



# 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).