City of San Antonio
Child Care Services
(CCFS)

Provider Handbook

Information Line: 210-230-6300

Child Care Services (CCS)

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<thead>
<tr>
<th>Bexar County</th>
<th>Rural Counties</th>
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<tr>
<td>1499 Hillcrest, Suite 103</td>
<td>183 IH 35 South</td>
</tr>
<tr>
<td>San Antonio, TX 78228</td>
<td>New Braunfels, TX 78130</td>
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<tr>
<td>Fax (210)277-2718</td>
<td>Fax (210)277-2719</td>
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<tr>
<td><a href="http://www.sanantonio.gov">www.sanantonio.gov</a></td>
<td><a href="http://www.ccsct.org">www.ccsct.org</a></td>
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The City of San Antonio is an equal opportunity employer/program
Auxiliary aids and services are available upon request to
Individuals with disabilities
TDD/TTY 1-800-735-2989

TDD/TTY 1-800-735-2989
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FOREWORD

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

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

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

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

PURPOSE

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

- Provide you with a reference guide that you can keep
- Explain your role in providing child care to CCS families
- Explain the conditions on which child care services are based
- Explain reimbursement procedures for child care services rendered

CCS MISSION

CCS provides child care services to eligible parents who are striving to become self-sufficient. The program allows families flexibility to select child care and access to multiple funding sources, which can be managed by the CCS through a simple process as the needs of families change.

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

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

In this handbook you will find the guidelines set up for CCS Contracted Providers to ensure proper implementation of the program. This handbook is an addition to the CCS Provider Agreement and does not exhaust all policies and procedures within the CCS Program.
ELIGIBLE CHILD CARE PROVIDERS

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

Meet basic Provider requirements:

♦ Have a current license from the Texas Department of Family and Protective Services (TDFPS) as a child care center, licensed child care home or a registered child care home, be licensed as a youth camp by the Texas Health Department (TDH) or Operated and monitored by the United States Military Services.

♦ Not have an outstanding balance owed to the CCS Program.

♦ Not be debarred from any other State or Federal Programs.
  o CCS will not reimburse providers until the debarment is removed.

Submit prerequisite documentation to CCS:

♦ Published Rates charged to the general public.
  o The rates can be taken from a page in your parent handbook, letterhead or rate sheet.
  o This can be submitted by email, fax or postal mail.

♦ The published rates will be used to determine the provider’s daily rate and will include enrollment/registration fees, supply fees and activity fees for each age group the provider serves.

♦ A current license from the Texas Department of Family and Protective Services (TDFPS) as a child care center, licensed child care home or a registered child care home, be licensed as a youth camp by the Texas Health Department (TDH) or Operated and monitored by the United States Military Services.

Sign up process:

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

♦ Provider Agreement
  o The provider agreement is non-expiring unless changes are made that required a new agreement.
♦ Lobbying and Debarment forms
♦ Billing Forms
♦ Published Rate Calculation Worksheet
♦ Holiday Amendment
The Potential Provider will complete the forms in the provider packet and return with the following required documents. The forms must be completed with the name that shows on your license or registration. The required documents are:

♦ A copy of your Federal Employer Identification number (EIN) or Social Security card
♦ A copy of your current Texas driver’s license (applicable to sole proprietor/individual)
♦ A Parent Handbook that relates to your services such as hours of care, meals and snacks, transportation, holidays etc.
♦ A voided check
♦ Holidays that your center will be closed

**CCS review and automation:**

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

**Bexar County** (Attn: Cherri Smith)  
1499 Hillcrest, Suite 103  
San Antonio, TX  78228  
Fax (210)277-2718  
csmith@wsalamo.org

**Rural Counties** (Attn: Julie Cantu)  
183 IH 35 South  
New Braunfels, TX 78130  
Fax (210)277-2719  
jcantu@wsalamo.org

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

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

♦ The provider will be notified of the effective date that they are eligible to receive CCS enrolled children

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

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

**PROVIDER APPLICATION**

Each provider must furnish their CCS Provider Specialist with information on their program that will be documented in state system.

**INDEPENDENT PROVIDER**

The provider shall at all times be an independent provider and not an agent or employee of the City of San Antonio. Child Care Services does not have the right or power to control how a provider selects its employees, hires or fires staff or
otherwise provides child care services; nor does Child Care Services have the right to direct the Provider’s action in any way. The provider is not entitled to wages or benefits from the City of San Antonio, Child Care Services and the provider is fully responsible for the payment of all federal, state and local taxes or contributions imposed or required under unemployment insurance, Social Security and employment tax laws. CCS Providers must abide by Terms of the Provider Agreement and the Provider Handbook.

Having a Provider Agreement does not guarantee that a provider will have children referred by the CCS Contractor.

♦ All referrals made by the CCS Contractor are based on parent choice.

However, even if providers do not have contractor-referred children in care, they must still comply with the terms of the CCS Provider Agreement.

ARRANGEMENTS FOR CHILD CARE

All arrangements for child care shall be made between the parent and child care provider according to the parent’s child care needs and the provider’s policies. CCS will reimburse the child care provider after services are rendered.

When the parent notifies CCS that a decision has been made, CCS will:

♦ Contact the provider to be sure space is available
♦ Verbally authorize care to start, and give authorization numbers
♦ Send the provider a TWC Form 2450, Authorization for Child Care Enrollment.
   o Form 2450 tells the provider:
     ▪ The date child care is to begin,
     ▪ The amount of the parent fee or whether the parent is exempt from the parent share of cost,
     ▪ The days and hours of care authorized, and
     ▪ If transportation is authorized.

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

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

Providers must accept all children referred to them by the CCS Contractor as long as:

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

Providers may set a cap of CCS children but not deny a child care referral based on the parent’s income status, receipt of public assistance, or the child’s protective service status. The Americans with Disabilities Act (ADA) of 1990, as amended, requires that all individuals, regardless of their disabilities, be allowed access to child care facilities, including registered homes.

PARENTAL ACCESS

The provider shall ensure that the CCS customers have access to their children at the provider’s facilities at all times while in care.

CHILD CARE ATTENDANCE AUTOMATION (CCAA)

CCS parents will use the Child Care Attendance Automation (CCAA) system to report attendance.

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

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

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

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

If CCAA attendance discrepancies are found, parents may still be within the six (6) day time frame for recording a previous check in / previous checkout.

♦ The Provider login is your DFPS License number and first time password is your site zip code
The provider must review the Child Care Attendance Automation (CCAA) System attendance and absence reports, at a minimum, every five calendar days; a higher frequency of review is encouraged. The provider agrees to maintain:

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

Providers are responsible to report failed attendance reports to the provider payment staff to ensure accurate and timely attendance and billings; and Providers must login to the CCAA portal every 5 calendar days to review any discrepancies between child care authorization and authorized days in CCAA.

Providers agree that no employee of the child care facility will possess, have on the premises, or otherwise have access to parent’s or secondary cardholder’s CCAA card; 809.15(d) without the parent being present at the provider site.

- Provider must report to CCS when a parent leaves their CCAA card on the premises.

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

Provider agrees to not be reimbursed for care if the child’s parent or step parent is the director, assistant director or has an ownership interest in the licensed center

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

Providers are required to report misuse of CCAA cards and PINs to the Board or CCS.

- If provider fails to report CCAA misuse it may result in receiving a noncompliance or corrective action.

**BASIS FOR REIMBURSEMENT TO PROVIDERS**

Providers must furnish their published rates charged to the general public for the following age categories they have a DFPS license for:

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

The published rates will include any registration/membership fees, any applicable activity fees (activity fees include only the fees that all parents are required to pay) and the provider’s transportation rate (if separate from the provider’s published rate).
♦ Fees for field trips or other special activities not part of the provider’s normal activity schedule will not be included in these calculations.

**Definition of Full-time and Part-time Care:**

♦ Full-time care is six (6) or more hours per day
♦ Part-time care is less than six (6) hours a day
♦ Blended care is provided to children that attend the daycare center afterschool during the school year.
♦ The blended rate is derived from a blend of the:
  o The lower of the provider full-time or the CCS full-time rate
  o The lower of the provider part-time or the CCS part-time rate

The formula used to obtain the blended rate is:

♦ Part Time Rate X 175 days + Full Time Rate X 30 day / 205 days

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

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

**Calculating the Provider Daily Rate**

CCS Contractor staff will review the provider’s records (i.e. supporting documents) to determine if the rates established by the provider reflect rates consistent with rates paid by non-Child Care Contractor referred parents.

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

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

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

♦ If the provider’s published rate is less than the maximum reimbursement rate established by WSA, the provider will be reimbursed for allowable costs up to their published rate.
Calculating Daily Fees

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

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

Rate Changes

If providers change their published rates they must send written documentation of the new rates to CCS.

♦ Published Rates charged to the general public can be taken from a page in your parent handbook, letterhead or rate sheet.
  - This can be submitted by email, fax or postal mail.

♦ The published rates will be used to determine the provider’s daily rate and will include enrollment/registration fees, supply fees and activity fees for each age group the provider serves.

A new provider agreement and rate calculation worksheet showing the new rates will be completed and sent to the provider.

♦ The change in rates will be effective on the first of the following month after receiving the signed rate calculation worksheet and signed provider agreement.

♦ Provider will not be paid for increases in published rates prior to child care contractor receiving notice from the provider.

REIMBURSEMENT TERMS, ABSENCES, HOLIDAYS, EMERGENCY CLOSURE

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

♦ CCS provider staff will on a weekly basis will:
  - Review attendance
  - Resolve attendance issues
  - Process claims

♦ The provider must allow 15 days from end of billing cycle for reimbursement.

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

- *If no discrepancies are reported, CCS will assume that payment was made correctly and no further adjustment will be made.*
- Review the check proof for the following:
  - Child not paid
  - Incorrect number of units paid
  - Incorrect rate paid
  - Incorrect PSOC (parent fee) deducted
Providers are required to access the CCAA provider web portal, at a minimum of every 5 calendar days to ensure all clients are using the CCAA swipe card or reporting absences.

♦ The portal website address is www.workforcesolutionschildcare.com

WSA’s Board sets maximum reimbursement rates that providers can be reimbursed for child care services based on the following:

♦ The type of child care provided;
♦ The age of the child receiving child care services;
♦ Whether full-time or part-time care is authorized; and
♦ Whether additional adult assistance or equipment is required for a child with a disability

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

**ABSENCES**

CCS will reimburse the provider for absences when the child is authorized to attend but does not attend

♦ The parent must report the absence via the CCAA system.
  o The parent reports attendance for an absence or illness absence The child is authorized to begin care but does not show by the 3rd calendar day
  o The provider must report to CCS by the third calendar day of non-attendance from the day of authorized care.
  o CCS will pay the provider for the three (3) days if reported timely.
♦ The child is currently enrolled and does not attend the daycare for five (5) consecutive days whether or not the provider had contact with the parent
  o The provider must report to CCS by the fifth calendar day of non-attendance
  o CCS will pay the provider for the five (5) days if reported timely.
♦ Court order visitation absences
  o CCS must approve court orders prior to beginning of visitation.

**HOLIDAYS**

All Providers that have a current Provider Agreement with CCS will receive the following six (6) CCS set standard holidays every year: New Year’s Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day
♦ Providers that do not return the Holiday Amendment to CCS by the effective date of the amendment will automatically receive the CCS set standard holidays listed above.
♦ Regulated Providers will be reimbursed for the six (6) CCS set standard holidays and up to three holidays or closure days of their choice.
♦ TRS Providers will be reimbursed for the six (6) CCS set standard holidays and up to six holidays or closure days of their choice.

Providers must notify CCS in advance of any additional holidays or closure days in writing.

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

**WEEKEND HOLIDAY—Pertaining to CCS set standard holidays**

♦ If the recognized holiday falls on a Saturday the provider will be reimbursed for the Friday before the holiday.
♦ If the recognized holiday falls on a Sunday the provider will be reimbursed for the Monday after the holiday.
♦ For those providers open on the weekend, reimbursement will be made for the actual holiday.

**NOTE:** Providers can check the CCAA portal to validate the holidays that your facility will receive

**EMERGENCY CLOSURE DAYS**

CCS will reimburse the provider for each child currently enrolled when they are closed due to emergency circumstances, such as icy roads (when the local school is also closed for that day), fire, electrical or gas outage, etc.

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

**PROVIDER RESPONSIBILITIES**

It is the provider’s responsibility to abide by certain security requirements:

♦ Use the CCAA system to report attendance.
♦ Access the CCAA portal within five calendar day’s timeframe to monitor parents’ reporting of attendance. Daily monitoring is recommended.
♦ Providers may not accept, store or use a parent’s or a secondary cardholder’s CCAA card or PIN
♦ Providers may not perform the attendance/absence reporting function on behalf of the parent.
♦ As an owner/director may not have designation as a secondary cardholder by a parent with a child enrolled at the facility
♦ Report misuse of CCAA cards and PIN to CCS.
♦ Contact CCS within five calendar days of the incident when a parent fails to report absences in the CCAA system.
♦ Report suspected fraud by the parent receiving subsidized child care services to provider services staff.
♦ Provider agrees to not be reimbursed for care if the child’s parent or step parent is the director, assistant director or has an ownership interest in the licensed center, including before or after school programs and school – age programs; agree to not be reimbursed for care if the child’s parent also works during the hours his or her child is in care at a licensed, registered or listed home.
♦ Provider agrees no employee of the child care provider will possess or have on premises a parent’s or secondary card holder’s CCAA card without the parent being present at the provider site.
♦ Provider is responsible for making sure all staff is aware of CCS policies and that all new staff is required to be trained on CCS policies.

**NOTE:** Failing to meet provider responsibilities regarding the CCAA system may result in corrective or adverse actions, such as investigation and prosecution of fraud. Other actions include, but are not limited to;
♦ Closed intake
♦ Moving children to another Provider selected by the parent
♦ Withholding Provider payments or reimbursement of costs incurred
♦ Termination of child care services
♦ Recoupment of funds and prosecution

**PARENT SHARE OF COST (parent fee)**

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

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

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

**Late or non-payment**

Providers must report instances in which the parent fails to pay their required parent share of cost. This must be reported to the CCS provider staff within three (3) business days from day that it’s due. After reporting timely, the provider has the option to:
♦ Option 1: Allow the family to remain in care while the provider works with the family to pay their required fee; OR

♦ Option 2: Deny services for non-payment of the parent fee. However, if you deny services, you may not bill CCS for these days.

  o CCS will not be responsible for unpaid parent share of cost owed to the provider or other late fees.

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

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

CCS Provider staff will contact the provider to discuss any infraction of the CCS Provider Agreement, Commission rules, and the policies and procedures outlined in the CCS Provider Handbook. The consequence for any infraction may be in the form of:

♦ Technical Assistance for each infraction
  o Verbal and/or written
♦ Non-compliance notification to the provider; or
♦ Service Improvement Agreement (SIA)

The current tracking timeline for issuance of infractions is January 1 – December 31.

♦ **Effective October 1, 2016 the technical assistance, non-compliance and SIA timeline will change to fiscal year (October 1 – September 30)**

**TECHNICAL ASSISTANCE**

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

♦ Technical assistance will be provided as needed for each individual infraction unrelated to the other
♦ A provider may receive up to three (3) instances of technical assistance for each infraction before a non-compliance is issued

Providers can have an infraction for but not limited to the following:

♦ Failure to report 3-day or 5-day No Parent Contact
♦ Failure to report consecutive non-attendance (contact with parent)
♦ Failure to log-in and view CCAA Web Portal
♦ Failure to collect Parent Fees
♦ Failure to report changes in their facility operation
♦ Failure to provide documentation as requested by CCS

**NON-COMPLIANCE NOTIFICATION**

The non-compliance notification form is a tool that will be used by CCS Provider Staff to notify the provider that a non-compliance has been cited with the CCS Provider Rate Schedule or Agreement, Commission rules, and the policies and procedures in the CCS Provider Handbooks.

♦ A provider may receive up to three (3) non-compliances for each infraction before a SIA is issued during the timeline of January 1 – December 31
  o Effective October 1, 2016 the non-compliance timeline will change to fiscal year (October 1 – September 30)

♦ Providers can be in non-compliance for but not limited to the following:
  o Failure to report 3-day or 5-day No Parent Contact
  o Failure to report consecutive non-attendance (contact with parent)
  o Failure to report a child’s non-attendance due to “denial” of services
  o Failure to log-in and view CCAA Web Portal
  o Failure to collect Parent Fees
  o Failure to report changes in their facility operation
  o Failure to provide documentation as requested by CCS

**SERVICE IMPROVEMENT AGREEMENT (SIA) for REGULATED PROVIDERS**

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

♦ The 1st issuance of SIA will not have a corrective action initiated.

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

♦ The 2nd occurrence consequence will result in Intake closure (new enrollments will not be authorized during this time)
  o Minimum of 30 days to 3-months based on the severity of the infraction
  o During the intake closure period, children can be enrolled due to the following reasons:
    ▪ Appeal overturned
    ▪ Re-enrollment with less than 10 days gap in care
♦ The 3rd occurrence consequence will result in suspension of the Provider Agreement
  o Suspension will be for a period three (3) months
  o Includes transfer of any CCS enrolled child
♦ The 4th occurrence consequence will result in termination of the Provider Agreement
  o A wait period of six (6) months before re-applying for provider status must be met

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

♦ The appeal documentation (Forms 2052/1070) will be provided along with the issuance of the SIA.

SUSPECTED FRAUD

A provider may be suspected of fraud if one or more of the following is presented:
♦ A request for reimbursement:
  o In excess of the amount charged by the provider for the child care; or
  o Is made when the provider’s license or registration is no longer valid
♦ A claim for child care if evidence indicates that the person may have:
  o Known, or should have known, that child care services were not provided as claimed;
  o Known, or should have known, that information provided is false or fraudulent;
  o Received child care during a period in which the child was not eligible for services;
  o Known, or should have known, that child care services were provided by a provider not eligible to be a CCS provider
  o Otherwise indicated that the person knew or should have known that the actions were in violation of this chapter or state or federal statute or regulations relating to child care
  o Become debarred and did not notify CCS to report the change and continued to provide child care
  o Provider possesses or uses a parent’s CCAA card.
♦ Provider must provide information requested by TWC, WSA, or CCS for investigation of CCS suspected customer or provider fraud. Failure to provide this documentation as requested could result in an SIA being issued or termination of the rate schedule or provider agreement.

CCS CORRECTIVE ACTION / ADVERSE ACTION

CCS, WSA or TWC may take the following actions if a provider is found to be in non-compliance with the policies and procedures:
♦ Suspension, nonrenewal, or termination of child care or a Provider Agreement;
Agreement can be terminated for up to 6 months for non-fraud issues.

♦ If a determination of fraud is made, and affirmed by WSA or TWC’s Office of Investigation, the provider will have a mandatory waiting period of 2 years and will have to repay all funds owed prior to applying as a CCS provider.
  o Temporary withholding of payments to the provider for child care services delivered;
  o Recoupment of funds from the provider; or
  o Any other action consistent with the intent of the governing statutes or regulations to investigate prevents, or stop suspected fraud.

APPEALS

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

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

TDFPS CHILD CARE LICENSING CORRECTIVE / ADVERSE ACTION

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

<table>
<thead>
<tr>
<th>Status</th>
<th>Required Notification of Parents</th>
<th>Required to Stop New Enrollments</th>
<th>Required to Remove Currently Enrolled Children</th>
<th>Provider Eligible to Receive Enhanced Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation Status</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Probationary Status</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Adverse Action</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

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

Providers are not eligible to receive enhanced reimbursement rate while on evaluation or probationary status with DFPS. The enhanced rates will end for providers that are:
♦ Texas Rising Star certified
♦ Texas School Ready certified

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

**NOTICE of FREEZE and TAX LIENS on CHILD CARE REIMBURSEMENTS**

CCS may place a freeze on provider reimbursements for unpaid amounts due under the Texas Unemployment Compensation Act.

TWC may also place a freeze under the Texas Labor Code of debts owed a person whose employer is delinquent in the payment of wages.

**PROVIDER ON-SITE VISIT VISITS TO PROVIDERS**

CCS has the right to conduct an on-site fiscal monitoring during operational hours. CCS may, at its discretion, utilize the assistance of other departments, City resources, WSA, Texas Workforce Commission (TWC) or other State or Federal entities to conduct on-site monitoring visits.

**RECORD KEEPING**

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

♦ Attendance records,
♦ Receipts for parent fees paid by the parent,
♦ Copies of the Billing Form 2455 (if applicable)
♦ provider payment proofs, and
♦ Any other records pertaining to financial claims for a child receiving subsidized care.

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

**PROVIDER CHANGES**

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

These changes must be reported to provider staff in writing five (5) business days prior to the change:

♦ the name of the facility;
♦ ownership, governing body or corporate status
♦ the location/address of the facility;
♦ the conditions or status of the license or registration;
♦ scheduled holidays;
♦ hours of the program;
♦ ages of the children served;
♦ published rates and/or fees;
♦ transportation policies;
♦ debarment from other state or federal programs; or
♦ any other changes to child care services provided.

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

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

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

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

Changes that cause termination of the Provider Agreement:

♦ A change in facility ownership,
♦ A move to a different location,
♦ A change in the type of license issued
♦ Loss of TDFPS license, registration, or certification status, or
♦ A provider found to be in serious noncompliance with, seriously deficient by, or debarred from another State or Federal Program.

COMPLAINTS/GRIEVANCES

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

TEXAS RISING STAR CERTIFICATION

A child care provider is eligible to apply for TRS certification if the provider has a current agreement to serve Commission-subsidized children and the provider:
• Has a permanent (non-expiring) license or registration from DFPS with at least 12 months of licensing history and is not on corrective action with DFPS, TWC or the local Board; or
• Is regulated by and in good standing with the U.S. Military.

Additionally, TRS providers must demonstrate consistent compliance with minimum state licensing requirements. Providers who are interested in being certified as Texas Rising Star Providers may visit www.TexasRisingStar.org for additional information and eligibility requirements.

If a provider loses TRS Certification they must:

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

Texas School Ready!

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

Training Opportunities for Caregivers

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

TRANSFER REQUEST BY PROVIDER / PARENT

Provider Request

A provider may request in writing an immediate transfer for a child for several reasons such as but not limited to:
- Behavior issues
- Parent conflict
- Needs of the child/family can no longer be met

CCS must be notified in writing informing of the date the child will no longer be accepted. CCS provider staff:
- Will issue transfer term authorization
- Contact the parent to inform of the provider’s request for transfer

Failure to inform CCS that services were denied to a child may result in technical assistance, a non-compliance or SIA being issued.
- CCS will not pay the provider for any days after services were denied

Parent request

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

- The existing provider that is providing care is not the parents' first choice, and space becomes available with the documented first choice of the parent;
- The family moves to another location within the Workforce Solutions Alamo service area;
- A parent changes job or school location;
- A parent wants all children in the family enrolled at the same child care provider;
- A parent is concerned for the child’s well-being. Concerns for well-being may be based on, but are not limited to:
Corrective or adverse action taken by the TDPRS Child Care Licensing Division against the Child Care Provider.

- TDPRS Child Care Licensing Division complaints against the Child Care Provider, and/or
- The special needs of the child could be better served by a different Child Care Provider;

- Child Care Provider is involved in a corrective or adverse action with PRS or with the Child Care Contractor;
- A Relative provider becomes a CCS Contracted Provider; or
- Other circumstances in which a transfer is in the best interest of the child(ren) or will avoid a hardship for the family.

Parents are eligible to transfer their child to a different provider effective the first day of the subsequent month, unless there are extenuating circumstances that make the transfer urgent. After the parent requests a transfer, CCS staff will:

- Identify the reason for the transfer request
- Schedule an appointment on the first available appointment date
  - Inform the parent that the transfer will not be effective until the appointment is completed.
- If the parent is requesting a transfer for a Child with a Disability (CWD) between the ages of 13-19yrs they must seek authorization from the CCS Provider Management staff.
# CONTACT Information

Provider Services, Payment Staff and Texas Rising Star Assessors

<table>
<thead>
<tr>
<th>Bexar Provider Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Elizondo</td>
<td>210-230-6306</td>
</tr>
<tr>
<td>Senior Management Analyst</td>
<td></td>
</tr>
<tr>
<td>Belen Corpus</td>
<td>210-230-6327</td>
</tr>
<tr>
<td>(support staff)</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CCS City Fiscal</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Omar Garza</td>
<td>210-207-8319</td>
</tr>
<tr>
<td>Fiscal Analyst</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Bexar County Provider Services</th>
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</thead>
<tbody>
<tr>
<td>Cherri Smith</td>
<td>210-230-6330</td>
</tr>
<tr>
<td>Management Analyst (Supervisor)</td>
<td></td>
</tr>
<tr>
<td>Jennifer Limon</td>
<td>210-230-6333</td>
</tr>
<tr>
<td>Case Aide (Providers A-H, M) and *any providers that start with #'s</td>
<td></td>
</tr>
<tr>
<td>Dolores Tijerina</td>
<td>210-230-6334</td>
</tr>
<tr>
<td>Case Aide (Providers I, J, N-W and Z)</td>
<td></td>
</tr>
<tr>
<td>Rosa Gonzalez</td>
<td>210-230-6335</td>
</tr>
<tr>
<td>Case Aide (Providers K, L and Y)</td>
<td></td>
</tr>
<tr>
<td>Brenda Torres</td>
<td>210-230-6300 (option 5)</td>
</tr>
<tr>
<td>Case Aide (CCAA)</td>
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</table>

<table>
<thead>
<tr>
<th>Rural Counties Provider Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Cantu</td>
<td>830-629-2010</td>
</tr>
<tr>
<td>Program Director (Supervisor)</td>
<td>ext. 2614</td>
</tr>
<tr>
<td>Bertha Gonzales</td>
<td>210-230-6365</td>
</tr>
<tr>
<td>Case Aide (All Rural Providers)</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRS Assessors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jessica Villarreal</td>
<td>210-230-6342</td>
</tr>
<tr>
<td>Senior Management Analyst</td>
<td></td>
</tr>
</tbody>
</table>
Please direct CCS parents to the Main Phone #
210-230-6300 for info on case status