



Relative Provider Handbook

**Child Care Services
P.O. Box 6009
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**(903) 791-1583
or
(866) 570-0028**

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FOREWORD

Workforce Solutions Northeast Texas has developed this Relative Provider Handbook to inform you about its child care services and explain your financial role as a relative child care provider. Workforce Solutions Northeast Texas may be referred to as Workforce Solutions throughout this handbook.

The child care system allows parents to choose an eligible relative provider.

Providers have the right to have complaints or grievances heard without the threat of losing child care services. Providers should begin by explaining the problem or complaint to the child care staff at Workforce Solutions.

If the problem continues, ask to speak with the Child Care Services Assistant Manager and explain the problem. If the issue is not resolved, ask to speak with the Child Care Services Manager. If both of these attempts fail to resolve the issue, providers are encouraged to call the administrative office of Workforce Solutions Northeast Texas to speak with the Child Care Project Manager or the Executive Director.

All rules, policies and procedures in this Handbook are based on federal or state laws and Workforce Solutions policies and procedures. Please read this handbook carefully. Keep it handy as a reference for questions you may have later. Feel free to call us, if you have any questions.

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PURPOSE

This handbook is for eligible relatives providing child care to parents receiving child care assistance through Workforce Solutions.

It will provide:

- an overview of the child care services program,
- a reference guide that you can keep and refer to,
- information on your role in providing child care,
- an explanation of the conditions on which child care services are based,
- information on how to receive reimbursement for providing care,
- information for consequences of obtaining or attempting to obtain, by fraudulent means, services to which s/he is not entitled.

WHICH RELATIVES ARE ELIGIBLE?

Relative providers must meet the following criteria to be eligible to provide reimbursed child care:

- Be 18 years of age or older and,
- Be related to the child/ren by blood, marriage or court decree,
- Be a grandparent, great-grandparent, an aunt, uncle, or sibling of the child(ren),
- Maintain a separate residence from the family receiving child care services, unless family meets TWC exception rules,
- Not appear on the Texas Department of Public Safety's Sex Offender Registry
- Be a Listed Family Home with Department of Family and Protective Services (DFPS).

Copies of birth certificates, marriage license, and/or court decree must be provided to verify the relative is eligible to be a provider. Proof of residence for the relative provider must be submitted to verify the relative's eligibility. Proof of the listing status must be provided.

INDEPENDENT CONTRACTOR

All relative providers are independent contractors with Workforce Solutions and not employees. The hours of care, provider rate and policies for providing child care are between the parent and the provider and are not dictated by Workforce Solutions.

The responsibility for the SAFETY, HEALTH, AND WELFARE of any child placed in your care is your responsibility, not the responsibility of Workforce Solutions Northeast Texas. Any ACCIDENT, INJURY, ABUSE, OR OTHER TRAUMA to a child placed in your care is your sole responsibility.

Workforce Solutions will not withhold any amounts for payment of taxes from your compensation for providing child care services. As a relative provider, you acknowledge that you are **not** entitled to participate in any pension, retirement, unemployment compensation, or other benefits programs based on your role as a relative provider through the child care program.

PARENT SHARE OF COST

Most parents receiving child care financial assistance will be assigned a monthly parent share of cost (PSOC). The amount of this fee will be deducted from the total reimbursement for child care services each month. As a provider, it is your responsibility to make arrangements with the parent to receive the monthly parent share of cost prior to caring for the child or children.

Note: The amount of the monthly parent share of cost will be listed on the *Authorization for Child Care Enrollment with Relative Provider (Form 2450A)* which will be mailed to you after placement.

CHILD CARE AUTOMATED ATTENDANCE

Child Care Automated Attendance (CCAA) is a new way of reporting child care attendance. Parents are issued a card to report attendance by calling the number on their card from the provider's telephone.

Parent Responsibilities:

All clients receiving child care assistance through Workforce Solutions will be issued a card and can request up to three (3) additional cards for others who would be dropping off or picking up the child(ren). When the child(ren) are dropped off or picked up they will have to be checked in and out with the use of the card. The only person allowed to use the card is the card holder. If anyone else uses the card it could be considered fraud. The relative provider must not be an additional card holder or use the parent's card.

The parents will call the toll free number on the back of their card and follow the prompts for checking in and out. The parents have 6 days plus the current day to go back to do a previous check in and/or out of the child(ren). If the child(ren) are not being cared for by the provider, no call should be made for that day.

Provider Responsibilities:

It is the provider's responsibility to ensure the parents are checking the child(ren) in and out. Each relative provider will be required to have the parent call the automated system from the phone number submitted to Workforce Solutions. Providers must review the attendance on the CCAA portal every five (5) calendar days.

CCAA Portal: The CCAA portal is available to all providers accessed through www.workforcesolutionschildcare.com. This will allow providers to view the attendance and transactions to make sure the parents are checking in and out correctly. Workforce Solutions also has access to this portal and can look at the providers' information with the providers if there are any questions. Providers must call Workforce Solutions Northeast Texas by the fifth day if a parent fails to report attendance for payment to be made for those days.

Workforce Solutions will only pay providers for days that have been authorized and care has been provided and the parent has reported the attendance. Authorized days are when the parent is working or in training. Relative providers are not paid for absences.

PAYMENT SCHEDULES

Relative providers are paid once a month for child care services. Attendance will be pulled from the CCAA portal around the 7th of the following month.

It takes approximately two weeks after we receive accurate attendance information for payment to be made. Please wait until the 21st of each month before calling if you should have any questions concerning payment. (903) 791-1583 or toll free (866) 570-0028

BASIS FOR REIMBURSEMENT FOR CHILD CARE SERVICES

FORMS NEEDED BEFORE AUTHORIZING CARE CAN BE MADE:

- A copy of your DFPS Listing Permit.
- The *Relative Provider Financial Agreement* signed and dated by both the parent and provider.
- The Child Care Automated Attendance Responsibilities, Reporting and Security Form.
- A *W-9 Request for Taxpayer Identification Number and Certification* form.
- A copy of your signed Social Security card.
- A copy of your state-issued picture I.D. or driver's license.
- Documentation proving relationship to the child.
- Proof of residency for the relative and child(ren).
- A completed Direct Deposit Form with checking or savings account information.
- A completed Employment Verification Form by your employer if you are employed or sign and record your social security number on the form if you are not employed.

Full-time vs. Part-time

Full-time care is 6 or more hours per day.

Part-time care is less than 6 hours per day.

School-age care is part-time M-F during the school year and full-time during the summer unless the child(ren) are referred for full-time because of the parent's work schedule.

New Reimbursement for Children in School:

All school calendar children will be paid at a blended rate M-F during the school year and a full time rate during summer break. Workforce Solutions Northeast Texas will select the dates the blended rate will be paid to accommodate all school districts schedule as close as possible on a year by year basis.

Any school age child(ren) needing full-time care (over 6 hours) on a regular basis because the parent is working or in training at night, will be referred as full-time and paid full-time. If the parent works on weekends, the child/children will be referred separately for weekend care (full-time if over 6 hours or part-time if less than 6 hours).

TWC has determined that the school year is approximately 175 school days in session and 30 days not in session during the school year with a total of 205 days during the school year. For those approximate 205 days, the blended rate will be used.

When figuring the blended rate, as usual, the lower rate between the maximum rate paid and the provider's rate will be used. To figure your blended rate, use the following formula:

$$[(\text{Part time rate} \times 175) + (\text{Full time rate} \times 30)] / 205 = \text{blended rate}$$

MAXIMUM REIMBURSEMENT RATES

Workforce Solutions Northeast Texas sets maximum reimbursement rates that providers can be paid 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.

Eff. 5-1-10 the current maximum daily reimbursement rates are as follows:

AGE CATEGORIES	Infants (0-17 months)	Toddlers (13-35 mos)	Preschool (3-5 years)	School Age (6-12 years)
Full Time	\$12.08	\$12.08	\$10.87	\$11.17
Part Time	\$12.08	\$12.08	\$6.42	\$6.04
Blended Rate	-	-	\$7.07	\$6.79

ATTENDANCE AND PAYMENT

Providers must make sure the parents are checking the child(ren) in and out for the days care is given. Attendance is recorded in the CCAA system as the parents call the automated phone system.

The CCAA system will mark the child(ren) as full- or part-time according to how the care is funded based on the parent's schedule.

Parents will be required to refund any payments made to the provider that they are not entitled to including:

- Overpayments
- Duplicate Payments
- Payments made in error, or
- Ineligible Provider

The reimbursement payment is directly deposited into the provider's specified checking or savings account. Due to varying procedures between financial institutions, Workforce Solutions cannot guarantee the date in which the funds deposited through electronic funds transfer will be available. Providers are strongly encouraged to verify with their financial institution that deposits have been posted and are available. Providers will be sent a payment proof detailing the services rendered following the transfer of funds.

PROVIDER RESPONSIBILITIES

- All required forms must be completed and submitted before authorizing care and payment can be made. (See list on page 6.)
- Ensure the parent is checking the child(ren) in and out using the automated attendance tracking.

- Report to Workforce Solutions Northeast Texas by the fifth day if the parent is not reporting or is unable to report attendance .
- Payment amount does not include the parent share of cost. The parent share of cost should be paid to you by the parent before care is provided. Care not authorized by Workforce Solutions is the financial responsibility of the parent.
- Assist the parent in providing verification of relationship to the child/ren. Relationship to child/ren must be proven by documents such as birth certificates, marriage licenses, court decree, etc.
- Workforce Solutions staff may visit the home where care is being provided to confirm care is being given for eligible child/ren as listed on the *Authorization for Child Care Enrollment with Relative Provider* (Form 2450A).
- Changes must be reported in writing, such as change of address for mailing purposes and the physical location where care is given, to DFPS and Workforce Solutions.
- Report all earnings from reimbursement for child care services to the Internal Revenue Services (IRS) at the end of each year in order to pay appropriate taxes.
- DFPS will notify you when the annual fee is due for your DFPS listing permit. Failure to pay the annual fee will result in revocation of the listing permit, and you will no longer be eligible to be paid for providing child care.
- Notify Workforce Solutions if you decide to no longer be a Listed Family Home with DFPS or if you decide to no longer provide child care.