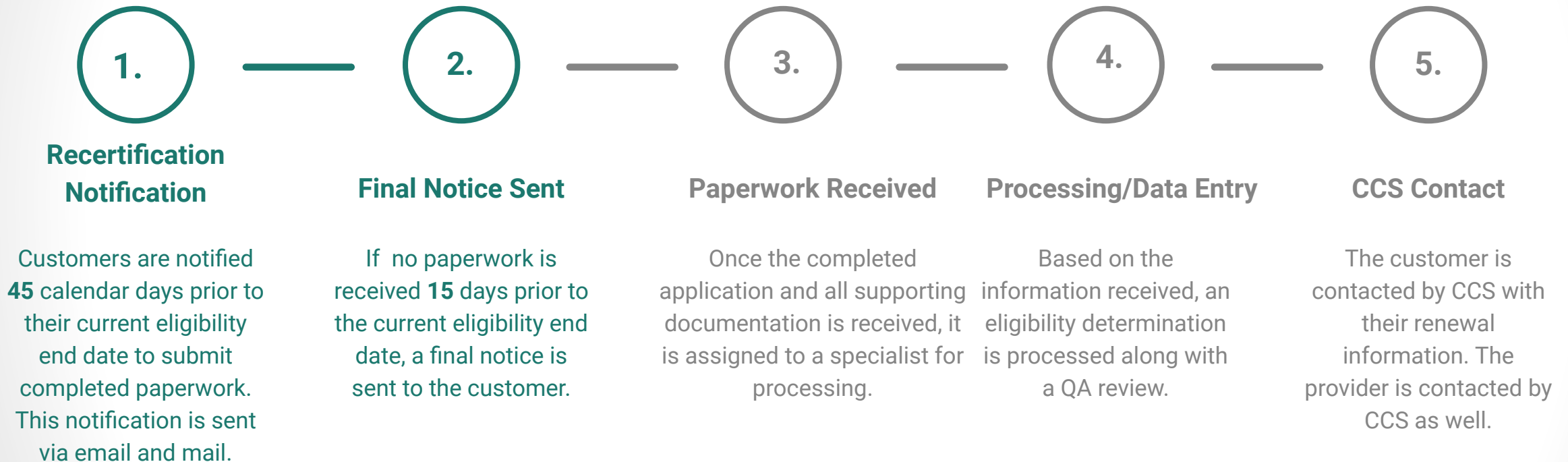
# Outreach and Enrollment

- Currently pulling from the waitlist and outreaching to parents for potential enrollments
  - 9 Waves of Outreach to 2,783 children over the past 3 months (142 last wave)
  - Currently received 408 applications for service (from Waves 1-8)
  - The waitlist has been exhausted, new families are added and then outreached every 2 weeks at this point.
- Have a very low response rate (around 13% for the first waves of outreach responded with applications)
- Let Parents Know that we are Enrolling

*Our mentor has been a great "cheerleader" during this pandemic. She has stayed in touch with our center through phone calls, emails and even has sent little cards of thanks through the mail. Our center had to close in March and we finally opened up in August and haven't had to close down since. Supportive people like our mentor really help during this difficult time in our industry. THANK YOU shout out from all TEAM CDC*

**-CCS Provider**

# Recertification Flow Chart



# Recertification and Enrollment Overview

- Parent/Caregiver Identify an Residence Documents
  - Valid driver's license/state ID/passport **and**
  - Current utility bill/lease/mortgage statement with address (current – dated within past 30 days)
    - **\*secondary documentation for the items listed above are available in the event a customer is unable to submit the required documentation.**
- Child/ren Citizenship and Age Verification
  - Birth certificate, passport, birth record
  - Child/ren Immigrant/"Qualified Alien" Verification
    - **\*secondary documentation for the items listed above are available in the event a customer is unable to submit the required documentation.**
- Household Income Verification – *for all household members (earned and unearned)*
  - If employed, paycheck stubs for the last 3 months
  - If self-employed, business income statement AND other verification (such as quarterly federal tax returns, profit and loss statement, bank statements or business ledgers/records/receipts, etc.) for the last 3 months
  - If cash-paid, completed wage verification form (pg. 14 of the application) or letter from employer with contact information. ***This information must be verifiable in order to use as proof of income and participation for child care services.***
  - Verification of all other income, such as pension, annuities, life insurance, rental income, lottery payments, etc.
  - If attending school or training, current transcripts, school schedule, and/or training verification – documentation submitted must include the student's name
- Complete Child Care Services Packet
  - Need all 8 pages complete, signatures and initials in all applicable places



# Connect with Workforce to Support Families

Please encourage the families you serve to reach out to our workforce partners at Workforce Solutions Capital Area to learn more about resources available.

Visit the website:

[www.wfscapitalarea.com](http://www.wfscapitalarea.com)

Call our North Career Center:  
512-454-9675



## Workforce Solutions Capital Area Career Centers

### North Career Center

**Phone:** 512.454.9675

**Hours of Operation:**

Monday – Friday

8:00 AM – 5:00 PM

### East Career Center

**Phone:** 512.223.5400

**Hours of Operation:**

Monday – Friday

8:00 AM – 5:00 PM

### South Career Center

**Phone:** 512.381.4200

**Hours of Operation:**

Monday – Friday

8:00 AM – 5:00 PM

# CCAA Updates

- Contract Ending - TWC's contract with Conduent is ending on March 31st, which means there will be no more automated attendance or CCAA Portal available.
- POS Machines – You should be receiving a letter and email with instructions on returning the POS Machines. In order to avoid being charged or billed for unreturned POS device(s) you must return the equipment no later than April 16, 2021. You will be charged \$300 if the equipment is not returned within April 16, 2021.
  - Please call 866-320-8720 to get a return packet today, to ensure that you return that machine as soon as possible.
- Monthly Referral Report - With the CCAA portal going away, you will not be able to login in and see your active referrals. Our team will be sending a monthly list with all active referrals which will include child's name, TWIST ID, and referral start/end dates. Please be on the lookout for that report, and let us know if you have any questions.



# Attendance Updates and Reminders

- Weekly Attendance – We will no longer be collecting weekly attendance for most providers, you can stop sending in your attendance effective immediately. Relative Providers will still be required to submit attendance each week.
- Excessive Absences– Beginning April 1st, you are asked to report any child that has 5 consecutive absences. This should be submitted no later than the 6th day. (For example if a child misses Wednesday, March 24th - Tuesday, March 30th, report this absence no later than Wednesday, March 31st.)
  - This will be an online process and are hoping to make it as quick/easy as possible. We will be sending out a link, which will allow you to submit this notice electronically. Please be on the lookout via email for this information.
  - Our staff will review these reports and make a determination about being excused/unexcused.
  - Families will receive notices after 15 and 30 consecutive unexcused days with a reminder about excessive absences. After 8 notices are received (40 consecutive unexcused days), the child will be removed from the program due to excessive absences.

# Enhanced Rates Phased Plan

- Enhanced Rates – These will be slowly decreasing over the next few months, with the rates outlined below by pay date.

Service Period	Pay Date	Enhanced Reimbursement Rate
March 7th - March 20th	April 9th	25%
March 21st - April 3rd	April 23rd	25%
April 4th - April 17th	May 7th	20%
April 18th - May 1st	May 21st	20%
May 2nd - May 15th	June 4th	15%
May 16th - May 29th	June 18th	15%
May 30th - June 12th	July 2nd	15%
June 13th - June 26th	July 16th	10%
June 27th - July 10th	July 30th	10%
July 11th - July 24th	August 13th	5%
July 25th - August 7th	August 27th	5%
August 8th - August 21st	September 10th	0%

# Provider Updates and Reminders

- Keep us Informed– please let us know if a child will not be returning, if a child stops attending, you are closing due to a COVID exposure, etc.
  - Please email [ccsproviderservices@wfscapitalarea.com](mailto:ccsproviderservices@wfscapitalarea.com) with any changes.
- Payment Review – with each payment, please review your payment record to ensure that all is correct (for example, school agers attending full time)
  - If not correct, please contact us so we can address the situation [ccsfinance@wfscapitalarea.com](mailto:ccsfinance@wfscapitalarea.com)
- Updated/Amended DOSS - given the changes in attendance reporting and discontinuation of CCAA, we will be updating our provider agreements.
  - We are waiting on guidance from TWC if we need to complete a new DOSS or an addendum with the changes outlined. Our team will be reaching out when this is finalized over the next few months.

# Quality Initiatives

- Training Opportunities Posted
  - 2020-21 Training Calendar posted on our Website ([www.wfscapitalarea.com](http://www.wfscapitalarea.com))
  - A few upcoming trainings in February:
    - 3/27- Business Management Skills on Maintaining an Effective Child Care Center
    - 4/17 - Positive Guidance Strategies that Work - and Teach!
    - 4/24- Assessments and Data as Building Blocks for Learning
- Texas Rising Star
  - There are changes to the Texas Rising Star program. We had more than 100 directors join us for an overview earlier this month.
  - Please join us at our monthly TRS Meetings on the first Thursday of the month from 12-2pm or 6-8pm.
- Water Distribution





# Quality Initiatives

- Jeanette Watson Update
  - Notifications will be going out this week to all applicants.
- Upcoming PPE Distribution
  - We are excited to be partnering with APH again to distribute much needed PPE including gloves, hand sanitizer, masks, etc.
  - April 23rd and 24th
  - This will be held at the same location as our last distribution event.
  - Registration link will be sent out soon to sign up for a time slot.
- Provider Recognition
  - Tamitha Blackmon was recently elected as the Texas State Representative for National Association of Family Child Care
  - Loretta Johnson was recently selected as the AAEEYC Teacher of the Year

