WORKFORCE SOLUTIONS
PANHANDLE
A proud partner of the americanjobcenter network

Child Care Services

The Texas Workforce Commission, in partnership with 28 local workforce development PWDBs, forms. Texas 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) 800-735-2988 (Voice)

Provider Handbook

1206 SW 7th Ave
Amarillo, TX 79101
806.372.2836

Revised October 1, 2020

TABLE OF CONTENTS

Forward....2
Child Care Services Overview....2
Becoming a CCS Provider....3
Eligible Providers....3
Initial Provider Consultation....3
The Provider Agreement....3
Renewal of the Provider Agreement....4
Voluntary Withdraw from Provider Agreement....4
Provider Requirements....4
Reporting Changes....4
Reporting Suspected Child Abuse or Neglect....5
Enrollment of CCS Children....5
Enrollment Process....5
Termination of Enrollment....6
Enrollment During Court-Ordered Visits....6
The Americans with Disabilities Act and Enrollment....7
Confidentially for Children with Disabilities....8
Relative Care Providers....7
Eligibility Requirements....7
Requesting a Listed Permit from Child Care Regulation....7
When an Applicant Obtains a Listed Home Permit....8
CCS Relative Care Application Process....8
Child Care Attendance Automation (CCAA) System....9
Parents....9
Providers....10
Provider Compliance with CCAA Rules....10
Action for Provider Non Compliance with CCAA Rules....11
Provider Reimbursement....11
Age Groups for Reimbursement....11
Full-time, Part-time, and Blended Care....11
Maximum Reimbursement Rates....11
PWBD Maximum Reimbursement Rates effective October 1, 2020....12
Calculating Provider Daily Rate....12
Reimbursement for Transportation....13
Late Fees....13
Inclusion Assistance....13
Reimbursement Exclusions....13
Parent Share of Cost....14
Collecting Parent Share of Cost....14
Reduction of Parent Share of Cost....14
Provider Payment....14
Scheduled Closures....14
Emergency Closure....14
Technical Assistance, Service Improvement Agreement & Corrective Action....15
Technical Assistance....15
Service Improvement Agreements....15
Corrective Action....15
Suspected Fraud....16
Actions to Prevent or Correct Suspected Fraud....16
TWC Notice of Freeze or Tax Liens on Child Care Reimbursement....16
Provider Debarment....17
Child Care Regulation Corrective or Adverse Action....17
Improving Child Care Quality....17
Texas Rising Star....17
Applying for Texas Rising Star....18
Levels of Certification....18
Additional Indicators of Child Care Quality....18
Contact Information....19

FORWARD

The Child Care Services (CCS) Provider Handbook was developed to provide information related to child care services and the role of child care Providers in this system. The Provider Handbook contains information related to the federal and state laws as well as the policies and procedures of Workforce Solutions Panhandle and the local Workforce Development Board (PWDB) governing our child care services program (CCS).

Whenever a law, rule or policy/procedure has changed, the CCS Provider Handbook will be updated. The most current copy of this Handbook is located on our website: www.wspanhandle.com

This Handbook contains the requirements and procedures for becoming, maintaining and improving CCS Provider status. Providers are encouraged to read this Handbook carefully, because they are required to follow the procedures contained within.

Should you have questions, please call your Provider Services Specialist (the information is located on the last page of this Handbook).

CHILD CARE SERVICES OVERVIEW

Child Care Services (CCS) receives its funding primarily through the federal Child Care Development Fund (CCDF). These funds are distributed to the Texas Workforce Commission, who then allocates funds between the twenty-eight (28) Workforce Development PWDBs. The Panhandle Regional Planning Commission is the local Workforce PWDB (PWDB) for the Texas Panhandle.

The goals of the CCS Program are:

- to assist eligible parents with child care expenses so they can work, receive training to work, and/or attend school;
- to support the physical, social, emotional, and intellectual development of children; and
- to help prevent abuse and neglect of children.

The Child Care Program Manager oversees the Child Care Services Department. The Department has two different areas:

Client Services - supports parents seeking assistance with paying for child care. Staff determines eligibility of parents, enrollment and handles all changes to enrollment and services for parents in the CCS program. Client Services staff is responsible to contact Providers to set up, modify or terminate enrollment.

Provider Services -supports Providers seeking to provide subsidized child care services. Provider Services staff enrolls Providers and maintains all Provider Agreements; provides technical assistance; and supports delivery of quality services through the Texas Rising Star Program. Provider Services Staff is also responsible for delivery of other quality initiatives services as approved by the PWDB

CCS Parents

In general, parents needing assistance with child care expenses should meet the following criteria and complete the application process:

- Have a child younger than 13 years old or younger than 19 years old, if disabled, living in their home, within the PWDB area;
- Have a parent income of less than the locally established limits (see our website for further information)
- Require child care in order to work, train and/or attend school at least 25 hours per week for a single parent or 50 combined hours per week for a two-parent parent

Parents may contact CCS at 806-372-5521 Monday – Friday 8:00a - 5:00p or visit our website at www.wspanhandle.com for more information or help in determining their eligibility.

CCS Providers

CCS partners with community-based agencies that agree to provide subsidized child care in our PWDB area. Providers must have a signed Provider Agreement with Workforce Solutions Panhandle, agree to abide by the terms of the agreement, and follow all procedures outlined in the CCS Provider Handbook (*whether the Provider has CCS children enrolled or not*) in order to provide subsidized child care.

Having a Provider Agreement does not guarantee that a Provider will have children referred by CCS. All CCS referrals are based on parent choice by federal law.

BECOMING A CCS PROVIDER

Eligible Providers

Any licensed or registered child care Provider in Texas may apply to become a CCS Provider. The following criteria must be met for a Provider to be eligible to receive CCS funds for providing child care services:

- Have a valid permit, registration or listing from Child Care Regulation (CCR) or
- Be operated and monitored by the United States Military Service

A Provider licensed in a neighboring state may be eligible to receive CCS funds for providing child care services if the Provider meets all licensing requirements for their state, meet the requirements of their state to serve Child Care and Development Fund-subsidized children, the Provider accepts the PWDB's reimbursement rate and agrees to use the TWC Child Care Automated Attendance (CCAA). The Provider will be subject to monthly monitoring of their licensing status by CCS Provider Services staff.

Initial Provider Consultation

Providers interested in becoming a CCS Provider, including Relative Care, contact the Provider Services Lead at 806-350-1719. Providers will be assigned to a CCS Provider Services staff member who will schedule an appointment to meet with a Provider on-site. During this meeting, a Provider will have an opportunity to discuss all the requirements as well as ask any questions. The Provider will be asked to submit the required documentation listed below at the conclusion of this meeting. Please allow for 30-45 minutes for this process.

The Provider Agreement

The following documents are required to complete the Provider Agreement (not applicable to Relative Care Providers):

- Published rates you charge to private-pay parents. Documentation of published rates may be from a page in the Provider's Parent Handbook or posted on a flyer or provided on Provider letterhead and signed/dated. The rates must include the amount charged for each age group you serve (i.e. infant, toddler, preschool, school age) both full and part-time rates for each group
- Enrollment/Registration fee and when fees are charged (i.e. annually, quarterly, one time only, if applicable);
- Supply fee and when fee is charged (i.e. annually, quarterly, one time only, if applicable);
- Activity fee and when fee is charged (i.e. annually, quarterly, one time only, if applicable);
- Transportation fee, if Provider offers transportation;
- A copy of your Child Care License Permit, Registration or Listing or documentation that you are operated and monitored by the United States Military Service;
- A list of scheduled days Provider will be closed for the 12 month period beginning the month of the Provider Agreement;
- Direct Deposit Authorization Form with an attached voided check or a letter from your bank with your account information; and
- Completed W-9

When the Provider Agreement is completed, the Provider's authorized representative's signature and the signature of the CCS Program Manager are required before the agreement is effective.

Provider Agreements are legal contracts that are valid for five (5) years as long as:

- Providers' CCR License, Permit, Registration remains current, and/or
- Providers comply with terms of CCS Provider Agreement

Having a Provider Agreement does not guarantee that a Provider will have children referred by CCS. Referrals made by CCS are based on parent choice. Providers must still comply with the terms of CCS Provider Agreement even if they do not have CCS referred children in care.

Renewal of Provider Agreement

Provider Agreements must be renewed at least once every five (5) years. Provider's scheduled closure days will be updated annually.

Provider Agreements will be renewed if the Provider:

- continues to meet all the basic requirements,
- has met the terms of the Provider Agreement,
- has no outstanding Service Improvement Agreements (SIA) issued by CCS, and
- chooses to renew the Provider Agreement.

Voluntary Withdraw of Provider Agreement

If a Provider chooses to discontinue providing subsidized child care services, the Provider must give notices to parents and report to CCS immediately, to avoid interruptions in care and minimize the impact on parents and children.

PROVIDER REQUIREMENTS

Providers Requirements

All CCS Providers must:

- maintain a valid Child Care Regulation Permit, Registration or Listing
- maintain a current Provider Agreement;
- comply with applicable Child Care Regulation requirements, including *annual* CCR visits to Registered Child Care Homes;
- collect the Parent Share of Cost from parents, if assessed by CCS, and report non-payment of Parent Share of Cost;
- document and maintain Parent Share of Cost receipts for all CCS parents;
- never refuse to provide services due to non-payment of without terminating child care services;
- never charge CCS parents the difference between the Provider's published rates and the PWDB's Maximum Reimbursement Rates;
- never charge an enrollment, registration or supply fee to CCS parents;
- sign an equipment agreement with the Child Care Attendance Automation (CCAA) Point of Service (POS) vendor; and
- comply with all CCAA requirements (see page 10)

Reporting Changes to Provider Agreement

Changes in the way a facility runs may mean that a Provider Agreement needs to be amended or a new Provider Agreement may be needed. Changes can be submitted through the "Report a Change" form on our website. Changes will not be effective until the Provider's signature has been obtained and returned to the Provider Services Department.

Note: Changes listed with an (*) must be approved by Child Care Regulation before changes can be made to the Provider Agreement.

Any of the following changes will require an amendment to the Provider Agreement:

- A change in the facility name*
- A change in governing body or corporate status*
- A change in hours of operation*
- A change in the ages of children served*
- A change in the facility owner's address or phone*
- A change in director/administrator*
- A change in transportation policies
- A change in facility rates or fees
- A change in holiday schedule (2wks. in advance)
- A change in the contact person
- A change in person authorized to sign Provider Agreement
- Any other change that may affect the service provided

Any of the following changes will cause termination of the Provider Agreement:

- A change in facility ownership.
- A move to a different location.
- Loss of Child Care License, Permit, Registration, or Listing.
- Serious noncompliance with, seriously deficient in or debarred from another State or Federal Program.
- If the Commission or PWDB finds that a Provider has committed fraud.

Failure to report any of the changes to CCS Provider Services can result in corrective action by CCS Provider Services.

Reporting Suspected Child Abuse or Neglect

Everyone in Texas is required by law to report suspected child abuse or neglect. If the suspected abuse or neglect happens while the child is in care with a Provider, Child Care Regulation or a local or state law enforcement agency must be notified. CCS Provider Services staff will notify CCR if they receive a complaint against a provider. If a Provider suspects abuse or neglect is happening to a child away from the facility, the individual who suspects the abuse or neglect must immediately report the suspicion to DFPS Child Protective Services.

ENROLLMENT OF CCS CHILDREN

Enrollment Process

CCS parents may choose any Provider on our Provider List that meets their needs. When parents have selected a Provider, CCS-Client Staff will:

- Contact the Provider to ensure space is available for the age of the child and the days and hours of care authorized;
- Verbally authorize care to start on a specific date; and
- Send the Provider a Form 2450 *Authorization for Child Care Enrollment (this is usually emailed to Provider's email address).*

Form 2450 tells the Provider:

- The date child care is to begin;
- The amount of the parent share of cost; if applicable
- The case number and child's name and date of birth
- The days and hours of care authorized; and
- Transportation authorization, when applicable.

It is the responsibility of the Provider to only accept Child Care referrals that:

- are within the age range the Provider is licensed to serve;

- are the ages covered by the Provider Agreement; and
- does not put the Provider over its Child Care Regulation licensed capacity.

Providers may set a limit to the number of CCS children they will accept; however, Providers may not deny a CCS referral based on the parent's income status, receipt of public assistance, or the child's protective services status.
Providers must not accept a child unless CCS Client Services staff has called the Provider to authorize enrollment. Even if a CPS caseworker refers the child, the Provider still must have CCS Client Services staff authorization before accepting the child. The Provider will not be paid for care provided before CCS authorization.

Termination of Enrollment

CCS may terminate care of an authorized enrollment for the following reasons:

- A parent has a change of income that results in parent income exceeding 85% SMI;
- A permanent cessation of work, training, or education and three months of continuing care has been provided;
- A child has more than 40 unexplained absences within a 12 month eligibility period;
- A parent fails to pay the Parent Share of Cost (PSOC) within a 12 month eligibility period, and Provider reports non-payment to CCS within 30 calendar days of the payment due date;
- After thirty (30) calendar days when a parent cannot be reached after repeated contact attempts, is not communicating with the Provider or bringing the child to care;
- Eligibility was fraudulently determined; or
- A parent requests to voluntarily terminate care.

Providers may terminate care of an authorized enrollment only if they have reasonable cause, such as:

- the parent refuses to provide an immunization record;
- the parent continually verbally abuses Provider staff;
- the parent fails to pay their Parent Share of Cost;
- the parent does not follow Provider's handbook, including the Provider's attendance policy; or
- the parent does not follow any other of the Provider's written policies, unless the Provider's policy is in conflict with CCS or PWDB policies.

Providers must call CCS ***immediately*** to terminate care.

Parents may terminate enrollment at any time.

When a child is withdrawn from care by the parent, the parent AND the Provider are required to notify CCS ***immediately*** to report the final day of care. The last day the child is physically present will be considered the final day of care if notification from the Provider and/or parent was not received.

Enrollment During Court-Ordered Visits

A child who is required by a court-ordered custody or visitation arrangement to leave a Provider's care is permitted to continue receiving child care by the same Provider upon return from the court-ordered custody or visitation arrangement. The parent is still responsible for their share of cost during this time period.

The Americans with Disabilities ACT and Enrollment

The Americans with Disabilities Act (ADA) of 1990 protects children with disabilities and requires child care Providers to serve children with disabilities if reasonable accommodations can be made. CCS Provider Services staff works closely with Providers who care for children with disabilities, offering assistance, such as, writing inclusion plans, observing, and providing technical assistance in the classroom.

Providers cannot charge parents for the cost of making such accommodations available. *If a CCS Provider refuses to provide care to children with disabilities, they must be prepared to justify their enrollment decisions if challenged. A Provider must document in writing any efforts to provide for a child's needs and show why they were not successful or readily achievable*.

Confidentiality for Children with Disabilities

All information Providers have about children with disabilities is confidential. Information about children with disabilities cannot be given to anyone, either in writing or verbally, without permission from the parent. Caregivers must not share confidential information with:

- Caregiver staff who do not work with the children with disabilities,
- Other Providers,
- Other parents, or visitors

RELATIVE CARE PROVIDERS

Eligibility Requirements

A relative, 18 years of age or older, may be eligible to receive payment for providing subsidized care of a child if related by blood relationship, marriage or court decree, in one of the following ways

- The child's grandparent
- The child's great-grandparent
- The child's aunt
- The child's uncle
- The child's sibling if the sibling does not live in the same household as the CCS child

There are two steps to becoming a CCS Relative Care Provider—Obtaining a Listed Home Permit from Child Care Regulation (CCR) and completing the Relative Care Provider Agreement paperwork.

Requesting a Listed Permit from Child Care Regulation

The relative must obtain a Listed Home Permit from Child Care Regulation (a separate entity from Workforce Solutions Panhandle Child Care Services). The Listed Home address must be the address where the CCS-eligible child will receive child care.

To request a Listed Home Permit with Child Care Regulation, the relative must complete the following:

- Listing Request Form 2986 (available in English and Spanish) - $20 application
- Request for Criminal History and Central Registry Check, Form 2971 (available in English and Spanish) -$2 for each background check requested (criminal background checks are required for individuals who regularly or frequently work or live in the home and are 14 years of age or turning 14 years old and older)
- Listed Family Home Fee Schedule, Form 3008

These forms are found and completed electronically on the Child Care Regulation website at For instructions on how to complete these forms, https://hhs.texas.gov/doing-business-hhs/provider-portals/protective-services-providers/child-care-licensing/become-a-child-care-home-provider/child-care-home-provider-application-formsc
Interested applicants can request the hard copy forms and instructions from CCS Providers Services by calling at 806-372-5521 Monday – Friday 8:00a - 5:00p.

The Listing Request Form 2986, Request for Criminal History and Central Registry Check, Form 2971 must be submitted to:

Child Care Regulation
3521 S.W. 15th St.
Amarillo, TX 79102

Applicants are also encouraged to send ***a copy of the Listed Family Home Fee Schedule Form 3008 and a copy of your payment*** along with the three forms needed.

The Listed Family Home Fee Schedule, Form 3008 must be submitted to:

Texas Health and Human Services Commission --Accounts Receivable
P.O. Box 149055
Austin, Texas 78714-9055

Applicants must fill out the forms completely. CCR will return incomplete forms to the applicant, which will delay the listing process. The process without delays can take up to 45 days to complete.

When Applicant Obtains a Listed Home Permit

Once listed with DFPS, you will be required to comply with DFPS rules and all provisions of Chapter 42 of the Texas Human Resources Code (the child care regulation law) that apply to listed family homes. As a listed family home, you must be aware of and comply with the DFPS requirements for listed family homes outlined in this document.

The following caregivers are required to list with DFPS
An individual at least 18 years old who provides care for compensation for three or fewer children, aged birth through 13 years, who are unrelated to the caregiver. The care is provided for at least four hours a day, three or more days a week, for three or more consecutive weeks or four hours a day for 40 or more in a 12-month period. (Note: CCS only allows Provider Agreements with Listed Providers if they are providing Relative Care only.)

Total number of children in care
The total number of children in care, including children related to the caregiver, may not exceed
12*. A caregiver who is subject to regulation as a listed family home and wishes to care for any unrelated children is required to get an FBI fingerprint check for themselves and anyone else that is required to have a background check. A caregiver who is subject to regulation as a listed family home who wishes to care for more than three children unrelated to the caregiver must instead become a registered child care home.
*Note: Your Local Workforce Development Board may have a local policy limiting the number of subsidized children you can care for.

Annual Fee Renewal
You are required to pay an annual fee of $20. DFPS will notify you when your annual fee is due. Failure to pay the annual fee will result in revocation of the listing permit and you will not be allowed to receive a subsidy for providing child care services.

Background Check Requirements
You must continue to submit background check information, using the Request for Criminal History and Central Registry Check, Form 2971, for the following:
• Individuals who regularly or frequently work or live in the home and are turning 14 years of age; and
• New individuals regularly or frequently working or living in the home.

Background check information for these individuals must be submitted within two business days after the individual turns 14 years of age or is newly present in the home.
You must resubmit background check requests for all individuals once every 24 months after you first submit an individual's name to DFPS.DFPS Requirements for Listed Family Homes Child Care Services Guide Appendix J-104 (3/2017) 2
There is a $2 fee for each background check requested. Send completed Listing Family Home Fee Schedule, Form 3008, with payment to the address listed on the form.

There is a $2 fee for each background check requested. Send completed Listing Family Home Fee Schedule, Form 3008, with payment to the address listed on the form

Required Notification to DFPS - You are required to notify DFPS if you move or close your family home.

CCS Relative Care Application Process

The Relative Care Applicant must contact CCS Provider Services within (3) business days after the CCR Listed Home Permit has been received. Applicant must pick up a Relative Care Application packet from Workforce Solutions Panhandle or request a copy be emailed. Emailed packets must be printed and completed by the applicant.

The applicant must complete the Relative Care Application packet, include the following documents and return the packet to Workforce Solutions Panhandle within (5) business days of the receipt of the packet:

- Copy of relative applicant's Social Security card
- Copy of current state-issued ID with applicant's signature
- Copy of the CCR Listed Home Permit letter
- Proof of physical address (can be any one of the following)
    - Rent receipt showing current address
    - Current lease agreement
    - Current mortgage statement
    - Current utility bill
    - Current public assistance/social services records
    - Texas Driver's License if it lists current address
    - Pay stub if the address is included
    - Section 8 award letter
- Banking Information (voided check or official bank letter verifying account name, account # and routing #)

Once the Relative Care Application packet has been reviewed by CCS Provider Services staff, applicant will be notified of the status of the application. When the application is approved the applicant will be authorized to begin providing subsidized child care to the provider.

Relative Care Providers are bound by the applicable requirements listed in this Handbook, including collection and record keeping related the Parent Share of Cost.

Relative Care Providers are not paid for any days that care was not provided and/or attendance was not reported by the CCS parent, including any scheduled closure or emergency closure dates.

Relative Care Providers must be available during hours of care for unscheduled home visits by CCS Provider Staff. Relative Care Provider Agreements are subject to termination after three unsuccessful home visit attempts by CCS Provider staff.

Relative Care Provider Agreements are valid for one year and may be renewed only when CCS-eligible children, related as required by law are still eligible for and requesting relative care.

Relative Care Providers must use and follow all Child Care Attendance Automation (CCAA) System rules.

CHILD CARE ATTENDANCE AUTOMATION (CCAA) SYSTEM

Parents

CCS parents use the Child Care Attendance Automation (CCAA) system to report their child(ren)'s attendance, using a Point-of-Service (POS) devise or reporting attendance through an Interactive Voice Response (IVR) telephone system. Licensed Child Care Centers use the POS machine and licensed, registered and listed homes use the IVR system through the Provider's phone listed with Child Care Regulation.
*Note—attendance is reported one time each day of attendance using "CHECK IN" ***only***; the system no longer requires a 'CHECK OUT". If the 'CHECK OUT" feature is used, ***it will not record the attendance!***

The CCS parent member listed as "primary" on the CCS case is issued a CCAA card and may request up to three additional cards be issued to any person s/he authorizes to report attendance in her/his absence. Daily attendance is recorded through the POS machine or the IVR. Absences can be reported at the Provider's POS or IVR or by calling 1-866-960-6496 (the number on the back of the CCAA card).

Missed attendance reporting can be corrected within six calendar days of the missed reporting date. All missed attendance reporting is counted as an unexplained absence. CCS parents may have no more than 40 unexplained absences in a 12-month eligibility period. Failure to meet these standards can result in the termination of child care services and a mandatory 60 calendar day waiting period before a parent can reapply for services or be placed on a waiting list.

Providers

Providers are required to report for the attendance for CCS children if:

- The POS or IVR system is not available or is malfunctioned (all malfunctions must be reported to the POS company by calling the Help Desk at 1-866-320-8720 and then reporting the malfunction to CCS Provider Services Staff).

- The CCAA card is not available to the parent (applies to the parent within the first nine (9) calendar days of the start date or if the primary person has reported the card to CCS as lost, stolen or delayed)

Providers will be notified by CCS Client Services when to report attendance for a child when the CCAA card is not available.
CCS Provider Services will authorize Providers to report attendance when POS/IVR system is not available and when notified by the Provider of a POS or IVR system malfunction.

Providers will report authorized attendance on our website:
https://wspanhandle.com/PagesWSP/ForChildCare/forms/FiveDayReport/.

Providers can only report attendance during the current week the reporting is authorized. The week begins at 12:00a on Sunday and ends at 11:59p on Saturday.

Providers who repeatedly fail to report authorized attendance can result in corrective action by CCS Provider Services.

Providers are responsible for:

- Providing the thermal paper for the POS devise;
- Having a working internet service;
- Having the phone listed with CCR available for parents to report through the IVR;
- Reviewing the CCAA online portal, at minimum, every five (5) calendar days to determine if parents are reporting attendance; and
- Reporting to CCS Provider Services immediately if the POS machine or IVR system malfunctions.

Provider Compliance with CCAA Rules

All Providers must agree to and comply with the following CCAA rules:

- Providers employees shall not:
  - possess, have on the premises, or otherwise have access to the attendance card of a parent or secondary cardholder;
  - accept or use the attendance card or PIN of a parent or secondary cardholder; or
  - perform the attendance or absence reporting function on behalf of the parent;

- The Provider's owner, director, or assistant director shall not be designated as the secondary cardholder by a parent with a child enrolled with the Provider;
- Providers shall report misuse of attendance cards and PINs to the PWDB or the PWDB's child care contractor;
- Providers shall report to the CCS Provider Services staff authorized days that do not match the referral in the Providers CCAA system within five (5) business days of receiving the authorization. Failure to report the discrepancy may result in withholding payment to the Provider.
- Misuse of attendance reporting and violation of the requirements in this section are grounds for a potential fraud determination.

Providers must report to CCS Provider Services ***immediately*** when a CCAA card is found/left on the premises.

Action for Provider Non Compliance with CCAA Rules

Failure to comply with CCAA rules may warrant actions by CCS, PWDB and/or TWC, such as investigation and prosecution of fraud, and the actions described in Commission Rule §809.113, §809.114 and §809.11.

CCS will take action against a Provider when a Provider:

- possesses, or has on the premises, attendance cards without the parent being present at the Provider site;
- accepts or uses an attendance card or PIN of a parent or secondary cardholder; or
- performs the attendance reporting function on the POS or IVR system on behalf of a parent.

Action taken may include, but is not limited to:

- closing CCS enrollment;
- moving CCS children to another Provider selected by the parent;
- withholding Provider payments;
- termination of the Provider Agreement, and
- recoupment of CCS payments

PROVIDER REIMBURSEMENT

Panhandle Workforce Development PWDB (PWDB) sets the maximum rates that Providers can be reimbursed for services to CCS-referred children according to federal and state laws and regulation and TWC child care services program state plans that have been approved by the federal government.

Age Groups for Reimbursement

The age groups for CCS reimbursement are as follows:

- Infants (0-17 months)
- Toddlers (18-35 months)
- Preschool (36 – 71 months)
- School age (72 months and older)

Full-time, Part-time and Blended Care

Full time care is six (6) – twelve (12) hours of care provided in a twenty-four (24) hour period.

Part time care is less than six (6) hours of care provided in a twenty-four (24) hour period.

Blended care is provided to children that are provided care before/after school or both during the school year.
The calculation for blended care is during the school year, approximately 205 days, is part-time care reimbursed with a special blended rate, during the summer vacation approximately 55 days, and is full-time care.

Maximum Reimbursement Rates

Maximum reimbursement rates are based on the following:

- The type of child care facility, such as LCCC (Licensed Center), LCCH (Licensed Home); RCCH (Registered Home); or Relative Care
- The ages of the children served and the care authorized (Full-time or Part-time);
- The Provider's Texas Rising Star (TRS) certification level, when applicable;
- The Provider's participation on Texas School Ready program (TSR), when applicable;
- Whether additional adult help is needed for children with disabilities; and
- TWC annual funds available for child care assistance and associated performance measures prescribed.

PWDB Maximum Reimbursement Rates effective October 1, 2020

KEY: LCCH = Licensed Child Care Center;
LCCH = Licensed Child Care Home;
RCCH = Registered Child Care Home;
Reg = Regular childcare without any additional quality certification;
TRS = Texas Rising Star;
TSR Texas School Ready Certified (enhanced rate applies to Preschool rates only, the regular rates apply all other ages)
Infant (0-17 months); Toddler (18-35 months); Preschool (36-71 months); School (71 months and older)

Provider Type	Rating	Infant Fulltime	Infant Part time	Toddler Fulltime	Toddler Part time	Preschool Fulltime	Preschool Part time	School Fulltime	School Part time
LCCC	Reg	27.00	23.66	24.70	21.59	22.66	16.64	21.22	14.95
LCCC	TRS2	29.54	26.38	27.37	24.41	25.43	19.63	24.06	17.97
LCCC	TRS3	32.82	29.31	30.41	27.12	28.25	21.81	26.73	19.96
LCCC	TRS4	36.46	32.56	33.78	30.13	31.38	24.23	29.69	22.17
LCCC	TSR	27.00	23.66	24.70	21.59	23.80	17.48	21.22	14.95
LCCH	Reg	23.29	20.40	21.46	19.17	20.32	16.75	18.51	14.54
LCCH	TRS2	26.02	23.27	24.29	22.08	23.19	19.73	21.45	17.56
LCCH	TRS3	28.91	25.85	26.98	24.53	25.76	21.92	23.83	19.51
LCCH	TRS4	32.12	28.72	29.97	27.25	28.62	24.35	26.47	21.67
LCCH	TSR	23.29	20.40	21.46	19.17	21.34	17.59	18.51	14.54
RCCH	Reg	22.32	19.29	21.01	18.05	19.52	14.93	16.81	12.83
RCCH	TRS2	25.11	22.20	23.86	21.00	22.42	17.94	19.80	15.87
RCCH	TRS3	27.90	24.66	26.51	23.33	24.91	19.93	21.99	17.63
RCCH	TRS4	30.99	27.40	29.45	25.92	27.67	22.14	24.43	19.58
RCCH	TSR	22.32	19.29	21.01	18.05	20.50	15.68	16.81	12.83
Relative	Reg	11.50	10.25	10.00	7.90	10.00	7.75	9.75	8.25

Calculating Provider Daily Rates

Provider daily rates are based on the Provider's published rates—rates charged to the public—calculated to a daily rate, plus any enrollment/registration, supply and/or activity fee pro-rated to a daily amount.

The follow calculations are used to determine the daily rate and the pro-rated fees:

1. Daily Rates --The following standards are used to calculate the daily rate:

    - Provider charges monthly : rates are divided by 4.33; then by 5
    - Provider charges bi-weekly: rates are divided by 2.165, then by 5
    - Providers charges weekly: rates are divided by 5
    - Providers charges hourly: rates are multiplied by 6 for part-time and by 12 for full day

    Provider rates that include multiple amounts within an age category will be averaged to obtain the published rate for the age category; then calculated to a daily rate.

2. Provider Enrollment/Registration, Activity and Supply Fees-- The calculated daily fee amount is the total reported fee(s) pro-rated by the number of business days in the Provider's program year as follows:

    - Full Year programs: fee(s) are divided by 260 program days
    - School Year programs: fees(s) are divided by 194 program days
    - Summer Only programs; fees(s) are divided by 66 program days

Providers are reimbursed at the Providers' calculated daily rate with the addition of the calculated fees as long as the amount does not exceed the PWDB Maximum Reimbursement Rates. If a Provider's calculated daily rate plus calculated fees falls below the PWDB Maximum Reimbursement Rates, then the Provider is reimbursed the lower daily rate.

Reimbursement for Transportation

CCS will reimburse Providers for transportation, if provided, as follows:

- If the transportation fees are included in the Provider's published rates, or
- If Providers charge a separate transportation fee, CCS will pay the transportation fee for CCS-referred children authorized for transportation.

In either case the combined total must not be more than the PWDB maximum reimbursement rate.

Late Fees

Most Providers have policies that require parents to pay a late fee if they pick children up after the facility closes. Parents of CCS- referred children are expected to comply with provider late-pick up policies. The same late fee policies should apply to both CCS-referred and full pay clients. Providers may 1) charge a late fee to a part-day child who is in attendance for more than six hours, or 2) charge a late fee to a full-day child who is in attendance for more than 12 hours, or past the closing time for the facility.

Care is authorized for a specific amount of hours and care must be available for that time frame unless it is past the provider's operational closing hours. Providers must not use the parent's work or training schedule to determine how long the child may remain at the facility.

Inclusion Assistance

When a parent of an enrolled CCS child with a disability initiates the process, the child may be eligible to receive reimbursed at a rate up to 190 percent of the Provider's reimbursement rate for a child without disabilities of that same age. A qualified professional familiar with assessing the needs of children with disabilities will certify the need for the higher reimbursement rate or adaptive equipment.

While Providers are legally responsible for making reasonable modifications for any child with disabilities, the inclusion assistance rate is made available to Providers serving low-income parents to assist them in making such reasonable accommodations. The inclusion assistance rate also is available to assist Providers and parents if a child's disability requires more than just reasonable modifications for the child to be fully included in the Provider's daily activities. Please speak with CCS Provider Services staff for further information.

Reimbursement Exclusions

Provider will not be reimbursed for the following reasons:

- Licensed child care centers, including before- or after-school programs and school-age programs, in which the parent or his or her spouse, including the child's parent or stepparent, is the director or assistant director, or has an ownership interest; except for foster parents authorized by DFPS or
- Licensed, registered, or listed child care homes where the parent also works during the hours his or her child is in care.
- When CCS has authorized suspension of enrollment at the concurrence of the parent.
- During the appeal process if the child's enrollment is terminated due to excessive unexplained absences or nonpayment of Parent Share of Cost.
- When a Provider is debarred from other state or federal programs unless and until the debarment is removed. This includes being placed on the National Disqualification List (NDL) for Child and Adult Care Food Program (CACFP).

PARENT SHARE OF COST

Collecting Parent Share of Cost

Most parents receiving CCS subsidized care are assigned a monthly Parent Share of Cost. The Parent Share of Cost is deducted from the Providers' payment.

Providers are responsible for collecting and keeping record of payment of the parent's share of cost. Parents are responsible for following the Provider's written payment policies, preferably before child care services are delivered (generally on the 1st of each month.).

CCS will not reimburse Providers when parents fail to pay their Parent Share of Cost. Provider should report within thirty (30) days of payment due date if a parent fails to pat the Parent Share of Cost.

Provider may also terminate care when a parent fails to pay the Parent Share of Cost. Providers must report the termination ***immediately*** to CCS and must disclose that the termination is due to failure to pay the Parent Share of Cost.

Reduction of Parent Share of Cost

Parent Share of Cost may be lowered temporarily when parents of unusual circumstances. Only CCS staff can authorize a reduction of the Parent Share of Cost. CCS will notify Providers when the Parent Share of Cost has been reduced and a new form 2450 will be sent to the Provider documenting the change.

PROVIDER PAYMENT

Providers will be paid at the calculated reimbursement rate for any day the CCS child is authorized to receive child care services, including when CCS parents fail to record attendance through the POS machine or IVR system.

Providers will be paid on a bi-monthly payment cycle for child care services rendered. A delay of payment may occur at holidays, inclement weather and unforeseen instances. Providers will receive written notice if there will be a delay of payment.

Providers will receive a Payment Proof bi-monthly via USPS mail. The Payment Proof will list each child, the number of units (part-time or full-time) paid, the amount paid for the unit, the Parent Share of Cost deducted from the reimbursement amount for that child.

Providers are required to check the Payment Proof for discrepancies and report to CCS Provider Services Staff as soon as the discrepancies are noticed.

All payments are received electronically through the Provider's banking institution.

Providers will be required to refund any payments to CCS that they are not entitled to; such as, overpayments, duplicate payments, and/or payments made in error.

Scheduled Closures

All Providers with an active Provider Agreement, except Relative Care Providers, a specified number of authorized closure days within a twelve-month period Providers will be paid for authorized holidays. All other scheduled closure days will be listed as unauthorized closure. Providers will not be reimbursed for any unauthorized closure.

Emergency Closures

CCS will reimburse Providers, except for Relative Care Providers, for child care services when they are closed due to emergency circumstances, such as weather related closures (only if the Provider's school district has closed for weather) or facility damage/repair such as gas leak or electrical outage.

The emergency closure may be up to five (5) days per a calendar year. Providers must report the closure to CCS Provider Services staff within five (5) business days of the closure to receive the reimbursement.

Providers must comply with all terms of the Provider Agreement, Child Care Attendance Automation Agreement and follow procedures in this *CCS Provider Handbook.*

When determining appropriate actions, CCS Provider Services staff shall consider:

- the scope of the violation;
- the severity of the violation; and
- the compliance history of the person or entity

Technical Assistance

CCS Provider Services staff will contact Provider whenever any of the following terms are violated:

- Failure to report authorized attendance
- Failure to report termination of CCS child (whether by parent or by provider)
- Failure to report any unscheduled closure
- Failure to abide by any other term of the Provider Agreement and/or CCAA agreement as determined by CCS staff to be needing technical assistance

CCS Provider Services staff will provide technical assistance to the Provider to help ensure future compliance. This assistance may occur over the phone, a scheduled on-site training or an unscheduled on-site training.

Service Improvement Agreements

CCS Provider Services staff will place the Provider on a Service Improvement Agreement (SIA) if the non-compliance is not resolved with technical assistant. However, if a serious problem happens with a Provider, CCS Provider Service staff can take immediate action instead of the SIA. This is done with PWDB approval.

An SIA is a formal document drafted by CCS Provider Services staff that will:

- State the problem,
- Explain to Providers what improvements must be made,
- List alternative ways for the Provider to work on improvements,
- Outline the specific actions of CCS Provider Services staff to assist Providers in making the requested improvement,
- Set time limits for making improvements, and
- Stipulate the consequences to the Provider for failure to make stated improvements within the specified time frame

Corrective Action

Consequences for serious problems, non-compliances with policy, or failure to make needed improvements as defined by a SIA may include the following:

- Temporarily or permanently withholding payment,
- Non-renewal or termination of Provider Agreement,
- Discontinuing referral of children to the Provider,
- Removing CCS-referral of children from the Provider,
- Suspension or termination of Provider Agreement and
- Recouping funds from the Provider.

SUSPECTED FRAUD

A parent, Provider, or any other person in a position to commit fraud may be suspected of fraud if the person presents or causes to be presented to the PWDB or its child care contractor one or more of the following items:

- A request for reimbursement in excess of the amount charged by the 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 period in which 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; or
  - otherwise indicated that the person knew or should have known that the actions were in violation of this chapter or state or federal statute or regulations relating to child care services.

Action to Prevent or Correct Suspected Fraud

CCS may take the following actions pursuant to TWC policy, if TWC or PWDB finds that a Provider has committed fraud:

- Temporary withholding of payments to the Provider for child care services delivered;
- Nonpayment of child care services delivered;
- Recoupment of funds from the Provider;
- Stop authorizing care at the Provider's facility or location;
- Prohibiting future eligibility to provide Commission-funded child care services; or
- Any other action consistent with the intent of the governing statutes or regulations, to investigate, prevents, or stop suspected fraud.

Failure to Comply may warrant corrective and adverse action.

Providing false information or not reporting changes could constitute fraud and may be reported to the Texas Workforce Commission Office of Investigation. To report suspected fraud or abuse of TWC programs, call: TWC Fraud Hotline - (800) 252-3642, or e-mail: Childcarefraud@twc.state.tx.us

TWC NOTICE of FREEZE or TAX LIENS on CHILD CARE REIMBURSMENTS

TWC may place a freeze on Provider's reimbursements for unpaid amounts due under the Texas Unemployment Compensation Act. TWC may also place a freeze on a provider reimbursement under the Texas Labor Code for debts owed to a person whose employer is delinquent in the payment of wages.

Providers that are issued a "Notice of Freeze" shall not be reimbursed and will have a hold placed on the assets

A Notice of Freeze or Notice of Levy on subsidy payments does not make a provider ineligible to care for children. However, payment will be withheld until the Freeze or Levy is removed.

The provider can choose to discontinue providing child care services but must give thirty (30) days' notice to CCS and to parents before the discontinuation of services to avoid interruption in care.

PROVIDER DEBARMENT

Compliance with other state and federal programs must always be maintained. TWC will send notice if a provider or its staff is found to be debarred from other State or Federal programs. Revised: November 26, 2018 27
CCS may terminate the Provider Agreement immediately. No new referrals are made to the provider and no reimbursement to Providers that are debarred from other state or federal programs.

CHILD CARE REGULATION CORRECTIVE OR ADVERSE ACTION

Child Care Regulation (CCR) may place a Provider on corrective or adverse action if the Provider has repeated violations of CCR standards.

Corrective Action will be one of following categories:

- Evaluation status
- Probationary Status

Adverse actions are steps that CCR may take to force an operation to close. Adverse actions are taken when a Provider has been cited for deficiencies that pose a risk to the health and safety of children or if there are indications of a continued failure to comply with standards, rules or child care law. Adverse actions include denial of an application, revocation or suspension of a permit or an adverse amendment with conditions on a permit.

Providers ***must*** report to CCS Provider Services ***immediately*** if they are placed on corrective or adverse action by CCR.

The following table summarizes the actions to be taken when a Provider has been placed on corrective or adverse action by CCR

Status	Required to Notify Parents within 5 Days	Required to Notify Parents within 2 Days	Required to Stop New enrollments	Required to notify New Enrollments	Required to Remove Currently enrolled children	Written Acknowledgement by parent within 14 calendar days to continue care w/Provider
Evaluation	X			X		X
Probationary	X		X			X
Adverse Action		X	X		X	

Providers will not be reimbursed at the CCS enhanced reimbursement rate (any TRS or TSR rate) if the Provider is placed on evaluation or probationary status by DFPS.

When the Provider Agreement is terminated because of corrective or adverse action, the Provider cannot apply again for a period of up to twelve months. The Provider will be informed at the time of the agreement's termination, when reapplication can be made.

IMPROVING CHILD CARE QUALITY

Texas Rising Star

The Texas Rising Star (TRS) program offers Providers the opportunity to participate in a voluntary plan to improve the quality of child care they provide. Improved quality includes meeting TRS criteria that exceed the Child Care Regulation Minimum Standards. This certification is available to all facilities types, except Relative Care and to any provider with an active CCS Provider Agreement. When a Provider becomes TRS certified, the Provider is eligible for the higher reimbursement rate associated with the star level certification.
CCS Provider Services Mentor staff assists providers in attaining, maintaining and improving TRS certification.
Providers interested in TRS certification can visit www.TexasRisingStar.org or by calling CCS Lead Provider Services Specialist.

Applying for Texas Rising Star Certification

To apply to become TRS certified, applicants must complete the steps on-line at www.TexasRisingStar.org

Levels of Certification

- Four-Star certification is the highest level of certification awarded and meets all required measures and 80% of the total points on the point based measures.
- Three-Star certification represents a quality program meeting all required measures and 60% to 79.9% of the total points on point based measures.
- Two-Star Meet all basic required measures.

Additional Indicators of Child Care Quality

- Providers certified by a national accrediting entity meet the high standards of research-based criteria and evidence-based practices to promote health and well-being for all learners. Examples of national accreditation programs that certified programs in Texas:
    - • National Association for the Education of Young Children (NAEYC)
    - • National Association for Parent Child Care (NAFCC)
    - • National Early Childhood Program Accreditation (NECPA)
    - • National Accreditation Commission for Early Child Care and Education (NAC)
    - • Council of Accreditation (COA)
    - • AdvancED Quality Early Learning Standards (QELS)
- Texas School Ready!™ is a high quality early childhood model, based on proven school readiness components for preschool children 3-5 years old. This program is administered by the Children's Learning Institute (CLI).

Workforce Solutions Panhandle

1206 SW 7th AVE
Amarillo, TX 79101
Monday – Friday 8:00a – 5:00p
Main Number: 806-372-5521

Please direct parents interested in Child Care Services or requesting information about their CCS case to call the main number

Child Care Services Contact Information

Name	Role	Phone Number	Email
Frances Garcia	*CCS Program Manager*	806-350-1701	fgarcia@wspanhandle.com
Sherry Martin	*Client Services Lead*	806-350-1731	smartin@wspanhandle.com
Tina Maloney	*Provider Services Lead*	806-350-1719	tmaloney@wspanhandle.com
April Slatter	*Provider Services Specialist for PROVIDERS A-J* *TRS Assessor*	806-350-1725	aslatter@wspanhandle.com
Kris Opitz	*Provider Services Specialist for PROVIDERS K-Z* *TRS Assessor*	806-350-1723	kopitz@wspanhandle.com
Beverly Hawley	*TRS Mentor*	806-350-1721	bhawley@wspanhandle.com
Berkli Lackey	*TRS Mentor*	806-350-1720	blackey@wspanhandle.com

Additional Information and Resources

Links for CCS Providers

- Direct link to the Child Care page: https://wspanhandle.com/cc
- Attendance Reporting - https://wspanhandle.com/PagesWSP/ForChildCare/forms/FiveDayReport/
- Report a Change - https://wspanhandle.com/PagesWSP/ForChildCare/forms/ProviderChanges/index.php
- Request to Update Referral - https://wspanhandle.com/PagesWSP/ForChildCare/forms/Referral/index.php
- CCAA Online Portal - https://www.workforcesolutionschildcare.com/ccaa/
- CCAA User Manual - https://www.wspanhandle.com/PDF/CCAA%20Provider%20User%20Manual.pdf

Links for CCS Parents

- Application – https://wspanhandle.com/ccapply
- Pay History Form - – https://wspanhandle.com/ccpayhistory
- Document Upload – https://wspanhandle.com/ccdocs
- Report a change – https://wspanhandle.com/ccreportchange
- Attendance Card Request – https://wspanhandle.com/cardreq
- Transfer Form – https://wspanhandle.com/cctransfer
- Voluntary Termination From - https://wspanhandle.com/ccterm