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Workforce Solutions Texoma

Provider 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.

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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 Health and Human Services (THHS) as a child care center, licensed child care home or a registered child care home and not be on adverse action or corrective denial with Child Care Regulation (THHS).
- operated and monitored by the United States military services.

“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 based on the needs of the parent while working or attending 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.

Workforce Solutions Texoma Child Care Services will call or email the provider when the Department of Family and Protective Services (DFPS) authorizes, continues, or drops child care for Child Protective Services. Child Care Services and DFPS will not back date care, so if the provider accepts the child(ren) before the authorized start date it will be the responsibility of the parent, foster parent, or caretaker to pay the provider for child care services.

Texas Workforce Commission rule 809.92(e) prohibits providers from denying a child care referral based on the parent’s income status, the receipt of public assistance, or the child’s Texas Department of Family & Protective Services, Child Protective Services (CPS) status. Providers can choose to limit the number of subsidized children they accept, but Workforce Solutions Texoma will ensure that this limitation is not based on the parent’s income status, receipt of public assistance, or the child’s CPS status.

Child Care Authorizations

Child care will be authorized according to the parent's requested 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

Child care providers will have 3 business days to report when any Child Care Services child has five (5) consecutive absences. Each provider report will count toward the child's 40 unexplained absence limit. Providers may report child consecutive absences online at www.workforcesolutionstexoma.com, by email to childcare@wfstexoma.org or by calling 903-463-9997. Failure to report five (5) consecutive absences may result in corrective action.

- The provider understands that child care services can be terminated for child(ren) who exceed 40 unexplained absences and;
- The provider understands that when a child is terminated for exceeding 40 unexplained absences, the child will not be eligible 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.

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 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.

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 1-888-813-1992.

Reimbursement for Services

REIMBURSEMENT FOR CHILD CARE: Workforce Solutions Texoma will reimburse the provider after services are rendered.

Workforce Solutions Texoma will reimburse the provider for days the child is scheduled to attend.

By October 1st of each year, Providers will need to submit their list of holidays and business closures to be recognized by Workforce Solutions Texoma as closed business days that will not affect the total number of allowable absences for the child.

Workforce Solutions Texoma will reimburse the child care provider for each child receiving child care assistance that is currently enrolled with the provider during the following holidays:

- 4th of July,
- 2 days at Thanksgiving,
- 2 days at Christmas
- New Year's Day
- 3 additional recognized holidays chosen by the provider

In addition, Providers must notify Workforce Solutions Texoma when they are closed due to extenuating circumstances, such as icy roads (when the local school is also closed for that day), fire, electrical or gas outage, etc. These dates will be recognized by Workforce Solutions Texoma as closed business days that will not affect the total number of allowable absences for the child.

REIMBURSEMENT RATES: Providers will be reimbursed for child care services rendered at the provider's published rate up to the maximum reimbursement rate established by Workforce Solutions Texoma. Providers will not be reimbursed at a rate higher than their published rate for the age of the child receiving child care services.

Note: The parent fee will be deducted from the provider's reimbursement. It is the provider's responsibility to collect this fee.

Determining Published Daily Rate

State rules require child care services to pay for child care assistance on a daily rate. Workforce Solutions Texoma will determine 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 5.

Maximum Reimbursement Rates

Workforce Solutions Texoma sets maximum reimbursement rates that providers can be reimbursed for childcare 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 childcare 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.

Child Care Provider Maximum Daily Rates - effective 10/1/22

Age Category	Full/ Part	Entry Level Designation	Texas Rising Star Certified Providers			Texas School Ready! Project
			2★ Max. Rate	3★ Max. Rate	4★ Max. Rate	
Licensed Centers						
Infant	Full	\$ 31.20	\$ 32.76	\$ 33.42	\$ 36.20	\$ 32.76
0-17 months	Part	\$ 28.40	\$ 29.82	\$ 30.42	\$ 32.60	\$ 29.82
Toddler	Full	\$ 29.80	\$ 31.29	\$ 31.92	\$ 32.56	\$ 31.29
18-35 months	Part	\$ 27.00	\$ 28.35	\$ 28.92	\$ 29.50	\$ 28.35
Preschool	Full	\$ 28.40	\$ 29.82	\$ 30.42	\$ 31.03	\$ 29.82
3-5 years	Part	\$ 24.00	\$ 25.20	\$ 25.71	\$ 26.23	\$ 25.20
School	Full	\$ 27.60	\$ 28.98	\$ 29.56	\$ 30.16	
6-12 years	Part	\$ 23.20	\$ 24.36	\$ 24.85	\$ 25.35	
Blended Preschool		\$ 24.64	\$ 25.88	\$ 26.40	\$ 26.93	\$ 25.88
Blended School		\$ 23.84	\$ 25.04	\$ 25.54	\$ 26.05	

Licensed Family Homes

Infant	Full	\$ 28.60	\$ 30.03	\$ 30.64	\$ 32.40	\$ 30.03
0-17 months	Part	\$ 26.80	\$ 28.14	\$ 28.71	\$ 29.40	\$ 28.14
Toddler	Full	\$ 27.40	\$ 28.77	\$ 29.35	\$ 29.94	\$ 28.77
18-35 months	Part	\$ 26.00	\$ 27.30	\$ 27.85	\$ 28.41	\$ 27.30
Preschool	Full	\$ 26.80	\$ 28.14	\$ 28.71	\$ 29.29	\$ 28.14
3-5 years	Part	\$ 24.40	\$ 25.62	\$ 26.14	\$ 26.67	\$ 25.62
School	Full	\$ 26.00	\$ 27.30	\$ 27.85	\$ 28.41	
6-12 years	Part	\$ 23.40	\$ 24.57	\$ 25.07	\$ 25.58	
Blended Preschool		\$ 24.75	\$ 25.99	\$ 26.52	\$ 27.05	\$ 25.99
Blended School		\$ 23.78	\$ 24.97	\$ 25.48	\$ 25.99	

Registered Family Homes

Infant	Full	\$ 27.20	\$ 28.56	\$ 29.14	\$ 31.00	\$ 28.56
0-17 months	Part	\$ 25.60	\$ 26.88	\$ 27.42	\$ 27.97	\$ 26.88
Toddler	Full	\$ 26.00	\$ 27.30	\$ 27.85	\$ 28.41	\$ 27.30
18-35 months	Part	\$ 24.40	\$ 25.62	\$ 26.14	\$ 26.67	\$ 25.62
Preschool	Full	\$ 25.00	\$ 26.25	\$ 26.78	\$ 27.32	\$ 26.25
3-5 years	Part	\$ 21.80	\$ 22.89	\$ 23.35	\$ 23.82	\$ 22.89
School	Full	\$ 22.20	\$ 23.31	\$ 23.78	\$ 24.26	
6-12 years	Part	\$ 21.40	\$ 22.47	\$ 22.92	\$ 23.38	
Blended Preschool		\$ 22.27	\$ 23.38	\$ 23.85	\$ 24.33	\$ 23.38
Blended School		\$ 21.52	\$ 22.59	\$ 23.05	\$ 23.51	

Note: Increased reimbursement rates for inclusion rates to care for a child with a disability (see page 4) are not included in the rates listed here.

SCHOOL REFERRALS- BLENDED RATE:

Blended rate for all School Age referrals during the school year is based on the following calculation:

$$(Part\ time\ rate\ x\ 175\ days) + (Full\ time\ rate\ x\ 30\ days) / 205\ days = Blended\ Rate$$

During the claims processing, the system will automatically use this formula for calculating the blended rate for all school referrals. This blended rate is based on the Workforce Solutions Texoma Blended Rate or the Child Care Provider's Blended Rate, whichever is lower.

RECEIVING REIMBURSEMENT:

Reimbursements will be available every other Friday. If the Friday is a holiday, your reimbursement will be available on the first business day following the weekend or holiday.

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.

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. Providers cannot charge fees to a parent receiving child care subsidies that are not charged to parents who are not receiving subsidies.

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.

Going Above Minimum Requirements

Child care providers can choose to meet program standards that exceed minimum standards set by THHS 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. As of October 1, 2022, the Texas Rising Star program is mandatory for all Child Care Services providers. The Texas Rising Star Provider certification system provides graduated levels of certification as providers meet progressively higher standards. To receive information about becoming a Texas Rising Star Provider, contact Workforce Solutions Texoma Administrative offices at 903-957-7408.

➤ **Texas School Ready! Certification**

Texas School Ready!™ is a program that certifies preschool education classrooms that effectively prepared their students for kindergarten. When classrooms earn certification, they receive the Texas School Ready!™ seal which is posted in the early childhood education center or school. The seal has the year the certification was awarded. This powerful seal tells parents, the community, and others that the children who graduated from these classrooms went to public kindergarten with the fundamental skills in place to be successful.

➤ **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.naccp.org

National Association of Family Child Care – www.nafcc.org

Council on Accreditation – www.coanet.org

AdvancED – www.advanc-ed.org

Notification of Required Action

The provider must be aware of the following actions Workforce Solutions Texoma is required to take if the provider is placed on Corrective or Adverse Action with the Texas Health and Human Services (THHS):

- A. Providers on Corrective Action – Evaluation Status: Workforce Solutions Texoma must notify all parents of currently enrolled children & new enrollments receiving child care assistance of the provider's evaluation status with DFPS and give the parents the option of choosing other child care arrangements. Parents choosing to remain with the provider must provide Workforce Solutions Texoma with written acknowledgment before care can continue with the provider.
- B. Providers on Corrective Action – Probationary Status: Workforce Solutions Texoma must notify all parents of currently enrolled children of the provider's probationary status with DFPS. Workforce Solutions Texoma will not be able to place any new enrollments with a provider on probationary status with DFPS. Parents choosing to remain with the provider must provide Workforce Solutions Texoma with written acknowledgment before care can continue with the provider.
- C. Providers on Adverse Action: Workforce Solutions Texoma must notify all parents receiving child care assistance that they have five (5) business days to select another eligible provider and transfer all children funded by Workforce Solutions Texoma to other eligible providers. Workforce Solutions Texoma will not be able to place any new enrollments with a provider on adverse action with DFPS.
- D. Enhanced Reimbursement Rates: Workforce Solutions Texoma will not reimburse any provider on Corrective Action at the Texas Rising Star 3 or 4 star rate, the Texas School Ready! Rate. Providers on Corrective Action will be reimbursed at the regular maximum reimbursement rate as long as they remain on Corrective Action with DFPS.

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.

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/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
 - Workforce Innovation 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 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.

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

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 DISCRIMINATION 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.