

LETTING US KNOW ABOUT CHANGES

Your rights:

We must tell you what could happen if you turn down or end child care that we offer. We will tell you in writing at least 15 days before your child care services are ended or are reduced (except when a Child Protective Services Case manager must end child care right away). Once authorized, you may receive up to 12 months of child care, unless you earn more than 85% of the state median income for your family size or you are unable to find new employment within 3 months of a job loss or training completion. This is considered a "permanent cessation" of activity. You may appeal the action when child care is ended, denied, or reduced. We will tell you how to appeal.

Your responsibilities:

You cannot change child care providers until you talk to us. You must tell us and the child care provider when you change your address, your telephone number, where to contact you in an emergency, or if your child care schedule changes. **You must report these changes to us within 14 days from when it happens. Examples of these changes are below:**

- A new job, a lost job, or a change in job
- A pay raise, bonus or other new income
- Changes to your household size
- Loss of TANF benefits
- A change in school or training, and
- Any other change in your life, which could change your eligibility (i.e. marital status)

If you do not notify us that you are no longer working or attending school or training, you may be responsible for paying *all* child care payments made while you were ineligible for services in full and you may not re-apply for services until the balance is paid in full.

CHILD CARE FRAUD

It is against the law to make false statements in order to receive benefits for which you are not eligible. It may be considered stealing if you continue to receive benefits without reporting these changes. Criminal charges may be filed against you with the district attorney or county attorney, child care will be terminated, and you will have to repay the amount owed. These consequences apply to a failure to report any of the changes in status discussed.

Workforce Solutions is an Equal Opportunity Employer/Program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas: 800.735.2989 (TDD) / 711 (Voice)

2017 Parent Rights Responsibilities Brochure—05.03.17

Please Keep this Document

INDICATORS OF CHILD CARE QUALITY

Texas Rising Star (TRS) and Nationally Accredited Providers. These providers exceed minimum state licensing standards. They have smaller group sizes, more qualified staff, program components that address sound practices for the development of children.

Texas School Ready!™ Grant Project (TSR!). The TSR! Grant Project is a high quality early childhood model, based on proven school readiness components. This program is administered by the Children's Learning Institute (CLI).

Texas School Ready Certification System (SRCS) is a comprehensive preschool teacher training program designed to help children be better prepared to start school.

You can obtain a list of all quality rated child care centers on our website at <http://www.wfscapitalarea.com/ChildcareServices/ForParents.aspx#60821-choosing-a-provider>

ADDITIONAL CHILD CARE RESOURCES

Simply dial 211 for additional information concerning child care providers, and for free information and referrals to health and human service agencies, other organizations and resources in our community.

The Texas Department of Family and Protective Services. Access the Web site for Child Care Licensing and Child Protective Services at <http://www.dfps.state.tx.us/> or visit the local child care licensing office at: 14000 Summit Drive, Suite 100, Austin, Texas

78728
(512) 834-3195 or (512) 834-0162

CONSUMER EDUCATION

Visit <http://texaschildcaresolutions.org> for resources and information on choosing a quality child care provider, child development and financial assistance.

HOW TO CONTACT US

Workforce Solutions Child Care Services
6505 Airport Blvd., Suite 101-C
Austin, TX 78752
Phone: (512) 597-7191
Fax: (512) 597-7192

What Parents and Guardians Need To Know

About

Workforce Solutions Child Care Services



WORKFORCE
SOLUTIONS Capital Area

Connecting People to Jobs

APPLYING FOR CHILD CARE SERVICES

Your rights:

You may ask for help when you apply for child care services. You may ask about quality child care. You may trust that the information you give us will remain confidential.

Your responsibilities.

- Live in Travis County.
- Be in school, training, or employed a minimum number of hours a week to be eligible for these services. Single parent family 25 hours, two- parent family 50 hours.
- Meet income guidelines, and provide verification of income or enrollment in training or school.
- Provide all necessary information for us to determine that you are eligible for child care services.
- Return requested information by the date on the papers that are sent to you.

EDUCATION

You may receive child care subsidy services while you are enrolled in high school or in post-secondary education. The program can assist paying for child care for up to a total of 65 semester hours, leading to an Associates Degree, or two years of technical training. If the educational training is in a field on the Board's "targeted jobs" list, you may receive up to four years of services while working *towards an Undergraduate Degree or Certification*. You must show satisfactory progress and proof of continued enrollment in this activity.

ENROLLING YOUR CHILD

Your rights:

You may choose any eligible child care provider that will accept our payment rates, and we encourage you to consider Quality-rated Centers.

Your responsibilities:

- You are responsible for the selection of a child care provider.
- You must comply with your child care provider's requirement as well as Child Care Services program requirements.
- You must pay your parent fees on time.
- You may not transfer your child to another provider without contacting us first, and transfers are limited to no more than two (2) per calendar year.
- You must report attendance using the Child Care Automated Attendance (CCAA) System upon receipt of your card.

ELIGIBLE PROVIDERS ARE

Licensed Child Care Center or Home, Registered Home, or the child's Aunt, Uncle, Grandparent, Great-Grandparent or Sibling who is at least age 18, and does not live in the child's home and is listed with DFPS. The relative must be a relative by blood or court-decree. You may visit the child care provider before you decide where you want your children enrolled. You may use our Child Care Checklist to assist in your selection.

CHILD CARE DURING AN ACTIVITY INTERRUPTION

Your rights:

You may retain child care services for up to 3 months if you need continued care to seek employment, or enroll in a qualified educational or training activity. Your 3 month activity interruption begins the day after loss of employment and/or training.

The Workforce Solutions Career Center

In addition to providing access to child care for certain groups, the Workforce Solutions - Career Centers provide excellent resources for the job seeker such as career counseling, internet services, job banks, computer labs, veteran's services and educational and vocational training. Career Centers are located at:

- **North:** 6505 Airport Blvd. (512) 454-9675
Monday through Friday 8 am—5 pm
- **East:** 3401 Webberville Rd. (ACC) Bldg. 1000, (512) 223-5400
Monday through Friday 8 am—5 pm
- **South:** 6505 Burleson Road, (512) 381-4200
Monday through Friday 8 am—5 pm

USING A CHILD CARE PROVIDER

Your rights:

You may visit your child any time during the day. You may turn down child care services or decide to take your child out of child care. If your child is diagnosed with a disability which requires one-on-one adult assistance for child care, we can arrange for that assistance.

Your responsibilities:

You must follow the rules of Child Care Services and the child care provider or your child care services will end. You must respect the provider's starting and closing hours and pick up your child on time. If your child rides a bus to and from child care, you or a designated card holder must record attendance for your child at the center. You must report to the Department of Family and Protective Services any safety and health problems at the child care provider that could hurt the children in care. (800) 582-6036

CCAA-Reporting Attendance

- You are responsible for reporting attendance and absences using your CCAA card.
- Failure to report attendance will result in Z days (non-swipe). These Z days will count as absences against your child.
- Your child's care will end at the end of the authorization period if your child is absent for more than 65 days in that 12 month period. This includes Z days.
- **If your child's care is terminated due to excessive absences, you must wait 12 months to reapply for services.**
- Your child's care may end if he/she is absent for 5 consecutive days and the provider has not heard from you.
- You are responsible for informing secondary cardholders of the CCAA security requirements.

- You are responsible for any misuse of the attendance card by any secondary cardholder.
- Secondary cardholders must be at least 16 years of age.
- Under no circumstances should your child care provider ever keep your attendance card or report attendance on your behalf. Improper use may result in an investigation for suspected fraud and denial of future services.
- Only the assigned cardholder(s) are allowed to report attendance using the CCAA card.
- Please call CCS immediately if you lose your card or if it takes longer than 10 days to receive your card in the mail.
- Please call CCS immediately if you have problems recording attendance.

PAYING YOUR CHILD CARE FEES

How Fees Are Set:

Workforce Solutions - Capital Area Workforce Board has established a sliding scale based on income and household size to determine your parent fee amount.

- If you do not pay your assessed child care fee, this will prevent you from redetermination at the end of your 12 month period if balance is not paid in full before your eligibility end date.
- You must pay the fees in advance, to the provider, before receiving child care.
- Any child care help that you receive from another agency must also be paid to the child care provider.
- Fees may be reduced for financial hardships. Contact your Client Services Representative if you think you might be eligible for a fee reduction. Fee reductions are effective the month after your request is approved.
- The child care fee must be paid, even when your child is absent.
- Child care providers are allowed paid authorized holidays. You are responsible for making alternate child care arrangements on these days and you must pay for holiday child care yourself.
- You must pay your provider's late pick up fee when you pick your child up after hours.

Providers may not:

- Charge you a higher late fee than other parents are charged;
- Have a different late fee policy for Child Care Services referred children than for other children; or
- Apply late fees to your assigned parent fees.
- Charge you the difference between what we pay and their published rate.