



City of San Antonio

**Child Care Services
(CCS)**

Provider Handbook

Information Line: 210-230-6300

Child Care Services (CCS)
1499 Hillcrest, Suite 103
San Antonio, TX 78228
www.sanantonio.gov

**The City of San Antonio is an equal opportunity employer/program
Auxiliary aids and services are available upon request to
Individuals with disabilities
TDD/TTY 1-800-735-2989**

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FOREWORD

The City of San Antonio has developed this Provider Handbook to inform you about its child care services and to explain your role as a child care provider.

All rules, policies and procedures in this Provider Handbook are based on federal or state laws and WSA policies and procedures. Any changes to federal or state laws are automatically incorporated into this provider handbook. **The provider handbook is available on the CCS web site and will be updated annually or as needed. The website address is:**

<http://www.sanantonio.gov/humanservices/EarlyEducationChildCare/childcareassistance.aspx>

Please read this handbook carefully. Keep it handy as a reference for questions you may have later. Feel free to call and speak to your Provider Specialist Case Aide if you have any questions. The Provider Specialist Case Aide contact phone and email information is on the last page of this handbook.

PURPOSE

This handbook is for regulated child care providers offering child care services to families receiving assistance through CCS. It will:

- ◆ Provide you with a reference guide that you can keep
- ◆ 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 families change.

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

- ◆ Families wishing to apply for services may contact CCS by calling 210-230-6300 and following the voice prompts.

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 and does not exhaust all policies and procedures within the CCS Program.

ELIGIBLE CHILD CARE PROVIDERS

Any licensed or registered provider of child care in Texas may apply to become a CCS provider. A regulated child care provider must meet the following criteria to be eligible to receive CCS funds for providing child care services:

Meet basic Provider requirements:

- ◆ Have a current license from the Texas Department of Family and Protective Services (TDFPS) as a child care center, licensed child care home or a registered child care home, be licensed as a youth camp by the Texas Health Department (TDH) or Operated and monitored by the United States Military Services.
 - Youth day camps will no longer be an eligible provider as of October 1, 2017
- ◆ If the Potential Provider is a former client that has an outstanding balance owed to the CCS Program, he or she is ineligible to become a CCS Provider until the balance is paid in full.
- ◆ A Provider cannot be debarred from any other State or Federal Programs. Federal Executive Order 12549 requires CCS to screen each covered potential provider to determine whether each has a right to obtain a contract in accordance with federal regulations on debarment, suspension, ineligibility, and voluntary exclusion.

Submit prerequisite documentation to CCS:

- ◆ Published Rates charged to the public can be taken from a page in your Parent Handbook, posted on a flyer or documented on a company letterhead.
 - Handwritten rates or rates submitted in a body of an email are not accepted
- ◆ The provider's published rates must include full-time rates, part-time rates (if offered), afterschool rates, school-age summer rates and any fees such as registration/enrollment fee, supply fee, and activity fee ~~along with~~ and how often each of the fees are charged.
- ◆ A current license from the Texas Department of Family and Protective Services (TDFPS) as a child care center, licensed child care home or a registered child care home, be licensed as a youth camp by the Texas Health Department (TDH) or Operated and monitored by the United States Military Services.

Sign up process:

The Provider Packet will be sent to the potential provider for review and completion after CCS has calculated the daily rates. The Provider Packet consists of:

- ◆ Provider Agreement

- The provider agreement is non-expiring unless changes are made that required a new agreement.
- ◆ Lobbying and Debarment forms
- ◆ Billing Forms
- ◆ Published Rate Calculation Worksheet
- ◆ Holiday Amendment

The Potential Provider will complete the forms in the provider packet and return with the following required documents. The forms must be completed with the name that shows on your license or registration. The required documents are:

- ◆ A copy of your Federal Employer Identification number (EIN) from the IRS or Social Security card if you do not have an EIN
- ◆ A copy of your current Texas driver's license
- ◆ A Parent Handbook that relates to your services
- ◆ A voided check
- ◆ Holidays that your center will be closed

CCS review and automation:

Provider packet and documents can be returned to CCS by postal mail, email, provided in person or fax to:

Child Care Services (CCS)
 1499 Hillcrest, Suite 103
 San Antonio, TX 78228
 Attn: Cherri Smith
 Fax (210)277-2718
csmith@wsalamo.org

Once the provider packet and documents have been received; a review process will be initiated. If anything is needed; you will be contacted.

Upon CCS determination that the provider has met the requirement to be a CCS provider; automation of provider information will be entered in the CCS database.

- ◆ The provider will be notified of the effective date that they are eligible to receive CCS enrolled children by email.

New Providers will report attendance for CCS referred children manually until the POS machine is received from the vendor.

- ◆ The manual billing form will be submitted to CCS within 15 calendar days from the last date recorded.

INDEPENDENT PROVIDER

The provider shall always be an independent provider and not an agent or employee of the City of San Antonio. Child Care Services does not have the right or power to control how a provider selects its employees, hires or fires staff or otherwise provides child care

services; nor does Child Care Services have the right to direct the Provider's action in any way.

The provider is not entitled to wages or benefits from the City of San Antonio, Child Care Services and the provider is fully responsible for the payment of all federal, state and local taxes or contributions imposed or required under unemployment insurance, Social Security and employment tax laws. CCS Providers must abide by Terms of the Provider Agreement and the Provider Handbook.

Having a Provider Agreement 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 CCS-referred children in care, they must still comply with the terms of the CCS Provider Agreement.

TEXAS RISING STAR CERTIFICATION

TRS Provider certification is a process for improving the quality of child care services provided in Texas. A TRS Provider is a child care provider that has an agreement with Child Care Services (CCS) to serve Texas Workforce Commission (TWC) subsidized children and that voluntarily meets requirements that exceed the State's Minimum Licensing Standards for child care facilities. The TRS certification system provides graduated levels of certification as providers meet progressively higher certification requirements. Certification as a TRS Provider is available to Licensed Center, Licensed Child Care Home, and Registered Child Care Home providers who meet the certification criteria. The process improves the quality of child care provided, not only to TWC subsidized children, but to all children enrolled in certified facilities. **TRS certified providers are eligible for an enhanced reimbursement rate**

Texas Rising Star (TRS) providers with a 2-star rating receives a 5% higher reimbursement rate, a 3-star rating a 7% higher reimbursement rate, and a 4-star rating a 9% higher reimbursement rate.

- TRS providers may receive these enhanced reimbursement rates for each provider type and category of care if the reimbursement rate is not higher than the provider's published rate.

Providers who are interested in being certified as Texas Rising Star Provider in the Alamo Region may call 210-582-1565 or email trs_mentors@wsalamo.org .

NOTE: If a provider loses TRS Certification they must immediately:

- Return the TRS Banner to CCS
- Cease advertisement as a TRS Provider

TEXAS SCHOOL READY (TSR!)

Providers that participate in integrated school readiness models may receive an additional 5% above the maximum rate established for only preschool-age children.

809.20 (b)

(b) A Board shall establish enhanced reimbursement rates:

- (1) For all age groups at TRS provider facilities;
- (2) only for preschool-age children at child care providers that obtain school readiness certification pursuant to Texas Education Code §29.161; and
- (3) only for preschool-age children at child care providers that participate in integrated school readiness models pursuant to Texas Education Code §29.160.

CHILD CARE QUALITY PROVIDERS

The Texas Government Code §2308.3171 defines a “quality child care indicator” as any appropriate indicator of quality services, including if the provider:

- ◆ is a Texas Rising Star (TRS) certified provider; www.texasrisingstar.org
- ◆ is accredited by a nationally recognized accrediting organization approved by the Texas Workforce Commission (TWC);
- ◆ is participating in the Texas School Ready! (TSR) project; <http://texasschoolready.org> or
- ◆ is approved by TWC as a program with a quality child care indicator.

ARRANGEMENTS FOR CHILD CARE

All arrangements for child care shall be made between the parent and child care provider per the parent’s child care needs and the provider’s policies. CCS Parents may choose to select:

- ◆ A Regulated Provider,
- ◆ Texas Rising Star Provider,
- ◆ Texas School Ready! Providers; Or
- ◆ A Relative Child Care Provider

When the parent notifies CCS that a childcare selection has been made, CCS staff will:

- ◆ Contact the provider to be sure space is available
- ◆ Verbally authorize care to start, and give authorization numbers
- ◆ Send the provider a TWC Form 2450, Authorization for Child Care Enrollment.
 - Form 2450 tells the provider:
 - The date child care is to begin,
 - 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, and
 - If transportation is authorized.

The provider must not accept a child unless CCS staff has called the provider and issued enrollment numbers. Even if TDFPS or a Texas Workforce Center caseworker refers the child, the provider still must have CCS authorization numbers before accepting the child.

Providers will not be paid for:

- ◆ Accepting a child without receiving CCS enrollment numbers
 - Any day prior to issuing authorization numbers for care to begin
- ◆ Unauthorized days
- ◆ Any day after the end date on the current Form 2450 (**even if termination numbers are not called in to the Provider**)

Providers must accept all children referred to them by CCS if:

- ◆ The children are within the age range the providers are licensed to serve,
- ◆ The children are the ages covered by the Provider Agreement
- ◆ Accepting the children does not put the provider over its TDFPS licensed capacity.

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.

PARENTAL ACCESS TO THE CENTER

The provider shall ensure that the CCS customers have access to their children at the provider's facilities anytime the child is in care.

REQUIREMENTS OF A CHILD CARE SERVICES (CCS) PROVIDER

Providers must have completed the sign-up process with CCS to be paid for providing child care services to CCS-referred children. CCS must ensure that all providers are aware of the requirements of being a contracted CCS provider.

The Provider must:

- ◆ Maintain at all times a current Provider Agreement that outlines the terms which define requirements and other pertinent information;
- ◆ Be either licensed or registered with Texas Department of Family and Protective Services (DFPS), licensed by the Texas Department of State Health as a youth day camp OR, be operated and monitored by the United States military services.
 - Youth day camps will no longer be an eligible provider as of October 1, 2017;
- ◆ Be reimbursed for transportation costs associated with the child's care, provided the cost does not exceed the maximum rate;
- ◆ Collect parent share of cost from families if applicable, and report non-payment of parent share of cost;

- ◆ Not charge parents who are exempt from paying a parent share of cost or parents whose share of cost is calculated to be zero (0) the difference in cost between the provider's published rate and the Board's maximum reimbursement rate;
- ◆ Not collect double reimbursement, i.e., from parents as well as from the CCS, for non-reported attendance;
- ◆ Document and maintain parent share of cost receipts (if applicable) for all CCS children;
- ◆ Communicate excessive absences for DFPS-funded children to CCS;
- ◆ Report any changes in provider status within 10 business days. Changes may include changes in facility name, governing body or corporate status, loss of license or registration, rates or fees, hours of operation or any others, which may affect the service provided;
- ◆ Sign an equipment agreement with the Child Care Attendance Automation (CCAA) Point of Service (POS) vendor;
- ◆ Agree to review the CCAA system and absence reports, at a minimum, every 5 calendar days;
- ◆ Agree that the owner, director or assistant director of the child care provider will not be designated as the secondary cardholder by a parent with a child enrolled at the provider;
- ◆ 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; agree 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;
- ◆ Agree to comply with CCAA requirements;
- ◆ Agree that no employee of the child care provider will:
 - Possess or have on premises a parent's or secondary cardholder's CCAA card without the parent being present at the provider site;
 - Accept or use a parent's or use a parent's or secondary cardholder's CCAA card or personal identification numbers (PIN); and
 - Perform the attendance/absence reporting function on behalf of a parent;
- ◆ Agree to report misuse of CCAA cards and PINs to CCS,
- ◆ Agree to not deny a child care referral based on the parent's income status, receipt of public assistance, or the child's protective service status;
- ◆ Agree to not charge fees to a parent receiving child care subsidies that are not charged to a parent who is not receiving subsidies;
- ◆ Agree that failing to report, within 5 business days of receiving authorization, any authorized days that do not match the referral in CCAA will result in withholding of payment.

NOTE: Failing to meet provider responsibilities regarding the CCAA system 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 reimbursement of costs incurred
- ◆ Termination of child care services
- ◆ Recoupment of funds and prosecution

CHILD WITH DISABILITIES/INCLUSION ASSISTANCE

A child with disabilities as defined in 809.2 under 19 years of age is eligible for CCS if the family meets all other eligibility requirements.

- ◆ Under no circumstance shall the initiation of the inclusion assistance rate come from the provider.
- ◆ Only the parent may initiate the review process.

The Workforce Development Boards (Boards) or CCS must ensure that providers that are reimbursed for additional staff or equipment needed to assist in the care of a child with disabilities are paid a rate up to 190 percent of the provider's reimbursement rate for a child without disabilities of that same age.

- ◆ The higher rate must take into consideration the estimated cost of the additional staff or equipment needed by a child with disabilities.
- ◆ Boards must ensure that a qualified professional familiar with assessing the needs of children with disabilities certifies the need for the higher reimbursement rate.

While child care providers are legally responsible for making reasonable modifications for any child with disabilities, the inclusion assistance rate is made available to providers serving low-income families to assist them in making such reasonable accommodations.

- ◆ The inclusion assistance rate also is available to assist providers and families if a child's disability requires more than just reasonable modifications for the child to be fully included in the child care provider's daily activities.

CHILD CARE ATTENDANCE AUTOMATION (CCAA)

Providers must sign an equipment agreement with the Child Care Attendance Automation (CCAA) Point of Service (POS) vendor. To comply with the operation of the POS device; the provider agrees to maintain:

- ◆ thermal paper for the POS device
- ◆ internet service to view the CCAA web portal
- ◆ a current phone number for IVR

Providers will be responsible for accessing the CCAA provider portal website at www.workforcesolutionschildcare.com

- ◆ **The Provider login is your DFPS License number and first time password is your site zip code**

CCS parents will use the Child Care Attendance Automation (CCAA) system to report attendance using a Point-of-Service (POS) device or reporting attendance through an Interactive Voice Response (IVR) telephone system.

- ◆ At licensed child care centers, parents will be responsible for recording attendance daily utilizing CCAA swipe cards and a Point-of-Service (POS) device.
- ◆ At licensed and registered homes, parents will be responsible for recording attendance daily by using the provider's phone to call the 1-866 number on the back of their CCAA swipe card.
- ◆ Parents may call from any phone to report their child's absences due to either illness or a general absence.
 - court ordered visit absences must be pre-authorized by CCS

The provider must review the Child Care Attendance Automation (CCAA) System attendance and absence reports, at a minimum, every five calendar days; a higher frequency of review is encouraged to review any discrepancies between child care authorization and authorized days in CCAA.

- ◆ Providers are responsible to report failed attendance reports and non-attendance swipes to provider payment staff to ensure accurate and timely attendance and billings.
- ◆ If CCAA attendance discrepancies are found, parents may still be within the six (6) day time frame for recording a previous check in / previous checkout for missed attendance swipes or clearing errors.

Under certain circumstances providers will report attendance manually due to the following instances:

- ◆ A new provider that has been authorized to receive CCS referred children.
- ◆ When the POS system is not functioning properly.
 - *Providers must report the issue to the CCAA POS vendor by calling 1-866-320-8720; and*
 - Report the issue to CCS, within five calendar days.
- ◆ The provider has 15 days from last date recorded to submit the 2455 billing statement validating the child's attendance.
- ◆ You may be asked to submit classroom sign-in sheets

CCAA compliance

Providers must agree to comply with CCAA requirements and are required to report misuse of CCAA cards and use of PINs to the Board or CCS. If a provider fails to

report CCAA misuse it may result in receiving technical assistance, issuance of noncompliance or issuance of SIA to include CCS corrective action.

- Corrective action will be taken against a provider when the provider:
 - possesses, or has on the premises, attendance cards without the parent being present at the provider site;
 - accepts or uses an attendance card or PIN of a parent or secondary cardholder; or
 - performs the attendance reporting function on behalf of a parent.
- ◆ Corrective actions may include, but are not limited to the following:
 - closing intake;
 - moving children to another provider selected by the parent;
 - withholding provider payments or reimbursement of costs incurred; and recoupment of funds.

No employee of the child care facility shall possess, have on the premises, or otherwise have access to parent's or secondary cardholder's CCAA card and PIN without the parent being present at the facility.

- ◆ Provider must report to CCS immediately when a parent leaves their CCAA card on the premises.
- ◆ There will not be a penalty assessed to a provider that self-reports that a client left the card at center.

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

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, including before or after school programs and school-age programs; agree 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;

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

BASIS FOR REIMBURSEMENT TO PROVIDERS

Workforce Solutions Alamo (WSA) establishes maximum reimbursement rates for purchased child care in accordance with federal and state laws and regulations and program state plans. Maximum rates are based on the following:

- ◆ Type of child care
- ◆ Age of the child
- ◆ Full day care
- ◆ Part or full-time care; and

- ◆ Identified need for adult assistance.

Providers must furnish their published rates charged to the public for the age categories they have a DFPS license for. The age groups for reimbursement are:

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

The published rates must include full-time rates, part-time rates (if offered), afterschool rates, school-age summer rates and any fees such as registration/enrollment fee, supply fee, and activity fee (activity fees include only the fees that all parents are required to pay), how often the fees are charged and the provider's transportation rate (if separate from the provider's published rate).

- ◆ Fees for field trips or other special activities not part of the provider's normal activity schedule will not be included in these calculations.

The rates can be taken from a page in the parent handbook, documented on a company letterhead or listed on a flyer rate sheet.

- ◆ Rates submitted to CCS cannot be handwritten or listed in the body of an email
- ◆ This can be submitted to CCS in person, by email, fax or postal mail.
- ◆ The provider's published rates are subject to verification by CCS to ensure rates are not greater than:
 - Actual rates paid by private paying parents

Full-time, Part-time Care and Blended Care:

- ◆ Full-time care is six (6) or more hours per day
- ◆ Part-time care is less than six (6) hours a day
- ◆ Blended care is provided to children that attend the daycare center afterschool during the school year.
 - The blended rate calculation is the (lowest part-time school age rate * 175 days) + (lowest full-time rate * 30 days) / 205 days.
 - The blended rate is paid during the days that school is in session based upon the singular school calendar.
 - A part-time school age referral is used during the summer months only if a child needs less than 6 hours of care per day.

Summer care days may only be authorized during the months of **June through August** and cannot exceed 12 weeks.

- ◆ Workforce Solutions Alamo (WSA) will be using the Northside ISD calendar to determine when summer care rate will be effective.
 - This will be the school calendar used for referrals of school age children
- ◆ During summer vacation, providers will be reimbursed for school-age children using the lower of the provider full-time or the CCS full-time rate

Calculating the Provider Daily Rate

CCS staff will 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-CCS referred parents.

CCS staff will determine the provider's daily rate upon receipt of the provider published rates using the Rate Calculation Worksheet. For providers whose rates are charged on a basis other than daily, the following standards will be used to obtain the daily rate:

- ◆ Monthly rates (Divided by 4.33; then divide the result by 5),
- ◆ Bi-weekly rates (Divided by 2.165; then divide the result by 5),
- ◆ Weekly rates (Divided by 5), and
- ◆ Hourly rates (Multiplied by 6 for part day or 12 for full day).

Providers with multiple rates within an age category listed below will average all applicable rates to obtain the published rate for the age category, then determine the daily rate using the appropriate method as listed above

- ◆ Infant (0-17 months)
- ◆ Toddler (18-35 months)
- ◆ Preschool (36-71 months), and
- ◆ School-age (72 months and up)

Providers will be reimbursed for child care services rendered at the provider's published rate up to the maximum reimbursement rate established by WSA for the Alamo Area CCS.

- ◆ If the provider's published rate is less than the maximum reimbursement rate established by WSA, the provider will be reimbursed for allowable costs up to their published rate.

Calculating Daily Fees (Enrollment/Registration, Activity, Supply)

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

- ◆ Full Year program type will be divided by 260 program days
- ◆ School Year program type will be divided by 194 program days
- ◆ Summer Only program type will be divided by 66 program days

Reimbursement for Transportation

CCS reimburses Providers who offer transportation:

- ◆ If the Provider includes transportation in its published daily rate, CCS pays the Provider that rate.

- ◆ If the Provider charges a separate rate for transportation, CCS pays the transportation rate only for those CCS-referred children authorized to receive transportation services.

The CCS reimbursement amount, which is the combined total of the Provider's published rate plus their transportation rate, is subject to the maximum rate.

Providers offering transportation are identified during "new" Provider enrollment. The Provider agreement specifies whether the Provider offers transportation. If so, it also specifies whether transportation is paid as a separate rate.

- ◆ Transportation cost is limited to \$2.50 per day per child and not to exceed the maximum rate.
- ◆ The Provider's separate charge for transportation (if applicable) cannot exceed CCS's maximum reimbursement rate.

Collecting the Difference between Provider Published Rates and CCS Reimbursement Rates

Providers will be reimbursed for services rendered at the provider's published rate plus any enrollment fee, supply and/or activity fee(s) pro-rated to a daily rate

- ◆ Providers will not be reimbursed at a rate higher than their published rate for the age of the child receiving child care financial aid.
- ◆ Providers may collect directly from the parent any difference between the published rate and the maximum reimbursement rate
- ◆ Providers may not charge parents who are exempt from the parent share of cost or parents whose fee is calculated to be zero (0) the difference in cost between the Provider's published rate and the Board's maximum reimbursement rate.

Annual Submittal of Published Rates

Providers must provide documentation of their published rates to CCS on an annual basis.

- ◆ Failure to provide documentation of the providers published rates may result in termination of the provider's agreement to serve WSA's subsidized children.

Calculated rates will be determined by using the Provider Rate Calculation Spreadsheet. If there is a change in published rates from the prior year; a new provider agreement and rate calculation worksheet showing the new rates will be completed and sent to the provider via email or postal mail.

- The due date will be ten (10) working days from date sent to the provider.
- ◆ The change in rates will be effective on the first of the following month after receiving the signed rate calculation worksheet and signed provider agreement.
 - Provider will not be paid for increases in published rates prior to CCS receiving all signed forms.

Rate Changes

CCS will initiate a new provider agreement when providers report to CCS in writing and submit their new published rates within ten (10) working days of a change in their

published rates. Published Rates charged to the public can be taken from a page in your parent handbook, letterhead or rate sheet.

- ◆ The published rates can be submitted to CCS by email, fax, in person or by postal mail.
- ◆ If the provider reports a change in rates by telephone but does not provide their published rates within ten (10) working days; their rates will remain the same.
- ◆ The provider's published rates will be used to determine the daily rate and will include enrollment/registration fees, supply fees and activity fees for each age group the provider serves.
- ◆ Providers in another managing board will need to report the rate change to the managing board.
- ◆ A new provider agreement and rate calculation worksheet showing the new rates will be completed and sent to the provider via email or postal mail.
 - The due date will be ten (10) working days from date sent to the provider.
- ◆ The change in rates will be effective on the first of the following month after receiving the signed rate calculation worksheet and signed provider agreement.
 - Provider will not be paid for increases in published rates prior to child care contractor receiving notice from the provider and all signed forms.
- ◆ If the provider reports a change in rates but does not provide the signed provider agreement and rate calculation worksheet within ten (10) working days, their rates will remain the same.

BILLING AND PAYMENT

Providers will receive reimbursements based client's attendance swipes when using the Child Care Attendance Automation (CCAA) system

- ◆ This eases the burden of child care claims on child care provider and CCS provider staff that process claims
- ◆ **The provider must allow 15 days from the end of the billing cycle for reimbursement.**

Submitting Bills

Attendance information is recorded daily by reporting attendance at a Point of Service (POS) machine or through an Interactive Voice Response (IVR) telephone system

- ◆ This is transmitted to CCS very Monday by Texas Workforce Commission (TWC)
- ◆ The provider must allow 15 calendar days for reimbursement after the billing cycle.
- ◆ Form 2455; if needed, must be submitted to CCS within 15 calendar days of the close of the billing cycle.

Providers will be reimbursed for any day the CCS child is authorized to receive child care services to include any days the CCS client failed to report attendance for an authorized day (e.g. “non-swipe or non-call in to the IVR).

- ◆ Provider may not collect double reimbursement from CCS clients and CCS for non- reported attendance.

Payment Staff may blank out units for the following reasons

- ◆ Any unbilled holidays providers were closed
- ◆ If providers fail to notify CCS, the last day the child attended
- ◆ If provider fail to notify CCS that services were denied
- ◆ In lieu of referral fix requests

The *Payment Proof* is mailed to the provider by the Provider Payment Staff.

- ◆ The Provider must report any check discrepancies within 15 calendar days
 - from the date noted on the payment proof.
- ◆ Provider Payment Staff will review the payment proof for the following:
 - Child not paid
 - Incorrect number of units paid
 - Incorrect rate paid
 - Incorrect PSOC (parent fee) deducted

If no discrepancies are reported, CCS will assume that payment was made correctly and no further adjustment will be made.

RECOVERY OF IMPROPER PAYMENT

Workforce Development Boards (Boards) must ensure that providers repay improper payments for child care services received.

Recovery of improper payment from a provider could arise in the following circumstances:

- ◆ involving Fraud
- ◆ in which the provider did not meet the provider eligibility requirements
 - Operating without a valid TDFPS Child Care License
 - Unreported closure and units were paid out
- ◆ in which the provider was paid for the child care services from another source
- ◆ in which the provider did not deliver the child care services
- ◆ unreported holiday closure
- ◆ unreported denial of child care services
- ◆ in which referred children have been moved from one facility to another without authorization from the child care contractor
- ◆ other instances in which repayment is deemed an appropriate action such as:
 - Referral fix resulting in a negative balance

- Non-compliance with program rules and regulations (other than Fraud)

REIMBURSEMENT TERMS, ABSENCES, HOLIDAYS, EMERGENCY CLOSURE

CCS will reimburse the child care provider after services are rendered. The provider will receive reimbursement using the Child Care Attendance Automation system. CCAA will automatically transmit providers' attendance weekly.

- ◆ CCS provider staff will on a weekly basis will:
 - Review attendance
 - Resolve attendance issues
 - Process claims
- ◆ The provider must allow 15 days from end of billing cycle for reimbursement.
 - If no discrepancies are reported, CCS will assume that payment was made correctly and no further adjustment will be made.
 - Review the check proof for the following:
 - Child not paid
 - Incorrect number of units paid
 - Incorrect rate paid
 - Incorrect PSOC (parent fee) deducted

NOTE: All check discrepancies must be reported within 15 days from the date noted on the check proof.

Providers are required to access the CCAA provider web portal, at a minimum of every 5 calendar days to ensure all clients are using the CCAA swipe card or reporting absences.

- ◆ The portal website address is www.workforcesolutionschildcare.com

WSA's 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; and
- ◆ Whether additional adult assistance or equipment is required for a child with a disability

Providers that obtain school readiness certification and participate in integrated school models may receive an additional 5% above the maximum rate established for only preschool – age children.

ABSENCES

Meeting attendance standards for child care services consists of fewer than five consecutive absences during the month or ten total absences during the month.

No contact absences occur when the children do not attend the facility after initial enrollment, the parent does not contact the provider or CCS after enrollment and previous attendance, and there are no absences recorded for consecutive days in CCAA via POS or IVR.

- ◆ At **initial enrollment** of a CCS child that does not attend the first three days of scheduled care, the provider is encouraged to report the non-attendance to CCS.
- ◆ **AFTER** enrollment, when a child is absent with or without parent notification for five (5) days of scheduled care, the provider is encouraged to report to the non-attendance to CCS.

CCS provider staff will contact the provider when there are consecutive days of non-swipes inquiring on the child's attendance status. This transpires during the weekly TWIST claims review for processing provider payment.

- ◆ If the child is currently attending; the parent may still be able to record attendance if they are within the six (6) day timeframe for recording a previous check in / previous checkout for the missed attendance swipes or clearing of errors.

HOLIDAYS

All Providers that have a current Provider Agreement with CCS will receive the following six (6) CCS set standard holidays every year: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day

- ◆ To receive the floating holiday selection of choice, the provider must return the holiday amendment form filled out completely.
- ◆ Regulated Providers will be reimbursed for the six (6) CCS set standard holidays and up to three "floating" holidays or closure days of their choice.
- ◆ TRS Providers will be reimbursed for the six (6) CCS set standard holidays and up to six "floating" holidays or closure days of their choice.
- ◆ Providers that do not return the holiday amendment to CCS will automatically receive the CCS set standard holidays.

Holiday closure days not listed on the Holiday Amendment will need to be reported ten (10) business days prior to being closed.

- ◆ These days will be listed as an unbilled holiday or closure day.

Reimbursement for CCS set standard holidays that falls on a weekend:

- ◆ If the **CCS set standard** holiday falls on a Saturday, the provider will be reimbursed for the Friday before the holiday.

- For instance, if Christmas falls on Saturday; CCS will reimburse for the Friday before the holiday.
- ◆ If the **CCS set standard** holiday falls on a Sunday, the provider will be reimbursed for the Monday after the holiday.
 - For instance, if Christmas falls on Sunday; CCS will reimburse for the Monday after the holiday.
- ◆ For those providers open on the weekend (Saturday and/or Sunday), **CCS set standard** holiday reimbursement will be made for the actual holiday.

NOTE: Providers can check the CCAA portal to validate the holidays that your facility will receive for the current year. **If the CCAA portal does not match the holiday amendment submitted to CCS; please notify immediately before the holiday in question.**

EMERGENCY CLOSURE DAYS

CCS will 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, electrical or gas outage, etc.

- ◆ The reimbursement can be up to five (5) business days per calendar year.
- ◆ Providers must notify their assigned Provider Specialist of the closure within five (5) business days of the closure before payment using the EM code can be authorized.

PARENT SHARE OF COST (parent fee)

Most parents receiving care will be assigned a monthly parent share of cost. As a provider, it is your sole responsibility to collect the parent's share of cost before child care is delivered.

Providers must not charge parents who are exempt from paying a parent fee or parents whose parent share of cost is calculated to be zero; the difference in cost between the providers published rate and the Board's maximum reimbursement rate.

- ◆ The Child Care Authorization Form (2450) will indicate which clients are exempt.

Non-payment

Providers must report instances in which the parent fails to pay their required parent share of cost. This must be reported to the CCS provider staff by the third (3rd) business day of each month.

- ◆ Providers will be reimbursed for non-payment of PSOC if all the following apply:

- Provider reports the non-payment of PSOC by the 3rd business day of each month
- Provider reports non-payment of PSOC by email
- Provider does not make prior arrangements with parents and/or accepts partial payment
- ◆ Provider must verify by the 15th day of the month any full PSOC payment received from those reported timely for non-payment.

Note: *The parent's share of cost (commonly referred to as the "parent fee") will be deducted from the provider's reimbursement. It is the provider's responsibility to collect the parent's share of cost before services are delivered.*

TRANSFER REQUEST BY PROVIDER / PARENT

Provider Request

A provider may request in writing an immediate transfer for a child for several reasons such as but not limited to:

- ◆ Behavior issues
- ◆ Parent conflict
- ◆ Needs of the child/family can no longer be met

CCS must be notified in writing informing of the date the child will no longer be accepted. CCS provider staff will:

- ◆ Issue transfer term authorization
- ◆ Contact the parent to inform of the provider's request for transfer

Failure to inform CCS that services were denied to a child may result in technical assistance, a non-compliance or SIA being issued.

- ◆ CCS will not pay the provider for any days after services were denied

Provider Transfer -PSOC

- ◆ A provider may request at any time in writing an immediate transfer for a child due to non-payment of PSOC. However, to be reimbursed the unpaid PSOC the provider must report the non-payment in writing by the third business day of the month.
- ◆ The provider transfer request must include the date the child will no longer be accepted.
- ◆ Upon receipt of the notification, CCS provider staff will issue transfer term authorization to the provider. The parent will be contacted to inform of:
 - ◆ the provider's request for transfer due to non-payment of PSOC
 - ◆ CCS provider staff will send an email to Work Flow staff for scheduling of an appointment with a CCRS.
 - ◆ Work Flow staff will schedule the transfer appointment on the CCRS' next available appointment date.
 - ◆ The transfer enroll authorization will be effective the first of the subsequent month.

Parent request

Parents have the option to transfer children to new child care providers of their choice. The request is usually for the following circumstances:

- ◆ The existing provider that is providing care is not the parents' first choice, and space becomes available with the documented first choice of the parent;
- ◆ The family moves to another location within the Workforce Solutions Alamo service area;
- ◆ A parent changes job or school location;
- ◆ A parent wants all children in the family enrolled at the same child care provider;
- ◆ A parent is concerned for the child's well-being. Concerns for well-being may be based on, but are not limited to:
 - Corrective or adverse action taken by the TDPRS Child Care Licensing Division against the Child Care Provider.
 - TDPRS Child Care Licensing Division complaints against the Child Care Provider, and/or
 - The special needs of the child could be better served by a different Child Care Provider;
- ◆ Child Care Provider is involved in a corrective or adverse action with PRS or with the Child Care Contractor;
- ◆ A Relative provider becomes a CCS Contracted Provider; or
- ◆ Other circumstances in which a transfer is in the best interest of the child(ren) or will avoid a hardship for the family.
- ◆ Parents are eligible to transfer their child to a different provider effective the first day of the subsequent month, unless there are extenuating circumstances that make the transfer urgent. After the parent requests a transfer, CCS staff will:
 - ◆ Identify the reason for the transfer request
 - ◆ Schedule an appointment on the first available appointment date
 - Inform the parent that the transfer will not be effective until the appointment is completed.
- ◆ If the parent is requesting a transfer for a Child with a Disability (CWD) between the ages of 13- 19yrs they must seek authorization from the CCS Provider Management staff.

CHANGES TO REPORT TO CCS

Changes in the way a facility runs may mean that a new Provider Agreement may be needed. Depending upon the nature of the changes, CCS will determine whether a new agreement is required.

Changes in the way a facility runs may mean that a new Provider Agreement may be needed. Depending upon the nature of the changes, CCS will determine whether a new agreement is required.

- ◆ The provider must inform CCS in writing within ten (10) working days of a change in:

- the name of the facility;
 - governing body or corporate status
 - loss of license or registration
 - rates or fees
 - hours of operation
 - the location/address of the facility;
 - ages of the children served;
 - transportation policies;
 - debarment from other state or federal programs; or
 - Any other changes that may affect the service provided
- ◆ CCS may initiate a new Agreement in the following circumstances:
- At agreement revision
 - When significant changes have occurred in the legal nature of the Provider;
 - Social Security number changes to an EIN number (owner's tax status)
 - Ownership, governing body or corporate status of the facility, or
 - Conditions of the license or registration are changed by TDFPS, TDH or United States Military and the Provider agreement is affected (i.e., Registration or licensing status of the facility, a new license number is issued or the Provider changes from a registered home to a licensed center)
 - When the contractor changes;
 - When the maximum reimbursement rate changes
 - A Unilateral Agreement may be used in lieu of initiating a new agreement

If a provider chooses to discontinue providing TWC-subsidized child care services, the provider must give notice to parents, and CCS to avoid interruptions in care and minimize impact on parents and children.

- ◆ **Provider must notify CCS in writing within 30 days prior to closure of the facility.**

Provider must notify CCS within 1 day, changes in licensing status such as being placed on corrective or adverse action.

Child Care Providers may have their Provider Agreement canceled by mutual consent. If mutual consent cannot be attained, the provider or CCS may terminate the provider agreement immediately.

The provider must inform the child care contractor in writing immediately of any anticipated changes that will affect the terms of the agreement or the nature of child care services provided.

Changes that cause termination of the Provider Agreement:

- ◆ A change in facility ownership,
- ◆ A move to a different location,
- ◆ A change in the type of license issued

- ◆ Loss of TDFPS license, registration, or certification status, or
- ◆ A provider found to be in serious noncompliance with, seriously deficient by, or debarred from another State or Federal Program.

Failure to inform CCS about any of these changes before their occurrence may result in corrective actions against the provider.

Technical Assistance, Non-Compliance, Service Improvement Agreement—SIA

Providers must comply with the requirements of being a CCS provider as outlined in the CCS Provider Agreement, Commission rules, and the policies and procedures in the CCS Provider Handbook.

CCS, WSA or TWC may take the following actions if a provider is found to be in non-compliance with the policies and procedures:

- ◆ Suspension, nonrenewal, or termination of child care or a Provider Agreement;
 - Agreement can be terminated for up to 6 months for non-fraud issues.
- ◆ If a determination of fraud is made, and affirmed by WSA or TWC's Office of Investigation, the provider will have a mandatory waiting period of 2 years and must repay all funds owed prior to applying as a CCS provider.
 - Temporary withholding of payments to the provider for child care services delivered;
 - Recovery of funds from the provider; or
 - Any other action consistent with the intent of the governing statutes or regulations to investigate prevents, or stop suspected fraud.
- ◆ Any imposed CCS corrective/adverse action must be accompanied by the appeal documentation Forms 2052/1070.

The consequence for any infraction with the requirement of being a CCS Provider may be in the form of:

- ◆ Technical Assistance for each individual infraction unrelated to the other
 - Verbal and/or written
- ◆ Non-compliance notification to the provider; or
- ◆ Service Improvement Agreement (SIA)
 - Includes a CCS Adverse Action on the 2nd, 3rd and 4th Occurrence
 - Forms 2052/1070 will be included with the SIA
 - Provider has the right to appeal a CCS adverse action

The CCS tracking timeline for issuance of the technical assistance, non-compliance notification or service improvement agreement violations of the CCS Provider Agreement, Commission rules, and the policies and procedures required in the CCS Provider Handbook will be each fiscal year.

- ◆ CCS fiscal year timeline is **October 1 – September 30**

TECHNICAL ASSISTANCE

CCS Provider staff will contact the provider at any instance of an infraction related to the CCS Provider Agreement, Commission rules, and the policies and procedures outlined in the CCS Provider Handbook.

◆ A provider may receive up to three (3) instances of technical assistance for each infraction before a non-compliance is issued

Providers may receive up to three (3) technical assistances for each individual infraction unrelated to the other for the following:

- ◆ Failure to report consecutive non-attendance
- ◆ Failure to log-in and view CCAA Web Portal
- ◆ Failure to collect Parent Share of Cost
- ◆ Failure to report changes in their facility operation
- ◆ Failure to provide documentation as requested by CCS
- ◆ Failure to remain in DFPS Licensed Capacity
 - This infraction requires CCS to report the information to the appropriate DFPS agency.
 - The report is made by email

NON-COMPLIANCE NOTIFICATION

The non-compliance notification form will be used to notify the provider that a history of non-compliances has been cited with the CCS Provider Agreement, Commission rules, and the policies and procedures in the CCS Provider Handbook.

- ◆ The provider will receive a non-compliance after receiving three (3) individual technical assistance occurrences unrelated to the other.

A provider may receive up to three (3) non-compliances for each individual infraction unrelated to the other before a SIA is issued. Providers can be in non-compliance for the following:

- ◆ Failure to report consecutive non-attendance
- ◆ Failure to log-in and view CCAA Web Portal
- ◆ Failure to collect Parent Share of Cost
- ◆ Failure to report changes in their facility operation
- ◆ Failure to provide documentation as requested by CCS
- ◆ Failure to remain in DFPS Licensed Capacity
- ◆ This infraction requires CCS to report the information to the appropriate DFPS agency.
- ◆ The report is made by email

SERVICE IMPROVEMENT AGREEMENT (SIA) for REGULATED PROVIDERS

A Service Improvement Agreement (SIA) form will be used to notify the provider of continuous non-compliance infractions with the terms of the CCS Provider Agreement, Commission rules, and the policies and procedures required in the CCS Provider Handbook.

- ◆ The provider will receive a SIA after receiving three (3) individual non-compliance occurrences unrelated to the other.
- ◆ The 1st issuance of SIA will serve as notification of a corrective adverse action being imposed on any future occurrences of non-compliance.

Failure to fully comply with the terms of the 1st Occurrence SIA and the terms of the CCS Provider Agreement, Commission rules, and the policies and procedures outlined in the CCS Provider Handbook may result in the initiation of a 2nd or 3rd occurrence of SIA.

- ◆ A CCS corrective adverse action will be imposed as outlined on the SIA notification form.
- ◆ Corrective actions for providers may include, but are not limited to, the following:
 - Closing intake
 - Moving children to another provider selected by the parent
 - Withholding provider payments or reimbursement of costs incurred
 - Recoupment of funds
- ◆ The appeal documentation (Forms 2052/1070) will be provided along with the issuance of the 2nd, 3rd and 4th SIA.

The 2nd occurrence consequence will result in Intake closure (new enrollments will not be authorized during this time)

- ◆ Minimum of thirty (30) days to three (3) months based on the severity of the infraction
- ◆ During the intake closure period, children can be enrolled due to the following reasons:
 - Appeal overturned
 - Re-enrollment with less than 10 days' gap in care

The 3rd occurrence consequence will result in suspension of the Provider Agreement

- Suspension will be for a period of three (3) months
- Includes transfer of any CCS enrolled child

The 4th occurrence consequence will result in termination of the Provider Agreement

- A wait period of six (6) months before re-applying for provider status must be met

Providers have the right to appeal **only** when one or more of the corrective actions listed above are imposed on their facility.

- ◆ The appeal documentation (Forms 2052/1070) will be provided along with the issuance of the SIA.
- ◆ A provider who is on an SIA at the time of the contract renewal will not be given an agreement exceeding a period of more than three (3) months.

Withholding Payment to Providers

CCS may withhold payments to providers who are in serious non-compliance with provider requirements.

- ◆ CCS will provide sufficient information about the circumstances of the infraction for the determination of whether the appropriate action is to withhold payment to the provider.

SUSPECTED FRAUD

Fraud is considered to be wrongful acquisition of any benefit through intentional use of deception or misrepresentation.

- ◆ WSA contractors must exercise due diligence in fact-finding, reporting, and collection of overpayments of cases involving fraud.
- ◆ No accusation of fraud or dishonesty should be made, even if guilt seems apparent.

A Provider, or any other person in a position to commit fraud may be suspected of fraud if the person presents or causes to be presented to the WSA or CCS one or more of the following items:

- ◆ A request for reimbursement more than the amount charged by the Provider for the child care; or
- ◆ A claim for child care services if evidence indicates that the person may have:
 - known, or should have known, that child care services were not provided as claimed;
 - known, or should have known, that information provided is false or fraudulent;
 - received child care services during a period in which the parent or child was not eligible for services;
 - known, or should have known, that child care subsidies were provided to a person not eligible to be a Provider; or
 - Otherwise indicated that the person knew or should have known that the actions were in violation of Chapter 809 or state or federal statute or regulations relating to child care services.
- ◆ Provider must provide information requested by TWC, WSA, or CCS for investigation of CCS suspected customer or provider fraud.
- ◆ Failure to provide this documentation as requested could result in an SIA being issued or termination of the provider agreement.

The Commission, Board, or Board's child care contractor may take the following actions if the Commission finds that a **Provider** has committed fraud:

- ◆ Temporary withholding of payments to the Provider for child care services delivered;
- ◆ Nonpayment of child care services delivered;
- ◆ Recoupment of funds from the Provider;
- ◆ Stop authorizing care at the Provider's facility or location; or
- ◆ Any other actions consistent with the intent of the governing statutes or regulations to investigate, prevent, or stop suspected fraud.
- ◆ Special Provisions for when a Child Care Provider is suspected of Fraud.

NOTE: If fraudulent intent is demonstrated, the Provider may be terminated from further child care services.

TDFPS CHILD CARE LICENSING CORRECTIVE / ADVERSE ACTION

The Texas Department of Family and Protective Services (DFPS) may place child care providers on corrective or adverse action if the provider has repeated violations of child care licensing standards that do not endanger the health and safety of children. Licensing staff may place the operation on Corrective Action with one of the following:

- ◆ Evaluation status; or
- ◆ Probationary status

DFPS adverse actions are steps that Child Care Licensing may take to force an operation to close.

- ◆ Adverse actions are taken when an operation has been cited for deficiencies that pose a risk to the health and safety of children, or if there are indications of a continued failure to comply with standards, rules or child care law.
- ◆ Adverse actions include denial of an application, revocation or suspension of a permit or an adverse amendment with conditions on a permit.

Providers must report to CCS, **within one (1) business day**, if the center is placed on adverse or corrective action by TDFPS Child Care Licensing. The following table summarizes the actions to be taken when a child care provider has been placed on corrective or adverse action with TDFPS.

- ◆ Failure to report adverse or corrective action by TDFPS may result in CCS corrective or adverse action, including termination of the agreement and recoupment of funds.

Status	Required Notification of Parents	Required to Stop New Enrollments	Required to Remove Currently Enrolled Children	Provider Eligible to Receive Enhanced Rates
Evaluation Status	Yes	No	No	No
Probationary Status	Yes	Yes	No	No
Adverse Action	Yes	Yes	Yes	No

CCS must ensure that parents enrolled with the provider are notified in writing of the provider's corrective action status.

- ◆ A parent may elect to transfer to another provider upon receiving notification.

Providers cannot receive the enhanced reimbursement rate while on evaluation or probationary status with DFPS. The enhanced rates will end for providers that are:

- ◆ Texas Rising Star certified
- ◆ Texas School Ready certified

NOTICE of FREEZE and TAX LIENS on CHILD CARE REIMBURSEMENTS

TWC may place a freeze on provider's reimbursements for unpaid amounts due under the Texas Unemployment Compensation Act. TWC may also place a freeze on a provider reimbursement under the Texas Labor Code for debts owed to a person whose employer is delinquent in the payment of wages.

Compliance with other state and federal programs must be maintained always. The following are instances when CCS will not reimburse providers:

- ◆ If a provider or its staff is found to be debarred from other State or Federal programs.
 - the child care contractor shall terminate this Provider Agreement immediately
 - not reimburse providers that are debarred from other state or federal programs unless and until the debarment is removed

Providers that are issued a "Notice of Freeze" shall not be reimbursed and will have a hold placed on the assets

PROVIDER ON-SITE VISIT

VISITS TO PROVIDERS

CCS has the right to conduct an on-site fiscal monitoring during operational hours. CCS 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.

RECORD KEEPING

Providers must maintain financial records for each child receiving subsidized child care and make them available for review by CCS upon request. At a minimum, the provider must keep the following for each child receiving subsidized care:

- ◆ Attendance records,
- ◆ Receipts for parent fees paid by the parent,
- ◆ Copies of the Billing Form 2455 (if applicable)
- ◆ provider payment proofs, and

- ◆ Any other records pertaining to financial claims for a child receiving subsidized care.

In accordance with Federal law, providers must keep financial records for three (3) years and ninety (90) days from the last day the child receives subsidized child care.

APPEALS

If a provider disagrees with the adverse or corrective action issued by CCS, the provider may appeal to WSA by submitting a signed Form 1070 and providing a written reason for the appeal.

- ◆ The request for an appeal shall be submitted to WSA within 14 calendar days of the date of written notification of CCS adverse action.
- ◆ Upon receiving the signed Form 1070 and written reason for the appeal, WSA will submit the documentation to CCS for final review and attempt at informal resolution.
- ◆ If CCS notifies WSA that an informal resolution was not reached, WSA will schedule a Board hearing.
- ◆ WSA will review all the documentation submitted during the Board hearing.
- ◆ WSA shall issue its determination in writing to the provider
- ◆ The provider and/or CCS may file an appeal to the Texas Workforce Commission if the provider or CCS disagrees with the outcome of the Board Hearing.

Reasons for adverse action

Any provider receiving a Form 2052 indicating an adverse action is being taken has the right to appeal.

- ◆ Adverse actions may be taken on a provider after all efforts have failed to bring the provider into compliance with the CCS Provider Agreement, Commission rules and the policies and procedures outlined in the CCS Provider Handbook; or
- ◆ Other reasons as indicated on Form 2052

COMPLAINTS/GRIEVANCES

Providers have the right to have complaints or grievances heard without the threat of retaliation. Providers should begin by explaining the problem or complaint to their Provider Specialist, if this is unsuccessful, provider may request a review by the Social Services Manager.

Training Opportunities for Caregivers

- ◆ Go to the ReadyKidSA website www.readykidsa.com. Click "Provider Resources", then click on "Professional Development Calendar".

- ◆ Go to the Family Service Association's website at www.Family-Service.org. Click on "Our Services", then "Child Care Resource & Referral", then "Providers".
- ◆ Go to the San Antonio Association for the Education of Young Children at <https://saaeyc.wordpress.com/>. Click on Calendar.
- ◆ Go to the Family & Consumer Science section of the Texas Cooperative Extension's website at <http://fcs.tamu.edu>. You may also contact the Extension agent at (210) 467-6575 for Bexar County, (830) 257-6568 for Kerr, Kendall, Gillespie, Bandera & Medina Counties. Call (512) 393-2120 for Guadalupe & Wilson counties.
- ◆ Go to the Southern Early Childhood Association's website at www.southernearlychildhood.org
- ◆ Go to the National Association for Regulatory Administration's website at <http://www.naralicensing.org>.
- ◆ Early Childhood Education Resources are available on the Family Involvement Network of Educator's (FINE) website at www.finenetwork.org
- ◆ Go to the National Child Care Association's website at <http://www.nccanet.org/> or call 1-800-543-7161.
- ◆ Go to the National Association for Family Child Care's (NAFCC) website at www.nafcc.org
- ◆ Go to the Texas Licensed Child Care Association's website at www.tlcca.org.
- ◆ Go to the Council for Professional Recognition's website at www.cdacouncil.org
- ◆ Go to Texas Early Care and Education Career Development System- TECECDS (<https://tecpds.org/>) for the Texas Trainer Registry, which is a database of qualified trainers all across Texas in the early childhood field.
- ◆ Go to Texas Agrilife Extension website at <http://childcare.tamu.edu>

CONTACT information
Provider Services, Payment Staff and Texas Rising Star Assessors

CCS Provider Services		
Cherri Smith Management Analyst Supervisor	210-230-6330	csmith@wsalamo.org
Rosa Gonzalez Case Aide Providers A-H and any providers that start with #'s	210-230-6335	rgonzalez@wsalamo.org
Jennifer Limon Case Aide Providers I, J, N-W and Z	210-230-6333	jlimon@wsalamo.org
Dolores Tijerina Case Aide Providers K, L, M and Y	210-230-6334	dtijerina@wsalamo.org
Brenda Torres Case Aide All Rural Providers	210-230-6300 (option 5)	btorres1@wsalamo.org
TRS Assessors		
Jessica Villarreal Senior Management Analyst	210-230-6342	jvillarreal@wsalamo.org
Jeannette Kreiner Management Analyst	210-230-6320	jkreiner@wsalamo.org
Provider Services Fax #		
210-277-2718		

Please direct CCS parents to call the CCS Main Phone #
210-230-6300 for info on their case status or for any CCAA
issues