



FREQUENTLY ASKED QUESTIONS

Do I Qualify for Child care services?

Below is a summary of the eligibility requirements for CCS:

1. If you are a single parent household, you must be currently working and/or in job training or attending an educational program for a minimum of 25 hours or more a week. If you are a two-parent household, you must BOTH be currently working and/or in job training or attending an educational program at least 50 combined hours per week.

Families who do not meet the minimum participation requirements for At-Risk child care eligibility but who are otherwise eligible shall qualify for child care while searching for work that will meet the minimum activity requirements.

At the end of the initial three months of eligibility, if the family still does not meet minimum activity requirements, care will be terminated.

If employment participation requirements are met within three months, eligibility will continue for a total of 12 months, inclusive of the three-month initial job search period.

Note: If a family is being redetermined for a new 12-month eligibility period and it is discovered that the family is not meeting eligibility requirements for At-Risk Child Care, care will end. The family may apply/reapply for Initial Job Search Child Care and will be subject to Board's priority and waiting list.

2. You meet the income guidelines.
3. Your child is a U.S. citizen, or legal immigrant, and under the age of 13 years of age or under 19 years of age with a disability.

I am currently enrolled in an educational program. Do I qualify?

If you are a single parent household, you must be currently working and/or in job training or attending an educational program for a minimum of 25 hours or more a week. If you are a two-parent household, you must BOTH be currently working and/or in job training or attending an educational program at least 50 combined hours per week.

If a parent is enrolled full-time in a postsecondary undergraduate education program, then CCS is provided for and does not exceed a cumulative total of 60 months. This limitation applies to parents

who are meeting participation requirements by postsecondary education only. Parents who are both working and attending an educational program are not subject to the cumulative 60-month limit.

Educational program—A program that leads to one of the following:

- A high school diploma
- A certificate of High School Equivalency
- An undergraduate degree from an institution of higher education

Attending a job training or educational program—An individual is attending a job training or educational program if the individual:

- is considered by the program to be officially enrolled;
- meets all attendance requirements established by the program; and
- shows progress toward successful completion of the program, demonstrated through continued enrollment in the program at the time of eligibility redetermination

I need child care - it is an emergency. What can i do?

Unfortunately, our program is not designed for emergency assistance. We are happy to determine if you are eligible for services, however, if funds are not available, you will need to be placed on a waiting list. If you need emergency services, you may dial 2-1-1. Short term emergency child care services may also be available through [Our City Cares](#) at [\(210\) 230-6343](#)

Will i have to go on a waiting list?

If funding is unavailable, you will be placed on a waiting list. Once on our waiting list, you will need to update your information every 90 Days. Once the funding becomes available, you will be outreached from the waiting list.

The provider I want has openings. Why do I have to be placed on a waiting list?

Our waiting list is for funding, not provider availability. You may want to ask your child care provider if they can offer you a sliding scale fee or scholarship while you wait for CCS funding to become available.

Which providers do I use once I am on the program?

Parental choice is what drives this program. You have complete control of the placement of your child. You may choose a provider who has an agreement to serve CCS children or use an eligible relative provider.

Texas Child Care Availability Portal

The Texas Child Care Availability Portal is a state-wide system provided by TWC and allows parents to search and filter for child care programs in their area. Child care programs are encouraged to regularly update their program's enrollment availability for ages served.

What if I am on TANF (Temporary Assistance for Needy Families)?

You need to contact your nearest Workforce Solutions Center and ask about employment and training programs. If eligible, they will refer you to CCS. To locate your neighborhood Workforce Solutions Center, [please click here](#).

I am in care and need to transfer to another provider. What can I do?

Call [210-230-6300](tel:210-230-6300) and follow the prompts, as there is an option to request a transfer. You can also request a transfer by emailing ccs.intake@wsalamo.org. Please note that there is a 14 day wait period for provider transfers unless the transfer qualifies as an emergency.

How is my co-payment determined?

Your cost of care is determined by your average gross monthly income before taxes, including ALL household income, such as overtime, commission, bonuses, incentive pay, other employment, etc., and the number of children receiving child care subsidy. This fee is payable to the child care provider and it is mandatory that it is paid timely.

What is a pre-kindergarten partnership?

A pre-K partnership is a collaboration formed between a public school pre-K program and one or more quality-rated child care providers, with the goal of providing high-quality care and education to eligible three- and four-year-old children.

Pre-K partnerships provide numerous benefits to families, child care programs, school districts, and open enrollment charter school networks.

Pre-K partnerships provide families with the following benefits:

- Access to high-quality pre-K to help children transition to kindergarten
- Consistency between the school day and before or after care

- More accommodating hours for working parents who need a full workday of care for their child
- A child care curriculum aligned with that of the local school district in order to increase children's school readiness

How Can I share my Success Story?

We want to know how the CCS Program has helped you and/or your family. [Click here](#) to share your success story with us.

How Can I Rate My Recent Experience with CCS?

We strive to offer the very best customer service possible. Please help us improve by telling us about the service you received during your most recent experience with CCS. [Click here](#) to fill out our survey.

What if I am looking for a job but not currently employed or in training?

Families who do not meet the minimum participation requirements for At-Risk child care initial eligibility shall qualify for child care while searching for work that will meet the minimum activity requirements.

- Initial job searches are limited to one per 12-month eligibility period.
- Parents enrolling under an initial job search must self-attest they are not meeting the participation requirement and have registered with the state's labor exchange system.
- A job search is limited to three months. Child Care Services will continue following this three-month period, if, by the end of the three months, the family meets income eligibility and the following activity requirements:
- 25 hours for a single parent, with at least 12 hours in employment; or 50 hours combined for dual-parent families, with at least 25 combined hours in employment
- At the end of the initial three months of eligibility, if the family still does not meet minimum activity requirements, care will be terminated.