



Workforce Solutions Texoma

Relative Provider Handbook

Child Care Services

903-463-9997

888-813-1992

903-463-3073 Fax

Workforce Solutions Texoma is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Individuals with speech and/or hearing impairments may call 711 for assistance.

Relative Child Care

The child care system allows parents to choose an eligible relative as their child care provider; Relatives must meet the following criteria to be eligible to provide child care:

- Maintain a separate home from the children receiving child care assistance, AND
- Be related to the child by blood, marriage or court decree, AND
- Be a grandparent, great-grandparent, aunt, uncle or sibling (over 18 years of age) of the child.
- The relative understands that in order to receive child care reimbursement for services provided in the child's home one of the following circumstances must apply:
 - A child with disabilities
 - A child under 18 months of age
 - A child of a teen parent, or
 - When the 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
- All relative providers must be Listed with Texas Department of Family and Protective Services, which includes a background and criminal history check, before child care services starts with Workforce Solutions Texoma.

Both the parent and relative provider must sign a certification form verifying the relationship meets these criteria.

Workforce Solutions Texoma must have the name, address and social security number of the eligible relative provider in order to pay for child care services provided.

Parents and relative providers must attend a Relative Provider Orientation before paid child care begins.

Independent Contractor

Relative providers are independent contractors with Workforce Solutions Texoma and not an employee. The hours of care, provider's rate and policies for providing child care are between the parent and the relative provider are not dictated by Workforce Solutions Texoma.

Workforce Solutions Texoma will reimburse the relative provider for a maximum number of hours of child care services per week at a maximum rate per day.

As an independent contractor, Workforce Solutions Texoma will send a Form 1099 for tax preparation at the end of the year.

Maximum Daily Rates

Workforce Solutions Texoma sets maximum reimbursement rates that providers can be reimbursed for child care services based on the following:

- The type of child care provided,
- The age of the child receiving child care, and
- Whether full-time or part-time care is authorized.

Current Daily Reimbursement Rates are as follows:

AGE OF CHILD	FULL TIME	PART TIME
Infants (0-17 months)	\$15.87	\$13.16
Toddlers (18-35 months)	\$14.47	\$11.85
Preschoolers (3-5 years)	\$13.38	\$10.91
School Age (6-12 years)	\$12.54	\$ 8.06

Accept a Blended Rate for all School Age Referrals that is based on the following calculation:

$$(\text{Part Time Rate} \times 175 \text{ days}) + (\text{Full Time Rate} \times 30 \text{ days}) / 205 \text{ days} = \text{Blended Rate}$$

During the claims processing, the system will automatically use this formula for calculating the blended rate for all school referrals.

How Child Care is Authorized

Workforce Solutions Texoma will authorize payment for child care based on the parent’s work or school schedule. Child care assistance will be authorized for the days the parent is working or in school on either full-time or part-time basis.

Full-time vs. Part-time Care:

- Full day care is from 6 to 12 hours a day,
- Part day care is less than 6 hours a day,
- Part-time care is for less than 4 days per week,
- School-age care:
 - Before and after school care is part-time care,
 - Full day care during school breaks and holidays is full day care.

Parent Fees

Most parents are required to pay part of the cost of their child care. This cost is called a parent fee. Workforce Solutions Texoma will determine the amount the parent is required to pay each month and it is the parent's responsibility to pay this amount to you. The parent fee amount will be deducted from the reimbursement you receive from Workforce Solutions Texoma.

Example: Care is provided for an infant for 20 days in the month. The parent fee for the month is \$100.

$$\begin{array}{r} \$14.57 - \text{rate of pay for full time infant care} \\ \times 20 \text{ days of full time care for an infant} \\ \hline \$291.40 \text{ total cost of infant care} \\ - \$100.00 \text{ monthly parent fee} \\ \hline \hline \$191.40 \text{ total amount paid to relative provider} \end{array}$$

Child Care Attendance Automation(CCAA)

The relative child care provider must review the Child Care Attendance Automation (CCAA) system attendance and absence reports, at a minimum, every three days.

Website: <http://www.workforcesolutionschildcare.com/ccaa/>

The relative child care provider must notify Workforce Solutions Texoma Child Care when there are changes to the telephone number where the child care services are being provided.

The relative provider is not allowed to call in attendance or absences for the parent since the relative is authorized to bill for attendance.

The relative provider will not be reimbursed by Workforce Solutions Texoma Child Care Services if a parent fails to report attendance in the CCAA system.

In addition, Workforce Solutions Texoma automatically stops paying for a child's care if one of the following occurs:

- 3 days consecutive absences and the parent does not notify Workforce Solutions Texoma or,
- 30 days absence in a one year period.

Billing and Payment

Reimbursement to the relative provider, Child Care Attendance Automation will automatically download all attendance on a bi-weekly basis and reimbursements will be available every other Friday. If the Friday is a holiday, your reimbursement will be available on the first business day following the weekend or holiday.

If you have questions please contact Workforce Solutions Texoma Administration (903-957-7408) for assistance.

Relative Provider Responsibilities

The relative provider agrees to:

- Notify Workforce Solutions Texoma as soon as a child(ren) receiving child care assistance stops attending.
- Review Child Care Attendance Automation (CCAA) system attendance and absence reports,
at a minimum every three (3) days.

Website: <http://www.workforcesolutionschildcare.com/ccaa/>

- Report all earnings from reimbursement for child care services to the Internal Revenue Service (IRS) at the end of each year in order to pay appropriate taxes.
- Report all earnings from reimbursements of child care services to the Texas Department of Human Services, if applicable.

The relative provider understands that:

- These earnings may affect any assistance received from TDHS. This assistance may include TANF, Food Stamps, or SSI benefits.
- Benefits through the Social Security office may also be affected due to this earned income.

Theft of Services

Receiving payment for providing child care when you are not eligible is considered stealing child care services. Misrepresenting your relationship to the children you are caring for or claiming to care for the children when they are not present is considered stealing child care services.

All instances of suspected theft of services will be investigated and may result in criminal charges being filed with the district or county attorney. Relative providers will be required to refund any payments that they are not entitled to, including:

- Overpayments or duplicate payments,
- Payments made in error,
- Payments made when child care was not provided by you, or
- Other instances when you are not eligible to be paid for providing child care assistance

Complaints or Grievances

Relative providers have the right to have complaints or grievances heard without the threat of losing child care services. Relative providers should begin by explaining the problem or complaint to Workforce Solutions Texoma Child Care staff or Child Care ISTM. If the problem continues, ask to speak with the Workforce Solutions Texoma Director and explain the problem. If both of these attempts fail to resolve the issue, relative providers are encouraged to call the Texoma Workforce Development Board (the governing body for Workforce Solutions Texoma) at 903-957-7408.

The Complaint Process

What is a complaint?

A complaint is a written statement alleging a violation of any law, regulation, or rule relating to any federal or state-funded workforce funded services (including child care services) . If you receive an adverse action or want to file a formal complaint about workforce services you are first encouraged to discuss the adverse action or complaint with the staff where the complaint originated.

Who may file a complaint?

Texas Workforce Center customers – Individuals who have applied for or are eligible to receive federal or state-funded workforce funded services administered by the Texas Workforce Commission or Workforce Solutions Texoma. **These services include:**

- **Child care Services**
- **Temporary Assistance for Needy Families (TANF) CHOICES**
- **Supplemental Nutrition Assistance Program (SNAP) Employment & Training**
- **Project Re-Integration of Offenders (RIO)**
- **WIA Adult, Dislocated Worker, and Youth**
- **Eligible Training Providers receiving WIA funds or other funds for training services.**
- **Other interested parties affected by the Texas workforce system, including subrecipients.** These individuals may be child care or other service providers that have received a written statement issued by Workforce Solutions Texoma, a Texas Workforce Center, or the Texas Workforce Commission relating to an adverse action, or a provider or contractor, related to the denial or termination of eligibility, under programs administered by the Texas Workforce Commission or Workforce Solutions Texoma.
- **Previously employed individuals who believe they have been displaced by a Texas Workforce Center customer participating in work-based services such as subsidized employment, work experience, or workfare.**

How do I file a complaint:

- Complaints must be in writing using the attached complaint form.
- Complaints must be filed within 180 days of the alleged violation.
- Complaints should be filed at the service level where the complaint originated for optimal and immediate satisfaction.

Workforce Solutions Texoma complaint procedures are available upon request.

How will the complaint be resolved?

- You will be given the opportunity for an informal resolution to resolve any disputes resulting from either a complaint or an appeal to a determination. Informal resolutions may include:
 - Meeting with your immediate case worker to seek a resolution;

- Meeting with the Workforce Center Manager or Board staff for a more in-depth discussion related to the circumstances of the complaint and to discuss how the complaint may be resolved.
- If you are not satisfied with the outcome of the informal resolution, you have the right to file a complaint and to have the opportunity for a Board hearing with:
 - Workforce Solutions Texoma Administration
 - 5904 Texoma Parkway
 - Sherman, TX 75090
- Once a complaint is filed with the Board, you will be notified of a Board hearing at least (10) ten calendar days prior to the hearing date. The ten-day notice may be shortened with prior written consent of the parties involved.
- A Board decision will be issued within 60 calendar days from the date the complaint is originally filed.

If you do not agree with the decision issued by the Board or if no decision is mailed within 60 calendar days from the date the complaint was originally filed, you may file a written complaint to the Texas Workforce Commission. The appeal must be sent within 14 calendar days after the mailing date of the Board's decision or 90 calendar days after the original filing date of the complaint. Appeals to the Texas Workforce Commission are mailed to:

Appeals, Texas Workforce Commission
101 East 15th Street, Room 410
Austin, TX 78778-001

WORKFORCE SOLUTIONS TEXOMA COMPLAINT FORM

Prior to completing this form, please be aware that this complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity requirements under WIA or matters governing job service-related complaints.

Complainant (person filing the complaint):

* Name (Person and/or Business)

E-Mail Address

* Mailing Address (City, State, Zip)

Home Phone Number

Cell Phone Number

Work Phone Number

Complaint Filed Against:

* Name (Person and/or Business)

E-Mail Address

* Mailing Address (City, State, Zip)

Home Phone Number

Cell Phone Number

Work Phone Number

***Identifies Required Information**

Provide a clear and brief statement of the facts, including relevant dates and any known violation of law, regulations, or rules related to any federal or state-funded workforce service. If additional space is needed, you may use the reverse side of this form or attach a separate statement of no more than 5 pages.

By my signature below, I certify that the above information is true and correct to the best of my knowledge.

Signature of Complainant

Date

FOR OFFICIAL USE ONLY

Individual Receiving Complaint: _____ Title: _____

City: _____ Telephone: _____

Date Complaint was received: _____ Action Taken: _____