



Parent

Handbook

**Child Care Services
Tele-Center**

**1702 Hampton Rd
Texarkana, Texas
75503**

(903) 794-8999

or

(800) 874-3226

ccs@netxworks.org

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Equal Opportunity Employer/Programs. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas TDD: 800.735.2983 Voice: 711
Serving Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties.

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FOREWORD

Finding the right place and the right people to care for your child while you work or go to school is an important decision. When it comes to finding child care, there are a number of options from which to

choose. Care may be provided by an eligible relative, by individual providers who are licensed or registered with the state licensing agency, or by licensed child care centers. The choice is yours.

Workforce Solutions Northeast Texas offers a network of child care facilities throughout the nine-county Northeast Texas service area which are all licensed or registered by the State of Texas. The Northeast Texas area includes: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus counties. Workforce Solutions customers include parents who live in our nine-county service area and are currently working, participating in a job training program, or enrolled in school for at least twenty-five (25) hours per week for a one parent household and fifty (50) hours per week for a two parent household.

This Parent Handbook has been developed to provide you with information about child care services, to explain your rights and responsibilities, and to help you obtain affordable, quality child care. Please read this handbook carefully and use it as a reference for questions you may have about your child care assistance. Our telephone number is: **(903) 794-8999** or **toll free (800) 874-3226**. Feel free to call between 8 a.m. to 5 p.m., Monday through Friday or email us at ccs@networks.org.

PURPOSE

This handbook has been written for parents receiving child care assistance through Workforce Solutions Northeast Texas. It will:

- Provide you with an overview of available child care services;
- Provide you with a reference guide;
- Make certain you understand you are responsible for choosing arrangements for your children that meet your family's needs;
- Make certain you understand your responsibilities;
- Explain the conditions upon which child care services and payments are based;
- Make certain you understand you may appeal a denial, reduction or termination of child care services;
- Explain procedures for requesting fair hearings if child care services are denied, reduced, or terminated;
- Make certain you understand you may be prosecuted for obtaining or attempting to obtain, by fraudulent means, child care services to which you are not entitled; and
- Make certain you understand you will be required to pay back any child care funds you received if determined you have committed fraud.

APPLYING FOR CHILD CARE SERVICES

Parents may access child care services on our website www.networkworkforce.org. After the online application is submitted, along with the required documents listed on the check list, a client services specialist will conduct a one-on-one phone interview with the parents/caretakers to:

- Explain the need to ask the person caring for their child/children many questions in order to help make lasting and satisfactory arrangements;
- Determine whether the parent(s) are eligible to receive child care services;
- Determine the needs of the child(ren) and the parents;
- Offer the parent(s) available options that meet the needs of both the children and parents;
- Provide the 2-1-1 Texas INFO*LINE telephone number for child care resource and referral to help them in locating a provider within their area. Cell phone users need to dial (361) 882-4636 for 2-1-1 services;
- Give the parent the licensing website to assist in locating a provider www.txchildcaresearch.org;
- Allow the parent to choose the child care option the family will use;
- Respect parental choice;
- Encourage the parent(s) to visit with the provider of child care services prior to enrollment;
- Calculate the parent share of cost, if applicable;
- Summarize the information read and attested to on the website; and
- Authorize enrollment with the parent's chosen provider.

SELECTING A CHILD CARE ARRANGEMENT

The following information will help you choose the child care arrangements to meet your needs and the needs of your children.*

Regulated Child Care Providers – The provider can be a:

Licensed Child Care Centers (LCCC) – licensed facilities that are routinely monitored and inspected by the Texas Department of Family and Protective Services (DFPS). Center may care for 13 or more children under age 14 for less than 24 hours. The application process requires child care center providers receive orientation and background check. A license is issued after DFPS licensing staff completes on-site inspection(s) to ensure minimum standards are met. Centers are inspected every 5-12 months, or more frequently if a report is received related to child abuse or neglect or standards violations.

Licensed Child Care Homes (LCCH) – licensed facilities that are routinely monitored and inspected by DFPS. Licensed homes provide care for 7-12 children under the age 14 for less than 24 hours per day. The application process requires a licensed home provider complete an orientation class and receive clearances on background checks. A license is issued after DFPS licensing staff completes on-site inspection(s) to ensure minimum standards are met. Licensed homes are inspected every 5-12 months, or more frequently if a report is received related to child abuse or neglect or standards violations.

Registered Child Care Homes (RCCH) – Registered child care homes provide care for up to 6 children under age 14 in the caregiver's home. They may also take in up to 6 more school-age children. The number of children allowed in a registered home is determined by the ages of the

children. The application process requires a registered home provider complete an orientation class and receive clearances on background checks. A registration certificate is issued after DFPS licensing staff completes on-site inspection(s) to ensure minimum standards are met. Registered homes that receive subsidized child care are inspected every year, or more frequently if a report is received related to child abuse or neglect or standards violations.

*Note: Providers who are “listed” with the DFPS cannot be a regulated child care provider with Workforce Solutions Northeast Texas with the exception of relative providers.

A child care provider may be a **Texas Rising Star Provider (TRSP)** – this indicates the provider voluntarily meets requirements that exceed the state’s minimum licensing standards for health and safety, group size, child/staff ratios, caregivers training, and age-appropriate curricula and activities for child care facilities. Certification as a Texas Rising Star Provider is available to licensed centers and homes and registered child care homes that meet the certification criteria.

A regulated provider may be in the **Texas School Ready! grant program**. Texas School Ready! replaced the Texas Early Education Model (TEEM) and encourages school readiness programs to share certified teachers and to integrate facility space; professional development; and funding from child care, Head Start, and pre-kindergarten sources. Preschool classrooms eligible for Texas School Ready! grants are composed of children who will be attending kindergarten the following school year and include: licensed child care centers (for profit, nonprofit and faith-based), school districts and charter school pre-kindergarten, and Head Start. For additional information about the Texas School Ready! grant program, visit: <http://www.childrenslearninginstitute.org/our-programs/program-overview/TX-school-ready/default.html> or <http://www.childrenslearninginstitute.org/our-programs/program-overview/TX-state-center/default.html>.

Parents are encouraged to inquire whether a chosen regulated provider is a Texas Rising Star Provider or Texas School Ready! Provider.

Relative Care – Certain relatives, eighteen (18) years of age and older, may also care for your child(ren). The relative must be related by blood, marriage, or court decree, and be one of the following:

- The child’s grandparent, great-grandparent, aunt, uncle, or sibling
- Live in a separate household from the child (unless meets TWC exception rules)
- Not on the Texas Department of Public Safety’s Sex Offender Registry.
- Must be a listed provider with the Texas Department of Family and Protective Services.

Parents requesting relative care must give Workforce Solutions Northeast Texas the name, address and phone number of the relative providing child care. Documents such as copies of birth certificates, marriage certificates, and/or court decrees must be supplied to verify the provider is an eligible relative. Proof of residency for the relative provider and the parent must be submitted to verify the relative’s eligibility. Proof of listing status must be provided.

CHECKLIST FOR SELECTING A CHILD CARE FACILITY

Selecting a child care provider is one of the most important decisions for a parent. Before visiting a facility, it is helpful to identify the basic family needs parents look for in a child care program. These may be the location of the program, the hours of operation, transportation services, etc.

After selecting child care programs that meet your basic needs, you are urged to visit the programs to learn first-hand if it is the right program for the child/children and the family. There is no substitute for a “walk through” visit. Take the time to talk to the child care provider and ask questions about the children’s day-to-day activities and meals and/or snacks served.

When choosing a child care arrangement and monitoring a choice after enrollment, you may want to use the following checklist:

- Staff members are warm and friendly.
- The children seem happy and relaxed.
- My child felt comfortable during the visit.
- The child care facility accepts children my child’s age.
- The hours of operation fit my schedule.
- Transportation is available if needed.
- Activities are available for children of different age groups.
- There are enough staff members to care for the children.
- There are enough toys, books, paint and games in good condition.
- The classrooms are nicely arranged to allow for active and quiet play.
- The staff is trained to care for children.
- All fees are clear and concise.
- The facility is clean and safe.
- The program’s mission is appropriately focused on children.
- Parents are welcome and can visit without notice at any time.

PROVIDERS CHARGING THE DIFFERENCE:

A child care provider cannot charge the difference between their published rate and the amount of Workforce Solutions Northeast Texas’ reimbursement rate. The provider will make no additional charges to Workforce Solutions Northeast Texas referred parents above their parent share of cost for any differences between the published rate and the reimbursement rate. This does not include charges to parents for picking children up late or for special activities not included in the published rate the parents elect to pay for on their own. The parent will still be responsible for paying their parent share of cost.

CHANGING CHILD CARE ARRANGEMENTS

Transfers are only authorized after a 2 week notice is given to the provider. You must contact our office prior to any transfer. You have the right to contact Workforce Solutions Northeast Texas to request to transfer your child to another child care provider. Often, however, you can talk with the provider to try to work things out before making this decision. Make sure your parent share of cost is paid up to date at your current provider.

If you are changing from one regulated provider to another, go to www.netxworkforce.org, click on Child Care, Parents, Request to Transfer, or call Workforce Solutions Northeast Texas to request the transfer. If the regulated provider you selected does not already have the required paperwork on file with Workforce Solutions Northeast Texas, the provider must provide the required paperwork before care can be authorized. Our staff will call your present provider to give them the drop date of the child(ren). The new regulated provider will be called to start care.

If you are changing relative providers, you must call Workforce Solutions Northeast Texas with the new relative provider's name, address and telephone number. A provider packet will be mailed to them and must be returned before the transfer can be made. Copies of birth certificates, marriage certificates, or court decrees must be supplied to verify the chosen provider is an eligible relative. Proof of residency for the relative provider and the parent must be submitted to verify the relative's eligibility. The relative provider must also be listed with the Department of Family and Protective Services.

Two providers cannot be paid on the same day. The date you call will be the date care will end at the current provider unless you request a future date.

WORKFORCE CENTER REFERRALS

Parents who are authorized to receive child care services by Workforce Solutions Northeast Texas center staff do not have the same rights and responsibilities as parents who apply for child care services directly.

- Workforce center staff determines eligibility for child care services for parents who participate in the Choices and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) programs.
- Workforce center staff emails the required forms to the Client Services Specialist to authorize child care. The parent must call and speak with a Client Services Specialist to enroll child(ren).
- The Client Services Specialist provides information regarding program requirements and the parent must sign a form that acknowledges the parent's rights and responsibilities.
- Parents who are referred by workforce center staff and are participating in the Choices program will not be required to pay a parent share of cost. Parents in other workforce center programs may be required to pay a parent share of cost based on income.

CHILD PROTECTIVE SERVICES (CPS)

Parents who are referred to Workforce Solutions Northeast Texas by the Texas Department of Family and Protective Services (DFPS) to receive child care assistance do not have the same rights and responsibilities as parents who apply for child care services directly. DFPS is the state agency that oversees Child Protective Services (CPS).

- CPS caseworkers determine child care eligibility for children in protective care.
- CPS/Foster Care parents do not pay a parent share of cost.
- CPS/Foster care families do not have the right to appeal the reduction, denial, or termination of services through Workforce Solutions; however, the parent may follow the procedures for appeals as established by DFPS.

TEEN PARENTS

To qualify for the teen parent child care assistance:

- You must be eighteen (18) years of age or younger, or nineteen (19) years of age and attending high school or the equivalent (pursuing General Equivalency Diploma or G.E.D.);
- You must receive a high school diploma or G.E.D. by your twentieth (20th) birthday;
- Your income must not exceed the income guidelines.

Teen parents pay a parent share of cost for child care:

- Based on the teen parent's monthly income; or
- If the teen parent participates in the Choices program or has no income, there is no cost to the teen parent.

A teen parent may receive child care during the summer months if:

- He or she meets the eligibility requirements; and
- He or she is working or going to school during the summer or is planning on going back to school in the fall.

CHILDREN WITH DISABILITIES

If you have met all other requirements to receive child care assistance and your child has a disability that requires special assistance to function in a group child care setting, be sure to discuss that information with your Client Services Specialist.

PARENT ENROLLMENT AGREEMENT

1. I must be in school, training, or employed the required number of hours to be eligible. I understand that only Workforce Solutions Northeast Texas can authorize a child care arrangement for my child, including changes in the provider of care.

2. In advance or within 14 calendar days after the change occurs, I will inform Workforce Solutions Northeast Texas and the child care facility about permanent changes in:

- Work
- School/Training
- Family composition.
- Change in income putting household income over 85% SMI
- Residence.
- Telephone number.
- Emergency contact information.

3. I will comply with all Texas Workforce Commission (TWC), Workforce Solutions Northeast Texas, and provider requirements or have child care services denied or terminated.

4. I must pay the monthly parent share of cost amount as specified to remain eligible.

Child Care Facility Requirements

1. I will meet the enrollment requirements and all other policies specified by the child care facility in which my child is enrolled.

2. I will provide information, including health and immunization records, authorization to secure medical assistance, and parent contact information to be used in case of an emergency.

3. I will be on time and honor the child care facility's opening and closing hours. I will be responsible to pay any overtime fees charged if I am late picking up my child from the facility.

4. I will report to the Texas Department of Family and Protective Services (DFPS) licensing office any complaints about a possible violation of licensing standards, which affects the care of children in the facility.

5. If I need child care on any of the child care provider's nine paid holidays, I will arrange my own child care for those days.

Transportation Requirements

If the child care facility is providing transportation for my child:

1. I will stay with my child or make sure another adult does until the bus arrives each morning.

2. I will be at home or make sure another adult is at home when my child arrives home from the child care provider.

3. Any day my child will be absent from the child care facility, I will call the facility early enough to keep the bus from coming to my home.

Requirements for Notification of Absence

1. I will notify the child care facility when my child is going to be absent and tell them the reason for the absence.

2. I understand that there is a limit on the number of absences my child may have within my twelve (12) month eligibility period.

3. I understand if my child reaches 40 absences in my eligibility period my child care will be terminated. There will be a 60 day penalty before my child will be eligible for child care assistance.

4. I understand that if my child is under court order to visit an absent parent, the child may be absent for a court ordered visit. I must notify Workforce Solutions Northeast Texas Child Care Services before the visit and provide them with a copy of the court order. Court ordered absences must be reported in advance to my provider and CCS.

PARENT SHARE OF COST OR PARENT FEE

A parent share of cost is a sliding scale based on the family income, the number in the household, and the number of children in care. If all the children in the family attend a Texas Rising Star Provider, the family is eligible for a reduction.

A parent share of cost cannot be waived. It is a fixed fee that is not adjusted for the number of days per week that care is provided. It is not reduced when children are absent.

Parents agree and understand:

- Parents must pay the parent share of cost in advance before receiving the child care;
- Parents must pay the parent share of cost as determined by a Client Services Specialist at the initial determination of eligibility, and agree to pay the parent share of cost if it changes due to decrease in income, family size, etc;
- Any child care subsidy the parent receives from another agency must also be paid to the child care facility where their child receives care;
- The parent share of cost is based on the family's total monthly gross income, family size, and the number of children enrolled in child care;
 - The parent share of cost must be paid even when the child is absent; and
 - ⊖ If the parents do not pay the amount required, Workforce Solutions will terminate care and there will be a 60-day penalty before the parents can reapply.
 - If a child is not redetermined for non-payment of the parent share of cost, that amount must be repaid before reapplying.

REPORTING A CHANGE TO WORKFORCE SOLUTIONS

Parents must report changes to Workforce Solutions Northeast Texas within **fourteen (14) calendar days of the change**. Some of the changes may include: a permanent loss of a job or training activity, income increases above the 85% SMI, change in family size that would cause the household income to increase above 85% SMI, or if you move or change phone numbers.

Failure to report changes within fourteen (14) calendar days may result in fact-finding for suspected fraud.

All changes can be reported at www.netxworkforce.org or by contacting our office by phone 903-794-8999 or email ccs@netxworks.org.

RIGHTS AND RESPONSIBILITIES SUMMARY

Rights of Parents or Guardian

1. To have persons represent them when applying for child care services.
2. To be notified about their eligibility for services within twenty (20) calendar days from the date all eligibility documents are received by Workforce Solutions Northeast Texas.
3. To select the child care arrangement they desire from the options open to them and to visit facilities before making their choice.
4. To visit the facility in which their child is enrolled and to participate in activities.
5. To receive assistance in choosing initial or additional child care referrals including information about policies regarding transferring their child from one facility to another.
6. To appeal a denial, reduction, termination of services or amount of a recoupment. This does not apply to parents who have children from Child Protective Services (CPS) in-home cases and did not request child care. The procedure for requesting an appeal will be provided by the Texas Department of Family and Protective Services (DFPS).
7. To have information used to determine eligibility for child care services treated as confidential by Texas Workforce Commission (TWC) and Workforce Solutions Northeast Texas.
8. To receive services without regard to race, sex, color, national origin, age, political affiliation, religion, or disability.
9. To reject an offer of child care services or voluntarily withdraw their child from child care services. This does not apply to families who have children from CPS in-home cases.
10. To be informed by Workforce Solutions Northeast Texas of the possible consequences of rejecting or ending child care that is offered.
11. To be notified in writing by Workforce Solutions Northeast Texas at least fifteen (15) calendar days before the termination of services, except in cases in which a CPS caseworker has authorized child care to end immediately. No 15 day notice will be sent in those situations

Responsibilities of Parents or Guardian

1. To provide Workforce Solutions Northeast Texas with all information necessary to establish eligibility to receive child care services.
 - This information must be provided by the deadline stated in the cover letter or child care will be terminated.
2. To report a permanent loss of a job or training activity, income increases above the 85% SMI, change in family size that would cause the household income to increase above 85% SMI, or change residence or phone numbers.. Changes must be reported to Workforce Solutions Northeast Texas (and workforce center staff, if applicable) within fourteen (14) calendar days of the change.
3. To understand that child care services will be denied or terminated for failure to submit all information requested above within the time frames listed above.
4. To speak with Workforce Solutions Northeast Texas by phone to request enrollment of children at a child care provider.
5. To comply with all Texas Workforce Commission and Workforce Solutions Northeast Texas policies and procedures and child care provider requirements.

ABSENCE POLICY

It is the parent's responsibility to notify the child care provider of a child's absence during normal participation hours.

Parents must ensure that the eligible child or children attend on a regular basis consistent with the authorized days of care. Meeting attendance standards for child care services consists of fewer than forty (40) absences during a year.

If a child exceeds forty (40) total absences during the current eligibility period, care will end and they cannot reapply for 60 days.

The provider will call Workforce Solutions Northeast Texas when your child/children are absent 5 consecutive days. Ex. Monday, Tuesday, Wednesday, Thursday and Friday or Thursday, Friday, Monday, Tuesday and Wednesday.

Eight 5 day reports will be grounds for termination of your child care assistance.

A child may be absent for court-ordered visits with a non-custodial parent. However, documentation of the court order and notification to Workforce Solutions Northeast Texas is required *before* the court ordered visit. If the visit is for more than two weeks, the parent may request a suspension from the program. The parent must report the court ordered absences by contacting your provider and Workforce Solutions Northeast Texas.

WORK AND EDUCATION REQUIREMENTS

Twenty-Five (25) Hours Minimum Requirement for child care services:
(This does not include Choices, Child Protective, or Supplemental Nutrition Assistance Program Employment and Training Programs)

Workforce Solutions Northeast Texas requires that parents must work a minimum of twenty-five (25) hours per week or be enrolled in non-degree (certificate), post secondary vocational education training, be enrolled in college, or have a combination of employment/education totaling twenty-five (25) hours for a one parent household or fifty (50) hours for a two parent household per week in order to receive subsidized child care. One (1) semester hour of college equals three (3) hours of participation. If in training, the parent must maintain a 2.00 GPA.

For parents twenty (20) years of age or older, GED will count as ten (10) hours toward the twenty-five hour participation requirement. The parent must be working at least an additional fifteen (15) hours to meet the minimum requirement to qualify for child care services.

CHILD CARE DURING ACTIVITY INTERRUPTION

Parents who are currently receiving child care services and experience a permanent loss in work or training are eligible for a three (3) month activity interruption. If the parent is not participating and does not send in the required documentation by the end of the three (3) months, care will be terminated.

RECERTIFICATION OF CHILD CARE SERVICES

Parents whose children are enrolled in subsidized child care services must be recertified to determine continued eligibility for child care on a regular schedule. Workforce Solutions Northeast Texas will notify the parent by sending a Recertification Letter at least twenty-five (25) calendar days before the recertification information is due from the parent. The letter will instruct the parent to access the website, www.netxworkforce.org, to complete the recertification process. The parent must submit the renewal application on the website and send in required documentation by the documentation due date. If not submitted by the due date or if the client is determined to no longer be eligible, a 15-day notice of termination is mailed to the client. This notice of termination explains to the client the care is ending. A procedure to appeal is also sent.

TERMINATION OF CHILD CARE SERVICES

Parents who do not comply with the eligibility criteria (a child with 40 absences, non-payment of parent share of cost, verification of income, family size, minimum hours, etc.) or who may be over the income limit will be given a fifteen (15) calendar day notice and a right to appeal notice prior to his/her child care services being terminated.

If the parent is terminated for non-payment of their parent share of cost or 40 absences they will have a 60 day penalty before they can reapply.

APPEALS

Parents have 14 calendar days from the mailing date on Form 2052 to file an appeal with Workforce Solutions Northeast Texas (Board) requesting a review. The appeal must be submitted in writing and include:

- a. the parent's name, mailing address, and phone number,
- b. a copy of the termination/denial letter and
- c. a brief justification of the appeal request.

The Board will provide an opportunity for an informal resolution in an attempt to resolve the issue. If the parent is not satisfied with the informal resolution, a Board hearing will be scheduled. Parents have the right to have a representative during the informal resolution and at the Board hearing. The representative may include an attorney (at your expense), friend, co-worker, or family member. If the parent chooses to have a representative during the informal resolution and/or Board hearing, the parent must submit a written authorization.

Parents may mail or fax the appeal to the following:

<p style="text-align: center;">Appeals Workforce Solutions Northeast Texas 1702 Hampton Rd Texarkana, TX 75503 Fax: 903-794-8012</p>

If parents should have any questions regarding this matter, please call 903-794-8999. Appropriate accommodations (auxiliary aids and services) will be made available, upon request, to individuals with disabilities and individuals with limited English proficiency.

ORIENTATION TO COMPLAINT

**This Orientation to Complaint Form addresses complaint procedures for the listed programs and services administered in the local workforce development area by Workforce Solutions Northeast Texas and its contractors:
Child Care Services**

The recipient of the federal financial assistance is:

**Workforce Solutions Northeast Texas
911 N Bishop, Building A Ste. 100
Wake Village, Texas 75501**

**Equal Opportunity (EO) Officer: Sharon Davis
Telephone Number: (903) 794-9490 x505
TDD /Relay Texas: (800) 735-2988**

Workforce Solutions Northeast Texas (the Board) shall resolve complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a complaint related to activities or programs administered by the Board. If you have a complaint concerning any of these programs, you may submit your written complaint to the Board's EO Officer or Contractor, as appropriate.

After your complaint has been received, the EO Officer will notify you of the next step in the complaint procedure. As long as you wish to pursue your complaint, the Board or Contractor will follow the steps described in the Complaint Procedure. You should study the Complaint Procedure carefully, and if you feel that steps required by the Complaint Procedure are not being followed, contact the EO Officer. Remember that at any stage of the Complaint Procedure you feel that you are not being provided enough help, you should contact:

**Texas Workforce Commission (TWC)
Subrecipient Monitoring Department
101 E. 15th St., Room 242-T
Austin, Tx 78778-0001**

**Telephone Numbers:
(512) 463-2400
Relay Texas TDD: 1-800-735-2989
Relay Texas Voice: 711**

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

What to do if you believe you have experienced discrimination. If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Equal Opportunity Officer (or the person whom the recipient has designated for this purpose), or with: The Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N4123, Washington, D.C. 20210. If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center. If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

IGUALDAD DE OPORTUNIDADES ES LA LEY

La Ley requiere igualdad de oportunidades: El destinatario de asistencia financiera del Gobierno Federal tiene prohibido por ley discriminar, con base en los conceptos a continuación: discriminar a cualquier persona en los Estados Unidos por motivos de su raza, color, religión, sexo, origen nacional, edad, incapacidad, filiación o ideología política; discriminar a cualquier beneficiario de programas que cuenten con apoyo financiero a tenor del Título I de la Ley de Inversión en la Fuerza Laboral (Workforce Investment Act o WIA) de 1998, por motivo de la ciudadanía o calidad migratoria del beneficiario en tanto inmigrante legalmente autorizado para trabajar en los Estados Unidos; o por motivo de su participación en cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIA. El destinatario de tal asistencia no debe discriminar en ninguno de los conceptos a continuación: en decidir quiénes han de ser admitidos o tener acceso a cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIA; en la provisión de oportunidades en tal programa o actividad y en el trato a cualquier persona con respecto al programa o actividad; o en la toma de decisiones de empleo en la administración de tal programa o actividad o con respecto a lo mismo.

Qué hacer si usted cree haber sido discriminado/a: Si cree haber sufrido discriminación en un programa o actividad con apoyo financiado a tenor del Título I de la WIA, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el: Director del Centro de Derechos Civiles (CRC), Civil Rights Center (CRC), Dept. Federal Del Trabajo (U.S. Dept. of Labor), 200 Constitution Avenue NW, Room N4123, Washington, D.C. 20210. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en la más temprana de las dos fechas) antes de presentar su queja al Centro de Derechos Civiles). Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted no tiene obligación de esperar a que el destinatario le expida dicho Aviso para presentar una queja con el CRC. Por otra parte, la queja con el CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

FRAUD AND IMPROPER PAYMENTS

Fraud can be defined as: the intentional deception or misrepresentation a parent makes, knowing it to be false or knowingly fails to disclose a material fact, which could result in some unauthorized benefit (such as child care services) to the parent. If a parent knowingly and intentionally gives false information or does not give the necessary information (such as income from other sources) to Workforce Solutions Northeast Texas during eligibility determinations, this may be considered possible fraud and the parent may be prosecuted.

Additionally, 18 U.S.C. 641 states:

“Whoever embezzles, steals, purloins, or knowingly converts to his use or the use of another, or without authority, sells, conveys or disposes of any record, voucher, money or thing of value of the United States or of any department or agency thereof, or any property made or being made under contract for the United States or any department or agency thereof; or whoever receives, conceals, or retains the same with intent to convert it to his use or gain, knowing it to have been embezzled, stolen or purloined or converted shall be fined under this title or imprisoned not more than ten years or both; but if the value of such property does not exceed the sum of \$1,000, he shall be fined under this title or imprisoned not more than one year, or both.”

It may be considered stealing child care services if a parent continues to receive child care and does not notify Workforce Solutions within 14 calendar days of a change in income or household composition that would cause the family income to exceed 85% SMI, a permanent loss of job or training activity or improper or inaccurate reporting of attendance. The parent will be required to pay back any money paid for child care during the period of time it was determined the parent was committing fraud.

ADDRESSES, TELEPHONE NUMBERS, WEBSITE AND RESOURCES

Workforce Solutions Northeast Texas

Child Care Services
1702 Hampton Rd
Texarkana, TX 75503
Phone: (903) 794-8999 or (800) 874-3226
Fax: (903) 794-8012 or (877) 329-6772
Email: ccs@netxworks.org
Website: www.netxworkforce.org

All programs and employers under the auspices of Workforce Solutions Northeast Texas are equal opportunity entities. Auxiliary aids and services are available, upon request, to individuals with disabilities. Texas Relay: (800) 735-2988 Voice, 711 TDD

Workforce Solutions Northeast Texas locations

Texarkana

1702 Hampton Rd.
Texarkana, TX 75503
Phone: (903) 794-4163
Fax: (903) 792-2976

Mount Pleasant

312 N. Riddle
Mt. Pleasant, TX 75455
Phone: (903) 572-9841
Fax: (903) 572-0159

Paris

5210 SE Loop 286
Paris, TX 75460
Phone: (903) 784-4356
Fax: (903) 784-7267

Sulphur Springs

1513 Houston St.
Sulphur Springs, TX 75482
Phone: (903) 885-7556
Fax: (903) 439-1012

Workforce Solutions Northeast Texas provides excellent resources for job seekers. Each location provides assistance with career assessment and planning, vocational training at local community colleges, job search assistance, and work certification classes to help job seekers in finding a job. Each center provides free computer, fax and telephone usage to customers searching for a job. Workforce Solutions Northeast Texas is an equal opportunity employer/program.

Child Care Provider Information

2-1-1 Texas INFO*LINE

To receive assistance in finding a child care facility in your area to meet your need, you can call 2-1-1 (toll free) to talk with a child care resource and referral representative. Cell phone users need to dial (361) 882-4636 for 2-1-1 services.

Texas Department of Family and Protective Services

For information on any child care facility in Texas, you may visit the licensing website: www.txchildcaresearch.org Choose "Search For A Day Care."

Child Care Licensing: (903) 233-5237

IMPORTANT DATES TO REMEMBER

Please remember while receiving child care assistance through Workforce Solutions Northeast Texas, you must meet certain deadlines. Please find listed below several important dates, that if forgotten, will cause the child care services you receive to be denied, reduced, terminated or delayed. Remember:

- Your eligibility re-certification date;
- Documentation must be returned to the Client Services Specialist as required;
- During re-certification, you have until the stated deadline to submit your application on our website, www.netxworkforce.org, and return any other eligibility information (i.e. verification of income, family size, etc.);
- You must call your child's provider (day care facility) immediately to **report when your child is absent** and the reason your child will not be in that day;
- Change of status must be reported to Workforce Solutions Northeast Texas within **fourteen (14) calendar days of the change**;
- Parent share of cost is to be **paid in advance** on a schedule determined by your provider;
- Appeals must be requested within **fourteen (14) calendar days of mailing date on Form 2052** as indicated on the appeal notice.