

Workforce Solutions Texoma



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Relative Provider Handbook

Child Care Services

903-463-9997

888-813-1992

903-463-3073 Fax

Email: childcare@wfstexoma.org

Language Assistance/Asistencia de idioma

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.

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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 the Health and Human Services Commission (HHSC), 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.

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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.

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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.

\$14.57 - rate of pay for full time infant care
X 20 days of full-time care for an infant
\$291.40 total cost of infant care
- \$100.00 monthly parent fee
\$191.40 total amount paid to relative provider

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 immediately when the parent stopped paying or falls behind on payments. Child care services can be terminated for failure to pay the assigned parent fee. If the parent fee is not collected on a monthly basis and the parent falls behind in paying the provider, Workforce Solutions Texoma Child Care Services will not hold the parent responsible in reimbursing the provider for previous monthly parent fees. Workforce Solutions Texoma Child Care Services will only hold the parent responsible for the current month the parent fee is due.

The amount assigned as the parent fee will be deducted from your reimbursement for providing child care assistance. Parents may not be allowed to transfer to another facility until their parent fee is paid in full.

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Attendance Policy

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

A child with more than forty (40) days of unexplained absences in a 12-month eligibility timeframe is considered excessive and the child who has excessive unexplained absences will be terminated from child care services. In addition, the child with excessive unexplained absences will not be eligible to apply for child care services for 60 days and will not be allowed to be placed on the wait list until after the 60 day "sit out" period.

Exceptions:

- The absences were due to chronic illness or disability, 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 40-day maximum, if the parent provides documentation verifying the visitation schedule & notifies their child care caseworker in advance of the visitation.

Billing and Payment

Reimbursement to the relative provider will be based on submitted attendance information for each child in care. Failure to provide attendance information by the due date provided by Child Care Services may result in a delay of payment or a non-payment. Reimbursements will be available every other Friday using attendance submitted on a bi-weekly basis. 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.
- Provide Workforce Solutions Texoma child attendance information on a bi-weekly basis.
- 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.

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- Report all earnings from reimbursements of child care services to the Health and Human Services Commission (HHSC), 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

FINANCIAL LITERACY RESOURCES

These links will provide you with the tools necessary to be successful with money:

www.practicalmoneyskills.com

www.foolproofme.org

www.daveramsey.com

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. 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.

Participating in workforce services administered by the Texas Workforce Commission (Commission) or Workforce Solutions Texoma Board (Board) grants you the right to file a complaint regarding your workforce services. These rights are guaranteed through the Commission's complaints, hearings and appeals procedures* at 40 TAC, Chapter 823.

Please be aware that this complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity requirements under the Workforce Innovations and Opportunity Act (WIOA) or matters governing job service-related complaints.

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.**

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- **Other interested parties affected by the Texas workforce system, including sub-recipients.** 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
2415 S. Austin Ave., Suite 107
Denison, TX 75020
- 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.

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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 504
Austin, TX 78778-001

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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

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FOR OFFICIAL USE ONLY

Individual Receiving Complaint: _____ Title: _____

City: _____ Telephone: _____

Date Complaint was received: _____ Action Taken: _____

ORIENTATION TO DISCRIMINATION COMPLAINT PROCEDURES FORM (29 CFR Part 38)

This Orientation to Discrimination Complaint Procedures form addresses discrimination complaint procedures for the listed programs and services administered in the local workforce development area by the Workforce Development Board and its Contractors:

Workforce Innovation and Opportunity Act (WIOA)

Temporary Assistance for Needy Families (TANF) / CHOICES

Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)

Child Care Services (CC)

Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)

THE RECIPIENT OF THE FEDERAL FINANCIAL ASSISTANCE IS:

Texoma Workforce Development Board

2415 S. Austin Ave., Suite 107

Denison, Texas, 75020

Equal Opportunity (EO) Officer: Marsha Lindsey

Telephone Number: (903) 957-7408

Relay Texas: 1-800-735-2989 / TTY 1-800-735-2988 (Voice)

The Texoma Workforce Development Board (the Board) shall resolve equal opportunity complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination, or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a discrimination complaint related to activities or programs administered by the Board. If you have an equal opportunity complaint concerning any of these programs, you may submit your written complaint to the Board or Contractor EO Officer, as appropriate.

After your equal opportunity complaint has been received, the EO Officer will notify you of the next step in the complaint process. As long as you wish to pursue your complaint, the Board or Contractor will follow the steps described below. You should study the Discrimination Complaint Procedure carefully, and if you feel that the required steps are not being followed, contact the EO Officer. Remember, if you feel you are not being provided enough help at any stage of the complaint process, you should contact:

Texas Workforce Commission (TWC)

Equal Opportunity Monitoring

101 E. 15th St., Room 504

Austin, TX 78778-0001

Telephone Numbers:

(512) 463-2400

Relay Texas: 1-800-735-2989

TTY 1-800-735-2988 (Voice)

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EQUAL OPPORTUNITY IS THE LAW

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 (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—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 WIOA Title I—financially assisted program or activity; providing opportunities in, or treating any person 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. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What to do if you believe you have experienced discrimination. If you think that you have been subjected to discrimination under a WIOA Title I—financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal

Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. 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 Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

PROCEDURES ON HOW TO FILE A COMPLAINT

☐ **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) and TRADE READJUSTMENT ALLOWANCES (TRA):**

If you think you have been subjected to equal opportunity discrimination under a WIOA Title I or a TAA/TRA financially assisted program or activity, you may file a discrimination complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210. If you file your complaint with the Board or Contractor, you must wait until you receive a written Notice of Final Action or 90 days have passed (whichever is sooner) before you can file with the CRC. If the written Notice of Final Action is not issued within 90 days of the day you filed your complaint, you have 30 days following the 90-day deadline to file a complaint with CRC (that is, within 120 days of the day you first filed your complaint). If you receive a written Notice of Final Action on your complaint but are dissatisfied with the decision, you may file a complaint with CRC. However, you must file your CRC complaint within 30 days of receiving the Notice of Final Action.

☐ **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):**

If you think you have been subjected to equal opportunity discrimination under a TANF/Choices and/or Child Care (CC) program or activity receiving federal financial assistance, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or U.S. Department of Health and Human Services (HHS), the Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Those filing complaints against child care program services receiving USDA federal financial assistance may choose to contact the U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before you can file with the U.S. Department of Health and Human Services.

☐ **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):**

If you think you have been subjected to discrimination under a SNAP E&T financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, (202) 260-1026. If you file your complaint with the Board or Contractor, you must wait either until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the U.S. Department of Agriculture.

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