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**WORKFORCE SOLUTIONS BRAZOS VALLEY  
CHILD CARE PROVIDER HANDBOOK**

**EFFECTIVE: October 1, 2018**

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## CONTACT INFORMATION

### Provider Services

Providers may contact their Provider Specialist, Gayle Mann, at 979.595.2801 extension 2243 or by email at [CCMS@bvcog.org](mailto:CCMS@bvcog.org) with any questions or concerns or to report:

- Late or non-payment of parent fee.
- CCAA POS or telephone issues.
- Daycare closures.

### Parent Services

Parents of children who are receiving or are interested in receiving subsidized child care through WSBV should contact a CCS Intake and Eligibility Specialist at 979.595.2801 extension 2105. They may also refer to the resources provided online at <http://bvjobs.org/programs/childcare>.

# CHILD CARE PROVIDER HANDBOOK

## Forward

The Provider Handbook informs you about Workforce Solutions Brazos Valley (WSBV) child care services and is designed to explain your role as a child care provider. The policies and procedures for child care providers are considered to be part of the Agreement between the child care provider and Workforce Solutions Brazos Valley (WSBV), as such, all child care providers who offer services to WSBV customers must agree to comply with the policies and procedures contained in this Provider Handbook.

The rules and regulations in this handbook are based on federal, state, and WSBV board policies and procedures. Any changes to federal or state laws are automatically incorporated into this provider handbook.

Please read this handbook carefully. Keep it handy as a reference for questions you may have later. Feel free to call us at 979.595.2801 and ask to speak to your Provider Specialist if you have any questions.

## Purpose

This Handbook is for child care providers offering child care services to families receiving assistance through CCS and it will be a reference tool for the following:

- Provide you with a quick guide on CCS services.
- Explain your role in providing child care to CCS families.
- Explain the conditions on which child care services are based.
- Explain reimbursement procedures for child care services rendered.

## CCS Mission

CCS provides child care services to eligible parents who are striving to become self-sufficient. The program allows families flexibility to select child care and access to multiple funding sources, which can be managed by the CCS through a simple process as the needs of the families change.

CCS provides child care services to over 9,000 children per day. Child care services are available for both full time and part-time qualifying families. To be eligible for CCS services, individuals must meet certain criteria.

In this handbook you will find the guidelines set up for CCS Contracted Providers to ensure proper implementation of the program. This handbook is an addition to the CCS Provider Agreement or Rate Schedule and does not exhaust all policies and procedures within the CCS Program.

# ELIGIBLE CHILD CARE PROVIDERS

## Who is Eligible to be a Provider for Workforce Solutions Brazos Valley

### Regulated Providers

Regulated providers are child care providers who are regulated by the Texas Health and Human Services Commission Child Care Licensing (CCL). A Regulated Provider must be licensed or registered through the Department of Family and Protective Services as one of the following:

- Licensed child care center including before or after school programs and school age programs
- Licensed child care home
- Registered child care home

### Relative Providers

Relative providers are child care providers who provide care to children directly related to the provider. The child cannot reside with the relative provider. The relative provider must be a listed child care home with the Texas Health and Human Services Commission Child Care Licensing (CCL) and must be at least 18 year old. The relative provider must also be related to the child to whom they are providing care by blood, marriage or adoption as a:

- Grandparent or great-grandparent
- Aunt or Uncle
- Sibling who is at least 18 years old and does not reside in the same household as the child

## How to Become a Provider with Workforce Solutions Brazos Valley

Any licensed or registered provider of child care in the state of Texas may apply to become a CCS provider. The provider must submit the following:

1. A current license from the Texas Health and Human Services Commission Child Care Licensing (CCL) as a child care center or licensed home or be a registered home, or must be licensed as a youth camp by the Texas Department of Health (TDH), or be operated and monitored by the United States Military Service.
2. Provide a copy of either their Employment Identification Number (EIN) or Social Security Card and picture ID.
3. Provide a copy of their published rates and center holidays.

As a CCS Provider, you must abide by Terms of the Provider Agreement or the Provider Rate Schedule and the Provider Handbook at all times.

Having a Provider Agreement or a Provider Rate Schedule does not guarantee that a provider will have children referred by the CCS Contractor. All referrals made by the CCS Contractor are based on parent choice. However, even if providers do not have contractor-referred children in care, they must still comply with the terms of the CCS Provider Agreement or Provider Rate Schedule.

# CHILD CARE PROVIDER REQUIREMENTS

## Provider Rates

The WSBV Board sets maximum reimbursement rates that providers can be reimbursed for child care services based on the following:

- The type of child care provided.
- The age of the child receiving child care services.
- Whether full-time or part-time care is authorized.
- Whether additional adult assistance or equipment is required for a child with a disability.
- Specific certifications or accreditations (outlined on page 19).

Providers will be reimbursed for child care services authorized at the provider's published rate up to the maximum reimbursement rate established by WSBV board for the Brazos Valley CCS. If the provider's published rate is less than the maximum reimbursement rate established by WSBV, the provider will be reimbursed for allowable costs up to their published rate. During summer vacation, providers will be reimbursed for school-age children using the lower of the provider part-time or the CCS full-time rate.

Rates to be paid for WSBV subsidized child care are set for each provider individually based on the provider's published rates. Provider rates are determined at the time that the provider agreement is generated. If Providers change their published rates they will be unable to update the rates already approved in their Provider Agreement unless there is not a previously established rate for that age group. An amendment to the agreement showing the new rate schedule for the new age group(s) will be completed and will be effective the first full month after the amendment or new rate schedule has been signed.

All providers will be reimbursed for services authorized at the provider's published rate as assessed by WSBV at agreement signing or the rate established by WSBV for the age group, whichever is lowest. Providers will not be reimbursed at a rate higher than their published rate for the age of the child receiving child care financial aid.

CCS Contractor staff may review the provider's records (i.e. supporting documents) to determine if the rates established by the provider reflect rates consistent with rates paid by non-Child Care Services referred parents.

Providers that obtain Texas Rising Star certification may receive an additional 5%, 7%, or 9% (based on their star rating) above the maximum rate established for all children in care.

## Age Groups

Providers must furnish daily rates for the following age categories:

- Infants (0 to 17 months)
- Toddlers (18 to 35 months)
- Preschool (3 to 5 years of age or 36 to 71 months)
- School age (6 to 12 years of age or 72 months and over)

The provider's published rate is converted into a daily rate for each age group. See the chart below in reference to what is included in the daily rate:

Daily Rate Includes	Daily Rate Does <u>NOT</u> Include
Enrollment/Registration Fees	Meal Fees
Supply Fees	Transportation Fees
Activity Fees*	Field Trip/Special Activity Fees**

\*Activity Fees: Include only the fees that all parents are required to pay.

\*\* Field Trip/Special Activity Fees: Include anything that is not part of the provider's normal activity schedule.



### Blended Rate

Provider will be reimbursed a blended rate for school-age children during the normal school year at a ratio of 30 full time days to 175 part time days. Refer to the formula below:

- Formula:  $(\text{Part Time Rate} \times 175 \text{ days} + \text{Full Time Rate} \times 30 \text{ days}) / 205 \text{ days}$

During summer vacation, providers will be reimbursed for school-age children using the lower of the provider part-time or the CCS full-time rate.

### Calculating Daily Fees

The calculated daily fee amount is the total reported fees prorated by the number of days in the provider's program year.

<b>Program Type</b>	<b>Program Days</b>
Full Year	260
School Year	194
Summer Only	66

For Providers whose rates are charged on a basis other than daily, the provider may use the following standards to obtain the daily rate:

- Hourly Rates: Multiply by 6 for part-time care or multiply by 12 for full-time care.
- Weekly Rates: Divide by 5.
- Bi-Weekly Rates: Divide by 2.165; then divide the result by 5.
- Monthly Rates: Divide by 4.33; then divide the result by 5.

**Assistance is available in calculating rates by contacting the Provider Specialist staff.**

### Units of Child Care

WSBV authorizes child care as a "unit" of care for each day. Reimbursement is based on the unit of care provided on a particular day. Units are defined in the table below.

<b>Unit Type</b>	<b>Description</b>
<b>Full Time Care</b>	Between 6 to 12 hours a day
<b>Part Time Care</b>	Less than 6 hours per day OR less than 5 days (or 30 hours) per week
<b>School Age Care</b>	Before and after school care, including all-day care during breaks and school holidays. Providers are reimbursed the same school-age blended rate for all days during the school year.

The child care provider will be reimbursed only as authorized. For example if a child receives full-time care when authorized for part-time care, WSBV will not reimburse the provider for full-time care. If a child receives care on a Saturday, but is not authorized for Saturday, WSBV will not reimburse the provider for this care. WSBV will authorize no children for more than 5 days of care in any one week, Sunday through Saturday. Providers must report authorized days that do not match the referral in CCAA by calling or emailing child care services within 5 days of receiving authorization so that corrections can be made timely.

### Difference in the Cost of Care

The "difference in the cost of care" is the difference between the providers' published rate and the amount of the Board's reimbursement rate. Providers **may** charge the difference in the cost of care in addition to the parent fee; however, the difference in cost of care cannot be greater than self-pay families. The provider rates, fees and difference in cost of care must be posted at the day care and established in writing with each CCS client that is

referred to the day care. A provider may **not** charge the difference in the cost of care to the following three special groups of clients:

- WSBV-referred clients who are designated as "Choices" clients.
- WSBV-referred clients who are designated as "SNAP E&T" clients.
- WSBV-referred clients who are designated as "DFPS" (protective services) clients unless DFPS assesses a parent fee.

### Rates for Children with Special Needs (Disabilities)

\*A child with a medically-documented disability is defined as a child with functional needs requiring assistance to perform tasks that are within the typical chronological range of development, including but not limited to: movement of large and/or small muscles, learning, talking, communicating, self-help, social, emotional, seeing, hearing, and breathing.

The provider may request and be paid a rate up to 190% of the provider's regular payment rate for children with disabilities who have a demonstrated need for extra adult assistance or equipment, based on an assessment from a qualified professional. The board will contract with a professional in this field to make the recommendation.

**\*Note: This definition is based on the Americans with Disabilities Act (ADA) of 1990.**

### Enhanced Rates

The WSBV, through TWC, has established enhanced reimbursement rates for providers who are Texas Rising Star (TRS) providers. Providers who are interested in learning more about this program or becoming a Texas Rising Star provider can utilize the TRS website at <https://texasrisingstar.org> or contact WSBV for more information.

Providers that obtain Texas Rising Star certification may receive an additional 5%, 7%, or 9% (based on their star rating) above the maximum rate established for all children in care.

### Parent Share of Cost (A.K.A. Parent Fee)

Most parents receiving child care assistance will be assigned a monthly parent share of cost (parent fee). The pro-rated amount of this fee will be deducted from the total WSBV reimbursement to the provider each billing period. As a child care provider, it is your responsibility to collect the parent fee **before child care is delivered**. Providers keep the fees they collect from parents. WSBV will notify the child care provider via the TWC Child Care Authorization Form 2450 which parents are required to pay parent fees and the amount of the fee. Parent fees are due to the provider on the first business day of each month.

Providers are required to report non-payment of parent fees, when the parent has not paid their parent fee, no later than the 5 business days after the due date. Providers should report non-payment of parent fee by emailing [CCMS@bvcog.org](mailto:CCMS@bvcog.org). If the child(ren) is still in care with the provider and the provider notifies CCS of the non-payment of parent fee, CCS can send a letter of compliance notifying the parent to pay the parent fee by a set date. If the parent leaves the provider or is removed from care, WSBV will not reimburse the provider the balance due by the parent. CCS will not be responsible for unpaid parent fees owed to the provider or other late fees.

The parent fee will be deducted from the Provider's reimbursement. It is the provider's responsibility to collect the parent fee. The Board requires that providers report unpaid parent fees to WSBV within **five** days of the due date.

**Unpaid Parent Fees will not be reimbursed by WSBV.**

### Reimbursement Method

All provider payments will be made using Electronic Funds Transfer (EFT). Providers must complete and submit an Electronic Payment Authorization Agreement and submit a copy of a voided check from the account to which the funds will be deposited. In order to receive reimbursement the vendor must keep WSBV informed of updated

contact information including e-mail address. WSBV will make payments to providers weekly and 1099 forms are mailed annually to the address listed on file.

### Record Keeping Requirements

Providers must maintain financial records for each child who receives subsidized child care and make them available for review by WSBV upon request. Periodically, WSBV staff will visit a provider site to review these documents. At a minimum, the provider must keep the following documentation for each child receiving WSBV-subsidized care:

- Attendance records and parent sign-in sheets.
- Receipts for any funds paid by the parent, including WSBV calculated parent fees.
- The 2450 form for the most recent change in care for all WSBV authorized children.
- Any other records pertaining to financial claims for a child receiving subsidized care.

In accordance with Department of Family and Protective Services Minimum standards for licensed child care centers, these records must be available during hours of operation and retained for at least three months after the child's last day in care. At WSBV's discretion, providers' record keeping may be monitored by requesting documents from the provider that show attendance, parent fee payments, etc. as required.

### Provider Reporting Requirements

#### Provider Changes

Providers must notify WSBV Child Care Services of any changes that result in a new or an amendment to the Regulated Provider Rate Schedule. The following changes must be reported **within 5 business days**:

- A change in the facility name;
- A change in the facility location;
- A change in the owner, governing body, or corporate status;
- A change in the facility or owner's address or phone number;
- A change in an authorized contact person (must be submitted on the Authorized Representative form);
- A change in hours of operation;
- A change in holiday schedule (must submit holiday changes on the Holiday Schedule form 2 weeks prior to holiday change);
- A change in the ages of children served;
- A change in transportation policies;
- A change in facility rates or fees (WSBV providers may not change rates charged to WSBV while the Provider Rate Schedule remains in effect);
- A change in facility license or registration required by the CCL, or any condition affecting the status of facilities regulated by the Texas Health and Human Services Commission Child Care Licensing (CCL) or the United States Military Service, including licensed capacity or the age of children served;
- Any emergency closures due to inclement weather or other unforeseen events;
- Any parent and/or child issues as described elsewhere in this Handbook, including children's absences, or parents' failure to pay parent fees or report attendance/absences;
- Any discrepancies in payment by CCS to the provider (See page 7 for further clarification of reporting billing discrepancies).

**To report changes call CCS at 979-595-2801 ext. 2243 or email [CCMS@bvcog.org](mailto:CCMS@bvcog.org)**

#### Provider Capacity & CCS Referrals

WSBV reserves the right to review each provider's enrollment and attendance in regards to their licensed capacity. If a provider is determined to be over their licensed capacity, WSBV reserves the right to transfer referrals and/or limit new referrals to the provider in accordance with CCL standards.

#### Notice to CCS Contractor and Parent

If a provider chooses to discontinue providing TWC-subsidized child care services, the provider must give notice to their Provider Specialist and the parents of children receiving subsidized care at least 30 days before the discontinuation of services to avoid interruptions in care and minimize the impact on parents and children.

### Visits to Providers

WSBV has the right to conduct an on-site fiscal monitoring during operational hours. WSBV may, at its discretion, utilize the assistance of other departments, city resources, WSA, Texas Workforce Commission (TWC), or other State or Federal entities to conduct on-site monitoring visits.

### Parental Access

The provider shall ensure that the CCS customers have access to their children at the provider's facilities at all times while in care.

### Provider Application

Each provider must furnish their CCS Provider Specialist with information on their program that will be documented in the state system.

### Payment Corrections

If a provider believes they have not been reimbursed correctly by WSBV, providers should contact WSBV immediately. WSBV will investigate and correct any errors in payment, if the provider provides adequate documentation. WSBV is also required to recover any overpayments made to providers.

# MANAGING CHILD CARE ENROLLMENT

## Provider Selection

WSBV Child Care does not choose or recommend a family's child care provider. The selection of a provider is always up to the parent, with one exception: The Department of Family and Protective Services selects providers for children in DFPS care. Child Care staff is not permitted to discuss a client's case unless the issue is related to CCAA, swipe card or non-payment of parent fees. WSBV maintains and will provide a list of authorized Child Care providers to potential and current CCS clients.

## Child Enrollment Process

Children must be authorized for child care at a specific provider location before WSBV will pay for the services. Child Care staff is responsible for referring (authorizing) children for child care services at specific provider locations. **Child Care staff will call or e-mail providers with the referral information that authorizes services. On these phone calls, the provider will receive an authorization code.** Without this code, the call is not a valid authorization. Referrals will only be made with the day care representative who is authorized (listed on the Authorized Representative form) to accept the child care referrals.

After the provider receives the authorization, the child's referral can be seen on the Child Care Automated Attendance (CCAA) website. If a provider has received an authorization over the phone and does not see the child's referral information in the CCAA website within a day or two of the child starting in care, the provider must call Child Care Services. This will prompt child care staff to investigate and resolve the situation before it affects your payment.

WSBV will not pay for services without a valid authorization. Any dates, information or changes not supported by a 2450 form are not valid and will not be paid by CCS. Providers that accept children for child care without a valid authorization from WSBV staff do so at their own risk, and any request for payment for such care should be directed to the parent, not WSBV.

## Enrollment Discrimination

Child Care Providers must not discriminate against CCS contractor children and must accept direct CCS contractor referred children in all age groups for which care is available to the general public. Unless specified at the time of the Provider Rate Schedule signing, providers must provide all services to CCS clients that they offer to private paying clients (excluding voluntary items, such as field trips, that are optional).

### Child Care providers **may not:**

- Discriminate against children because of race, color, national origin, sex, disability, religion, disabilities, political beliefs, or HIV/AIDS.
- Limit direct CCS contractor referrals to children of their own employees.
- Refuse to serve direct CCS contractor referred children during any portion of a 24-hour service day when 24 hour service is offered to the general public.
- Charge any fee to a parent receiving child care subsidies that are not charged to a parent who is not receiving child care subsidies.

### Child Care providers **may:**

- Limit the total number of direct CCS contractor referred children accepted
- Limit the number of direct CCS contractor referred children accepted in specified age groups
- Limit the number of direct CCS contractor referred children accepted during specified portion of the service day

These limits **must** be submitted in to CCS in writing and/or negotiated and be included in the Provider Agreement before the agreement is signed. A provider may amend their agreement by contacting CCS in writing to change the limits previously included or excluded.

### Requesting Client Disenrollment

Child Care Providers may refuse to serve children authorized by their Child Care Contractors only if they have reasonable cause, such as:

- The parent does not pay their parent share of cost in full.
- The parent refuses to provide an immunization record.
- The parent does not follow vendor rules that are clearly established.
- The parent continually verbally abuses vendor staff.
- The parent refuses to use the CCAA system by choice, and through no fault of the CCAA system or technical error.
- The child's behavior is disruptive or abusive (must be clearly documented).

If the provider refuses service to a CCS client for any reason other than the child's illness, the provider must notify WSBV by email or phone before telling parents that they will no longer serve them. Additionally, the provider must give notice to parents and CCS **at least 30 days before the discontinuation of services** to avoid interruptions in care and minimize the impact on parents and children. Providers may not be reimbursed for absences due to the provider's refusal to provide service, unless the child is ill.

### Discontinuing Care

WSBV Child care staff will notify the child care provider when client's authorization is discontinued. The provider must notify the parent that the child's care has been discontinued on the same day WSBV notifies the provider. Providers may advise parents to contact WSBV for more information. In some cases, care may be discontinued the same day as notice to the provider. WSBV staff is not required to give an advanced notice of termination of child care services.

### Transfers

If a parent wishes to transfer a WSBV-subsidized child to a different provider, the parent must contact WSBV for authorization **BEFORE** transferring the child. WSBV will determine eligibility for a transfer. If the parent is eligible, the transfer will be authorized. It is recommended that the provider notify WSBV child care staff of any remaining balance that is owed by the client **within 5 days** of the transfer.

# ARRANGEMENTS FOR CHILD CARE

## Child Care Authorization Process

All arrangements for child care shall be made between the parent and the child care provider according to the parent's child care needs and the provider's policies. CCS will reimburse the child care provider after services are authorized.

When the parent notifies CCS that a decision has been made, CCS will:

- Contact the provider to be sure space is available.
- Verbally authorize care to start, and give an **authorization code**
- Send the provider a TWC Form 2450, Authorization for Child Care Enrollment.
- Provider will agree to not be reimbursed for care if the child's parent or step-parent is the director, assistant director, or has an ownership interest in the licensed center, including before or after school programs and school-age programs; agrees not to be reimbursed for care if the child's parent also works during the hours his or her child is in care at a licensed, registered, or listed home.
- Providers will not be reimbursed for non-scheduled days.

## 2450 – Authorization for Child Care Enrollment Form

The 2450 that CCS sends to the provider, tells the provider:

- The date child care is to begin care.
- The amount of the parent fee or whether the parent is exempt from the parent share of cost.
- The days and hours of care authorized.
- If transportation is authorized.

The provider must **not** accept a child unless CCS staff has called the provider, verbally authorized care, and provided an **authorization code**. Even if CCL or a Texas Workforce Center (TWC) caseworker refers the child, the provider still must have the CCS **authorization code** before accepting the child. Providers who accept a child without first receiving CCS enrollment numbers will not be paid for unauthorized days.

Providers must accept all children referred to them by the CCS Contractor as long as:

- The children are within the age range the provider is licensed to serve.
- The children are the ages covered by the Provider Agreement or Provider Rate Schedule.
- The child or children do not put the provider over the number of children they have said they will care for in the Provider Data Worksheet.
- The child or children do not put the provider over its CCL licensed capacity.

\*NOTE: Providers may set a cap of CCS children but not deny a child care referral based on the parent's income status, receipt of public assistance, or the child's protective service status.

The Americans with Disabilities Act (ADA) of 1990, as amended, requires that all individuals, regardless of their disabilities, be allowed access to child care facilities, including registered homes.

# CHILD CARE ATTENDANCE

## Child Care Automated Attendance System (CCAA)

Providers participating with WSBV Child Care Services must utilize the Child Care Automated Attendance (CCAA) system provided by Texas Workforce Commission (TWC). The system records the time and attendance of children in child care facilities. A swipe card point of sale (POS) machine is issued to licensed day care centers. Home based providers will utilize the IVR (Interactive Voice Response System). Providers must ensure that parents are able to use the POS machines and phone line to report their child's attendance. If the POS machine or phone line is not working, providers must notify CCS **within 2 days** to report the issue.

**Providers needing POS or IVR technical support can call 866-320-8720 after notifying CCS.**

## Provider Security Requirements

The Child Care Center Director and Assistant Director **may not**:

- Possess, accept, or use a parent's or secondary cardholder's CCAA card.
- Possess, accept, or use a parent's or secondary cardholder's personal identification numbers (PINs).
- Perform the attendance and/or absence reporting function on behalf of the parent.
- Be designated as the secondary cardholder by a parent with a child enrolled at the facility.
- Allow any unauthorized use of a CCAA card or PIN.

The provider or its employees **may**:

- Demonstrate the use of the POS and IVR system.
- Contact WSBV with issues or problems with the POS and IVR system.
- Report to CCS when a parent leaves their CCAA card on the premises.

**The provider must report misuse of CCAA cards and/or PINs to WSBV immediately. Violation of this rule may result in corrective or adverse actions, such as investigation and prosecution of fraud. It may also result in termination of child care services or recoupment of funds.**

## Reporting Attendance

Parents are required to use the Child Care Automated Attendance (CCAA) system to report attendance. It is recommended that providers monitor the parent's use of CCAA by checking the CCAA website at least every three calendar days and notify the parent if attendance correction is needed. Parents are able to correct their child's attendance using the POS or IVR system for the previous 6 days.

The CCAA website is found at: [www.workforcesolutionschildcare.com/ccaa](http://www.workforcesolutionschildcare.com/ccaa) the first time that providers access CCAA, they will login using the provider license number as the User Name. The initial password is the provider's zip code.

Providers must ensure that parents use the CCAA system at their facility to prevent Z-days (non-swipe days). It is recommended that providers notify WSBV by telephone or email if the following circumstances occur:

- A child has not attended for five consecutive days and there has been no contact with the parent
- The child does not return from vacation, visitation, or illness on the expected day of return.
- A parent tells the Provider that their child may not, or will not be returning to care, or the parent intends to withdraw the children from the provider's care for any reason.
- A parent tells the Provider the parent's children will be absent due to court-ordered visitation.

**Providers may notify CCS by calling 979-595-2801 ext. 2243 or emailing [CCMS@bvcog.org](mailto:CCMS@bvcog.org)**



## Absences

CCS will reimburse the provider for absences when the child is scheduled to attend and under the following conditions:

- The child is authorized but the child does not attend and the parent reports the absence via the CCAA.
- The absence is due to illness and is reported by the parent.
- CCS must approve court orders prior to visitation.

## Excessive Absences

Providers, except for relative providers, will be reimbursed for Z-days (non-swipe days). Any swipe that results in a status other than "approved" is a non-swipe and is considered an absence for the child even if the child attended the day care on that day. Excessive absences are defined as 40 days in a 12-month period.

## Holidays and Extenuating Circumstances

CCS will reimburse providers a total of 13 holidays for each child currently enrolled. Providers must notify CCS of any additional holidays which will be unbilled. CCS will not reimburse the provider for any additional days off that exceed the set holidays.

CCS will also reimburse the provider for each child currently enrolled when they are closed due to emergency circumstances, such as icy roads (when the local school is also closed for that day), fire, flooding, electrical or gas outage, etc. for up to 5 business days per calendar year. Providers must notify their Provider Specialist of the closure (within 5 days of the closure) before payment using the EM code can be authorized. CCS will not reimburse the provider for any additional days off that exceed the set holidays.

## Suspension of Care

When a child is expected to be absent, WSBV will "suspend" the child's authorization for care upon request from the parent. For example, care is frequently suspended when the mother goes on maternity leave and will be at home for 6-12 weeks. Clients must contact WSBV to request a suspension before the absence begins. During the suspension, a provider is not paid for the child's absences, so the absences do not count toward the child's 40-absence maximum. The Provider may choose to fill the absent child's "slot", temporarily or permanently and are not expected to "hold a slot" for the child while they are suspended.

## Termination of Care

WSBV will terminate a client's child care authorization, with no advance notice, if the client reports that they have moved out of the WSBV service area or no longer qualifies for care.

## Attendance Corrections

Providers are required to submit Attendance corrections for the following circumstances:

- When the parent has not received their **FIRST** swipe card at the child's initial referral;
  - The Provider may correct up to **10 days**.
- When the parent has lost their card and called CCS to request a new card;
  - The Provider may correct up to **5 days prior** to the date the card was ordered and up to 10 days after the card was ordered.
- The provider's POS device, phone system or the interactive voice response (IVR) system was not working and the provider reported the system problem to CCS staff timely.

**Attendance Correction request forms must be submitted no sooner than 6 days of the date(s) to be corrected and no later than 2 weeks after the date to be corrected.**

Attendance correction requests must be submitted on a separate form for each child, must be signed, and must be filled out completely in order to receive timely payment. Attendance correction forms that are illegible, incomplete, or unsigned will be returned to the provider for correction. The following additional items are required to be included **with the attendance correction request form**:

- When the child is present but the parent is **unable to swipe attendance**;
  - The parent sign in/out sheets **must** be submitted.

# CHILD CARE ATTENDANCE AUTOMATION (CCAA)

## Quick Reference Guide

CCS Parents will use the Child Care Attendance Automation (CCAA) system to report attendance. Under certain circumstances providers will also report attendance manually in addition to the CCAA.

At licensed child care centers, the parent will be responsible for recording attendance daily utilizing swipe cards and a Point-of-Service (POS) device.

At licensed and registered homes, parents will be responsible for calling to report their children's attendance from the provider's home using the phone number listed on their CCAA card for the Interactive Voice Response (IVR) System.

Parents may call the 1-866 number listed on their CCAA card from any phone to report absences due to either illness, court ordered visits, or a general absence.

The provider agrees to maintain thermal paper and internet service to view the CCAA web portal at all times for the Point-of-Service (POS) device or a current phone number for the Interactive Voice Response (IVR) System.

Providers will be responsible for accessing and reviewing the Child Care Attendance Automation (CCAA) System attendance and absence reports on the CCAA website [www.workforcesolutionschildcare.com/ccaa](http://www.workforcesolutionschildcare.com/ccaa) at a minimum, every three days; a higher frequency of review is encouraged. If discrepancies are found, parents may still be within the 6 day time frame for recording a previous check in or previous check out.

Providers agree that no employee of the child care facility will possess, have on the premises, or otherwise have access to a parent's or secondary cardholder's CCAA card without the parent being present at the provider site. The provider must report to CCS when a parent leaves their CCAA card on the premises.

Provider may not accept or use a parent's or secondary cardholder's CCAA card or personal identification number (PINs) and provider may not perform the attendance/absence reporting function on behalf of a parent.

Providers agree the owner, director, or assistant director of the child care facility will not be designated as the secondary cardholder by a parent with a child enrolled at the facility.

Providers are required to report misuse of CCAA cards and PINs to the Board or to CCS. If the provider fails to report CCAA misuse, it may result in receiving a noncompliance or corrective action.

Provider agrees to not be reimbursed for care if the child's parent or step parent is the director, assistant director, or has an ownership interest in the licensed center.

If any CCAA card is found at your location at any time, your CCS agreement will be immediately terminated, you will be investigated for fraud, and funds will be recouped based on the findings.

# CHILD CARE PROVIDER REIMBURSEMENT

## Reimbursement for Child Care

WSBV will reimburse day care providers after services are authorized. Child care providers are paid for days that child care is authorized, including days the child does not attend, subject to the restrictions listed below. It is recommended that providers review the CCAA website every three days to ensure that attendance is being correctly reported by the parent.

## Z-Days (non-swipe days)

Providers, except for relative providers, will be reimbursed for Z-Days (non-swipe days). Relative providers may not collect the cost of care for the Z-days from the parent. Providers may be reimbursed for more than allowable number of non-swipe days for the following exceptions:

- When the parent has not received their swipe card at the child's initial referral.
- When the parent has lost their card and called CCS to request a new card.
- The provider's POS device, phone system or the interactive voice response (IVR) system was temporarily unavailable.

**NOTE: Manual attendance corrections are required in these circumstances.**

## Days of Closure

During the fiscal year 2019, October 1, 2018-September 30, 2019, WSBV will reimburse up to 13 days of closure during the calendar year. Providers must submit their holiday schedule to WSBV with the renewal of each provider agreement. No more than 13 days of closure will be reimbursed during fiscal year 2019. If a provider is closed more than the maximum number of paid days of closure during the calendar year, the additional days of closure will be unpaid by CCS. Requests for changes must be submitted on the Center Closure Schedule form at least **two weeks in advance** of the date to be changed. Days that are marked as paid or unpaid days of closure do not count as absences for the client.

## Extenuating Circumstances

WSBV will reimburse the child care provider for each child currently enrolled when they are closed due to extenuating circumstances, such as weather conditions (when the local school is also closed for that day), fire, flooding, electrical or gas outage, etc. for up to five days per calendar year. Provider must notify WSBV by phone or email **within 24 hours of the closure** in order to be reimbursed.

# QUALITY CERTIFICATIONS AND OTHER RESOURCES

## Voluntary Quality Certifications

Providers have the option of voluntarily applying for certifications that recognize higher standards of quality in the child care setting.

### Texas Rising Star (TRS)

The Texas Rising Star program offers providers the opportunity to participate in a voluntary plan to improve the quality of child care by meeting program criteria that exceed the Minimum Standards for Child Care Licensing. Texas Rising Star provides professional development resources and mentoring to sustain and improve the quality of early childhood environments at TRS certified programs. TRS certified providers may have access to three types of assistance: Technical Assistance (TA) plans, Service Improvement Agreements (SIAs), and probationary assistance. Non-TRS certified providers may also access TA resources to help them prepare for certification. Providers who are interested in being certified as Texas Rising Star providers may ask their Provider Specialist for the necessary materials and information or may refer to the website: <http://texasrisingstar.org>.

### Texas School Ready! (TSR)

The *Texas School Ready!* is a comprehensive preschool teacher training program that combines a research-based, state-adopted curriculum with ongoing professional development and progress monitoring tools. Multiple research studies have confirmed that *Texas School Ready!* positively impacts teacher instructional practices in the classroom, regardless of setting (public school pre-k, Head Start, and private child care classrooms). The four main components of the TSR program are curriculum, professional development, coaching, and child progress monitoring.

### National Association for the Education of Young Children (NAEYC)

The National Association for the Education of Young Children (NAEYC) is a professional membership organization that works to promote high-quality early learning for all young children, birth through age 8, by connecting early childhood practice, policy, and research. NAEYC accreditation has been called the gold standard for early childhood programs across the country. Families of young children who attend NAEYC-accredited programs can be confident that they deliver the highest quality early care and education.

## Provider Resources

Free provider instructional material is offered by TWC and Texas A&M University. Texas AgriLife Infant and Toddler Training Courses are available at <http://www.twc.state.tx.us/svcs/childcare/ccinfo.html> or <http://infanttoddler.tamu.edu/>. These courses are:

- Designed to increase the safety of infants and toddlers in out-of-home care and to improve the quality of infant and toddler childcare programs.
- Provide education on important physical, social, and emotional need of infants and toddlers.
- Comply with minimum standards and may count toward annual training hours.

More resources are available to you on our website: <http://bvjobs.org/programs/childcare/>

# PROVIDER RESPONSIBILITIES AND ADVERSE ACTION

## Provider Responsibilities

It is the provider's responsibility to abide by certain security requirements, some of which are listed below:

- Use the CCAA system to report attendance.
- Providers may not accept, store, or use a parent's or secondary cardholder's CCAA card or PIN.
- Providers may not perform the attendance/absence reporting function on behalf of the parent.
- An owner/director/assistant director may not have designation as a secondary cardholder by a parent with a child enrolled at the facility.
- Report misuse of CCAA cards and PINs to CCS.
- Report suspected fraud by the parent receiving subsidized child care services to provider services staff.
- Provider agrees that no employee of the child care provider will possess or have on the premises a parent's or secondary cardholder's CCAA card without the parent being present at the provider site.
- Provider is responsible for making sure all staff is aware of CCS policies and that all new staff is required to be trained on the CCS policies.
- Provider agrees to not be reimbursed for care if the child's parent or step parent is the director, assistant director, or has ownership interest in the licensed center, including before or after school programs and school-age programs; agrees to not be reimbursed for care if the child's parent also works during the hours his or her child is in care at a licensed, registered, or listed home.

If a provider fails to meet the provider responsibilities regarding the CCAA system it may result in corrective or adverse actions, such as investigation and prosecution of fraud. Other actions include, but are not limited to:

- Closed intake.
- Moving children to another Provider selected by the parent.
- Withholding Provider payments or reimbursements of costs incurred.
- Termination of child care services.
- Recoupment of funds and prosecution.

## Corrective Action and Adverse Action Plans

Providers that are found to be in non-compliance with CCS, WSBV, or TWC policies and procedures may

1. Suspension, nonrenewal, or termination of child care or a Provider Agreement or Rate Schedule; agreement can be terminated for up to 6 months for non-fraud issues.
  - a. If a determination of fraud is made and affirmed by WSBV or TWC's Office of Investigation, the provider will have a mandatory waiting period of 2 years and will repay all funds owed prior to applying as a CCS provider.
2. Temporary withholding of payments to the provider for child care services delivered;
3. Recoupment of funds from the provider.
4. Any other actions consistent with the intent of the governing statutes or regulations to investigate prevent, or stop suspected fraud.

Providers may appeal CCS corrective or adverse action by appealing the decision of the CCS contractor.

## Service Improvement Agreement (SIA)

The CCS contractor may issue a Service Improvement Agreement (SIA) instead of non-compliance when it is determined that a CCS provider violated a federal, state, or local policy. The conditions of the SIA will depend on the severity of the infraction and/or the provider's history with similar infractions.

The terms of the SIA may result in the application of one or more of the following consequences listed on the SIA:

1. Closed Intake for a minimum of 30 days to 3 months, based on the severity of the violation.

2. Suspension of the Rate Schedule or Agreement for a period of three (3) months (*includes transfer of CCS clients*).
3. Termination of the Rate Schedule or Agreement (*Provider must wait a period of six (6) months before re-applying for provider status*).

### Child Care Licensing Corrective Action

Providers must report, **within one business day**, if the provider is placed on adverse or corrective action. When Texas Health and Human Services Commission Child Care Licensing (CCL) places a Provider on Corrective Action, WSBV notifies the parents of WSBV-referred children. Further steps may be taken and depending upon the circumstances, can include removal of WSBV-referred children from the Provider. The following table summarizes the actions to be taken by the WSBV when a child care provider has been placed on corrective or adverse action with CCL. The following table summarizes the actions to be taken when a child care provider has been placed on corrective or adverse action by CCL.

Status	Notify Parents	Stop New Enrollments	Eligible to Receive Enhanced Rates
Evaluation Status	Yes	No	No
Probationary Status	Yes	Yes	No
Adverse Action	Yes	Yes	No

Failure to report adverse or corrective action by CCL will result in CCS corrective or adverse action, including termination of the agreement and recoupment of funds.

### Notice of Freeze and Tax Liens on Child Care Reimbursements

The CCS contractor may place a freeze on provider reimbursements for unpaid amounts under the Texas Unemployment Compensation Act. TWC may also place a freeze under the Texas Labor Code of debts owed a person whose employer is delinquent is the payment of wages.

### Complaints and Grievances

Parents have a right to file a complaint or grievance without the threat of losing child care. Likewise, providers have a right to file a complaint or grievance without fear of recrimination. If presented with a complaint or grievance, WSBV will strive to resolve the situation in a timely, effective manner.

Providers and parents are encouraged to contact the child care staff at WSBV to resolve their complaint or grievance. For additional assistance in resolving the issue, providers may also contact the Child Care Client Services Manager at (979) 595-2801 ext. 2243. Parents and providers may also request guidance in filing a formal complaint or grievance.

### Appeals

A person or entity that receives a written determination from the Board or a contractor may file an appeal with the Board requesting a review of the determination. The appeal must be:

1. Filed in writing within 14 calendar days of the mailing date of the determination.
2. Contain the participant's name, mailing address and phone number.
3. Contain a brief justification of the appeal request and any other information you want to provide regarding termination of services.

Appeals must be submitted to:

## Appeals

Workforce Solutions – Brazos Valley Board  
Attention: Program Manager  
PO Box 4128  
Bryan, Texas 77805  
Fax: (979)-595-2810

Any written appeals received by the contractor must be forwarded within 72 hours to the Board Program Manager or the Board Complaints Officer.

The Board shall promptly notify the contractor of any complaint or appeal received to which it is a party. The Board will provide and documentation evidence as well as documentation and citations of TWC rules, Board policies, or other documentation for the contractor to support their actions; and a separate bullet for customers to provide not only the justification for their appeal but documentary evidence.

### Suspected Fraud

A provider may be suspected of fraud if one or more of the following is presented:

1. A request for reimbursement:
  - a. In excess of the amount charges by the provider for the child care.
  - b. Is made when the provider's license or registration is no longer valid.
2. A claim for child care if evidence indicates that:
  - a. The person may have been aware or should have been aware that child care services were not provided as claimed.
  - b. The person may have been aware or should have been aware, that information provided is false or fraudulent.
  - c. The person received child care during a period in which the child was not eligible for services
  - d. The person may have been aware or should have been aware, and that child care services were provided by a provider not eligible to be a CCS provider.
  - e. The person may have been aware or should have been aware that the actions were in violation of this chapter or state or federal statute or regulations relating to child care.
  - f. The person became debarred and did not notify CCS to report the change and continued to provide child care.
  - g. The provider possesses or uses a parents' or secondary cardholders' CCAA card or PIN.

**Provider must provider information requested by TWC, WSBV, or CCS for investigation of CCS suspected customer or provider fraud. Failure to provide this documentation as requested could result in a Service Improvement Agreement (SIA) being issued or termination of the rate schedule or provider agreement.**





Workforce Solutions Brazos Valley  
 3991 East 29<sup>th</sup> Street  
 P.O. Drawer 4128  
 Bryan, Texas 77805  
 Phone: 979-595-2800  
 Email: CCMS@bvcog.org

## Attendance Correction Form

**Please use a separate page for each child. Please make sure that you attach the provider contact log along with this form. This form may not be submitted until 6 days after the Date Correction needed and no later than 2 weeks after the date to be corrected.**

Service Month/Year (MM/YYYY) \_\_\_\_\_

License # \_\_\_\_\_ Provider Name \_\_\_\_\_ Provider Email \_\_\_\_\_  
 (Optional)

Parent Name \_\_\_\_\_

Client # \_\_\_\_\_ Child Name \_\_\_\_\_

Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)
Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)
Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)
Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)
Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)
Date(s) Correction Needed	Correction Code (See Below) 1P      2P	# Units Requested	# Units Approved (Office Use Only)

Office Use Only: Total Units Approved: \_\_\_\_\_ Absent \_\_\_\_\_ Ill \_\_\_\_\_

- **By signing this page I certify that the information on this form is correct.**
- **Claiming for services not actually provided constitutes fraud.**

Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Attendance Correction Codes

<p><b>Child Present</b> <u>Submit sign in sheets with this form</u></p> <ul style="list-style-type: none"> <li>• <b>1P</b> Child present- No card available</li> <li>• <b>2P</b> Child present- System error/POS device not working</li> </ul>
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## Child Care Automated Attendance Agreement for Providers

Please read each statement and initial to certify your understanding and compliance:

- I understand that use of the Child Care Automated Attendance (CCAA) system is mandatory for participation in the Child Care Services (WSBV) program.
- I understand that no employee of the child care facility will possess a parent's or secondary cardholder's CCAA card, accept or use a parent's or secondary cardholder's CCAA card or personal identification numbers (PINs), or perform the attendance/absence reporting function on behalf of the parent. Providers who violate this rule may be prosecuted for attempted fraud.
- I understand that the owner or director of the childcare facility will not be designated as the secondary cardholder by a parent with a child enrolled at the facility. Providers who violate this rule may be prosecuted for attempted fraud.
- I understand that I must report misuse of CCAA cards and PINs to WSBV immediately.
- I understand that if a parent has not received a card within one week of starting care, or is unable to activate or use the card, the parent **MUST** contact WSBV to verify information and have a card reissued.
- I understand that manual corrections to CCAA will only be made if the parent was **UNABLE** to make the corrections due to:
  - Card not received within 5 days of the start of care
  - Card lost, reported to WSBV within 3 days, and replacement card not received within 5 days of the first missed report
  - Telephone/POS device not working for 6 days or more
- I agree to comply with the rules and regulations stated above and understand that failure to comply may result in:
  - Closing intake of WSBV referrals
  - Moving all WSBV referred children to another provider selected by the parent
  - Withholding provider payments or reimbursement of costs incurred
  - Termination of child care services
  - Recoupment of funds
  - Investigation for fraud

\_\_\_\_\_  
Signature – Authorized Provider Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name / Title

\_\_\_\_\_  
Provider Name / License #