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Workforce Solutions Alamo Child Care Services Program

**Managed by the City of San Antonio
Department of Human Services**

Provider Handbook

Information Line: 210-230-6300

Child Care Services
1499 Hillcrest, Suite 103
San Antonio, TX 78228
www.workforcesolutionsalamo.org

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Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas (800) 735-2989 (TDD) or (800)735-2988 voice

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FOREWORD

Child Care Services (CCS) 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 Workforce Solutions Alamo (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 City of San Antonio 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 and keep it handy as a reference for questions you may have later. Feel free to call or email your Provider Case Aide if you have any questions. The Provider Case Aide contact phone and email information is on the last page of this handbook.

PURPOSE

This handbook is for 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 through multiple funding sources, which can be managed by CCS 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, or
- Apply to the waitlist on-line
<https://www.cognitofrms.com/WorkforceSolutionsAlamo1/CCSWaitlist>

In this handbook you will find the requirements and procedures for becoming a CCS provider. 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 child care provider must meet the following criteria to be eligible to receive CCS funds for providing child care services:

Basic Provider requirements:

- Have a current license from Child Care Licensing (CCL) as a
 - child care center,
 - licensed child care home or
 - registered child care home

Exception: Providers operated and monitored by the United States Military.
- Not have an outstanding balance owed to the CCS Program if the Potential Provider was a former client or former provider. He or she is ineligible to become a CCS Provider until the balance is paid in full.
- Not 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.

Required Prerequisite documentation:

- Submit the provider's published rates- Published rates are the established rate charged to private-paying parents for full-time and part-time care for various age groups. Documentation of Published Rates can be taken from a page in your Parent Handbook, posted on a flyer or documented on company letterhead. Handwritten rates or rates submitted in a body of an email will not be accepted.
 - The published rates must include:
 - Full-time rates (6 – 12 hours of care per day),
 - Part-time rates (Less than 6 hours of care per day, if offered),
 - Afterschool rates,
 - School-age summer rates and
 - Fees and how often the fees are charged
 - Registration/enrollment fee,
 - Supply fee,
 - Activity fee (only fees all parents are required to pay),
 - Transportation rate (if separate).

NOTE: The registration/enrollment fee, supply fee, and activity fee, will be included in the calculation of the provider's daily rate and will not be charged to children receiving CCS subsidy.

- Fees for field trips or other special activities not part of the provider's normal activity schedule will not be included in these calculations.
- Submit a copy of the provider's current license from CCL as a child care center, licensed child care home or a registered child care home or documentation that the provider is 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 the daily rates are calculated by CCS (see NOTE section on page 4). The Provider Packet consists of:

- Provider Agreement
- Lobbying and Debarment Forms
- Billing Forms (W-9 and ACH Deposit)
- Rate Calculation Worksheet
- Holiday Amendment Form

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 is listed on your license or registration. The required documents are:

- Documentation to validate ownership of the childcare facility
- A copy of your Federal Employer Identification number (EIN) from the IRS or Social Security card if you do not have an EIN
 - If you do not have a copy of the IRS Letter please contact the IRS at 1-866-255-0654 to request one
- A copy of your current Texas driver's license (individual)
- A Parent Handbook that relates to your services
- A copy of a voided check from your current bank account
- A copy of a signed letter from your current bank account to validate account owner
- Holidays that your center will be closed that are not listed on the Holiday Amendment Form

CCS review and automation:

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

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

Once the provider packet and documents have been received; a review process will be initiated. If any questions arise or documents are 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.

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 (CCS).
- 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 CCS. All referrals made by the CCS Contractor are based on parent choice. If providers do not have CCS-referred children in care, they must still comply with the terms of the CCS Provider Agreement.

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

Texas Rising Star (TRS)

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, Registered Child Care Home providers and Providers operated and monitored by the United States Military 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.**

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:

- 2-star rating receives a 5% higher reimbursement rate,

- 3-star rating receives a 7% higher reimbursement rate, and
- 4-star rating receives a 9% higher reimbursement 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 .

- If a provider loses TRS Certification they must immediately return the TRS Banner to CCS (if they have one from past distribution) and cease advertisement as a TRS Provider

Texas School Ready (TSR!)

Texas School Ready is a comprehensive preschool teacher training program combining a research-based, state-adopted curriculum with ongoing professional development and progress monitoring tools. The goal of this program is to help children be better prepared for school.

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

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

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

- Contact the provider to ensure space is available
- Verbally authorize care to start, give authorization numbers and eligible start date
- Send the provider a TWC Form 2450, Authorization for Child Care Enrollment.

Form 2450 tells the provider:

- The start and end date of child care,
- The amount of the parent's 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.
- Whether the referral is full-time or part-time

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

- The children are within the age range licensed to serve,
- The children are the age(s) covered by the Provider Agreement
- Accepting the children does not put the provider over its CCL licensed capacity

- Accepting the children does not put the provider over the limit of CCS referrals they will take

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.

- If your CAP is met please inform CCS staff when they call to authorize enrollment

Unauthorized Care

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

CCS will not reimburse Providers 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**)

CHILD WITH DISABILITIES/INCLUSION ASSISTANCE

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

- Only the parent may initiate the review process. Under no circumstance shall the initiation of the inclusion assistance rate come from the provider.
- CCS will ensure that providers are reimbursed at 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:
 - Additional staff in the child's classroom or
 - A class ratio reduction of at least 50%
- Adaptive equipment needs will be reviewed and may be provided by the QIA contractor
- A qualified professional familiar with assessing the needs of children with disabilities will certify the need for the higher reimbursement rate or adaptive equipment.
- 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.

American with Disabilities Act (ADA)

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.

REQUIREMENTS OF A CCS PROVIDER

CCS will ensure all providers that have completed the sign-up process with CCS are aware of the requirements of being a contracted CCS provider. The Provider must:

- Maintain a current Provider Agreement that outlines the terms which define requirements and other pertinent information;
- Be either licensed or registered with CCL OR, be operated and monitored by the United States military services.
- 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 the difference between the provider's published rate and the Board's maximum reimbursement rate to parents that are exempt from paying a parent share of cost or whose share of cost is calculated to be zero (0);
- Document and maintain parent share of cost receipts (if applicable) for all CCS children;
- Communicate excessive absences for all CCS referred children;
- 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 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.
- Ensure that the CCS customers have access to their children at the provider's facilities anytime the child is in care.

CHILD CARE FACILITY 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. The provider must inform CCS in writing within ten (10) business 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 CCL 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

Daycare closure or Voluntary Withdraw from CCS

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 calendar days prior to closure of the facility.**

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 CCL 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.

CHILD CARE ATTENDANCE AUTOMATION (CCAA)

Parents:

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.

Reporting daily attendance:

- 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.

Reporting absences (illness or regular absence):

- Parents may call from any phone to report their child's absences due to either illness or a general absence.

Reporting Court Ordered Visitation

- court ordered visit absences must be pre-authorized by CCS before the court ordered code can be used

Providers:

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/ccaa

- **The Provider login is your DFPS License number and first-time password is your site zip code**
 - You can change your password afterwards

The provider must review and monitor the Child Care Attendance Automation (CCAA) System, at a minimum, every five calendar days; a higher frequency of review is encouraged to ensure all clients are using the CCAA swipe card or reporting absences and review any discrepancies between child care authorization and authorized days in CCAA.

- Providers are responsible to report failed attendance swipes (error message), non-swipes or non-call in to the IVR, non-attendance and consecutive absences to provider payment staff to ensure accurate and timely attendance and billings on a weekly basis.
- If there are CCAA failed attendance swipes or non-swipes or non-call in to the IVR and the child is attending daycare, parents may still be within the six (6) calendar day time frame for correcting attendance by recording a previous check in or contacting CCS for assistance in clearing errors

Provider 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.

Misuse of attendance reporting by the provider will result in a fact-finding investigation by CCS staff. Misuse applies to an owner, operator, director or employee of a child care facility that:

- 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 will be taken against a provider and may include, but not limited to:

- closing intake;
- moving children to another provider selected by the parent;
- withholding provider payments or reimbursement of costs incurred;
- Termination of Provider Agreement; and
- recoupment of funds.

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 RATES AND REIMBURSEMENT

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

- Type of child care facility (Licensed Center, Licensed or Registered Child Care Home)
- Age of the child
- Part or full-time care; and
- Whether additional adult assistance or equipment is required for a child with a disability

Note: Increase in rates effective 8/1/2018 – new CCS maximum rates:

<http://www.workforcesolutionsalamo.org/ccs-provider-renewal>

Age groups for reimbursement

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

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

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**
 - 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.
- Blended care is provided to children that attend the daycare center before school or afterschool (or both) 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 school calendar.
- 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.
 - School age full-time summer care days may only be authorized during the months of **June through August** and cannot exceed 12 weeks.
 - 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 will average all applicable rates to obtain the published rate for the age category, then determine the daily rate using the appropriate method.

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

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

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

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

- 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

CCS staff will determine the provider's daily fees upon receipt of the provider published rates using the Rate Calculation Worksheet.

Reimbursement for Transportation

CCS reimburses Providers who offer transportation only for those CCS-referred children authorized to receive transportation service. Providers offering transportation are identified during "new" Provider enrollment, renewal or reported rate change. The CCS reimbursement amount, which is the combined total of the Provider's calculated published rate plus their transportation rate, is subject to the maximum rate.

- 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 cost limited to \$2.50 per day per child and not to 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 calculated published rate for the age of the child receiving child care subsidy.

- Providers may collect directly from the parent any difference between the calculated published rate and the maximum reimbursement rate
 - Parents must be made aware **prior** to enrollment
- 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.
- If there is a change in CCS reimbursement 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) business 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

Providers must report rate changes in writing within ten (10) business days of a change in published rates. Provider will not be paid for increases in published rates prior to CCS receiving notice and receipt of the signed provider agreement and rate calculation worksheet.

- 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.
- If the provider reports a change in rates by telephone but does not provide their published rates within ten (10) business days; their rates will remain the same.
- Providers in another managing board will need to report the rate change to the managing board.

BILLING AND PAYMENT

When to submit manual billing (Form 2455)

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 and has not yet received their POS device.
- 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 calendar days from last date attendance was recorded to submit the 2455 billing statement validating the child's attendance.
- Providers may be asked to submit classroom sign-in sheets to validate attendance

Payment

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).

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

Validation of payment

All CCS Providers will receive reimbursement bi-weekly after services are rendered. 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.
- At the report of a discrepancy; 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 there are no discrepancies reported within the required timeline, CCS will assume that payment was made correctly and no further adjustments will be made.

RECOVERY OF IMPROPER PAYMENT

Improper payments for child care services are required to be paid immediately after discovery. Recovery of improper payment from a provider could arise in the following circumstances:

- Issues related to Fraud
- the provider did not meet the provider eligibility requirements
 - Operating without a valid CCL License
 - Unreported daycare closure and units were paid out
- the provider was paid for the child care services from another source
- the provider failed to report within 5 business days, the last day the child attended if
 - child never attended after enrollment authorization
 - child stopped attending
- failure to notify CCS of discrepancies between referral authorization & check proof
- late/unreported holiday or closure day not listed on the holiday amendment (Form CC-2060 or 2061)
- late/unreported denial of child care services due to
 - suspension for any number of days
 - Behavior of the parent or child
 - PSOC not paid
 - **Report must be made immediately**
- 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)

NON-ATTENDANCE, HOLIDAYS, EMERGENCY CLOSURE

Non-attendance

CCS must be notified within five (5) business days when a child is no longer attending. The provider is eligible for reimbursement up to the 5th business day if reported timely. Business days will coincide with CCS business days of Monday – Friday.

- the child never attended after enrollment authorization
- the child stopped attending

During review of claims for payment processing; CCS staff will contact the provider when there are consecutive days of non-swipes inquiring on the child's attendance status. The provider may be subject to Technical Assistance, Non-Compliance or SIA for failure to report non-attendance timely.

- If the child is currently attending; the parent may still be able to record attendance if they are within the six (6) calendar day timeframe for recording a previous check in for the missed attendance swipes or clearing of errors.
- The parent can contact CCS Main Office by calling 210-230-6300 for assistance if needed

Holidays

All Providers with a current CCS Provider Agreement 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, and Christmas Day

- Providers will be reimbursed for the six (6) CCS set standard holidays plus three (3) "floating" holidays or closure days of their choice.
- TRS Providers will be reimbursed for the six (6) CCS set standard holidays plus six (6) "floating" holidays or closure days of their choice.
- To receive the floating holiday selection of choice, the provider must return the holiday amendment form by due date
- Providers that do not return the holiday amendment to CCS will automatically receive **ONLY** the CCS set standard holidays.

Holiday closure days or any day that your center is closed not listed on the Holiday Amendment Form must be reported prior to being closed.

- These days will be listed as an unbilled holiday or unbilled closure day
- CCS reimbursement will not be received

Reimbursement for CCS set standard holidays that fall 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 the Friday before the holiday.
- If the CCS set standard holiday falls on a Sunday, the provider will be reimbursed the Monday after the holiday.
 - For instance, if Christmas falls on Sunday; CCS will reimburse for the Monday after the holiday.
- Providers that are open on the weekend (Saturday and/or Sunday), CCS set standard holiday reimbursement will be made for the actual holiday.

Reimbursement for Provider selected "floating holidays" or "closure days" that fall on a weekend (this does not apply to CCS set standard holidays):

- If the selected “floating holidays” or “closure days” the provider chooses falls on a weekend; the provider must indicate on the holiday form if they will observe the holiday on the previous Friday or on the following Monday.

Providers can check the CCAA portal to validate the holidays/closure days that your facility will receive for the current year.

- If the CCAA portal does not match the holiday amendment form submitted to CCS; please notify immediately
- Notifications not made within 10 business days prior to the holiday in question may not be reimbursed.

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 to receive reimbursement.

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** responsibility to collect the parent’s share of cost before child care is delivered (generally on the 1st of the month).

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

- **Providers receiving PSOC reimbursement from CCS cannot charge fees for late PSOC**

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.*

Effective August 1, 2018, Workforce Solutions Alamo (WSA) Child Care Services (CCS) may terminate child care services if a parent fails to pay the parent share of cost to the provider and the provider reports the nonpayment, after redetermination according to CCS procedures.

- For families whose eligibility for child care services began before August 1, 2018 and up to their redetermination date, the following applies:
 - Child care services may not be terminated during the current 12-month eligibility period.
 - For families with unpaid parent share of cost, when eligibility ends, the unpaid amount must be repaid and a mandatory 60-day waiting period applies before reapplication for services.

TRANSFER REQUEST BY PROVIDER / PARENT

Provider Request

A provider may request in writing an immediate transfer for a child due to:

- Behavior issues
- Parent conflict
- The Provider can no longer meet the needs of the child/family

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 due to 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 by CCS, the provider must report the non-payment in writing by the third (3rd) 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 numbers 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 ensure scheduling of a transfer appointment.
- Transfer appointment will be scheduled for the next available appointment date.

Parent request

Parents have the option to transfer children to new child care providers of their choice. Parents will need to contact CCS and request transfer appointment.

Electronic Communication

Electronic communication should not be used to solicit or sell products or services that are unrelated to the Company's business, distract, intimidate, or harass WSA/CCS or third parties. In addition, electronic communication is subject to applicable state and federal laws and WSA/CCS policies and procedures on confidentiality. Violations include, but not limited to:

- Requesting WSA/CCS staff purchase or support in fundraising campaigns
- Emailing customer/child information including date of births and social security numbers
- Sending chain letters or participating in the transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate WSA/CCS purposes;
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm WSA/CCS networks or systems;
- Causing congestion, disruption, disablement, alteration, or impairment of WSA/CCS networks or systems;
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages; and/or
- Sending, receiving, or accessing pornographic materials;

Using electronic communication to transmit racist, sexist, threatening, or otherwise objectionable or illegal material, defined as any visual, textual, or auditory entity, file, or data, is strictly prohibited. If you violate any of the above policies, you could be subject to corrective action including the termination of the provider agreement.

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 Provider staff will contact the provider at any instance of an infraction when reporting requirements have not been met. The consequence for any infraction may be in the form of:

- Technical Assistance (TA),
- Non-Compliance,

- Service Improvement Agreement (SIA),
- Withholding of Payment

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 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 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 either by telephone or email after each infraction consequence (Technical Assistance, Non-Compliance or SIA).

Providers may receive up to three (3) technical assistances for each individual subject infraction which include the following:

- Failure to report consecutive non-attendance (5-days consecutive non-attendance)
- Failure to log-in CCAA Web Portal resulting in CCAA account being disabled
- Failure to log-in and monitor CCAA Web Portal to report consecutive non-swipes

NON-COMPLIANCE NOTIFICATION

The non-compliance notification form will be used to notify the provider of their infraction and provide a history of technical assistance and/or non-compliances.

- The provider will receive a non-compliance after receiving three (3) individual technical assistance occurrences for the same subject infraction.
- A provider may receive up to three (3) non-compliances for the same subject infraction outlined in the Technical Assistance section above, before an SIA is issued.

SERVICE IMPROVEMENT AGREEMENT (SIA) for PROVIDERS

A Service Improvement Agreement (SIA) form will be used to notify the provider of the following infractions:

- Failure to comply with CCAA requirements due to misuse of attendance reporting
- Continued non-compliance infractions as outlined as outlined above
 - After receiving three (3) non-compliances for the same subject infraction
- CCS will impose a thirty (30) calendar day SIA timeline for the 1st issuance of SIA that will serve as notification of a corrective adverse action being imposed on any future occurrences of non-compliance.
- A corrective action will be imposed for any future occurrence resulting in a 2nd or 3rd SIA issued to the provider after all efforts have failed to bring the provider into compliance
- 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
 - Termination of the provider agreement for one year (12 months)
- The appeal documentation (Forms 2052/1070) will be provided along with the issuance of the 2nd and 3rd SIA and 4th occurrence.

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

- Minimum of thirty (30) calendar 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 business days' gaps in care

The 3rd SIA occurrence 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 will result in termination of the Provider Agreement

- A wait period of twelve (12) 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.

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.

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 (TWC), Board (WSA), or CCS 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 Agreement may be terminated.

CHILD CARE LICENSING CORRECTIVE (CCL) / ADVERSE ACTION

CCL 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

Adverse actions are steps that CCL 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 CCL.

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

The following table summarizes the actions to be taken when a child care provider has been placed on corrective or adverse action with CCL.

Status	Required Notification	Required to Stop New	Required to Remove Currently	Provider Eligible to Receive
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	of Parents	Enrollments	Enrolled Children	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 CCL. The enhanced rates will end for providers that are:

- Texas Rising Star certified
- Texas School Ready certified

TWC NOTICE of FREEZE or 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.

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

A Notice of Freeze or Notice of Levy on subsidy payments does not make a provider ineligible to care for children.

- The provider can choose to discontinue providing child care services but must give 30 days' notice to CCS and to parents before the discontinuation of services to avoid interruption in care.

PROVIDER DEBARRMENT

Compliance with other state and federal programs must always be maintained. TWC will send notice if a provider or its staff is found to be debarred from other State or Federal programs.

CCS may terminate the Provider Agreement immediately

- No new referrals are made to the provider
- no reimbursement to Providers that are debarred from other state or federal programs

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.

PROVIDER ON-SITE VISIT

Visits to Providers

CCS has the right to conduct an on-site visit 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) calendar days from the last day the child receives subsidized child care.

CONTACT information

Provider Services Payment Staff and Texas Rising Star Assessors

- New staff assignment effective May 1, 2018

CCS Provider Services		
Cherri Smith Management Analyst Supervisor	210-230-6330	csmith@wsalamo.org
Brenda Torres Sr. Office Assistant Providers that start with a Number and A-D	210-230-6332	btorres1@wsalamo.org
Dolores Tijerina Admin Assistant I Providers E, M-O, U-V	210-230-6334	dtijerina@wsalamo.org
Rosa Gonzalez Admin Assistant Providers F-K and Z	210-230-6335	rgonzalez@wsalamo.org

Jennifer Limon Case Aide Providers L, P, W-Y	210-230-6333	jlimon@wsalamo.org
Melissa Brice Admin Assistant Providers R-T	210-230-6319	mbrice@wsalamo.org
Bertha Gonzales Admin Assistant Client CCAA issues	210-230-6300	bgonzales@wsalamo.org
TRS Assessors		
Jessica Villarreal Senior Management Analyst	210-230-6342	jvillarreal@wsalamo.org
Martha Hodge Management Analyst	210-230-6318	mhodge@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 number
210-230-6300 for information on their case status or CCAA issues

Provider Handbook Log of Changes:

Date	Section changed	By
3/15/17	Annual Submittal of Provider Rates	C. Smith
5/18/17	Clarification of daily fees on pg. 13	C. Smith
5/18/17	Failure to report non-attendance timely on pg. 19	C. Smith
5/18/17	Provider floating holiday/closure days that fall on weekend on pg. 20	C. Smith
6/7/17	Technical Assistance on pg. 25	C. Smith
6/7/17	Non-compliance on pg. 25-26	C. Smith
6/27/17	Update to reflect business days and calendar days	L. Elizondo
11/14/17	Removed DFPS License report for being over capacity	C. Smith
11/14/17	Removed TDH Licensed Youth Day Camps	C. Smith
11/14/17	Added Technical Assistance for unreported holiday or closure days	C. Smith
1/8/2018	Non-attendance information	C. Smith
1/8/2018	Added CCAA violations due to misuse of attendance reporting	C. Smith
2/8/2018	Removed DFPS and replaced with Child Care Licensing. Updated non-compliance reasons. Removed 3-day NPC. Providers receiving PSOC reimbursement from CCS cannot charge fees for late PSOC.	C. Smith/L. Elizondo
8/1/2018	Effective August 1, 2018, Workforce Solutions Alamo (WSA) Child Care Services (CCS) may terminate child care services if a parent fails to pay the parent share of cost to the provider and the provider reports the nonpayment according to	L. Elizondo

	CCS procedures.	
8/1/2018	<i>Increase in rates effective 8/1/2018 – new CCS maximum rates:</i> http://www.workforcesolutionsalamo.org/ccs-provider-renewal	L. Elizondo
8/1/2018	Electronic communication agreement	L. Elizondo