



Workforce Solutions Texoma

Parent Handbook

Income Eligible Customers

Parents who apply for child care assistance directly to Workforce Solutions Texoma are considered income eligible customers.

Income Eligible customers must meet the following criteria to receive child care assistance:

- The family must reside in Grayson, Fannin or Cooke county, and
- The family's household income must be below the income limits set according to family size, and
- Each adult in the household must be working or in school or a training program* for an average of 25 hours per week for a single parent household and an average of 50 hours per week for a two-parent household (each adult must average at least 20 hours per week), and
- Have a child under 13 years of age and need child care to go to work or attend school or training programs
 - *Parents enrolled in an Associate's Degree program must be enrolled in a degree that will prepare her or him for a job in a high demand occupation with an upward career path (known as a Target Occupation), as determined by TWDB. For a list of Associate Degrees on the Target Occupation List and applicable for Child Care Services through TWDB, please visit our web site:

http://www.workforcesolutionstexoma.com/html/targeted_occupations.html

Applying for Child Care Assistance

When applying for child care assistance, Workforce Solutions Texoma will:

- Verify your household income, receipt of public assistance, receipt of child support and other income sources. **All income received in the household will be considered in determining eligibility.**
- Verify employment and attendance in school or training programs
- Determine the amount of your parent fee, if a parent fee is assessed
- Authorize payment for your child care once you notify us with the provider you have chosen to care for your children
- Send out paperwork for you to complete and return within 15 days that confirms your eligibility and informs you of the parent fee that you must pay to your provider, if a parent fee is assessed

Note: Parents may continue to be eligible for child care assistance providing sufficient funds are available.

Parent Enrollment Agreement

1. I must be employed, in school or training for an average of 25 hours per week to be eligible.
 - a. All parents enrolled in a training program are required to make satisfactory progress towards completion of the training program by maintaining a 2.0 GPA each semester. Failure to maintain a 2.0 GPA each semester will result in loss of child care services.
2. I understand that only Workforce Solutions Texoma can authorize a child care arrangement for my child, including changes in the provider of child care assistance.

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.

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3. I will inform Workforce Solutions Texoma within 10 calendar days about changes in my:
 - Work, school or training activities
 - Address or phone number
 - Household income or the number of people in my household
4. I will comply with all Texas Workforce Commission (TWC) and Workforce Solutions Texoma requirements or have my child care assistance denied or ended.
5. I will pay a monthly fee to my chosen child care provider, if required.
6. I will record attendance and absences using the Child Care Attendance Automation card.
7. Once I receive my Child Care Attendance Automation card in the mail, I can record attendance up to 6 days back from present day.

Children with Disabilities

Workforce Solutions Texoma offers additional services to families who have a child with a disability. If you have met income eligible requirements and you have a child that has been identified as having a physical, mental or emotional condition that limits what the child is able to do your child may qualify to receive additional benefits, including:

- Having any out-of-pocket medical and other expenses related to your child's disability may be deducted from your family income when we assess your eligibility for child care.
- Provide child care assistance for your child up to 18 years of age, and/or
- Upon recommendation by a professional (special education teacher, physical therapist, doctor, etc.) Workforce Solutions Texoma may provide adaptive equipment or materials on loan to the regulated child care provider and/or a higher reimbursement rate to the regulated provider for additional adult assistance

To qualify you must send documentation of your child's disability such as ARD/IEP papers from the public school, certification from an Early Childhood Intervention (ECI) program or a letter from your child's doctor verifying the disability and any additional assistance your child may need.

Teen parents

Workforce Solutions Texoma defines a teen parent as an individual 18 years of age or younger or 19 years of age and attending high school or the equivalent who has a child.

A child of a teen parent may be eligible to receive child care assistance if:

- The teen parent needs child care assistance to complete high school or the equivalent; and
- The teen parent's income is below the income limits set according to family size.

Note: only the teen parent's income will be considered when determining eligibility for child care assistance

Workforce Program Customers

Parents who are participating in workforce programs may be eligible to receive child care assistance. Parents receiving child care assistance through these programs do not have the same rights and responsibilities as parents who apply to Workforce Solutions Texoma for child care assistance directly. For these customers:

- Eligibility for child care assistance is based on the criteria for enrollment in the workforce program in which you are participating
- Your caseworker will provide information on program requirements
- Child care assistance may be ended immediately if you fail to meet the eligibility requirements for the program in which you are participating

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Children's Protective Services (CPS)

Parents who are referred to Workforce Solutions Texoma by the Texas Department of Family and Protective Services (TDFPS) to receive child care assistance do not have the same rights and responsibilities as parents who apply to Workforce Solutions Texoma directly. TDFPS is the state agency that oversees Children's Protective Services (CPS). If you receive child care through CPS:

- Your caseworker determines eligibility for children in protective or foster care
- You may choose a provider who meets your needs in coordination with your CPS caseworker
- You will not pay a parent fee unless it is authorized by your caseworker
- You do not have the right to appeal the reduction, denial or termination of child care assistance.

Parent or Caretaker Rights

1. To have persons represent you when applying for child care assistance.
2. To be notified about your eligibility for services within 5 calendar days from the date all application documents are received by Workforce Solutions Texoma.
3. To select the child care arrangement you desire from the options open to you and to visit potential child care providers before making your choice.
4. To visit the facility or home in which your child is enrolled and to participate in activities.
5. To receive assistance in choosing initial or additional child care arrangements including information about policies regarding transferring your children from one child care arrangement to another.
6. To appeal the denial, reduction or termination of child care assistance. This does not apply to parents who have children enrolled from CPS referrals. The procedure for requesting an appeal will be provided by Workforce Solutions Texoma.
7. To have information used to determine eligibility for child care assistance treated as confidential by TWC and Workforce Solutions Texoma.
8. To receive child care assistance without regard to race, sex, color, national origin, age, political beliefs, religion or disability.
9. To reject an offer of child care assistance or voluntarily withdraw your children from child care assistance. This does not apply to families who have children from CPS in-home cases.
10. To be informed by Workforce Solutions Texoma of the possible consequences of rejecting or ending child care that is offered.
11. To be notified in writing by Workforce Solutions Texoma at least 15 calendar days before the denial, reduction or termination of child care assistance, except in cases where the Workforce Center case manager or CPS caseworker has authorized care to end immediately.

Parent or Caretaker Responsibilities

1. To provide Workforce Solutions Texoma with all information necessary to establish eligibility to receive child care assistance. This information must be provided within 15 calendar days from the day Workforce Solutions Texoma sends the request.
2. To report changes in income or size of your family or any other change in circumstances this may affect your eligibility to receive child care assistance. Changes must be reported to Workforce Solutions Texoma within 10 calendar days.
3. To understand that child care assistance will be denied or ended for failure to submit all information requested in items 1 and 2 above within the time frames also listed above.
4. To comply with all TWC and Workforce Solutions Texoma requirements.

Parent Fees

Most parents must pay a portion of the cost for their child care. This fee is a sliding scale based on the family's income and the number of children receiving child care assistance. Parent fees are NOT based on the cost of child care and cannot be greater than the cost of child care charged to the general public.

Workforce Program Customers

Parents participating in Choices or Food Stamp Employment and Training programs will not be required to pay a parent fee.

Parents participating in other workforce programs will pay a fee for your child care assistance based on the family's gross income, the number of people in the household and the number of children receiving child care assistance.

Children Receiving Child Protective Services

Parent receiving child care assistance through CPS will not be required to pay a parent fee unless your CPS caseworker assigns a parent fee.

Income Eligible Customers

Parents who are receiving income eligible child care assistance will be required to pay part of your child care costs. This parent fee is based on your gross monthly income, the number of family members in your household and the number of children receiving child care assistance.

Families who only need part week or part day child care will receive a 25% reduction in your parent fees.

Parent Fee Agreement

Parents agree and understand that:

1. You must pay any assigned parent fee, to your chosen provider, before receiving child care assistance
2. Any child care subsidy you receive from another agency must also be paid to the child care provider where your child receives care
3. The parent fee amount is based on your income, the number of family members in your household and the number of children you have enrolled in child care assistance
4. The parent fee must be paid even if your child is absent
5. The child care provider you choose may require you to pay the difference in their regular fees and the amount paid by Workforce Solutions Texoma for child care. The provider can only charge this fee if their rates for the general public are greater than the reimbursement rate paid by

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Workforce Solutions Texoma. You are responsible for talking to your child care provider about any additional fees and payment of those fees.

6. Parents who are not required to pay a parent fee cannot be charged a registration fee or the difference in the provider's rate for the general public and the amount paid by Workforce Solutions Texoma for child care. You can be charged for additional fees such as late fees, pictures, field trips, or other fees charged by the provider.
7. Failure to pay your assigned parent fee may result in loss of your child care assistance.

Parent Responsibility Agreement

Establish Paternity and Pursue Child Support

Parents are required to provide proof of paternity and either receipt of child support or proof that child support is being pursued for each child in your home whose biological father/mother does not reside in your household. You may provide this information through the following:

- Provide proof that you have an open case with the Attorney General's Office
- Provide copies of private court documents [Example: court order for child support]
- Provide documentation from an independent arbitrator that establishes child support
- A signed In Lieu of Child Support From from the non-custodial parent showing the amount of child support for each child paid in cash support. Parents must provide documentation to verify receipt of this support.
- At every recertification you will need to supply 6 months of copies of canceled checks or money orders & attach to this form; failure to supply 6 months of canceled checks or money orders will result in termination of your child care. Copies of the checks or money orders must be made out to the custodial parent. Copies of bank statements or receipts will not be accepted.

Exemptions from Establishing Paternity or Pursuing Child Support

1. the paternity of the child cannot be established after a reasonable effort to do so;
2. The child was conceived as a result of rape or incest;
3. The parent of the child is a victim of domestic violence;
4. Adoption proceedings for the child care pending;
5. The parent of the child has been working with an agency for three months or less to decide whether to place the child for adoption;
6. The child may be physically or emotionally harmed by cooperation, to the extent of impairing the parent's ability to care for the child

Alcohol and Illegal or Controlled Substances

Parent must refrain from using, selling or possessing marijuana or other controlled substances. Parents must not abuse alcohol.

School Attendance

Parents are responsible to make sure that each child in your household under the age of 18 attends school regularly unless the child has a high school diploma or a GED credential or is exempted from school attendance by Texas Education Code.

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Complying with the Parent Responsibility Agreement

Parents are required to provide proof of compliance with all aspects of the Parent Responsibility Agreement when enrolling in the program. Failure to provide proof of compliance will result in termination of your child care assistance.

Parents enrolled in the Choices program or receiving child care assistance through CPS are not required to comply with the Parent Responsibility Agreement

Choosing a Child Care Provider

Parents are allowed to choose the provider who will care for their children from options available in accordance with federal and state regulations.

Regulated Child Care Providers

Regulated child care providers are licensed or registered through the Texas Department of Family and Protective Services (TDFPS), Child Care Licensing Division. The following categories of regulated providers in our area:

Licensed Child Care Facility - a child care facility that provides care for 7 or more children under the age of 14.

Licensed Child Care Home - a private home that provides care for no more than 12 children under the age of 14.

Registered Child Care Home - a private home that provides care for no more than 6 children under the age of 14 and no more than 6 additional school age children after school hours.

Note: Providers "listed" with the Texas Department of Protective and Regulatory Services cannot be a child care provider with Workforce Solutions Texoma unless they are an eligible relative.

Texas Rising Star Certification

Texas Rising Star certification is a designation regulated providers can get that shows they are meeting requirements that go above the minimum standards set by Child Care Licensing. Providers complete a formal application and evaluation to make sure they are meeting the criteria to become a Texas Rising Star. You can request a list of Texas Rising Star providers in our area from Workforce Solutions Texoma.

Relative Child Care Providers

Certain relatives may be able to receive payment to care for your children. The relative must:

- maintain a separate household (they cannot live with you),
- 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.
- be related to the child by blood, marriage or court decree, and
- Be the child's:
 - Grandparent or great-grandparent,
 - Aunt or uncle, or
 - Sibling who is at least 18 years old

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- 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.

Assistance Finding a Child Care Provider

Workforce Solutions Texoma does not choose the provider who will care for your children. Workforce Solutions Texoma will not recommend a child care provider or type of child care for your children. It is your responsibility to choose the child care arrangement that best meets the needs for you and your children.

The following resources are available to help you decide who will care for your children:

- Information and Referral Services: 2-1-1
2-1-1 Texas is a free, phone number connecting callers with services in the Texoma area, including current information on a variety of child care arrangements
- Child Care Licensing website: www.dfps.state.tx.us
This website allows you to search for a child care provider by type and location. You can also look at any provider's compliance history with Child Care Licensing.

Attendance Policy

Workforce Solutions Texoma has set a limit on the number of days your child can be absent within a one year period. It is your responsibility to notify your provider any time your child will be absent.

1. If your child is absent for three (3) days in a row without contacting your provider or Workforce Solutions Texoma we will assume that you have voluntarily withdrawn your child from the child care assistance program and your child care will be dropped.
2. More than thirty (30) days absence in one year is considered excessive and Workforce Solutions Texoma will stop paying for child care after the 30th absence.

Exceptions:

- the absences were due to illness or other extenuating circumstances, if the parent provides documentation verifying the illness or other circumstance
- Absences for court-ordered visitation with a non-custodial parent will not count toward the 30 day maximum, if the parent provides documentation verifying the visitation schedule & notifies their child care caseworker in advance of the visitation.

Attendance Reporting

Effective March 1, 2010, parents will be responsible for reporting their child's attendance and absences using the Child Care Attendance Automation (CCAA) System.

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Instructions for using Attendance Card:

1. Activate your card:

You must activate your card and select a 4-digit PIN to use with your card. To select your PIN, you will need:

- The card number printed on the front of your card; and
- The cardholder's date of birth

2. Keep your PIN safe

- Memorize your PIN
- Do not write it on your card
- Do not give your PIN to anyone

3. Reporting Attendance:

- Child care centers
 - 1st. Swipe your card
 - 2nd. Key in your PIN
 - 3rd. Choose attendance type (check in, check out, previous check in, previous check out)
 - 4th. Key in the Child Number
 - 5th. Press Enter
 - 6th. Repeat for the next child. If finished, press Enter again.

· Child care Homes/Relative care

- 1st. Call 1-866-960-6496 from your provider's phone
- 2nd. Enter your card number using the key pad on the phone
- 3rd. Enter your PIN
- 4th. Follow the instructions on the phone

**The relative cannot call in attendance or absences for the parent as the relative providing child care for the parent.*

4. Reporting Absences:

- Call 1-866-960-6496 to report absences
- Absences may be reported from any phone at any time

5. Problems using your card:

- Card is not working - call customer service at 1-866-960-6496
- Forget your PIN - call customer service at 1-866-960-6496
- System says your child is not authorized for care: contact Child Care Services at 903-463-9997 or 1-888-813-1992

Transfer to another daycare will not be granted until your attendance or absences are either recorded or paid to your current provider.

You should receive an attendance card in the mail within one week of enrollment for CCS to use to report attendance and absences for your children. If you have not received a card, please contact Child Care Services. If your card is lost,

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stolen, or not working I need to call Child Care Services within 3 calendar days of it being lost, stolen, or not working in order for Child Care staff to order a new card. If I do not call within the three days you will be responsible for payment to the provider for unrecorded attendance/absences.

*Phone: 903-463-9997 or 888-813-1992
Email: childcare@workforcesolutionstexoma.com*

Ending Child Care Assistance

Your child care assistance with Workforce Solutions Texoma is based on your family meeting eligibility criteria. Your child care assistance will end if one of the following occurs:

- Your family is over the income limit for your family size or you are not working or in training an average of 25 hours per week
- You are not following the policies outlined in this handbook
- You did not return required paperwork within 15 days
- You did not report a change in your circumstances within 10 calendar days
- Funding is no longer available to continue child care assistance
- State or federal rules change and your family does not meet the new criteria for child care assistance.
- Your child is over 12 years old
- Workforce Solutions Texoma has determined that you have committed fraud or theft of services
- Other reasons that may require Workforce Solutions Texoma to end your child care assistance.

Workforce Solutions Texoma will provide you with 15 days notice that your child care assistance is ending, unless:

- Your child care assistance is through Children's Protective Services (CPS) or another workforce program. In these instances your child care assistance will end immediately if you are no longer receiving these services or are not meeting their criteria to receive child care assistance
- Workforce Solutions Texoma does not have funds to continue your child care assistance. In this instance, you will be given 30 days notice that your child care assistance is ending.

Right to Appeal

Most parents have the right to appeal the decision to end their child care assistance. The request for the appeal must be made within 14 days of notification that your child care assistance is ending.

You may be eligible to continue receiving child care during the appeal process. Workforce Solutions Texoma will notify you that child care services are being reduced or ended 15 days before the effective date of the termination.

To request an appeal, a parent must send a written statement with the following: customer's name, mailing address, reason an appeal is requested and if you wish child care assistance to continue during the appeal process (if eligible). Appeal requests must be sent within 14 days of the date the termination notice is sent. Appeal requests must be sent to:

Workforce Solutions Texoma Child Care Services
2415 S. Austin Ave, Ste. 105
Denison, TX 75020

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If a parent loses the appeal and has chosen to continue child care assistance during the appeal process, then, the parent is responsible for the total cost of the care provided during the appeal process.

Complaints/Grievances

Parents have the right to have complaints or grievances heard without the threat of losing child care services. Parents should begin by explaining the problem or complaint to their Client Service Specialist, if this is unsuccessful; ask to speak with the Intensive Service Training Manager in child care or the Director and explain the problem. If both of these attempts fail to resolve the issue, parents are encouraged to call Julie Craig with the Texoma Workforce Development Board (the governing body for Workforce Solutions Texoma) at 903-957-7408.

In accordance with 45 CFR 80 and 84, it is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of and child care financially assisted program or activity. The recipient must not discriminate in any of the following areas; deciding who will be admitted, or have access, to any child care financially assisted program or activity; providing opportunities in, or treating any persons with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subjected to discrimination under child care financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either; the Workforce Solutions Texoma Equal Opportunity Officer, Workforce Solutions Texoma, 5904 Texoma Parkway, Sherman, TX 75090 (903-957-7408); or the U.S. Department of Health and Human Services Office of Civil Rights, 1301 Young Street, Suite 1169 Dallas, TX 75202 (214-767-1471) or the U.S. Department of Agriculture (USDA), Office of Civil Rights-Southwest Region, Food and Nutrition Services, 1100 Commerce Street, Dallas, TX 75242 (214-290-9820). If you file your complaint with the recipient you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the U.S. Department of Health and Human Services.

Resource Addresses and Phone Numbers

Address Workforce Solutions Texoma
2415 S. Austin, Ste. 105, Denison, TX 75020

Telephone Numbers

Main Number (903) 463-9997
Toll Free 1-888-813-1992
Fax Number (903) 463-3073

Resources Available to Parents

Information and Referral for Child Care: Call 2-1-1

Child Care Licensing: 1-800-582-6036 or www.dfps.state.tx.us
(To make reports or check licensing status of child care providers)

Attorney General's Office: 1-800-252-8014

WORKFORCE SOLUTIONS TEXOMA CENTERS

Grayson Center - 2415 S. Austin Ave., Suite 105, Denison Phone: 903-463-9997
Hours: Mon. - Fri. 8:00 - 5:00

Cooke Center - 900 N. Grand Ave., Ste 103, Gainesville Phone: 940-665-1121
Hours: Mon. - Fri. 8:00 - 5:00

Fannin Center - 1205 E. Sam Rayburn Dr., Bonham Phone: 903-640-0222
Hours: Mon. - Thurs. 8:00 - 5:00

In addition to providing access to child care, Workforce Solutions Texoma can provide excellent resources for the job seeker. Each center provides free computer, fax and telephone usage to customers to be used in a job search. It helps job seekers take the necessary steps to find a job. There are also numerous resources available to help research careers and employers. To locate the Workforce Center nearest you, call 1-903-463-9997, or visit our website at www.workforcesolutionstexoma.com.

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Parent Acknowledgement of Rights and Responsibilities

Work/Training/Education:

I understand that I am able to get child care so I can work, go to school, or be in job training classes. I cannot get child care if I am not working, going to school, or in job training classes for at least 25 hours a week. If I am no longer working, no longer in school, or no longer in job training classes, for at least 25 hours a week, I will notify you within 10 calendar days of the change.

Family /Income:

I understand that I qualify for child care based on my family's income and size. If my family's income or size changes, I will notify you within 10 calendar days of the change. [For example, if I get a job or a pay raise, I must report this to you within 10 calendar days; or, if I get married, I must report this to you within 10 calendar days.] I understand that if I fail to give you information on my family's income or size that it may be considered stealing and that criminal charges may be filed against me with the district attorney or county attorney, my child care assistance will end, and I will have to repay the amount owed.

[For example, if I am working two (2) jobs but I only report one job and only income from one job is counted in my family's income this is considered theft of services]

Reporting Changes:

I understand that it may be considered stealing child care services if I continue to receive child care and I do not notify you within 10 calendar days of any changes in my work, training, or education status; my income; benefits; family; or marital status. I understand that if I fail to notify you within 10 calendar days as I'm supposed to, criminal charges may be filed against me with the district attorney or county attorney, my child care assistance will end, and I will have to repay the amount owed. These consequences apply to a failure to report any of the changes in status discussed and initialed above in Work/Training/Education and Family/Income.

Parent Responsibility Agreement:

I understand that, unless my children reside with both biological parents, I am required to give Workforce Texoma information showing that I have established paternity for my child/ren or that I am trying to establish paternity for my child/ren. I understand that, unless my children reside with both biological parents, I am required to give Workforce Texoma information showing that I am receiving child support for my child/ren, that I have a court decree that does not require child support or that I am trying to get child support through an attorney, private arbiter or the Attorney General's office.

I understand that before child care starts with Workforce Solutions Texoma I must open a child support case and have a CIN number through the Office of Attorney General or have a private agreement with the non-custodial parent where I am paid by check or money order and will complete the In Lieu of Child Support Form. *Form found on :

http://www.workforcesolutionstexoma.com/html/child_care_forms.html

I understand that there are some exemptions to this requirement that are explained in this Parent Handbook and I will notify Workforce Texoma if I feel my family meets one of those exemptions and I will provide documentation to verify this information in order to be eligible for this exemption.

I understand that each school age child in my household must be attending school regularly. I understand that I must provide Workforce Texoma information from my child/ren's school showing

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they are attending regularly. If I do not give this information to Workforce Texoma **my child care assistance may end.**

I understand that in order to receive child care assistance I must NOT use, sell or possess marijuana or a controlled substance, or abuse alcohol. I attest by my signature below, I am agreeing that I will comply with these government requirements. **I understand that if I do not abide by this requirement my child care assistance may end.**

Attendance:

I understand that my child/ren are only allowed 30 absences in a year. If my child/ren are absent more than 30 days my child care assistance will end. I understand that I can ask for a waiver if there is a situation that justifies the absences [For example: a child was out ill due to a medical condition and the parent can bring documentation to verify the illness or condition]

I understand that I must notify my child care provider when my child/ren will be absent. If my child/ren are absent for 3 days in a row without contacting my child care provider, then my child care assistance will end. I understand that this is a voluntary withdrawal from child care assistance.

Choosing My Child Care Arrangement:

I understand that I have the responsibility for choosing the person(s) that will care for my child(ren). I have been informed of the child care options available to me including my ability to choose a Licensed Child Care Facility, Licensed Family Home, Registered Family Home or an eligible relative to care for my children while receiving child care assistance.

Appeals:

I understand that I have the right to appeal the decision to end my child care assistance. I request an appeal hearing within 14 calendars days or I waive the right to an appeal hearing. I understand that I may be able to continue receiving child care assistance while I wait for my appeal hearing, if I request that my child care assistance continue. If I do choose to continue receiving child care assistance while I wait for my appeal hearing and I do not win the appeal, I will be required to repay the cost of the child care assistance I received during this time.

Complaints/Grievances:

I understand that I have the right to have complaints or grievances heard without the threat of losing my child care assistance. I received written information in my Parent Handbook that explains the complaint and grievance process.

I understand that if I have questions about any of the rights and responsibilities that I can contact Workforce Solutions using one of the following:

Phone: 903-463-9997

Toll Free: 888-813-1992

Email: childcare@workforcesolutionstexoma.com