



**WORKFORCE SOLUTIONS ALAMO POLICY LETTER**

**ID NO: CCMS 33, C7**

**DATE ISSUED: August 25, 2009**

**TO: Workforce Solutions Alamo CCS Contractors**

**FROM: Chakib Chehadi, Executive Director** *C.C.*

**SUBJECT: CHILD CARE PROVIDER MANAGEMENT**

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**PURPOSE:**

To provide guidance on Workforce Solutions Alamo's (WSA) policy regarding provider management.

**REFERENCE(S):**

Texas Workforce Commission (TWC) Child Care Rules, Chapter 809, Sections 809.2, 809.91, 809.92, **809.94**, 809.114, and 809.115, TA Bulletin #44, TWC Workforce Development Letter (WD) **11-09**, **WD 19-09**, CCMS 17, and CCMS 18.

**Bold** typeface indicates new or clarified language.

A ~~strikethrough~~ indicates language has been deleted.

**POLICY:**

Although the Board may no longer require general liability insurance of providers, it is recommended.

*CCS (Child Care Services) providers must:*

- Maintain at all times a current Provider Agreement or Rate Schedule with Contractor outlining terms which define requirements and other pertinent information;
- Be either licensed or registered with Texas Department of Family and Protective Services (DFPS), licensed by the Texas Department of Health (TDH) as a youth day camp OR, be operated and monitored by the United States military services;

- Bill for services provided within the required timeframes established by the contractor;
- Be reimbursed for transportation costs associated with the child's care, provided the cost does not exceed the maximum rate;
- Collect parent fees from families if applicable, and report late or non-payment of parent fees;
- Not charge parents who are exempt from paying a parent fee or parents whose share of cost is calculated to be zero (0) the difference in cost between the provider's published rate and the Board's maximum reimbursement rate;
- Maintain attendance records and parent fee receipts (if applicable) for all CCS children;
- Communicate excessive absences to Contractor; and
- Report any changes in provider status within 10 working days. Changes may include changes in facility name, governing body or corporate status, loss of license or registration, rates or fees, hours of operation or any others, which may affect the service provided.

*Contractor must:*

- Ensure that all providers are aware of requirements of CCS;
- Not reimburse providers that are debarred from other state or federal programs unless and until the debarment is removed;
- Notify providers which clients are exempt or not assessed a parent fee from being charged the difference in cost between the provider's published rate and the Board's maximum rate;
- **Notify parents of provider's status after receiving notification from TWC that a provider was placed on corrective action or adverse action, or if DFPS determines that the provider poses an immediate risk to the health and safety of the children within the timeframes and methods outlined in WD 19-09;**
- **Allow parents to enroll new children with a provider on evaluation status so long as the parent signs and returns a written acknowledgement prior to enrollment, and within 10 business days of their decision to enroll with that provider;**
- **Allow parents to keep their children enrolled with a provider on evaluation or probationary status so long as the parent signs and returns a written acknowledgment within 10 business days of the date of notification;**
- **Close enrollment for providers on probationary status or adverse action;**
- **Upon parent's request, transfer children in care within 10 business days after receiving notification that the provider is on corrective action;**
- **Transfer children in care within 5 business days after receiving notification that DFPS is taking adverse action against a provider, or if DFPS determines that the provider poses an immediate risk to the health and safety of the children;**
- **Suspend the enhanced reimbursement rate for providers that are on evaluation or probationary status;**
- **Prescreen potential Texas Rising Star (TRS) providers and recertify current TRS providers as described in WD 11-09;**
- **Develop a recertification/monitoring cycle that affirms continued eligibility for all TRS providers within the timeframes outlined in TA Bulletin #44 and WD 11-09;**

- **Determine if a Service Improvement Agreement (SIA) is necessary, or if a TRS certification should be repealed based on TRS guidelines;**
- Conduct on-site monitoring visits to all Texas Rising Star (TRS) Providers as described in TA Bulletin #44;
- Pay TRS providers up to 12 paid holidays per year based upon their holiday schedule. All other providers will be allowed 9 paid holidays per year;
- Maintain a provider agreement with ~~all~~ **active** TRS providers;
- Not duplicate any monitoring function of TDFPS;
- Provide information and technical assistance on E-Vision as needed; and
- Establish procedures for implementing WSA/TWC rules and policies regarding providers including consequences for providers who do not comply with the requirements of being a CCS provider as listed above and as described in CCMS 17.

**NOTE: Contractors may determine the terms of the SIA or repeal a TRS certification for TRS providers that are out of compliance with TRS guidelines. However, the Board has the discretion to take additional action, such as, prohibiting TRS providers on SIAs from participating in quality improvement activities, and not issuing equipment funded by the Board.** WSA does not allow its Contractor to have rate schedules with TDFPS listed family homes with the exception of eligible relative providers as described in CCMS 18. A listed family home is defined as a family home, other than the eligible child's residence, that is listed, but not licensed or registered with, the TDFPS pursuant to Texas Human Resources Code 42.052(c). TWC Rules require, with the exception of listed relative providers, that Boards shall ensure that they are in effect, under local law, requirements designated to protect the health and safety of children in the prevention and control of infectious diseases, building and physical premises safety, and minimum health and safety training appropriate to the child care setting.

**ACTION REQUIRED:**

Contractors shall implement this policy immediately. ~~by notifying parents and providers of this requirement and by updating all documents, forms and correspondence to parents to comply with this policy.~~

**EFFECTIVE DATE:**

Immediately.

**INQUIRIES:**

Please direct all comments and inquiries pertaining to this policy to:

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