

## HOW THE CHILD CARE SUBSIDY SYSTEM

### WORKS

This brochure will explain to the relative child care providers the policies and procedures that both the parent receiving child care subsidies and their child care provider will be expected to follow.

#### The Texas Workforce Commission

The Texas Workforce Commission (TWC) is the state agency that provides child care as a supportive service to low-income families working to become and remain self-sufficient. They also administer such programs as the Temporary Assistance to Needy Families (TANF) employment program "Choices", and the Food Stamp Employment and Training Program (FSE&T).

#### Workforce Solutions— Capital Area Workforce Board

The state child care subsidy program in Austin and Travis county is administered by the Board under a contract with TWC. The child care program enables low income parents to work or receive training for work. More than 3000 children are served in Travis County on a daily basis through these child care subsidies.

#### Workforce Solutions—Child Care Services

The Board has contracted with a community-based agency, the Teaching & Mentoring Communities, to manage the Workforce Solutions—Child Care Services contract in Austin and Travis County. Staff that providers will see or talk to most often are:

- Client Services Representatives (CSRs), who help parents during intake and enrollment; and help providers get children into their programs.
- Financial Management Specialists (FMS), who: help providers in the billing process; and answer payment questions.

#### Relative Child Care Providers

The most important role of the Workforce Solutions—Child Care Services provider is to provide quality care for all children. Providers may participate in the child care system by providing their opinions about the child care system through surveys, questionnaires and periodic provider meetings. The child care arrangement between a parent and an eligible relative provider is strictly between the parent and that provider. Workforce Solutions—Child Care Services and/or the Board do not have an employer/employee relationship with the provider.

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for Your Records

### HOW TO CONTACT US

#### Workforce Solutions—Child Care Services

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Workforce Solutions is an equal opportunity employer/  
program. Auxiliary aids and services are available upon  
request to persons with disabilities.  
Relay Texas: 800.735.2989 (TDD) / 800.735.2988  
(Voice)

### RELATIVE CHILD CARE PROVIDER REQUIREMENTS

TWC Child Care Rules specify that child care subsidies are paid only to ELIGIBLE RELATIVE PROVIDERS WHO ARE THE CHILD'S:

- Grandparent,
- Great-Grandparent,
- Aunt,
- Uncle, or
- Sibling over the age of 18 who does not live in the child's home.
- Great-Grandparents, Great-Aunts and Uncles, or Step-Grandparents are **not** eligible relative providers.

### PROOF OF RELATIONSHIP

We use the following to determine if the provider is an eligible relative :

Also, a proof of residency must be provided showing that the provider lives outside the child's home (unless special circumstances are proven).

**If the provider is a sister or brother of the parent/the child's aunt or uncle**

Copies of the parent's and provider's birth certificates showing a common mother or father.

**If provider is a brother-in law or sister-in-law of parent**

Copies of two birth certificates are required, the parent's and the parent's sibling's. These must show that the parent and sibling have a common parent. In addition, a marriage license or certificate of provider showing marriage to the parent's sibling.

**If the provider is a mother or father of the parent (grandparent of the child)**

A birth certificate of the parent listing the provider as either their mother or father.

**If the provider is a child of the parent (sibling of the child)**

The provider's birth certificate showing the parent and that the provider is at least 18 years of age.

# What Relative Child Care Providers Need To Know About Providing Child Care Subsidy Services in Travis County



 **Workforce Solutions**  
Child Care Services

## Laws, Regulations and Rules Governing Child Care

All local rules, policies and procedures are based on federal, state or local laws, regulations and/or policies. TWC develops rules based upon federal laws and regulations. The Board develops local policies and procedures based upon these rules and regulations.

The following requirements are set by TWC regulations for relative child care providers receiving child care subsidies:

### RESIDENCE WHERE CARE IS PROVIDED

**Providing Care in the Child's Home.** Relative child care providers **shall not** reside in the same household as the eligible child unless:

- the eligible child is a child of a teen parent; or
- the parent provides documents that other child care provider arrangements are not reasonably available.

**Factors used to determine the reasonable availability of child care include:**

- the parent's work schedule;
- the availability of adequate transportation; or
- the age of the child.

If care is provided in the child's home by a relative, they **must not** appear on the Texas Department of Public Safety's Sex Offender Registry, pursuant to Chapter 62 of the Texas Code of Criminal Procedure.

**PROVIDING CARE IN THE RELATIVE PROVIDERS HOME.** These providers are required to "List" with the Department of Family and Protective Services (DFPS). Listing requires:

- A \$20.00 listing fee,
- Installation of a carbon monoxide detector , and
- A criminal background check conducted by DFPS on the provider and each individual in the home who are age 14 and above.

An individual appearing on the Texas Department of Public Safety's Sex Offender Registry, pursuant to Chapter 62 of the Texas Code of Criminal Procedure, shall also not be eligible to be a relative child care provider.

## PROVIDER REIMBURSEMENT RATES AND PAYMENTS

**Maximum Rates.** We will reimburse providers at the Board's maximum rate or the provider's set rate, whichever is lower.

**AGE GROUPS.** Child care maximum rates are reimbursed according to the following age ranges:

- **INFANT:** 0-17 months.
- **TODDLER:** 18-35 months.
- **PRESCHOOL:** 3-5 years.
- **SCHOOL AGE:** 6 years and up

**Amount of Reimbursement.** We reimburse providers their established reimbursement rate, minus the parent's co-pay.

## RELATIVE PROVIDER MAXIMUM RATES ARE:

**INFANT:** FT: \$14.44, PT: \$14.25

**TODDLER:** FT: \$14.88, PT: \$13.00

**PRESCHOOL:** FT: \$12.76, PT: \$9.31

**SCHOOL AGE,:** FT: \$12.00, \$6.08

## ENROLLMENT

Enrollment begins the first day a child is scheduled to attend as authorized by us. Child care is based upon a unit of services delivered, as follows:

- Full-day unit of services. 6 to 12 hours of care delivered in a 24-hour period.
- Part-day unit of service. Fewer than 6 hours of care delivered in a 24-hour period.

We will authorize services verbally, and inform you in writing of initiations of enrollment within 5 working days via the Form 2450 A: Authorization of Child Care Enrollment. **You must never accept an enrollment without our authorization.**

## DECLARATION OF SERVICES STATEMENTS

Declaration of Services Statements specify the roles and responsibilities of the provider in the delivery and payment of child care services. The provider completes and signs the following before services are provided:

- The Relative Provider Declaration of Services Statement (DOSS), and
- The Relative Provider: DOSS Amendment Child Care Attendance Tracking System .

## OTHER REQUIRED FORMS

In addition to the Declaration of Services Statement, the following must be completed and turned in timely before payment will be processed. Failure to turn in these forms within the required timeline (state in the provider's receipt) will result in termination of child care services.

- Provider's Declaration of Employment Status
- W-9. To be completed by the provider. Must match the name on the Social Security Card.
- Copy of the provider's Social Security Card and Picture ID.
- Signed Relative Provider Awareness Form.
- Proof of Residency: Utility bills, credit card statements, telephone bills, mortgage/leasing agreements.
- Direct Deposit Authorization and voided check or a letter from the banking institution.

## CHILD CARE AUTOMATED ATTENDANCE (CCAA)

This automated system will put the parent/guardian in charge of reporting the child's attendance and absences by using the telephone to call into the system. All calls are toll free and take just a few seconds. Your payment will be based on those calls from parents, so it is very important that parents use the telephone to report all the care you provided for their children.

**HOW CCAA WORKS:** Parents will receive a card and they must activate the card before reporting attendance. Parents will be given a secret PIN and a telephone number to call. They cannot call the reporting system without their card and PIN. Parents have the ability to go back 6 days and report missed attendance. Parents will need to know their child's number to report each child's attendance. **Relative providers cannot call the reporting system or keep the cards for the parents.**

## PAYMENT

Payment for child care services is made after the services have been provided via Direct Deposit. You will receive payment for the days that you provide care only. We will not reimburse the relative provider for days the child is absent. If parent failed to report attendance, you will not be paid for these days either.

## PARENT FEES

It is the sole responsibility of the provider to collect the parent's assessed fees. Fees must be collected before child care services are delivered.

- Fees are deducted from the final provider reimbursement.

We will pay the provider when parents fail to pay their share of cost and subsidies **provided** we are informed within **three working days** of the nonpayment of fees.

- We will contact the parent to assess reasons for nonpayment of fees; and offer fee reductions if applicable, and possibly reduce the fees.

## SUSPECTED FRAUD

A parent or provider may be suspected of fraud if the person presents or causes to be presented to Workforce Solutions one or more of the following items:

A request for reimbursement in excess of the amount charged by the relative provider for the child care; or  
A claim for child care services if evidence indicates that the person may have:

- known, or should have known, that child care services were not provided as claimed
- known, or should have known, that information provided is false or fraudulent
- received child care services during a time when the parent or child was not eligible for services:
- known or should have known that child care subsidies were provided to a person not eligible to be a provider

## MONITORING VISITS

Workforce Solutions Child Care Services (CCS) will conduct unannounced visits to the home where the child care is being provided in order to verify the child care services. A total of 3 attempts will be made to establish contact with the relative provider. If we are unable to verify your child care services by the 3rd attempt, the parent will be contacted by CCS to make alternate child care arrangements with a regulated provider.