Child Care Services Parent Rights & Responsibilities

By applying for Child Care Services (CCS), you have certain rights. You also agree to the requirements of the CCS program. Your rights and responsibilities are described below.

Reference: 40 TAC Chapter 809 TWC Child Care Services Rules, §809.71

When will I find out if I am eligible?
You will hear from us if you are eligible within 20 calendar days from when we received all your documents. This is true if you are applying for the first time or if you are reapplying or recertifying your eligibility.

What happens if I enter false or inaccurate information in my application?
Your child care services may be ended if you provided wrong information. Giving wrong information may also mean you have committed fraud. You could be prosecuted for fraud and/or required to pay back money for services you weren't entitled to.

How can I find contact information for my local CCS program?
The CCS program is run by local Workforce Development Boards offices. You can visit this website to find your local office: https://www.twc.texas.gov/agency/workforce-development-boards

Can someone help me with my application?
Yes. You may have someone help or represent you when you apply for CCS. The application for CCS scholarships lets you tell us who helped you with the application.

What happens to the information I share on my application? Is it kept private?
The information you share to determine your eligibility is confidential. We will share your information when needed to verify eligibility for services. We may also share your information with partners to connect you to the best public services to meet your family's needs.

What are my choices for child care? How do I find a child care provider that takes CCS?
You can research your child care options and choose the type of care that is best for your family. You can find information about child care providers near you at https://childcare.twc.texas.gov/find/welcome.

You are also entitled to visit child care providers before making a choice. Your local CCS office can also help you in choosing a child care provider.

After you learn that you are eligible to receive CCS and have selected a provider, let CCS know by filling out the Provider Selection Form. You can access the form in English at:

https://www.twc.texas.gov/sites/default/files/ccel/docs/provider-information-parent-form-twc.docx

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If I use relative-provided child care, what does CCS require?

CCS child care may be provided by a relative in limited circumstances. Relatives providing care must pass background and criminal history checks through the listing process with Child Care Regulation (CCR). Your local CCS office can provide more information about the requirements for relative care and process for getting listed with CCR.

Do I have to use the attendance system at my child's provider?

Yes. You must ensure your child attends child care on a regular basis, and you must use TWC's attendance system to report attendance and absences.

If you encounter any issues with using the attendance system, you must report those issues to your local CCS office. Failure to report issues may result in your child being recorded as absent.

Who can report attendance for my child?

Your child care provider cannot report your child's attendance on your behalf. You must not share your attendance system login information with another person, including your child care provider.

In addition to yourself, you may designate others as a "sponsor" to report attendance – for example, a relative, babysitter, neighbor, or carpool parent. These additional sponsors must use the attendance system to report your child's attendance appropriately. Your child care provider can add sponsors to your attendance system account. You must ensure they understand the responsibilities of attendance reporting.

At times when you or a sponsor is not dropping off or picking up your child (like when your child care provider is transporting your child to or from school), your child care provider may record the check-in or the check-out. You or the sponsor will still have to record at least one daily check-in or check-out for your child. However, you or your sponsor does not have to do both check-in and check-out.

No one under 16 can be designated as a sponsor unless they are the parent.

What happens if my child is absent from child care?

Your child may occasionally need to be absent from child care. TWC policy allows for your child to be absent without penalty for up to 40 days within your 12-month eligibility period. Your child care provider will be paid for the days your child is absent.

If your child accumulates more than 40 absences during the eligibility period:

- Child care services may be terminated prior to the end of the eligibility period.
- The child will not be eligible for continued care at the next eligibility determination.
- You may not reapply for services for at least 60 calendar days from the date that care is ended due to excessive absences.

Absences due to a child's documented chronic illness, disability, or court ordered visitation are not counted.

Your child care provider may also have their own attendance standards. If you fail to meet the provider's established policy regarding attendance, the provider may end the child's enrollment at the facility. Your local CCS office will work with you to transfer your child to a new provider if needed.

What information do I have to report?
You must report the following changes to your local CCS office within 14 calendar days:

- If you permanently lose your job or stop going to school or training
- Your family income goes up and is now over 85% of the State Median Income for your family size.
- Your family's size changes.
- You move or change your contact information.

If you need to make changes to your application while you are on the waiting list, please use the form at this link:

https://www.twc.texas.gov/sites/default/files/ccel/docs/parent-change-request-form-waitlist-web-twc.docx

If you need to report changes to your standard application (or case after enrolling in CCS), please use the form at this link:

https://www.twc.texas.gov/sites/default/files/ccel/docs/parent-change-request-form-standard-web-twc.docx

If I lose my job, can my local Workforce Solutions Office help me find another?
If you lose your job, report that to your local CCS office. They can help connect you to services available through your local Workforce Solutions Office to help you find another job or access job training.

Can I decline services or withdraw from CCS?
You have the right to decline a CCS scholarship or withdraw your child from CCS. Your local CCS office will explain the process and what may happen next.

You may also request to temporarily suspend your child care if you know you aren't going to need it for a short period of time but need to retain your eligibility. Your local CCS office will explain the policy for suspensions.

What if I want to transfer my child to a new provider?
You have the right to request transferring your child from one provider to another.

If your child must transfer because your provider is no longer eligible to accept CCS children, your child(ren) will be immediately transferred. In most cases, you will have to wait 2 weeks before your child can transfer. Your local CCS office will explain the policy for transfers.

Can my child care provider charge me more than my CCS copay?
Your local CCS program will inform you if providers are allowed to charge parents the difference between the CCS rate and the provider's rate. A provider may only charge you the difference if the local CCS program permits them to.

What happens if my income drops, and I can't afford my CCS copay?
If your income drops, you can reach out to your local CCS office. CCS staff will review your situation and may decrease your parent share of cost if appropriate.

Can CCS end my child's eligibility early – before my 12-month redetermination date?
Yes. Your child's CCS scholarship may be terminated early if:

- Your child has been absent more than 40 days within their 12-month eligibility period.
- You have not paid your parent share of cost (copay).
- You are determined to have committed fraud.
- You move out of the state of Texas.

Your local CCS office must notify you at least 15 calendar days before the termination of CCS. The termination notice must include the reason CCS is ending.

If CCS is ended because your child had too many absences or because you did not pay your share of cost, you can't reapply for CCS for at least 60 days. If CCS ended because of substantiated fraud, you may not reapply until you have repaid the costs of the child care you received due to fraud.

Can I appeal termination of CCS? If I appeal, can I continue my child care?
Once you have been notified that your CCS will be terminated, you have 14 days to appeal that decision.

You have the right to continue your child care during an appeal, unless your case was terminated due to excessive absences or unpaid parent share of cost. However, if the appeal is decided against you, you will have to repay the cost of child care provided during the appeal period.

What if I have a complaint about CCS or feel I have been discriminated against?
You have the right to receive CCS regardless of race, color, national origin, age, sex, disability, political beliefs, or religion. If you feel you have been discriminated against, you can file a written complaint within 180 days from the date of the alleged discriminatory act. You can also file a complaint that is not about discrimination.

If you have a complaint about the services you receive from your local CCS office, you can file a complaint with your local Equal Opportunity/Complaints officer. Visit https://www.twc.texas.gov/agency/workforce-development-boards to find your local Workforce Solutions office for assistance.

Notice
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. Visit https://www.twc.texas.gov/agency/workforce-development-boards to find your local Workforce Solutions office for interpretation/translation assistance.

Aviso en Español (Notice in Spanish)

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud. Visite https://www.twc.texas.gov/agency/workforce-development-boards para encontrar su oficina local de Workforce Solutions para obtener asistencia de interpretación/traducción.

Thông báo bằng tiếng Việt (Notice in Vietnamese)

Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu. Truy cập https://www.twc.texas.gov/agency/workforce-development-boards để tìm văn phòng Giải pháp Lực lượng Lao động tại địa phương của bạn để được hỗ trợ phiên dịch/dịch thuật.

We are an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities. Deaf, hard-of-hearing or speech-impaired customers may contact TWC through the relay service provider of their choice.

For questions, compliments, or complaints, call 800-628-5115.

The Texas Workforce Commission prosecutes fraud to ensure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hotline at 800-252-3642.

X _____ X _____

Parent/Guardian Signature Date

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