

Workforce Solutions Texoma Child Care Services Parent Handbook

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.

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,
- The family's household income must be below the income limits set according to family size,
- 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 (two-parent household- each adult must average at least 20 hours per week),(Master Degree programs are not eligible for services) and
- Have a child under 13 years of age and need child care to go to work or attend school or training programs.

Applying for Child Care Assistance

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

- Verify your household income, receipt of public assistance, and other income sources and cross reference the income with available database systems.
- 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.

Self-Employment Verification

Verification of Established Self-Employment Enterprises:

For parents currently self-employed, they will need to provide verification of established self-employment enterprises which requires one of the following forms of documentation:

To verify your business, please provide one of the following:

- Current property titles, deeds, tax records, or rental agreement for the place of business
- Recent business bank statement
- Recent business phone, utility or insurance bill
- Recent state sales tax return
- Recent business records that provide proof of income and expenditures, such as
 - Copies of money orders or checks received and lists of individuals/customers served (if applicable)
 - Person wage records with third party signed verification
- Current business registration or license (i.e. DBA license or professional license)

12 Month Verification of Income of All Self-Employment Enterprises:

To verify your gross business income, please provide one of the following:

- Most recent IRS Form 1040 with Schedule C, F, or SE federal income tax returns
- Most recent IRS Tax Transcript
- Most recent statement of profit/loss
- Most recent three months of business bank statements
- Most recent three months of invoices or lists of customers served with dates and identifying information (such as addresses)
- Personal receipt books of business activity and income
- Personal payment records with 3rd party signed verification

Parent Enrollment Agreement

1. I must be employed, in school or training for an average of 25 hours per week to be eligible or be searching for employment.
2. All parents enrolled in a training program are required to make satisfactory progress towards completion of the training program within 60 months of starting the child care program. Satisfactory progress is defined as continued enrollment in the training program.
3. 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.
4. I will inform Workforce Solutions Texoma within 14 calendar days via online, email, telephone, or fax regarding changes in my:
 - Work, school/training, or job search activities
 - Address or phone number
 - Household income or the number of people in my household
 - I understand that submission of forms does not represent notification of changes. I will contact Child Care Services via online, email, telephone, or fax to report a change.
 - Online- www.workforcesolutionstexoma.com
 - Email- childcare@wfstexoma.org
 - Telephone- 903-463-9997
 - Fax- 903-463-3073
5. I will comply with all Texas Workforce Commission (TWC) and Workforce Solutions Texoma requirements or my child care assistance may not be renewed at my 12-month eligibility redetermination period.
6. I will pay a monthly fee to my chosen child care provider, if required. I understand that if I do not pay my monthly parent fee, I may not be allowed to transfer to a new facility until my fee is paid in full.
7. I will have the opportunity to transfer from one child care provider to another without losing child care assistance. Transfers must provide a two week notice to the provider. Exceptions can be made for extenuating circumstances.
8. If enrolled in Initial Job Search, I will seek employment using www.workintexas.com. I will receive 90 days of child care to assist in my job search. After 90 days, I must be working a minimum of 25 hours per week for single parent households and 50 hours per week for two parent households. If I enroll in training, I must be working at least 12 hours a week in addition to training for a single parent household or for two parent households, you both must be working a combined minimum of 25 hours per week in addition to training. I will only be allowed one Initial Job Search enrollment every 12 months.

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 19 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 Parent

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 that 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

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

You have the right to:

- Be informed of all child care options available to you and choose the type of child care provider (such as licensed center, licensed home, registered home, or relative care) that best suits your needs
- Visit available child care providers before making a choice
- Be informed of required background and criminal history checks for relative child care providers through the listing process with Child Care Regulation before selecting a relative child care provider

- Receive assistance in choosing a child care provider, including obtaining information about a Local Workforce Development Board's (Board) policies regarding transferring children from one provider to another
- Be informed of rules related to providers charging parents the difference between a Board's reimbursement rate and a provider's published rate
- Be represented when applying for child care services
- Be notified of your eligibility to receive child care services within 20 calendar days from the day a Board's child care contractor receives all necessary documentation required to initially determine or redetermine eligibility for child care
- Have Workforce Solutions Texoma treat the information used to determine eligibility for child care services as confidential
- Receive written notification at least 15 calendar days before the termination of child care services and your possible ineligibility to reapply for child care services for 60 calendar days if child care is terminated for excessive unexplained absences or failure to pay parent share of cost
- Reject an offer of child care services or voluntarily withdraw your child from child care, unless your child is in protective services, and be informed of the possible consequences of rejecting or ending the child care services offered
- Be informed of the eligibility documentation and reporting requirements
- Be informed of your right to appeal, including the right to continue care during an appeal and the potential for repayment if an appeal is rendered against you
- Receive child care services regardless of race, color, national origin, age, sex, disability, political beliefs, or religion
- Be informed of the process to file a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act

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 that may cause your total household income based on family size to exceed 85% of the State Median Income (SMI). Changes must be reported to Workforce Solutions Texoma within 14 calendar days.
3. To understand that child care assistance will be denied or ended for failure to submit all information requested in items 1 above within the time frames also listed above.
4. To pay your assigned Parent Share of Cost (Parent Fee) for your child care services. Failure to pay your assigned Parent Fee will result in termination of your child care services and you will not be eligible to apply for child care services for 60 days. You will not be re-enrolled in child care services until the outstanding balance is paid to the child care provider. Additionally, if you choose to appeal your termination of child care services, you are not eligible for child care services during the appeal.

5. Exceeding 40 unexplained absences in a 12-month eligibility period will result in termination of child care services for your child(ren) who has exceeded forty (40) unexplained absences and your child(ren) will not be eligible to apply for child care services for 60 days. Additionally, if you choose to appeal your termination of child care services, you are not eligible for child care services during the appeal.
6. 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.

You may be eligible for a discounted parent fee if you:

- Select a provider that is designated as a Texas Rising Star Provider
- All your children needing child care services are considered enrolled part-time.

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.

Parent Fee Agreement

Parents agree and understand that:

- You must pay any assigned parent fee, to your chosen provider, before receiving child care assistance.
- Any childcare subsidy you received from another agency must also be paid to the child care provider where your child receives care.
- The parent fee amount is based on your income, family size, and the number of children you have enrolled in child care assistance.
- The parent fee must be paid even if your child is absent.
- You may request a temporary parent share of cost reduction during a hardship or loss of employment.
- The child care provider you have chosen may require you to pay the difference in their regular fees and the amount paid by us 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 us. If your parent fee amount is \$0 (zero) your child care provider cannot charge additional fees.
- You are responsible for talking to your child care provider about any additional fees and payments of those fees.
- Failure to pay your parent fee will result in loss of child care services.

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 Health and Human Services Commission (HHSC), 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 Health and Human Services Commission cannot be a child care provider with Workforce Solutions Texoma unless they are an eligible relative.

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 the Health and Human Services Commission (HHSC), 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
- 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 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.

Going Above Minimum Requirements

Child care providers can choose to meet program standards that exceed minimum standards set by TDFPS by agreeing to the following:

Smaller group sizes, additional training for directors and caregivers, and accreditation by a professional organization that requires a specific set of standards. Examples of such quality child care programs are noted below.

Texas Rising Star Providers

A Texas Rising Star Provider is a child care provider that meets requirements that exceed the State's Minimum Licensing Standards for child care facilities. The Texas Rising Star Provider certification system provides graduated levels of certification as providers meet progressively higher standards. This is a program of the Texas Workforce Commission.

Texas School Ready!

Texas School Ready!™ is a high quality early childhood model, based on proven school readiness components including high quality, developmentally appropriate and rigorous curriculum, continuous student progress monitoring, professional development for teachers, and creating and implementing a School Readiness Integration Partnership to coordinate services among school districts, child care providers, and Head Start programs participating in the Kindergarten Readiness System (KRS). This program is administered by the Children's Learning Institute at the UT Health Science Center at Houston.

National Accredited Providers

The following organizations are recognized by the Texas Workforce Commission and list nationally accredited providers in Texas on their website:

- National Association for the Education of Young Children - www.naeyc.org
- National Early Childhood Program Accreditation - www.necpa.net
- National Accreditation Commission for the Early Care and Education Program - www.naccep.org
- Association of Christian Schools International - www.acsi.org
- National Association for Family Care - www.nafcc.org
- National After School Association - www.naaweb.org

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.

A child with more than forty (40) days of unexplained absences in 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 unexcused 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.

Summer/Holiday Only Care

Summer and Holiday Only child care is available as needed. A child receiving child care for holidays and summers only may only utilize the service during holiday and summer breaks. If you elect Summer/Holiday Only care and that care is not utilized during your 12-month eligibility period, the child receiving Holiday/Summer Only care will not be eligible for a Holiday/Summer Only referral at recertification.

Attendance Reporting

I understand and agree to the following attendance reporting requirements:

- I will ensure that my child attends child care on a regular basis.
 - I understand that my child care provider is responsible for keeping attendance and reporting absences to Workforce Solutions Texoma.
 - I understand that failure to meet attendance standards may:
 - Result in suspension of care, at my option;
 - Result in a finding that a change in my work/training schedule has occurred and my care may be ended.
 - I understand that if a child exceeds more than forty (40) unexplained absences during their current 12-month eligibility period, then child care for that child can be terminated. Also, my child will not be eligible for the program for 60 days from the date of termination.
-
- I understand that absences due to a child's documented chronic illness, disability, or court ordered visitation are not counted in the number of absences allowed.

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 at initial eligibility or at the 12-month eligibility redetermination period.
- You did not return required paperwork within 15 days.
- State or federal rules change and your family does not meet the new criteria for child care assistance.
- Your child is over 13 years old, 19 for child with disabilities at your 12-month eligibility redetermination period.
- You failed to pay your assigned Parent Fee for your child care services.
- You have exceeded 40 unexplained absences in a 12-month eligibility period.
- 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-day notice that your child care assistance is ending, unless your child care assistance is through Children's Protective Services (CPS). 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.

Parent Information for Developmental Screenings

DEVELOPMENTAL SCREENINGS

Texas Health Steps Medical Checkups – My Children's Medicaid - wellness program for children, teens and young adults age 20 and younger. Texas Health Steps helps remind you to make sure your children get their medical and dental checkups. As long as your children have Medicaid, they have Texas Health Steps. For more information, please visit: [https:// https://www.mychildrensmcicaid.org/](https://www.mychildrensmcicaid.org/)

Early Childhood Intervention (ECI) Services for children ages birth-3 years — provides evaluations, at no cost to families, to determine eligibility and the need for services. For more information, please visit: <https://hhs.texas.gov/services/disability/early-childhood-intervention-services>

Texas Education Agency (TEA) Services for children ages 3-5 years — eligible children with disabilities ages 3-5 may receive special education and related services provided by the school district

Other Family Resources

TEXAS CHILD CARE SOLUTIONS (TexasChildCareSolutions.org)

The Texas Child Care Solutions web site was developed by the Texas Workforce Commission. The purpose of Texas Child Care Solutions is to provide parents access to accurate and consistent information to assist them in making informed choices to meet their child care needs. Texas Child Care Solutions connects Texas parents with up-to-date parenting information, ideas and on-the-ground resources. Informed parents who have positive connections within their communities are better able to handle the challenges associated with caring for and nurturing young children.

FAMILY RESOURCES IN TEXAS

Find support organizations and programs near you by visiting TexasChildCareSolutions.org (<http://texaschildcaresolutions.org/about-us/family-resources-in-texas/>)

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

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.

Your child care assistance will continue during your appeal unless you are not eligible for child care during your appeal or you request that services be discontinued.

Reasons not eligible for child care services during your appeal:

- Your child care was terminated for failure to pay your Parent Share of Cost (Parent Fee).
- Your child care was terminated for exceeding the number of allowable unexplained absences (40 days).

Notice: If the decision to terminate your care is upheld as an outcome of your appeal hearing, you will be responsible for paying the cost of child care during your appeal.

To request an appeal, a parent must send a written statement with the following: customer's name, mailing address, reason an appeal is requested. Appeal requests must be sent within 14 days of the date the termination notice is sent. Appeal requests must be sent to (fax, mail, email, or upload the documents from our website):

Workforce Solutions Texoma Child Care Services

2415 S. Austin Ave, Ste. 105

Denison, TX 75020

Fax: 903-463-3073

Email: childcare@wfstexoma.org

www.workforcesolutionstexoma.com

Reminder: 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

CUSTOMER RIGHTS AND COMPLAINT RESOLUTION PROCEDURE

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 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.

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 service. If you have received 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 Texas Workforce Center 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 Commission or the Board. These services include:

- Child Care Services
- Temporary Assistance for Needy Families (TANF) / CHOICES
- Supplemental Nutrition Assistance Program (SNAP) Employment & Training
- Workforce Innovations and Opportunity Act (WIOA) - Adult, Dislocated Worker, and Youth
- Eligible Training Providers receiving WIOA 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 the Board, a Texas Workforce Center, or the Agency relating to an adverse action, or a provider or contractor, related to denial or termination of eligibility, under programs administered by the Agency or the Board.
- 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.

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. An example of an informal resolution may include:
 - Meeting with your immediate case worker to seek a resolution;
 - Meeting with a Texas Workforce Center manager or designated 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 Board
2415 S. Austin Ave., Suite 107
Denison, Texas 75020

- Once a complaint is filed with the Board, you will be notified in writing 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 appeal to the 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 Commission are mailed to:

Appeals, Texas Workforce Commission
101 East 15th St., Room 504
Austin, Texas 78778-0001

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: _____

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) Employment and Training / CHOICES
Supplemental Nutrition Assistance Program Employment and 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 Avenue, Suite 107
Denison, Texas 75020

Equal Opportunity (EO) Officer: Marsha Lindsey
Telephone Number: (903) 957-7408 / Fax: (903) 957-7413
Relay Texas: 711 or 1-800-735-2989 (TDD) /
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)
Jon Pokorney, TWC EO Officer
Equal Opportunity Monitoring
101 E. 15th Street., Room 556
Austin, TX 78778

Telephone Numbers:
(512) 463-2400
Fax: (512) 463-7804
Relay Texas: 711 or 1-800-735-2989 (TDD) or
1-800-735-2988 (Voice)

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; or electronically as directed on the CDC website at www.dol.gov/crc.

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/or 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. Department of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210; or electronically as directed on the CDC website at www.dol.gov/crc. 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 CRC (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.

☐ **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) EMPLOYMENT AND TRAINING / 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.

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., Ste 105, Denison

Phone: 903-463-9997

Hours: Mon. - Fri. 8:00 - 5:00

Cooke Center - 1311 N. Grand Ave., Ste 200, Gainesville

Phone: 940-665-1121

Hours: Mon. - Fri. 8:00 - 5:00

Fannin Center – 1205 B E. Sam Rayburn Dr., Bonham

Phone: 903-640-0222

Hours: Mon. – Fri. 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 1-888-813-1992, or visit our website at www.workforcesolutionstexoma.com.

Parent Acknowledgement of Rights and Responsibilities

1. Work/Training/Education:

I understand that I am able to get child care so that I can work, go to school, be in job training classes, or look for a job. If I am no longer working, no longer in school, no longer in job training classes, or no longer looking for work, I will notify you within 14 calendar days of the change. I understand that if I am enrolled in a training program, I am required to make satisfactory progress towards completion of the training program within 60 months of starting the child care program.

2. 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 14 calendar days of the change. [For example, if I get a job or a pay raise, I must report this to you within 14 calendar days; or, if I get married, I must report this to you within 14 calendar days.]

3. 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 14 calendar days of *loss of* my work, training, or education status; changes in my income; family; or marital status that results in exceeding the 85% State Median Income (SMI) for my family size. I understand that if I fail to notify you within 14 calendar days as I'm supposed to and it is determined fraud, criminal charges may be filed against me with the district attorney, child care will be terminated, and I will have to repay the amount owed. I understand that submission of forms does not represent notification of changes. I will contact Child Care Services via online, phone, fax, and/or email at childcare@wfstexoma.org to report changes.

4. Attendance:

I understand that my child's attendance at the child care facility/home is important for their cognitive and behavioral development for educational preparedness. I will ensure that my child attends child care on a regular basis. I understand that I may request a suspension of care if there is something hindering proper attendance at any point during my eligibility period. I understand that if my child exceeds more than forty (40) unexplained absences during their current 12-month eligibility period, then child care for my child can be terminated. Also, my child will not be eligible for the program for 60 days from the date of termination. I understand that I can ask for a waiver if there is a situation that justifies the absences. For example, my child was out ill due to a medical condition, and I can provide documentation to verify illness and/or condition. I understand that failure to meet the provider's established policy regarding attendance may result in the provider ending the child's enrollment at the facility. I understand that absences due to a child's documented chronic illness, disability, or court ordered visitation are not counted in the number of absences allowed.

5. Parent Rights:

You have the right to:

- Be informed of all child care options available to you and choose the type of child care provider (such as licensed center, licensed home, registered home, or relative care) that best suits your needs
- Visit available child care providers before making a choice
- Be informed of required background and criminal history checks for relative child care providers through the listing process with Child Care Regulation before selecting a relative child care provider

- Receive assistance in choosing a child care provider, including obtaining information about Workforce Solutions Texoma's policies regarding transferring children from one provider to another
- Be informed of rules related to providers charging parents the difference between a Board's reimbursement rate and a provider's published rate
- Be represented when applying for child care services
- Be notified of your eligibility to receive child care services within 20 calendar days from the day Workforce Solutions Texoma receives all necessary documentation required to initially determine or redetermine eligibility for child care
- Have Workforce Solutions Texoma treat the information used to determine eligibility for child care services as confidential
- Receive written notification at least 15 calendar days before the termination of child care services and your possible ineligibility to reapply for child care services for 60 calendar days if child care is terminated for excessive unexplained absences or failure to pay parent share of cost
- Reject an offer of child care services or voluntarily withdraw your child from child care, unless your child is in protective services, and be informed of the possible consequences of rejecting or ending the child care services offered
- Be informed of the eligibility documentation and reporting requirements
- Be informed of your right to appeal, including the right to continue care during an appeal and the potential for repayment if an appeal is rendered against you
- Receive child care services regardless of race, color, national origin, age, sex, disability, political beliefs, or religion
- Be informed of the process to file a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act

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 can continue receiving child care assistance while I wait for my appeal hearing. If I do 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 Texoma using one of the following:

Phone: 903-463-9997

Toll Free: 888-813-1992

Email: childcare@wfstexoma.org