



Relative Provider Handbook

**Child Care Services
P.O. Box 6009
Texarkana, Texas
75505-6009**

**(903) 791-1583
or
(866) 570-0028**

Equal Opportunity Employer/Programs
Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas TDD/TTY: 800.735.2989 Relay Texas Voice: 800.735.2988

Serving Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties

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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.

Workforce Solutions Northeast Texas
P.O. Box 6009
Texarkana, TX 75505-6009
Phone: (903) 791-1583 or (866) 570-0028
Fax: (903) 794-8004 or (888)-651-2038

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.

ATTENDANCE

It is the provider's responsibility to record attendance for each child receiving child care financial assistance. In order to be reimbursed for child care services provided for families receiving funding, providers must submit a completed *Declaration of Services* (Form 2455A) after the last day of each month the child/ren receive child care, and the parent must complete the calendar form. These forms are provided to you by Workforce Solutions.

Workforce Solutions will only pay providers for days that have been authorized and care has been provided. Authorized days are when the parent is working or in training.

BILLING SCHEDULES

Relative providers bill once a month for child care services. The *Declaration of Services* (Form 2455A) and the parent's calendar form are due in the billing office within 8 days after the end of the service month. Workforce Solutions will not pay providers for bills received 30 or more days after the end of the service month.

It takes approximately three weeks after we receive accurate billing for payment to made. Please allow a full three weeks before calling if you should have any questions concerning billing previously submitted. (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.
- 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 only when the child is sick on a school day.

SUBMITTING ATTENDANCE

Providers are responsible for submitting accurate forms. If forms contain errors, Workforce Solutions will make adjustments to the provider’s reimbursement. In some instances, the forms may be returned to the provider or the parent for correction which will delay payment.

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.

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	\$10.47	\$10.47	\$9.42	\$9.68
Part Time	\$10.47	\$10.47	\$5.56	\$5.23

BILLING AND PAYMENT

Providers must use the *Declaration of Services* (Form 2455A). Attendance is recorded by marking the *Declaration of Services* (Form 2455A) with a “P” for present on the authorized days care is given. The *Declaration of Services* (2455A) and the parent’s calendar form cannot be submitted for payment until child care has been provided for the days claimed. The *Declaration of Services* (Form 2455A) must be signed and dated by both the provider and parent.

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Client Last Name	Client First Name	Part/ Full	Units Billed	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
				Duck	Louie	P5																														
Duck	Louie	F5																																		
Duck	Huey	P5																																		
Duck	Huey	F5																																		

To bill part time (less than 6 hours): Look for the “P” under column 8 after the child’s name. To bill full time (more than 6 hours): Look for the “F” under column after the child’s name. Place a “P” for present in the blocks for the days you provided care.

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

PROVIDER RESPONSIBILITIES

- All required forms must be completed and submitted before authorizing care and payment can be made. (See list on page 6.)
- Complete the form *Declaration of Services* (Form 2455A) accurately after service has been given, and assure that both the parent and you have signed and dated it before mailing or faxing it with the parent's completed calendar form.
- To fax your *Declaration of Services* (Form 2455A) and the parent's calendar form:
 - The billing fax number is (903) 794-8004 or (800) 651-2038
 - In order to complete this process, you must call (903) 791-1583 or (866) 570-0028 to verify it was received and readable. The faxed billing process is not complete without your verifying call.
- To mail your *Declaration of Services* (Form 2455A) and the parent's calendar form:
 - P.O. Box 6009, Texarkana, TX 75505-6009.
 - In the lower left corner write "Billing."
- 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).
- I must report changes 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.
- I understand that DFPS will notify me when my annual fee is due for my DFPS listing permit. Failure to pay the annual fee will result in revocation of the listing permit, and I will no longer be eligible to be paid for providing child care.
- Notify Workforce Solutions if I decide to no longer be a Listed Family Home with DFPS or if I decide to no longer provide child care.