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1. OVERVIEW OF WORKFORCE SOLUTIONS FOR NORTH CENTRAL TEXAS CHILD CARE SERVICES

Workforce Solutions for North Central Texas (WSNCT) is one of 28 workforce development boards in the state of Texas and their contracted service delivery partners and community partners. This network gives customers local access to Workforce Solutions and statewide services at multiple Workforce Solutions offices.

WSNCT mission is to advance business-driven talent development strategies that promote economic growth, opportunity, and a quality workforce.

Our service delivery area includes Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties. This area is home to over 3 million residents, 46,000 employers, and 1.5 million workers.

The North Central Texas Council of Governments (NCTCOG) is a voluntary association of local governments that was established to assist governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development. The purpose of NCTCOG is to strengthen both the individual and collective power of local governments and to help them recognize regional opportunities, eliminate unnecessary duplication, and make joint decisions. Since 1996, WSNCT has partnered with the NCTCOG, who serves as its administrative entity responsible for program implementation.

WSNCT Child Care Services (CCS) program subsidizes child care for low-income families, promoting long-term self-sufficiency by enabling parents to work or attend workforce training or education activities. CCS also educates parents about the availability of quality child care to enhance children's early learning and development.

CCS is funded through the federal Child Care and Development Fund (CCDF), which is overseen by the U.S. Department of Health and Human Services' Office of Child Care. The Texas Workforce Commission (TWC) is the lead agency for CCDF in Texas. Workforce Development Boards administer these funds for Child Care Services through Workforce Solutions offices. For more information, please visit <http://www.acf.hhs.gov/programs/occ>.

2. ESTABLISHING A PARTNERSHIP WITH CCS

Relative Provider is listed by the Texas Health and Human Services (HHS) can develop a partnership with CCS. To establish a partnership, Relative Provider must meet 3 requirements.

Requirement 1: Attend a Relative Provider Orientation

Relative Providers who inquire about establishing a partnership with CCS will receive an invitation to attend a virtual orientation. The purpose of the orientation is to provide a thorough overview of CCS, the agreement and service manual. Orientations are scheduled biweekly.

Requirement 2: Listed Permit

Relative Providers must have a listed permit from the HHS:

- as a listed home (relative care only)

Requirement 3: Complete, Sign, and Submit Documents

- Relative Provider Agreement
- Relative Provider Manual Acknowledgment Form
- IRS Form W-9
- Direct Deposit Authorization Form
- Voided Check with Pre-Printed Personal Information or Letter from Banking Institution with required banking information

3. RELATIVE PROVIDER AGREEMENT

The Relative Provider Agreement is a legal agreement that outlines the agreed terms of the partnership between the Relative Provider and CCS. It is the basis for payment for care provided to CCS children. The initial agreement is for one year with the option to renew every year. However, the agreement will end the same date the child(ren) referral ends.

Reporting Changes

Failure to inform CCS of changes within the timeframe listed below above could result in the termination for the Relative Provider Agreement.

It is the responsibility of the Relative Provider to report changes to CCS timely. The chart below will help identify what changes must be reported and the timeframes required for reporting:

Type of Change	Timeframe for Reporting
ANY change in listed permit HHS Child Care Regulation	Within 48 hours of notification from HHS (<i>prior</i> to the effective date)
ANY change affecting the address	14 business days <i>prior</i> to the effective date
Changes that may cause termination of the Relative Provider Agreement	Within 48 hours of the change
Monthly Sex Offender Check	Immediately

Changes that cause termination of the Agreement include:

- Change in Child Care Listed Permit number,
- Home moves to a different location,
- Loss or suspension of listed permit
- Relative Provider or household members found on the Sex Offender List.

4. RELATIVE PROVIDER REQUIREMENTS

Relatives must be listed with the HHS as a Listed Home and must meet the definition of relative as defined below:

- an individual who is at least 18 years of age, and is, by marriage, blood relationship, or court decree, one of the following:
 - 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 reside in the same household as the eligible child*).

A relative provider may not reside in the same household as the eligible child or CCS parent, unless under allowable circumstances which require prior approval by CCS.

Relative care may be provided for a child in the child's home only for the following reasons and with prior approval by CCS:

- Child with disabilities and his/her siblings (parent must provide proof the child meets this requirement)
- A Child under 18 months of age and his or her siblings
- A Child of a teen parent
- When a parent's work schedule requires evening, overnight, or weekend child care in which taking the child outside of the child's home would be disruptive to the child.
- Other child care arrangements are not available in the community.

A relative provider shall not be reimbursed for more children than permitted by the HHS minimum regulatory standards for Registered Child Care Homes. Relative providers are not reimbursed when the child is absent or for holidays.

5. CHILD CARE AUTHORIZATION

When a parent is determined eligible for subsidized child care services, CCS will notify the parent's selected Relative Provider for:

1. **Initial Authorization:** CCS will contact the Relative Provider by phone and will verbally authorize care to begin on the referral start date. CCS will send the Relative Provider a Child Care Authorization Form (Form 2450). Upon receipt, it is the responsibility of the Relative Provider to read the form in its entirety to ensure they understand the terms of the authorization and retain a copy for their records.

Note: *Under no circumstance, will reimbursement be made for child care services provided before care is authorized.*

2. **Authorization Updates:** CCS may contact the Relative Provider by phone to report an update to the authorization. CCS will send the Form 2450 to reflect all updates. Upon receipt, it is the responsibility of the Relative Provider to read the form in its entirety to ensure they understand the terms of the authorization update and retain a copy for their records.

3. **Discontinued Authorization:** CCS will contact the Relative Provider by phone to verbally discontinue authorization for care. CCS will send the Form 2450 to reflect the referral end date. Upon receipt, it is the responsibility of the Relative Provider to read the form in its entirety to ensure they are aware of referral end date and retain a copy for their records.

Note: *CCS will not reimburse for child care services provided after the referral end date.*

Form 2450 provides the following information:

- Referral start date
- Referral end date
- Authorized days for care
- Referral Type: full-time, part-time, or blended care
- Authorization for transportation
- Parent Share of Cost amount

6. REPORTING ATTENDANCE

Relative Providers are responsible for reporting the following:

- Submit weekly attendance from the Relative Attendance Form to ccproviders@dfwjobs.com or fax to 940-382-1584.
- Report children with 5 consecutive absences; this includes absences with or without notification from parent.
- Report absences 2 business days the 5th absence date. Submit the Attendance Form to ccproviders@dfwjobs.com or fax to 940.382.1584.
- Report children who become first time schoolers, when attending school for more than six (6) hours.

Note: Failure to report timely may result in a corrective action including the termination of the agreement.

7. PARENT SHARE OF COST

Many parents determined eligible for subsidized child care services will be expected to contribute towards the cost of services. This is identified as the Parent Share of Cost (PSOC). The PSOC is a calculated amount to be paid monthly. PSOC amount is deducted from the ELP reimbursement payment.

Parents who have a PSOC are expected to pay the ELP directly. ELPs are expected to collect the monthly PSOC on the 1st day of the month or before care is initially provided.

If the parent does not pay their assigned PSOC, the Relative Provider must notify CCS within 3 business days from the 1st day of non-payment. Relative Providers have the right to discontinue providing services until payment is made. If the Relative Provider decides to discontinue services due to non-payment of PSOC, CCS must be notified with 24 hours. This will ensure authorization

for care is ended and no further payment is made to the Relative Provider for services not rendered.

If the parent does not pay the PSOC owed and no extenuating circumstances that would impact the parent’s ability to pay is determined, CCS will end the authorization for care. Parents will be ineligible for care for 60 days before they can reapply for care or be placed on the wait list.

How PSOC is deducted from the Relative Provider reimbursement payment.

Example A:

Care is provided for a child for 20 days in the month. The monthly PSOC is \$100.

Reimbursement Daily Rate <i>(for 1 day)</i>	Days of Care	Total <i>(rate x days)</i>	PSOC <i>(paid by parent)</i>	Reimbursement <i>(paid by CCS)</i>
\$13.00	20 days	\$260.00	\$100.00	\$160.00

Example B:

There are 22 **billable days** in the month

- Monthly PSOC is \$100.00

$\$100$ (PSOC) divided by 22 (billable days) = $\$4.55$ (amount deducted per day for PSOC)

$\$4.55 \times 22 = \100.00 *PSOC is always deducted *

	Monday	Tuesday	Wednesday	Thursday	Friday	Total ↓ Deducted
Week 1	\$4.55	\$4.55	\$4.55	\$4.55	\$4.55	\$22.75
Week 2	\$4.55	\$4.55	\$4.55	\$4.55	\$4.55	\$22.75
Week 3	\$4.55	\$4.55	\$4.55	\$4.55	\$4.55	\$22.75
Week 4	\$4.55	\$4.55	\$4.55	\$4.55	\$4.55	\$22.75
Week 5	\$4.50	\$4.50				\$9.00

By the end of the month, the total deductions for billable days will equal to \$100.00.

8. REIMBURSEMENT RATES

The reimbursement rates Relative providers for subsidized child care services are:

Ages	Full-Time Rates Per DAY	Part-Time Rates Per DAY	Blended
Infants (0 - 17 months)	\$13.00	\$11.00	
Toddlers (18 - 35 months)	\$13.00	\$11.00	
Preschool (3 - 5 years)	\$13.00	\$11.00	\$11.29
School Age (6 -12 years)	\$13.00	\$11.00	\$11.29

A. Determining the "Blended Rate" for School Age Children

The Texas Workforce Commission requires that a single "blended" rate be paid for children who attend public school (Early Head Start, Head Start, Pre-K, and Elementary School) and only need before and/or after school care when school is in session and full time care on breaks, holidays and summer during the school year. That rate combines the full time and part time rates using the following calculation:

$$\begin{aligned} &(\text{Part-time rate} \times 175 \text{ days}) + (\text{Full-time rate} \times 30 \text{ days}) = \text{School Year Rate} \\ &\text{School Year Rate} / 205 \text{ school days} = \text{Blended Rate} \end{aligned}$$

Note: Blended rates apply for 205 days during the school year. Full time rates apply for up to 12 weeks in the summer and are not dependent on school being in or out of session.

9. REIMBURSEMENT FOR SERVICES

All reimbursements for child care services will be made after services have been provided due.

A. Relative Provider Reimbursement Schedule

Reimbursements are normally made every two weeks by North Central Texas Council of Governments based on the ELP Reimbursement Schedule published by CCS. This schedule can be found on our website, www.dfwjobs.com.

B. Reimbursement Method

Reimbursements are made by direct deposit only. Exception: Reimbursements will be made by paper check after the initial setup of a new bank account or a change in bank account

numbers. In those circumstances the Relative Provider will receive one or two paper checks until the bank routing/reimbursement information is established.

C. Filing Taxes

NCTCOG will send a Form 1099 to all Relative Providers. Relative Providers if required by the Internal Revenue Service (IRS), \$600 or above per calendar year. Taxes are not withheld from reimbursements made for providing child care. It is the Relative Provider's responsibility to report all earnings to the IRS. NCTCOG will send a 1099 form to all Relative Providers by January 31st of each year.

D. Employment

Relative Providers are **not employees** of the Texas Workforce Commission, Workforce Solutions for North Central Texas, North Central Texas Council of Governments or the Child Care Services Contractor.

10. RECORD KEEPING

Relative Providers are required to keep accurate records both while a CCS referred child is in care and after care has ended.

A. Required Documents

The following types of documentation must be maintained for at least three (3) years and 90 days after a child's CCS enrollment ends:

- Financial documents and supporting documents such as receipts for parent fees and records of attendance, and
- Any other records regarding reimbursement for child care.
- In the event a Relative Provider should need copies of any documentation, a fee will be charged.

B. Access to Records

Relative Providers must allow reasonable access to their records during regular business hours and provide copies upon request to personnel who are authorized to see those records and documents. Representatives authorized to see Relative Providers records are:

- WSNCT representatives
- NCTCOG representatives
- TWC representatives
- State Attorney General's office representatives

- Federal or State representatives with responsibility for managing and auditing Federal and State programs.

11. LH VOLUNTARY SUSPENSION

CCS is notified by the HHS (Child Care Regulation) when Relative Providers are placed on “LH-Voluntary Suspension”. CCS is not allowed to be able to continue paying for care until the situation until the provider has paid the fee or corrected deficiencies and appears as “LH – End Voluntary Suspension: on the weekly report.

12. MONITORING, TECHNICAL ASSISTANCE

Provider Services Specialist (PSS) are CCS staff who specialize in providing technical assistance to Relative Providers. Their responsibilities include serving as a liaison, providing support and resources to Relative Providers. The PSS will also provide technical assistance to Relative Providers who need assistance with subjects related to the terms of the Provider Agreement and Manual.

A. Monitoring

Virtual or phone call reviews will be conducted for all partnered Relative Providers. Monitoring is conducted by the PSS. The goal is to ensure Relative Providers are meeting local, state and federal requirements for the CCS program. Monitoring and virtual or phone call reviews will include:

- Verifying procedures outlined in the Relative Provider Manual are followed,
- Verifying terms of the Relative Provider Agreement are followed,
- Verifying the process to report attendance is followed.

All partnered Relative Providers must allow CCS or other State or Federal authorities to conduct program and fiscal audits. Audits are conducted during regular business hours.

B. Technical Assistance

Within 30 days after CCS authorizes care for the first child with a new Relative Provider, a PSS will contact the Relative Provider to answer questions, provide guidance and resources as needed. The PSS will review the attendance reporting policy and reimbursement process to ensure clarity.

13. CORRECTIVE ACTIONS BY CCS

Partnered Relative Providers are required to comply with the terms of the Relative Provider Agreement, follow procedures outlined in this Relative Provider Manual and remain in good standing with HHS Child Care Regulation. Non-compliance of any terms within the agreement or manual may result in a correction action. Corrective actions can include the following:

A. Service Improvement Agreement (SIA)

Non-compliance of the agreement, manual, policies and/or procedures set by the TWC, NCTCOG, WSNCT, CCS or Equus Workforce Solutions may result in an Relative Provider being placed on a Service Improvement Agreement (SIA). The SIA is an agreement for immediate and sustained improvement. The terms of the SIA are specific to the act of non-compliance. Failure to comply with the SIA terms within the designated timeframe could lead to further action including suspension of agreement, denial of agreement renewal or agreement termination.

Service Improvement Agreements will:

- State the non-compliance,
- Explain what action must be made to resume compliance,
- Provide the timeline to meet the terms of the SIA,
- Provide consequence(s) for not adhering to the terms of the SIA.

When a SIA is delivered, the PSS will meet (*virtually or by phone*) with the Relative Provider to discuss the terms of the SIA. The PSS will offer technical assistance as requested to help the Relative Provider resume compliance. The SIA must be signed by the Relative Provider and PSS. If the Relative Provider refuses to sign the SIA the partnership between CCS and the Relative Provider will be terminated.

B. Termination or Non-Renewal of Relative Agreement

If the Relative Provider Agreement is terminated for documented violations of the provisions contained in the Relative Provider Agreement, Relative Provider Manual, placement Voluntary Suspension, or Violation of Sex Offender Registry, the Relative Provider renew their agreement or reapply for reinstatement for a period of one year from the termination date.

14. SUSPECTED FRAUD

A Relative Provider may be investigated for fraud if any of the following acts are reported or identified:

- A. 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
 - known, or should have known, that child care subsidies were provided to a person not eligible to be an Relative Provider
 - otherwise indicated that the person knew or should have known that the actions were in violation of state or federal statute or regulations relating to child care services.

The NCTCOG may initiate an investigation-and if appropriate may refer the investigation to the Texas Workforce Commission or Law Enforcement for criminal prosecution, if the Relative Provider is suspected of conduct as described above.

If you suspect program abuse by either a parent or an Relative Provider, please contact TWC's Fraud and Program Abuse Hotline at 800-252-3642.

15. ADDITIONAL INFORMATION

1. Questions

If you have questions about the Relative Provider Agreement and/or any policies outlined in the Relative Provider Manual, please call 1-800-234-9306; option 2, email ccproviders@dfwjobs.com.

2. Complaints by Parents Against CCS

If parents have concerns or complaints regarding their case or caseworker, please refer parents to the CCS Director, Katina Prescott.

Phone: 940-323-4303

Email: kprescott@dfwjobs.com

3. Complaints by Relative Providers Against CCS

Relative providers who have a complaint regarding payment or agreement related issues should contact the CCS Program Manager, Felecia Brooks.

Phone: 940-323-4311

Email: fbrooks@dfwjobs.com

Note:

If a Relative Provider has the right to appeal an SIA taken against them by the Workforce Solutions for North Central Texas contractor. Relative Providers are first encouraged to attempt an informal resolution of the issue by contacting the CCS Director, Katina Prescott.

Phone: 940-323-4303

Email: kprescott@dfwjobs.com

If this informal attempt at resolution fails, Relative Provider may file a written complaint. A written complaint must include the Relative Provider, listed permit number, current address, telephone and/or email and a written statement identifying the facts on which the complaint is based.

Send written complaints to:

**QUALITY ASSURANCE MANAGER
WORKFORCE SOLUTIONS FOR NORTH CENTRAL TEXAS P.O.
Box 5888
ARLINGTON, TX 76005**

After receiving the complaint, and once jurisdiction is determined, the Relative Provider will be contacted to set a date for a Hearing date and a determination within 60 days. At the time of the decision, the Relative Provider will be provided with additional options to appeal the Board's decision if not satisfied with the outcome.

16. CONTACTING CCS

E-mail address - ccproviders@dfwjobs.com

Website - www.dfwjobs.com

Phone Number - 1-800-234-9306; option 2

Relative Providers may be contacted by different CCS staff members depending on the specific reason for the contact. Listed below are the CCS staff job functions and possible reason for contacting Relative Providers.

Provider Services Specialist (PSS)

Program support and technical assistance,

Relative Agreement, Relative Provider Manual and Compliance,
Answer questions regarding rate reimbursements.

Financial Management Specialist (FMS)

Attendance Reporting, Reimbursement Authorization, Recoupment
Relative Agreement, Relative Provider Manual and Compliance Answer questions
regarding payment reimbursements.

Child Care Advisor (CCA)

Authorize care; start, update or end.

17. RESOURCES AVAILABLE ON OUR WEBSITE www.dfwjobs.com

For Reimbursement Schedule:

- View the Early Learning Program Reimbursement Schedule
- Find additional resources (this is not an all-inclusive listing)

We hope that you find the Relative Provider Manual helpful. Our goal is to provide partnered
Relative Provider the necessary information needed to ensure we establish a successful
partnership.

Feel free to contact us as needed.

Thank you for your commitment in children!

Workforce Solutions for North Central Texas Child Care Services

CUSTOMER CODE OF CONDUCT

Workforce Solutions for North Central Texas (WSNCT) is committed to providing quality, professional services in a clean, safe, and comfortable environment free from disruptions. This Code of Conduct has been formulated to ensure all can work in an environment that fosters mutual respect and opportunities to achieve the highest impact. The use of WSNCT facilities and resources, as well as working with our staff, implies acceptance of Workforce Solutions for North Central Texas' Code of Conduct. The standards of this Code of Conduct extend to virtual, digital, written, or telephonic communications.

Conduct detrimental to the programs, staff, customers, or general public will not be tolerated. Customers not conducting business related to job search or directly related activities or failing to conduct themselves within the standards outlined in this Code of Conduct, will be subject to punitive action up to and including the filing of criminal charges. All members of the public, no matter the type of relationship with WSNCT are expected to be polite and maintain conduct aligned with this code. This Code of Conduct is intended to provide broad guidance regarding prohibited conduct and does not supersede the reasonable discretion of the management of the Workforce Center, Child Care Services, Mobile Workforce Unit, or other workforce activity locations. The behaviors cited below are expressly forbidden and not considered acceptable. The following list is not an all-inclusive list:

- Use of obscene and/or abusive language,
- Intimidation, threatening behavior, verbal abuse or harassment towards staff, other customers, or the general public,
- Disruption of operations/creating a public disturbance,
- Loitering in the facility/not conducting official business,
- Use of the facility and resources for non-job search related activities,
- Recklessness or disorderly conduct,
- Acts of vandalism, theft, defacing and/or destruction of property, equipment, materials, including technology, etc.,
- Unlawful possession of firearms or weapons, illegal drugs, hazardous materials, or other unlawful items/substances,
- Behavior that threatens to cause or does cause bodily harm to a third party, including staff, other customers, or the general public,
- Obstruction or attempts to obstruct service delivery, including falsification of Workforce Center records, or providing false information/identification,
- Remaining in the facility after closing or when requested to leave,
- Entering non-public areas of the facility, except when accompanied by staff or with proper permission, and/or
- Use of the restrooms for bathing, shampooing, shaving, or washing clothes

Violations of the Code of Conduct are prohibited and may result in punitive action up to and including the filing of criminal charges.