



# Workforce Solutions Texoma

## Provider Handbook

Workforce Texoma is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Individuals who are hearing impaired, please call 7-1-1.

## **Eligible Child Care Providers**

A child care provider must meet the following criteria to be eligible to receive Workforce Solutions Texoma funds for providing child care services:

- have a current license from the Texas Department of Family and Protective Services (PRS) as a child care center, licensed child care home or a registered child care home, or
- be licensed as a youth camp by the Texas Health Department (TDH), and
- not be on adverse action or corrective denial with PRS Licensing Division or TDH.

*“Listed” providers are not eligible to receive Workforce Solutions Texoma funds to provide Child Care Assistance unless they are an eligible relative.*

**Note:** Workforce Solutions Texoma cannot provide reimbursement for child care services to a child care provider if the provider or a staff person of the provider has been found to be in serious noncompliance with, seriously deficient by, or debarred from any other State or Federal program (such as the Child Care Food Program).

## **Arrangement for Child Care**

Arrangements for child care are made between the parent and you, the child care provider, according to the parent’s child care needs and your policies. Parents receiving child care assistance should be treated the same as private paying parents in regard to your policies for picking up/dropping off, participation in activities, discipline, records, etc.

Workforce Solutions Texoma will authorize payment for child care assistance on a full or part-time basis while the parent works or attends a training or education program. If the parent requests care for additional days/times this arrangement is between you and the parent and should be treated the same as care needs for private paying families.

## **Child Care Authorizations**

Child care will be authorized according to the parent’s needs as follows:

- 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.

## **Attendance**

It is your responsibility to record attendance and maintain a Contact Log for each child receiving Workforce Solutions Texoma services. Absences for Workforce Solutions Texoma funded children must be recorded according to the following absence codes on the *Declaration of Services Report (Attendance Sheet)*:

P – the child is scheduled to attend and is present

I – the child is scheduled to attend but is absent due to illness.

A – the child is scheduled to attend but is absent - not due to an illness.

- C – the child is absent due to court-ordered visits with their non-custodial parent
- N – the child is not scheduled to attend.
- H – the provider is closed for a recognized holiday
- X – the provider is closed due to extenuating circumstances

Workforce Solutions Texoma automatically stops paying for a child’s care if the child is absent for 3 consecutive days with no contact from the parent and when the child is absent for more than two consecutive weeks.

#### **CONTACT LOG:**

Any information concerning children’s absences, information from CCS to start or end child care, changes in parent fees, or other information concerning the care of children receiving child care assistance must be documented in a Contact Log in date order and turned in with your *Declaration of Services Report*.

#### **Parent Fees**

Most parents receiving care will be assigned a monthly parent fee. As a provider, it is your responsibility to make arrangements with the parent to receive the monthly parent fee. If the parent refuses to pay the assigned parent fee, you should notify Workforce Solutions Texoma within 2 weeks from the date the parent stopped paying or falls behind on payments.

The amount assigned as the parent fee will be deducted from your reimbursement for providing child care assistance. See *Reimbursement for Services at the bottom of this page for more information*.

#### **Caring for a Child with a Disability**

Workforce Solutions Texoma recognizes that caring for a child with a disability can create challenges in a child care setting. To assist you in maintaining an inclusive child care setting, Workforce Solutions Texoma can help find additional training for staff or other resources to help you better meet the child’s needs.

In some instances, Workforce Solutions Texoma can also provide an increased reimbursement rate for a child needing additional adult assistance. In order to qualify, the child’s parents must provide Workforce Solutions Texoma with documentation verifying the child’s disability and need for additional assistance.

If you are caring for a child receiving assistance through Workforce Solutions Texoma that may meet this criterion, please contact our office at 903-463-9997 or 1-800-813-1992.

#### **Reimbursement for Services**

Workforce Solutions Texoma will pay for child care when child care assistance has been authorized and the child is not present under the following conditions:

##### **ABSENCES:**

- The absence is due to illness
- The child is scheduled to attend but does not and the parent does not contact you with the reason for the absence, up to 3 days **if you notify Child Care Services on the 3<sup>rd</sup> day the child does not attend**
- The child is on court ordered visitation **(up to two consecutive weeks)**

- The child does not attend but is authorized by Child Care Services to attend due to the parent's irregular work schedule
- The child is scheduled to attend but is not able to because of extenuating family circumstances.

**HOLIDAYS:**

- 2 days at Thanksgiving
- 2 days at Christmas
- New Year's day
- 4<sup>th</sup> of July
- Three (3) additional recognized holidays chosen by you

**EXTENUATING CIRCUMSTANCES:**

Workforce Solutions Texoma will also reimburse you for each child currently enrolled when you are closed due to extenuating circumstances, such as icy roads (when the local schools are also closed for that day), fire, electrical or gas outage, etc. for up to 3 business days per calendar year.

**Determining Published Daily Rate**

State rules require child care services to pay for child care assistance on a daily rate. Workforce Solutions Texoma will assist you in determining your published daily rate by taking your weekly rate, any application/membership fees, activity fees, curriculum fees and transportation rate (if separate from the published rate) and prorate them into a daily rate. Fees for field trips or other special activities not part of your normal activity schedule will not be included in these calculations.

You will be reimbursed for child care services provided at your published rate up to the maximum reimbursement rate established by Workforce Solutions Texoma. You will not be reimbursed at a rate higher than your published rate for the age of the child receiving child care services.

*Exception: you may receive an increased rate when caring for a child with a disability that needs additional adult assistance. See: Caring for a Child with a Disability on page 2.*

**Maximum Reimbursement 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

Workforce Solutions Texoma utilizes an annual survey conducted by the Texas Workforce Commission (TWC) to assess current rates charged by area child care providers. Rates are then set according to local policy and guidance from TWC. The following are the Maximum Reimbursement Rates, by type of provider, for each age category.

**Maximum Daily Reimbursement Rates Effective October 1, 2009**

<b>LICENSED CHILD CARE CENTERS</b>		
<b>Age of child</b>	<b>Full-time daily rate</b>	<b>Part-time daily rate</b>
Infant (0 to 18 months)	\$ 26.72	\$ 25.25
Toddler (19 to 35 months)	\$ 24.61	\$ 22.94
Preschool (3 to 5 years)	\$ 22.60	\$ 20.64
School Age (6 to 12 years)	\$ 21.80	\$ 14.23

<b>LICENSED CHILD CARE HOMES</b>		
<b>Age of child</b>	<b>Full-time daily rate</b>	<b>Part-time daily rate</b>
Infant (0 to 18 months)	\$ 25.82	\$ 24.59
Toddler (19 to 35 months)	\$ 23.41	\$ 21.42
Preschool (3 to 5 years)	\$ 21.56	\$ 19.63
School Age (6 to 12 years)	\$ 20.45	\$ 12.58

<b>REGISTERED CHILD CARE HOMES</b>		
<b>Age of child</b>	<b>Full-time daily rate</b>	<b>Part-time daily rate</b>
Infant (0 to 18 months)	\$ 24.41	\$ 23.44
Toddler (19 to 35 months)	\$ 22.27	\$ 20.29
Preschool (3 to 5 years)	\$ 20.58	\$ 18.58
School Age (6 to 12 years)	\$ 19.29	\$ 11.51

*Note: Increased reimbursement rates for Texas Rising Star and TEEM providers (see pages 7 & 8) and inclusion rates to care for a child with a disability (see page 2) are not included in the rates listed here.*

## **Requesting Reimbursement**

Workforce Solutions Texoma will reimburse you after child care has been provided. Reimbursement is requested by completing a *Declaration for Services Report* (attendance sheet) and Contact Log in accordance with the guidelines in this Provider Handbook.

***Reimbursements will be made once or twice each month, as requested on your Provider Financial Agreement.***

### **MONTHLY REIMBURSEMENT:**

Submit a complete, signed *Declaration for Services Report* (attendance sheet) and Contact Log after the last day of the month. *Declaration for Services Reports* must be submitted to Workforce Solutions Texoma by the 12<sup>th</sup> day of the month in order to be paid.

Example: Payment for child care provided in January – you would submit the *Declaration for Services Report* after the 31<sup>st</sup> day of January and before the 13<sup>th</sup> day of February.

### **TWICE MONTHLY REIMBURSEMENT:**

Submit a complete, signed *Declaration for Services Report* (attendance sheet) and Contact Log after the 15<sup>th</sup> day of the month and again after the last day of the month.

Attendance Sheets for the first half of the month (1<sup>st</sup> – 15<sup>th</sup>) must be submitted by the 30<sup>th</sup> day of the current month.

Example: Payment for care provided on the 1<sup>st</sup> – 15<sup>th</sup> of January – you would submit the *Declaration for Services Report* after the 15<sup>th</sup> and before the 30<sup>th</sup> of January.

*Declaration for Services Reports* and Contact Log for the second half of the month (16<sup>th</sup> – end of the month) must be submitted by the 12<sup>th</sup> day of the following month.

Example: Payment for care provided on the 16<sup>th</sup> – 31<sup>st</sup> of January – you would submit the *Declaration for Services Report* after the 31<sup>st</sup> day of January and before the 13<sup>th</sup> day of February.

### **TIMEFRAMES TO REQUEST REIMBURSEMENT**

Requests for reimbursement are due by the 12 day following the month that care is provided. ***Requests for reimbursement that are not submitted by the 12th day of the month after child care is provided will not be paid.***

Workforce Solutions Texoma processes requests for reimbursement every week. The deadline for submitting bills is **midnight Sunday**. Requests submitted by this deadline will have a reimbursement check the following Monday. Requests submitted after the deadline will be processed the following week.

### **SUBMITTING ACCURATE CLAIMS:**

You are responsible for submitting accurate claims. If claims contain errors, Workforce Solutions Texoma will make adjustments to your reimbursement. This may involve returning the *Declaration of Services Report* to you for corrections, which will delay payment. You will be required to refund any payments that you are not entitled to, including overpayments, duplicate payments, or payments made in error.

### **Additional Charges to Parents**

Parents are responsible for paying any additional charges or fees (such as field trips, t-shirts, pictures, etc.) for their children. This also applies to any late fees the parent may incur.

You may choose to require parents to pay the difference in your daily rate and the maximum reimbursement rate paid by Workforce Solutions Texoma.

For example: if you charge \$23 a day for infant care and Workforce Solutions Texoma only reimburses you for \$20.81 per day for infant care, you may choose to require the parent to pay the \$2.19 per day (\$10.95 per week) that you do not receive from Workforce Solutions Texoma.

You may choose to require parents to pay the difference when Workforce Solutions Texoma only authorizes care for a partial week or part day and the child attends full day all week.

For example: if Workforce Solutions Texoma only authorizes care for a schooler Monday through Thursday and the parent wants to bring the child on Friday, you may choose to require the parent to pay the “daily rate” that you do not receive from Workforce Solutions Texoma for providing care on Friday. Or, if Workforce Solutions Texoma only authorizes care for a preschooler part time and the parent wants the child to attend full time, you may choose to require the parent to pay the difference in the part time rate reimbursed by Workforce Solutions Texoma and your full time rate.

***Note: parents who do not have a parent fee cannot be required to pay the difference in your daily rate and Workforce Solutions Texoma’s rate.***

You must inform the parent prior to enrolling their child if you will require them to pay the difference between your published rate and Workforce Solutions Texoma’s maximum reimbursement rates.

### **Record Keeping Requirements**

You must maintain financial and attendance records for each child receiving assistance through Workforce Solutions Texoma and make them available for review by Workforce Solutions Texoma representatives upon request. At a minimum you must keep the following for each child receiving child care assistance:

- attendance records, including Sign In/Out Sheets
- receipts for parent fees paid by the parent,
- financial documents showing payment for child care services provided, and
- any other records pertaining to financial claims for a child receiving subsidized care.

In accordance with Federal law, you must keep financial records for 3 years and 3 months from the last day the child receives child care assistance through Workforce Solutions Texoma.

### **Texas Rising Star Providers**

A Texas Rising Star Provider is a child care provider that voluntarily meets requirements that exceed the State's Minimum Licensing Standards for child care facilities for health and safety, group size, child/staff ratios, caregiver training, and age-appropriate curricula and activities.

Certification as a Texas Rising Star Provider is available to Licensed Center, Licensed Family Home, and Registered Family Home providers who meet the certification criteria.

Providers who choose to become Texas Rising Star Providers are eligible to receive an increased reimbursement rate (up to 8%), up to the providers published rate, when providing care for children receiving assistance through Workforce Solutions Texoma and also receive a discount when registering for training through Workforce Solutions Texoma.

To receive information about becoming a Texas Rising Star Provider, contact Workforce Solutions Texoma Administrative offices at 903-957-7408.

### **Texas Early Education Model (TEEM) Project**

Providers who are enrolled in the TEEM Project are eligible to receive an increased reimbursement rate of an additional 6%, up to the providers published rate, when providing care for children receiving assistance through Workforce Solutions Texoma and also receive a discount when registering for training through Workforce Solutions Texoma. If you are participating in the TEEM Project, please contact Workforce Solutions Texoma at 903-463-9997 or email: [childcareservices@workforcesolutionstexoma.com](mailto:childcareservices@workforcesolutionstexoma.com)

### **Theft of Services**

Requesting reimbursement for the following may be considered stealing from Workforce Solutions Texoma:

- Requesting reimbursement for a child when you did not provide child care for them
- Requesting reimbursement for providing full day care when the child only attends part day.
- Requesting reimbursement when you are not eligible to be paid for providing child care
- Other instances when you know that you should not receive payment from Workforce Solutions Texoma

If Workforce Solutions Texoma determines were paid under the conditions outlined above, you may have criminal charges filed with the district or county attorney, have your Provider Financial Agreement terminated, be required to repay any monies owed Workforce Solutions Texoma or other penalties deemed appropriate by Workforce Solutions Texoma or the Texas Workforce Commission.

### **Complaints/Grievances**

You have the right to have complaints or grievances heard without the threat of losing child care services. You should begin by explaining the problem or complaint to staff, if this is unsuccessful; ask to speak with the Intensive Services Training Manager for Child Care or the Director and explain the problem. If both of these attempts fail to resolve the issue, you are encouraged to contact Workforce Solutions Texoma Administration (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 15<sup>th</sup> 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: \_\_\_\_\_