



## Workforce Solutions - Child Care Services (CCS) Eligibility Requirements

Dear Parent(s)/Guardian(s):

This packet contains important information regarding CCS eligibility requirements, along with the complete eligibility application. Child Care Services may be able to assist you with the cost of care for your child (ren) while you work, are in training or continue your education.

Please read, complete, sign and date all the forms in this packet that apply to your household and return with all the required documentation. Once the complete eligibility packet is received, a Child Care Specialist will review the information submitted and determine if you qualify for Child Care Services.

### ELIGIBILITY REQUIREMENTS

Your family may be eligible for child care assistance if:

1. you reside in Hidalgo, Willacy, or Starr County;
  2. you have a child(ren) under the age of 13 (or a child(ren) with disabilities under the age of 19);
  3. your family’s income does not exceed *85% of the state median income* (see chart below);
  4. each child receiving child care is a US citizen or legal immigrant of the United States; and the family requires child care to participate in training, education, and/or a combination of employment activities for a minimum of 25 hours per week for a single-parent family or 50 hours per week for a two-parent family.
- Note:** Each parent in a two-parent family must be meeting the minimum 25 hour participation requirement at the 12-month redetermination.

On the chart below, find your household size and then your pay frequency to determine if you meet the income guidelines for your family size.

**Maximum Gross Income Eligibility for Child Care Services  
October 1, 2019 – September 30, 2020  
Pay Frequency**

Family Size	Weekly	Bi-Weekly	Bi-Monthly	Monthly	Maximum Gross Income <i>85% State Median</i>
2	\$872	\$1,742	\$1,888	\$3,775	\$3,775
3	\$1,077	\$2,152	\$2,332	\$4,663	\$4,663
4	\$1,282	\$2,562	\$2,776	\$5,552	\$5,552
5	\$1,487	\$2,972	\$3,220	\$6,440	\$6,440
6	\$1,692	\$3,382	\$3,664	\$7,328	\$7,328
7	\$1,731	\$3,459	\$3,748	\$7,495	\$7,495
8	\$1,769	\$3,535	\$3,831	\$7,661	\$7,661
9	\$1,808	\$3,612	\$3,914	\$7,828	\$7,828
10	\$1,846	\$3,689	\$3,997	\$7,994	\$7,994

For example, if you are a household of 4 and you are paid biweekly, and the total gross pay amount on your check is less than \$2,562 then you may be eligible for child care services.

**-Please keep for your records-**



## **PARENT INFORMATION FOR CHOOSING A CHILD CARE PROVIDER**

### **Parent Choice of Provider Types**

You have the option to choose the provider type that best meets your child care needs. Provider types include:

- Licensed child care centers,
- Licensed child care homes, and
- Registered child care homes.
- Relative child care provider

To learn more about these provider types, visit the Texas Department of Family and Protective Services (DFPS) website at: [dfps.state.tx.us](http://dfps.state.tx.us)

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### **Texas Department of Family and Protective Services (DFPS)**

The Department of Family and Protective Services inspects and monitors child care providers. You can view child care providers for their compliance with state standards at: [dfps.state.tx.us](http://dfps.state.tx.us)

**DFPS Office in Harlingen**  
(956) 423-0130

**DFPS Office in Edinburg**  
(956) 316-8275

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### **Choosing a Quality Child Care Provider**

It is critically important that parents and families choose child care program, either center-based or home-based, that are licensed or registered with Child Care Licensing which requires all child care programs in the state to comply with basic regulations around health and safe, known as minimum licensing standards. In Texas, the Texas Department of Family and Protective Services (DFPS) regulate all child care programs.

You can find more information at: [texasrisingstar.org/parents/choosing-quality-child-care](http://texasrisingstar.org/parents/choosing-quality-child-care)

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### **Texas Rising Star**

The Texas Rising Star (TRS) program is a voluntary, quality-based child care rating system of child care providers participating in the Texas Workforce Commission's subsidized child care program. TRS Certification is available to Licensed Center and Licensed and Registered Child Care Home providers who meet the certification criteria. The TRS Provider certification system offers three levels of certification (Two-Star, Three-Star, and Four-Star) to encourage providers to attain progressively higher certification requirements leading to a Four-Star level.

You can find more information at: [texasrisingstar.org/parents/find-a-trs-provider](http://texasrisingstar.org/parents/find-a-trs-provider)

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### **2-1-1 Texas**

A program of the Texas Health and Human Services Commission is committed to helping Texas citizens connect with the services they need. Whether by phone or internet, their goal is to present accurate, well-organized and easy-to-find information from state and local health and human services programs. They accomplish this through the work of 25 Area Information Centers (AICs) across the state. 2-1-1 Texas is a free, anonymous social service hotline available 24 hours a day, 7 days a week, 365 days a year. No matter where you live in Texas, you can dial 2-1-1, or (877) 541-7905, and find information about resources in your local community. Whether you need help finding food or housing, child care, crisis counseling or substance abuse treatment, one number is all you need to know.

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## CCS Eligibility Packet Checklist

Use the following checklist as a guide to be certain you complete the entire Child Care Services Eligibility Packet. You may go to your nearest Workforce Solutions Office to use a computer, printer, and/or fax machine free of charge. To locate the Workforce Solutions Office nearest you, please visit [wfsolutions.org](http://wfsolutions.org)

Once complete, the application and verification documents may be mailed, faxed or hand-delivered to the address below.

Workforce Solutions – Child Care Services  
 WFS Mission Office  
 901 Travis St., Suite 7  
 Mission, TX 78572  
**Hours: Monday-Friday, 8am – 5pm**  
 Direct: (956) 519.4300  
 Fax: 1.866.580.6089

Workforce Solutions – Child Care Services  
 WFS Weslaco Office  
 2290 W. Pike Blvd, Suite 100  
 Weslaco, TX 78596  
**Hours: Monday-Friday, 8am – 5pm**  
 Direct: (956) 969.6100  
 Fax: 1.866.890.5452

**PLEASE BE CERTAIN TO SIGN, DATE, AND KEEP COPIES OF ALL THE DOCUMENTS YOU SUBMIT.**

**Child Care Eligibility Certification Application** – This is your **official application**. You must ensure this application is complete and accurate or your child care assistance may be denied. You must ensure that the application:

- is completely filled out; [**DO NOT** leave any blanks. **NO** “whiteout” corrections],
- is completed in ink only; [no pencil - Please Print and Use Blue or Black Pen], and
- is signed and dated [the day you submit the application].

**Proof of Physical Address:** You must submit one of the following documents.

1. Current State Driver’s License
2. Current Picture Identification Card
3. Rent Receipt (**showing current address to include landlord contact information**)
4. Mortgage Statement
5. Water, Light, or Gas Bill (**physical address must include service address**)
6. Lease Agreements
7. Section 8 Award Letter

**Parent Identity:** You must submit one of the following for each parent in the household to verify parent’s identity.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Current Driver’s License <b>OR</b> State ID Card*</li> <li>• Birth Certificate</li> <li>• Certificate of birth, issued by a foreign service post (FS-545)</li> <li>• Adoption papers or records</li> <li>• U.S. Passport <b>OR</b> Foreign Passport*</li> <li>• U.S. Military Card <b>OR</b> Draft Record</li> <li>• U.S. Coast Guard Merchant Mariner ID card*</li> <li>• Certificate of U.S. Citizenship (N-561)</li> <li>• Employment Authorization Card* (I-766)</li> <li>• Social Security Cards (optional)</li> </ul> | <ul style="list-style-type: none"> <li>• School ID Card*</li> <li>• Native American Tribal Document/card (I-872)</li> <li>• Certificate of Degree of Indian Blood <b>OR</b> other U.S. American Indian/Alaskan Native and Tribal document*</li> <li>• Travel Document Card*</li> <li>• Permanent Resident Card* (I-551 “Green Card”)</li> <li>• Military Dependent’s ID card*</li> <li>• Form I-94 Arrival/Departure Record</li> <li>• Employee ID Card*</li> <li>• TANF, SNAP benefits (food stamps) or other related public assistance records</li> </ul> |
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\*Issued with a photograph

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**Age & Citizenship:** You must submit one from each category for each child in your household who will receive child care to verify age/citizenship:

- | <b>Age</b>   | <b>Citizenship</b>   |
|--|--|
| <ul style="list-style-type: none"> <li>• Birth Certificate (U.S. or its possessions)</li> <li>• Current U.S. Passport</li> <li>• Hospital or public health birth records (U.S. or its possessions)</li> <li>• Church or Baptismal Record (U.S. or its possessions)</li> <li>• TANF, SNAP (food stamps) benefits, Medicaid, or other related public assistance records</li> <li>• School Records</li> <li>• School Identification Card</li> <li>• Native American Tribal Document</li> <li>• Adoption Papers on Records</li> <li>• Child Support Paternity Records</li> <li>• Divorce or Court Custody Decrees</li> </ul> | <ul style="list-style-type: none"> <li>• Birth Certificates (U.S. or its possessions)</li> <li>• Current U.S. Passport</li> <li>• Hospital or public health birth records (U.S. or its possessions)</li> <li>• Church or Baptismal Record (U.S. or its possessions)</li> <li>• TANF, SNAP (food stamps) benefits, Medicaid, or other related public assistance records</li> </ul> <p style="text-align: center;"><b>Legal Immigrant/Qualified Alien</b></p> <ul style="list-style-type: none"> <li>• Immigration Form I-551 (“Green Card”)</li> <li>• Immigration Form I-94, stamped with applicable rule citation(s)</li> <li>• Immigration Form I-571 (Refugee Travel Document)</li> <li>• Order from Immigration Judge</li> <li>• Cuban/Haitian passport and supporting documents</li> <li>• USCIS Petition and supporting documents</li> </ul> |

Please visit [wfsolutions.org/faq.html](http://wfsolutions.org/faq.html) for a list of most frequently asked questions or contact our office to speak to a CCS staff specialist to inquire about additional acceptable documentation.

**WFS Mission Office**  
(956) 519-4300

**WFS Weslaco Office**  
(956) 969-6100

**Household Income:** You must submit verification of all household members’ earned and unearned income for the last 3 months.

**Note:** Dependents(s) over 14 years of age not attending school or training must report their earnings if employed.

- Copies of check stubs for each parent in the household for the last 3 months

<b>Pay Frequency</b>	<b># of Check Stubs</b>
Weekly	13
Bi-Weekly	7
Twice a Month	6
Monthly	3

- Employment/Income Verification form completed by the employer for each parent and household dependent, and
- Documentation for any additional income received for the last 3 months.

**If New Hire:**

- Employment/Income Verification form - sign the top section of the form and have your employer complete, sign and date form, **and**
- Provide copies of check stubs, if available.

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**Job Training/Educational Program:** You must provide the following to verify your participation in a Job Training/Educational Program.

- Current School Schedule **and** Current Transcript, if attending a college or university
- School Letter or School Enrollment paperwork **and** School or Training Schedule Verification Form (completed by the school), if attending a technical or vocational school

For High School or GED Students: School Letter **and** School or Training Schedule Verification Form (completed by the school)

**Child Care Automated Attendance (CCAA):** You must sign and return the following to verify your understanding of your responsibilities in using the CCAA system and to receive CCAA cards for yourself and/or up to (3) designees.

- Parent Agreement for use of CCAA
- CCAA Primary and Secondary Cardholder Request Form

**Reporting absences and attendance daily is a CCS requirement. Failure to do so may result in termination of your child care services and placement on a (60 calendar day) mandatory waiting period.**

**Parents Reporting Requirements Form:** You must sign and return the Parent Reporting Requirements form which informs you of the responsibilities to report changes within 14 days of occurrence.

- Changes in family income or family size that would cause the family to exceed income eligibility for child care services,
- Permanent changes in work or attendance at a job training or educational program, and
- Any changes in family residence, primary phone number, or e-mail (if available).

Failure to report required changes timely may result in fact finding for suspected fraud of program services.

**Orientation to Discrimination Complaint Procedures Form:** You must sign and return this form which informs you of your rights and procedures for filing complaints related to services received.

**Child with a Disability (definition):** A child who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. Major life activities include, but are not limited to caring for oneself; performing manual tasks; walking; hearing; seeing, speaking, or breathing; learning; and/or working.

Please provide one or more of the following documentation:

- Supplemental Security Income (SSI) Benefits Statement
- Vocational Rehabilitation Services (VRS) Early Childhood Intervention (ECI) Program Contract
- Head Start Contact that Identifies the Child as having a Disability
- Public School Special Education Services, Including Public School Services for Children Ages 3 through 5 (PPCD), Contract
- Statement or Letter from a Qualified Clinician

You may report the cost of ongoing medical expenses for a child with disabilities. The amount paid may be deducted from the family income. Note: Payment receipts for the cost of ongoing medical expenses are required.

**-Please keep for your records-**



# CHILD CARE SERVICES PARENT AGREEMENT FOR USE OF THE CHILD CARE ATTENDANCE AUTOMATION (CCAA) SYSTEM

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**To report attendance, you or your secondary cardholder must use Point of Service (POS) or Interactive Voice Response (IVR)**

1. Swipe your card.
2. Key in your PIN and press Enter
3. Choose attendance type (1 = Check-in, 2=Check-out, 3 = Previous Check-in,4= Previous Check-out)

*Note: Previous Check-in and Check-out allows you to “backdate” attendance for the current or previous day. When this feature is used for a previous Check-In, you must make sure to enter the correct date and time. If this is done incorrectly, your CCAA will lock out and you will not be able to swipe for the next five (5) days.*

4. Key in the Child Number (obtain child # from your notice of child care service authorization form) and press Enter.
5. Repeat for each child. When finished, press Enter again.

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**Reporting Absences – you or your secondary cardholder must:**

1. Swipe your card
2. Key in your PIN and press Enter
3. Choose 5 = Absence Day
4. Select Absence
5. Type and press Enter
6. If not a General Absence type, select a Specific Reason.

C Court Ordered (Documentation Required)

I Chronic Illness or Disability (Documentation Required)

7. Key in the child number and press Enter. Repeat for the next child. When finished, press Enter again.

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**To report attendance and absences in homes or facilities where there is no POS device, you or your secondary cardholder must use the Interactive Voice Response (IVR):**

1. Call 1-866-960-6496 from the provider’s phone
2. Enter your card number
3. Enter your PIN
4. Follow the instructions

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**You or your secondary cardholders are responsible for making sure attendance is approved for the day by:**

1. Checking the message on the POS machine or receipt after each swipe to see if it is approved.
  - If the response is denied you must inform your provider.
  - If the response is 'Store and Forward' (SAF), you must notify the provider that the transaction was successful and the provider will verify at the next transaction.
2. If using an IVR, you must listen to the IVR message after each recorded attendance to confirm attendance is approved and follow the same steps above if denied.
3. If attendance is not approved through the POS or IVR for three (3) consecutive days, you will need to notify your CCS worker. Failure to report this may result in absences counted toward more than 40 absences.

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**You must contact your CCS Specialist immediately if you or your secondary cardholders lose or damage the CCAA card:**

1. To request a replacement card, contact the Child Care Department via contact submission form at [wfsolutions.org](http://wfsolutions.org)
2. To reset a PIN, you must call the Child Care Attendance Card Customer Service number (1-866-960-6496).
3. When you or your secondary cardholder first receives the CCAA card, please call 1-866-960-6496 to select a personal identification number (PIN). You will need to enter the 16-digit CCAA card number and the cardholder’s date of birth to establish the PIN.

**Note: Secondary cardholders cannot be an owner, director, or assistance director of the child care provider.**

**I understand non-swipes will be counted as absences. Termination procedures will be initiated for any child that exceeds 40 absences. Termination due to excessive absences will result in a (60) day mandatory waiting period.**

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## CHILD CARE ELIGIBILITY CERTIFICATION APPLICATION

**Application MUST be completely filled out, or it will delay the eligibility process.**

**TWIST #:**

Parent or Guardian Information					
1. Applicant Name (First, MI, Last)			Social Security (optional)		Date of Birth
Physical Address		City	Zip Code		County
Mailing Address <input type="checkbox"/> Same		City	Zip Code		Gender: M F
Home Phone # <input type="checkbox"/> N/A		Cell Phone # <input type="checkbox"/> N/A		Secondary Contact # w/Name and Relation: <input type="checkbox"/> N/A	
Are you a Veteran or Spouse of a Veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		E-Mail Address <input type="checkbox"/> N/A			Highest Grade Completed
		Race <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Hawaiian Native or Pacific Islander <input type="checkbox"/> Black or African American			
Foster Youth <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Migrant <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Hispanic Ethnicity <input type="checkbox"/> Yes <input type="checkbox"/> No	Teen Parent <input type="checkbox"/> Yes <input type="checkbox"/> No
Marital Status: ( ) Married ( ) Single ( ) Divorced ( ) Separated ( ) Widowed			Family Size		
Employer Information					
<input type="checkbox"/> N/A <b>Employer #1</b>			<input type="checkbox"/> N/A <b>Employer #2</b>		
Place of Employment <input type="checkbox"/> Self-Employed			Place of Employment <input type="checkbox"/> Self-Employed		
Work Address (Complete Address)			Work Address		
Supervisor Name & Work Phone #			Supervisor Name & Work Phone #		
Your Job Title			Your Job Title		
Work Schedule (ex. Mon – Fri 8AM -5PM)			Work Schedule (ex. Mon – Fri 8AM -5PM)		
Hire Date:		Hourly Pay Rate \$ _____	Number of Hours Scheduled: <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly		
Other Income <input type="checkbox"/> None		Pay Frequency		Other Income <input type="checkbox"/> None	
Tips:\$ _____ Bonus:\$ _____		<input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly		Tips:\$ _____ Bonus:\$ _____	
Workman's Comp \$ _____		<input type="checkbox"/> Monthly <input type="checkbox"/> Bi-Monthly		<input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly	
Commission \$ _____				<input type="checkbox"/> Monthly <input type="checkbox"/> Bi-Monthly	
School/Training Information Enrolled					
Name of School or Training Institution					
Degree Pursuing:		Semester Credit/Clock Hours:			Start date:
School Schedule:					
<b>Applicant Signature:</b>			<b>Date:</b>		

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## CHILD CARE ELIGIBILITY CERTIFICATION APPLICATION

Application **MUST** be completely filled out, or it will delay the eligibility process.

TWIST #: \_\_\_\_\_

Second Parent in Household					
<input type="checkbox"/> <b>N/A</b> Check N/A If Second Parent is NOT Part of the Household					
2. Applicant Name (First, MI, Last)			Social Security (optional)		Date of Birth
Cell Phone # <input type="checkbox"/> N/A		Secondary Contact # w/Name and Relation <input type="checkbox"/> N/A		Hispanic Ethnicity <input type="checkbox"/> Yes <input type="checkbox"/> No	Gender: M F
Are you a Veteran or Spouse of a Veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Race <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Hawaiian Native or Pacific Islander <input type="checkbox"/> Black or African American			Foster Youth <input type="checkbox"/> Yes <input type="checkbox"/> No
Migrant <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A					Teen Parent <input type="checkbox"/> Yes <input type="checkbox"/> No
Employer Information					
<input type="checkbox"/> <b>N/A</b> <b>Employer #1</b>			<input type="checkbox"/> <b>N/A</b> <b>Employer #2</b>		
Place of Employment <input type="checkbox"/> Self-Employed			Place of Employment <input type="checkbox"/> Self-Employed		
Work Address (Complete Address)			Work Address		
Supervisor Name & Work Phone #			Supervisor Name & Work Phone #		
Your Job Title			Your Job Title		
Work Schedule (ex. Mon – Fri 8AM -5PM)			Work Schedule (ex. Mon – Fri 8AM -5PM)		
Hire Date:		Hourly Pay Rate \$ _____	Number of Hours Scheduled: <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly	Hire Date:	
Other Income <input type="checkbox"/> None		Pay Frequency <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Bi-Monthly		Other Income <input type="checkbox"/> None	
Tips:\$ _____ Bonus:\$ _____				Pay Frequency <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Bi-Monthly	
Workman’s Comp \$ _____				Workman’s Comp \$ _____	
Commission \$ _____				Commission \$ _____	
School/Training Information Enrolled					
Name of School or Training Institution					
Degree Pursuing:		Semester Credit/Clock Hours:			Start date:
School Schedule:					
<b>Applicant Signature:</b>			<b>Date:</b>		





**Additional Income**

List any other sources of income or assistance your family receives and the amounts. Retirement Benefits, Taxable Capital Gains, Dividends and Interest, Rental Income, Income from Estate and Trust Funds, Workers Compensation, Death Benefits, and Disability Payments (including Social Security Disability Insurance (SSDI) payments), Lottery Winnings, or Spousal Maintenance or Alimony.

Note: You will need to provide CCS documentation for all income and/or benefits received on this list.

Source of Income	Who Receives the Income	Amount	How Often Received

List All Children in the Home										
Name(s)	Relation	Birth Date	Gender	Race	Ethnicity <i>Hispanic</i>	Social Security Number (optional)	Child Care Required?	Child with Special Needs?	Receiving SSI Benefits?	Grade School
1.		/ /	M F		Yes No		Yes No	Yes No	Yes No	
2.			M F		Yes No		Yes No	Yes No	Yes No	
3.			M F		Yes No		Yes No	Yes No	Yes No	
4.			M F		Yes No		Yes No	Yes No	Yes No	
5.			M F		Yes No		Yes No	Yes No	Yes No	
6.			M F		Yes No		Yes No	Yes No	Yes No	

Provider Information
Day Care Name: _____ DC License #: _____ Phone Number: _____

I understand that if I knowingly provide false information or fail to disclose a material fact to make myself appear eligible for child care services, I may have to repay the child care program for services received fraudulently, and criminal charges may be filed against me with the local prosecuting authority.

By signing this form, I understand that: (1) a person who obtains or attempts to obtain, by fraudulent means, services to which the person is not entitled may be prosecuted under applicable state and federal laws; (2) I am applying for services from Lower Rio Grande Valley Workforce Development Board (a.k.a. Workforce Solutions) and all information on this application represents a complete and accurate statement of my work, education or training hours; household income; and family size at the time of submission; (3) I give permission to Workforce Solutions or their child care contractor to contact a third party to verify income or family size, and use the social security numbers for identification of Social Security and income; and (4) I understand that social security numbers (SSN) are voluntary and not a requirement to receive child care services.

<b>This Box Must Be Checked Off:</b>	<b>Does Your Total Family Assets Exceed \$1 Million?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
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**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Office Use Only:</b> Permanent, Fixed or Adequate Residence <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Eligibility Period Start Date</b> _____ <b>Eligibility Period End Date</b> _____
	<b>Family Size:</b> _____ <b>85% SMI:</b> _____ <b>Total HH Income:</b> _____
	<b>CCS Representative Signature:</b> _____ <b>Date:</b> _____



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# CHILD CARE SERVICES PARENT RIGHTS

TWIST #: \_\_\_\_\_

You have the right to:

- Be informed of all child care options available to you and choose the type of child care provider (licensed center, licensed home, registered home, relative care) that best suits your needs
- Visit available child care providers before making a choice
- Receive assistance in choosing child care, including information about Child Care Services policies regarding transferring children from one provider to another
- Be informed that the providers will not charge parents the difference between the Child Care Services reimbursement and the provider's published rate
- Be represented when applying for child care services
- Be notified of your eligibility to receive child care services within twenty (20) calendar days from the day Child Care Services receives all necessary documentation required to initially determine or re-determine eligibility for child care
- Receive child care services regardless of race, color, national origin, age, sex, disability, political beliefs or religion
- File a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act
- Have Child Care Services treat information used to determine eligibility for child care services as confidential
- Receive written notification at least fifteen (15) calendar days before termination of child care services
- Reject an offer of child care services or voluntarily withdraw (written statement) your child from child care, unless the child is in protective services
- Be informed of the possible consequences of rejecting or ending the child care that is offered
- Be informed of the eligibility documentation and reporting requirements (see Parent Reporting Requirements)
- Be informed of the appeal rights, including when you have the right to continue care during the appeal and the potential for repayment if the appeal is rendered against you. Note: Child care will not be offered during the appeal process, if care is terminated for excessive unexplained absence or nonpayment of the parent share.
- Be informed of our policy for transferring between providers
- Be informed of required background and criminal history checks for relative child care providers through the listing process with the Texas Child Care Licensing (CCL) before the parent or guardian selects the relative child care provider
- Receive written notification of the possible termination of child care services for excessive unexplained absences
- Receive written notification of the possible termination of child care services for failure to pay the parent share of cost
- Be informed that you have the right to report the cost of ongoing medical expenses for a child with disabilities which may be deducted from the family income. Note: Payment receipts for the cost of ongoing medical expenses are required.

**By selecting a child care provider and entering into child care services, I acknowledge that I have read and understand the above information regarding Parent Rights.**

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_



EQUAL OPPORTUNITY IS THE LAW

Lower Rio Grande Valley Workforce Development Board dba Workforce Solutions is an equal opportunity employer/program and auxiliary aids and services are available upon request to include individuals with disabilities. TTY/TDD via RELAY Texas service at 711 or (TDD) 1-800-735-2989/1-800-735-2988 (voice).



## CHILD CARE SERVICES PARENT REPORTING REQUIREMENTS

TWIST #: \_\_\_\_\_

Please read the information on this form carefully before you sign and date. Contact your child care worker immediately if you have any questions regarding the information or requirements on this form. **Please understand Child Care Services can end at any time if you become ineligible.**

### **Reporting Requirements**

Once Child Care Services have begun you must report any of the following changes within 14 calendar days.

- Permanent loss of job, training, or education
- Change of address, email, or phone number
- Change of child care provider
- Any changes to family size or income over the amount in the chart for your family size

Maximum Gross Income Eligibility for Child Care Services				
October 1, 2019 – September 30, 2020				
Family Size	Weekly	Bi-Weekly	Bi-Monthly	Monthly
2	\$ 872	\$1,742	\$1,888	\$ 3,775
3	\$1,077	\$2,152	\$2,332	\$ 4,663
4	\$1,282	\$2,562	\$2,776	\$ 5,552
5	\$1,487	\$2,972	\$3,220	\$ 6,440
6	\$1,692	\$3,382	\$3,664	\$ 7,328

**Failure to report the above changes may be grounds for suspected fraud and cause for Child Care Services to conduct fraud fact-finding or for the Texas Workforce Commission to initiate a fraud investigation.**

Additionally, you may report a:

- Reduction in income/hours or family size increase that could result in a decrease of your parent share of cost
- Temporary change in employment that could result in a decrease of parent share of cost.

Parent share of cost:

- Failure to make your payments to the provider timely could affect your child care.
- You may request a temporary parent share of cost reduction for extenuating circumstances.

If you have any questions, concerns, want to request a transfer or report a change, please contact your CCS Specialist or visit our website at [wfsolutions.org](http://wfsolutions.org) select *Contact Child Care Department*.

**Parent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*The Texas Workforce Commission prosecutes fraud to ensure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hotline at 800-252-364.*



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CHILD CARE SERVICES
PARENT AGREEMENT TO REPORT
CHILD CARE ATTENDANCE

TWIST #: \_\_\_\_\_

As a requirement for my child to receive Child Care Services, I understand and agree to the following:

I understand and agree to the following attendance standards:

- I will ensure that my child attends child care on a regular basis. My child must meet monthly attendance standards for Child Care Services, which consist of fewer than:
o Five (5) consecutive absences during the month and/or ten (10) total absences during the month
I understand that failure to meet monthly attendance standards may:
o Result in suspension of care, at my option;
o Result in a finding that a change in my work/training schedule has occurred and care may be ended.
I understand that failure to record attendance (non-swipes) will be counted as absences.
I understand that if my child exceeds forty (40) total absences during their current 12-month eligibility period, CCS may initiate the termination process. Also, my child must wait (60) calendar days from the termination date before being placed onto the waitlist or reapplying for services.

I understand and agree to the following attendance reporting requirements:

- I will use attendance card to report attendance and absences.
I will report to my provider any issues encountered with card use.
I understand a failure to report issues may result in absences.
I understand no one under 16 can be designated a cardholder unless they are the parent of the child.
I understand an owner, assistant director, or director of my child care facility cannot be a secondary cardholder.
I understand a secondary cardholder cannot misuse the attendance card, and must understand and comply with the responsibilities of attendance card usage.
I will not share my personal identification number (PIN) or attendance card with another person, including the child care provider.
I understand that failure to meet the provider's established policy regarding attendance may result in the provider ending the child's enrollment at the facility.
I understand that absences due to a child's documented chronic illness, disability, or court ordered visitation are not counted in the number of absences allowed with proper documentation provided.

I understand that if I knowingly provide false information or fail to disclose a material fact to make myself appear eligible for Child Care Services I may have to repay the child care program for services received fraudulently and that criminal charges may be filed against me with the local prosecuting authority. By signing this form, I understand that: (1) a person who obtains or attempts to obtain, by fraudulent means, services to which the person is not entitled may be prosecuted under applicable state and federal laws, (2) I am applying for services from Lower Rio Grande Valley Workforce Development Board and all information on this application represents a complete and accurate statement of my work, education or training hours; household income; and family size at the time of submission.

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_





**CHILD CARE SERVICES  
CHILD CARE ATTENDANCE AUTOMATION (CCAA)  
PRIMARY AND SECONDARY CARDHOLDER REQUEST FORM**

As the primary cardholder you may request up to 3 secondary cardholders. Please complete this form and fax it to your child care specialist immediately if you have a change in secondary cardholder or their card is lost or stolen. Additional cards will not be ordered or reissued if the information below is incomplete and the signature is missing. Primary and secondary cardholders must keep their CCAA cards and PIN in their possession. Sharing or leaving the CCAA card and PIN with anyone else including the child care provider is a violation of the CCAA Requirements and, as a CCS customer, you and your provider may be subject to fact finding for suspected fraud.

**Primary Cardholder Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**TWIST #:** \_\_\_\_\_ **Do you have your CCAA Card?**  Yes  No

**Please complete the following section for current and new secondary cardholders.**

*Note: If applicable, list ALL secondary cardholders and indicate if they already have a card or if they need a replacement card.*

**Be aware that if you do not list your secondary cardholders below, their cards will be inactivated.**

**Please ensure that this form is completely filled out.**

<b>Secondary Cardholder #1:</b>	<input type="checkbox"/> <b>Has Card</b>	<input type="checkbox"/> <b>Needs Card</b>
<b>Name:</b> _____	<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	
<b>Date of Birth:</b> _____	<b>Relationship to you:</b> _____	

<b>Secondary Cardholder #2:</b>	<input type="checkbox"/> <b>Has Card</b>	<input type="checkbox"/> <b>Needs Card</b>
<b>Name:</b> _____	<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	
<b>Date of Birth:</b> _____	<b>Relationship to you:</b> _____	

<b>Secondary Cardholder #3:</b>	<input type="checkbox"/> <b>Has Card</b>	<input type="checkbox"/> <b>Needs Card</b>
<b>Name:</b> _____	<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	
<b>Date of Birth:</b> _____	<b>Relationship to you:</b> _____	

**Primary Cardholder Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**LOWER RIO GRANDE VALLEY WORKFORCE DEVELOPMENT BOARD  
ORIENTATION TO DISCRIMINATION COMPLAINT PROCEDURES FORM  
(29 CFR Part 38)**

**This Orientation to Discrimination Complaint Procedures form addresses discrimination complaint procedures for the listed programs and services administered in the local workforce development area by the Workforce Development Board and its Contractors:**

**Workforce Innovation and Opportunity Act (WIOA)  
Temporary Assistance for Needy Families (TANF) / CHOICES  
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)  
Child Care Services (CC)  
Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)**

THE RECIPIENT OF THE FEDERAL FINANCIAL ASSISTANCE IS:

**Lower Rio Grande Valley Workforce Development Board  
3101 West Business 83  
McAllen, TX 78501**

**Equal Opportunity (EO) Officer: Luis Boddien  
Telephone Number: (956) 928-5000  
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voice)**

The Lower Rio Grande Valley Workforce Development Board shall resolve equal opportunity 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 discrimination complaint related to activities or programs administered by the Board. If you have an equal opportunity complaint concerning any of these programs, you may submit your written complaint to the Board or Contractor EO Officer, as appropriate.

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

**Texas Workforce Commission (TWC)  
Equal Opportunity Monitoring  
101 E. 15<sup>th</sup> St., Room 504  
Austin, TX 78778-0001**

**Telephone Numbers:  
(512) 463-2400  
Relay Texas: 1-800-735-2989  
TTY 1-800-735-2988 (Voice)**

**EQUAL OPPORTUNITY IS THE LAW**

It is against the law for this recipient 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 (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA 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 WIOA 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. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

**What to do if you believe you have experienced discrimination.** If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. If you file your complaint with the recipient, you must wait 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 (see address above). 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 may file a complaint with CRC before receiving that Notice. 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.

**PROCEDURES ON HOW TO FILE A COMPLAINT**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) and TRADE READJUSTMENT ALLOWANCES (TRA):**

If you think you have been subjected to equal opportunity discrimination under a WIOA Title I or a TAA/TRA financially assisted program or activity, you may file a discrimination complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210. If you file your complaint with the Board or Contractor, you must wait until you receive a written Notice of Final Action or 90 days have passed (whichever is sooner) before you can file with the CRC. If the written Notice of Final Action is not issued within 90 days of the day you filed your complaint, you have 30 days following the 90-day deadline to file a complaint with CRC (that is, within 120 days of the day you first filed your complaint). If you receive a written Notice of Final Action on your complaint but are dissatisfied with the decision, you may file a complaint with CRC. However, you must file your CRC complaint within 30 days of receiving the Notice of Final Action.

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):**

If you think you have been subjected to equal opportunity discrimination under a TANF/Choices and/or Child Care (CC) program or activity receiving federal financial assistance, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or U.S. Department of Health and Human Services (HHS), the Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Those filing complaints against child care program services receiving USDA federal financial assistance may choose to contact the U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before you can file with the U.S. Department of Health and Human Services.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):**

If you think you have been subjected to discrimination under a SNAP E&T financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, (202) 260-1026. If you file your complaint with the Board or Contractor, you must wait either until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the U.S. Department of Agriculture.

**Please do not sign this notice until you have read it and understand its contents.**

By my signature below, I acknowledge this orientation to the discrimination complaint procedure and the statement regarding Equal Opportunity Is the Law. I affirm that I have read the *Orientation to Discrimination Complaint Procedures Form* and that I have been given the opportunity to ask questions about its contents. I understand that the One-Stop application form is not a job application; rather, this form is used to determine my eligibility to receive program services and to meet federal reporting requirements. I further understand that failure to provide the requested information may prevent me from receiving services.

\_\_\_\_\_  
Applicant Signature Printed Name Date





**CHILD CARE SERVICES  
SELF- ATTESTATION OF SCHOOL ATTENDANCE**

To Parent: Please complete this form and return to Child Care Services.

**Please do not forward to your child's school or Head Start**

To parent/guardian: Please complete the information below for children who require child care services and will start Pre-K, Kindergarten or Head Start this year.

Case name/Name of parent:	TWIST ID:
Address:	

#1) Name of Child: \_\_\_\_\_ Date of Birth : \_\_\_\_\_ Grade: \_\_\_\_\_  
 Name of school: \_\_\_\_\_ **Date child will start or started school:** \_\_\_\_\_  
 School Address/Telephone number: \_\_\_\_\_  
 Hours child is in school (Ex: M-F, 8a-4p): \_\_\_\_\_

#2) Name of Child: \_\_\_\_\_ Date of Birth : \_\_\_\_\_ Grade: \_\_\_\_\_  
 Name of school: \_\_\_\_\_ **Date child will start or started school:** \_\_\_\_\_  
 School Address/Telephone number: \_\_\_\_\_  
 Hours child is in school (Ex: M-F, 8a-4p): \_\_\_\_\_

#3) Name of Child: \_\_\_\_\_ Date of Birth : \_\_\_\_\_ Grade: \_\_\_\_\_  
 Name of School: \_\_\_\_\_ **Date child will start or started school:** \_\_\_\_\_  
 School Address/Telephone Number: \_\_\_\_\_  
 Hours child is in school (Ex: M-F, 8a-5p): \_\_\_\_\_

I understand that: (1) a person who obtains or attempts to obtain, by fraudulent means, services to which the person is not entitled may be prosecuted under applicable state and federal laws; (2) services will be provided without regard to sex, race, creed, color, national origin, or disability.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Print Name: \_\_\_\_\_



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## CHILD CARE SERVICES SELF-EMPLOYMENT VERIFICATION

Name: \_\_\_\_\_ TWIST ID: \_\_\_\_\_

Business: \_\_\_\_\_ Phone #: \_\_\_\_\_

Type of Business: \_\_\_\_\_

To verify your business, please provide one of the following:

- Current property titles, deeds, tax records, or rental agreement for the place of business
- Recent business bank statement
- Recent business phone, utility, or insurance bill
- Recent state sales tax return
- Recent business records that provide proof of income and expenditures, such as
  - copies of money orders
  - checks received
  - lists of individuals/customers served (if applicable)
- Personal wage records with third party signed verification
- Current business registration or license (i.e., DBA license or professional license)

To verify your gross business income, please provide one of the following:

- Most recent IRS Form 1040 with Schedule C, F, or SE federal income tax returns
- Most recent IRS Tax Transcript
- Most recent statement of profit/loss
- Most recent three months of business bank statements
- Most recent 3 months of invoices or lists of customers served with dates and identifying information (such as addresses)
- Personal receipt books of business activity and income
- Personal payment records with 3<sup>rd</sup> party signed verification

### A. Gross Income

Gross income or receipts during the 3-month determination period:

Week #	Week ending date	Gross income for week	Week #	Week ending date	Gross income for week
1			8		
2			9		
3			10		
4			11		
5			12		
6			13		
7					



## CHILD CARE SERVICES SELF-EMPLOYMENT VERIFICATION

### B. Expenses

You have the option to itemize expenses or not itemize expenses and use the gross income. If you choose to itemize your expenses, please provide receipts for operating expenses such as rent, utilities, gas, booth rental, payroll, etc.

**Please select one:**    Itemized expenses       Standard deduction (30% of gross income)

If itemizing expenses, please complete the following for the 3-month determination period:

Rent	\$	Other (specify)	
Telephone	\$		\$
Utilities	\$		\$
Supplies	\$		\$

*\*Receipts provided must be related to Business Expenses.*

Total Expenses or standard deduction (B): \$ \_\_\_\_\_

Subtract expenses (B) from gross income (A) for net profit (includable income): \$ \_\_\_\_\_

I, \_\_\_\_\_, certify that the information stated above is true and accurate, and understand that the above information, if misrepresented or incomplete, may be grounds for immediate termination or penalties as specified by law.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CCS Specialist Signature

\_\_\_\_\_  
Date

**Office Use Only:**



**School or Training  
Schedule Verification Form  
(To be completed by School or Training Institution)**

Case Name: \_\_\_\_\_

TWIST #: \_\_\_\_\_

Student Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

**Note to School or Training Institution:** Your student is applying for or is currently receiving child care assistance from Workforce Solutions – Child Care Services. To determine their eligibility, we must receive a detailed summary of the student’s class/training schedule and attach enrollment form. Please complete the following information:

School or Training Institution Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Student’s Date of Enrollment: \_\_\_\_\_

Projected End Date: \_\_\_\_\_

Please indicate the student’s class schedule for each day listed (ex: Monday 9am – 5pm)

Monday: \_\_\_\_\_

Friday: \_\_\_\_\_

Tuesday: \_\_\_\_\_

Saturday: \_\_\_\_\_

Wednesday: \_\_\_\_\_

Sunday: \_\_\_\_\_

Thursday: \_\_\_\_\_

Does individual attend school regularly, and are they working toward successful completion?  Yes  No

If no, please explain (comment is optional):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE (Must be signed by *SCHOOL* or *TRAINING INSTITUTION*)**

Person completing this form (please print name)

Title & Phone #

Signature

Date