Workforce Solutions Alamo
Child Care Services Program

Provider Handbook

Information Line: 210-230-6300

Child Care Services
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San Antonio, TX 78229
www.workforcesolutionsalamo.org

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Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas (800) 735-2989 (TDD) or (800)735-2988 voice

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FOREWORD

Child Care Services (CCS) has developed this Provider Handbook to inform you about its child care services and to explain your role as a child care provider. All rules, policies and procedures in this Provider Handbook are based on federal or state laws and Workforce Solutions Alamo (WSA) policies and procedures. Any changes to federal or state laws are automatically incorporated into this provider handbook.

In this handbook you will find the requirements and procedures for becoming a CCS provider. This handbook is an addition to the CCS Provider Agreement and does not exhaust all policies and procedures within the CCS Program.

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

PURPOSE

This handbook is for 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 payment 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 through multiple funding sources, which can be managed by CCS as the needs of families change.

CCS provides child care services to over 14,000 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 apply under the new system Texas Child Care Connection (TX3C). The website address is:

- https://childcare.twc.texas.gov/find/register?mode=signup

ELIGIBLE CHILD CARE PROVIDERS

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

Before signing a provider agreement to become a CCS Provider, interested providers must complete the Texas Rising Star Interest form which establishes a provider account in the Children's Learning Institute (CLI) Engage System.

The online link is:
https://cliengage.atlassian.net/servicedesk/customer/portal/1/group/63/create/301

Basic Provider requirements:

- Have a current license from Child Care Regulation (CCR) as a
  - child care center,
  - licensed child care home or
  - registered child care home

  ***Exception**: Providers operated and monitored by the United States Military.*
- Not on Corrective Action with Child Care Regulation (CCR)
- Not having an outstanding balance owed to the CCS Program if the Potential Provider was a former client or former provider.
  - You are ineligible to become a CCS Provider until the balance is paid in full.
- Not be debarred from any other State or Federal Programs. Federal Executive Order 12549 requires CCS to screen each covered potential provider to determine whether each has a right to obtain a contract in accordance with federal regulations on debarment, suspension, ineligibility, and voluntary exclusion.
- Meet Texas Rising Star requirements as a certified provider or designated as an Entry Level provider for the prescribed time periods

Staff will check the potential providers' licensing status by assessing the Child Care Regulation website:

- https://childcare.hhs.texas.gov/Public/ChildCareSearch

Sign up process:

The provider packet and billing forms are available online and can be filled out electronically and submitted online to CCS once the licensing status has been checked and the provider meets the criteria to become a CCS provider. The online link is:

- https://www.cognitoforms.com/WSAChildCare/ProviderPacket3

Upon request, the hard copy provider packet and billing forms can be sent to the potential provider either by email, fax or postal mail for review and completion.

The CCS Provider Packet consists of:

- Provider Agreement
- Billing Forms – includes a W-9, ACH Direct Deposit Form, and New Vendor Supply Form
  - link: https://www.cognitoforms.com/WSAChildCare/ProviderACHAndVendorForms
- Holiday Amendment; and
- Rate Addendum

The potential provider will complete the forms in the provider packet with the name that is listed on the child care license certificate from Child Care Regulation (CCR) and return with the following required documents.

The required documents are:

- A copy of the current license certificate from CCR
- Documentation to validate ownership of the childcare facility (DBA, LLC, Assumed Name Certificate, Certificate of Occupancy)
- A copy of your Federal Employer Identification number (EIN) from the IRS or Social Security card if you do not have an EIN
- A copy of your current Texas driver's license or Texas Identification Card
- A Parent Handbook that relates to your services
- A copy of a signed document from your current bank account to validate account owner
    - A copy of a voided check or bank letter

CCS review and automation:

Provider packet and documents can be submitted online or returned to CCS by postal mail, email, provided in person or faxed to:

Child Care Services (CCS), Attn: Provider Services
9725 Datapoint, Suite 200
San Antonio, TX 78229
Fax: (210)277-2718
Email: providers@wsalamo.org

After you submit your documents, CCS staff will review the forms for accuracy and completion. Upon 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 by email of the effective date they are eligible to receive CCS enrolled children.

INDEPENDENT PROVIDER

The provider shall always be an independent provider and not an agent or employee of the Child Care Contractor. Child Care Services do 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 Child Care Contractor, Child Care Services (CCS).
- 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 to them by CCS.
    - All referrals made by CCS are based on parent choice.
    - If providers do not have CCS-referred children in care, they must still comply with the terms of the CCS Provider Agreement.

CHILD CARE QUALITY PROVIDERS

The Texas Government Code §2308.3171 define a "quality child care indicator" as any appropriate indicator of quality services, including if the provider:

- is a Texas Rising Star (TRS) certified provider; www.texasrisingstar.org
- is accredited by a nationally recognized accrediting organization approved by the Texas Workforce Commission (TWC);
- is participating in the Texas School Ready! (TSR!) project; http://texasschoolready.org

Texas Rising Star (TRS)

A TRS Provider is a child care provider that has an agreement with Child Care Services (CCS) to serve Texas Workforce Commission (TWC) subsidized children that meets the requirements that exceed the State's Minimum Licensing Standards for child care facilities. All regulated CCS providers are required to be included in the TRS program with an Entry Level Rating until certification is achieved. Participation is mandatory.

The CCS provider must achieve Texas Rising Star certification of at least the Two-Star level within the 24-month period.

- During the certification process, providers will have an Entry Level designation
  - Entry-Level child-care program is not eligible for enhanced rates
  - A Mentor will be assigned to work with the provider
- A child care program can request a waiver to extend the length of time, which may not exceed 36 months, so that the child care program may participate at the Entry Level designation. The child care program must submit a certification application to be considered for a waiver and must meet criteria for waiver. The local Workforce Board will submit the request on behalf of the child care program.
  - The waiver is submitted to TWC

Provider certification is a process for improving the quality of child care services provided in Texas. The TRS certification system provides graduated levels of certification as providers meet progressively higher certification requirements. Certification as a TRS Provider is available to Licensed Center, Licensed Child Care Home, Registered Child Care Home providers who meet the certification criteria. The process improves the quality of child care provided, not only to TWC subsidized children, but to all children enrolled in certified facilities. TRS certified providers are eligible for an enhanced payment rate.

TRS providers may receive these enhanced payment rates for each provider type and category of care if the rate is not higher than the provider's published rate:

- 2-star rating receives a 5% higher payment rate,
- 3-star rating receives a 7% higher payment rate, and
- 4-star rating receives a 9% higher payment rate

If a provider loses TRS Certification they must immediately return the TRS Banner to CCS (if they have one from past distribution) and cease advertising as a TRS Provider

Texas School Ready Program (TSR)
Texas School Ready is a comprehensive teacher training program combining a research-based, state-adopted curriculum with ongoing professional development and progress monitoring tools. The goal of this program is to help children be better prepared for school.

- Providers that participate in the Texas School Ready program may receive an additional 5% above the maximum rate established for infant, toddler, and preschool-age children.

For more information about Quality Child Care, please contact TRS_Mentors@wsalamo.org .

ARRANGEMENTS FOR CHILD CARE

All arrangements for child care shall be made between the parent and child care provider per the parent's child care needs and the provider's policies. CCS Parents may choose to select:

- A Licensed child care center or Licensed or Registered Home,
- Texas Rising Star Provider,
- Texas School Ready! Provider; Or
- A Relative Child Care Provider

When the parent notifies CCS that a child care selection has been made, CCS staff will:

- Contact the provider to ensure space is available
- Verbally authorize care to start, give authorization numbers, PSoC (if applicable) and eligible start date
- Send the provider a TX3C Notice of Communication
    - The Notice of Communication provides:
        - The start and end date of child care,
        - The amount of the parent's 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.
        - Whether the referral is full-time or part-time

Providers must accept all children referred to them by CCS if:

- The children are within the age range licensed to serve,
- The children are the age(s) covered by the Provider Agreement
- Accepting the children does not put the provider over its CCR licensed capacity
- Accepting the children does not put the provider over the limit of CCS referrals they will take

Providers may choose to limit the number 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.

- For example, providers may choose to accept no more than 10 CCS children but may not choose to limit those they do accept to only low-income parents.
- If your CAP is met, please inform CCS staff when they call to authorize enrollment

Also, providers are not required to accept authorization for enrollment that interrupt business practices applied to the general public.

- For example, if a provider has a policy that does not accept part-week or part-time enrollments and this policy is applied to the general public, then the rules will not require that the provider accept part-week or part-time enrollments from CCS.

Unauthorized Care

The provider must not accept a child unless CCS staff has called and issued enrollment authorization numbers. Even if TDFPS (CPS) or a Texas Workforce Center caseworker refers the child, the provider must have CCS authorization numbers before accepting the child.

CCS will not reimburse Providers for:

- Accepting a child without receiving CCS enrollment numbers
- Any day prior to issuing authorization numbers for care to begin
- Unauthorized days
- Any day after the end date on the current TX3C Notice of Communication (even if termination numbers are not called in to the Provider)

CHILD WITH DISABILITIES/INCLUSION ASSISTANCE

A child with disabilities under 19 years of age is eligible for CCS if the family meets all other eligibility requirements.

- Only the parent may initiate the review process. Under no circumstance shall the initiation of the inclusion assistance rate come from the provider.
- A qualified professional familiar with assessing the needs of children with disabilities will certify the need for a higher payment rate.
- The higher rate must take into consideration the estimated cost of:
  - Additional staff in the child's classroom and necessary training
  - Necessary equipment
  - Necessary minor renovations
  - Expected duration of the inclusion assistance rate
  - The percentage of the increase rate, not to exceed 190 % of the provider's payment rate
- While child care providers are legally responsible for making reasonable modifications for any child with disabilities, the inclusion assistance rate is made available to providers serving low-income families to assist them in making such reasonable accommodations.
- The inclusion assistance rate is also available to assist providers and families if a child's disability requires more than just reasonable modifications for the child to be fully included in the child care provider's daily activities.

Families can email CCSInclusion@wsalamo.org for more information about inclusion assistance.

American with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) of 1990, protects children with disabilities and required child care providers to serve children with disabilities if reasonable accommodations can be made. However, child care providers cannot charge parents for the cost of making such accommodations available.

REQUIREMENTS OF A CCS PROVIDER

CCS will ensure all providers are aware of the requirements of being a contracted CCS provider. The Provider must:

- Participate in the mandatory TRS Entry Level program until TRS certification is obtained
- Maintain a current Provider Agreement that outlines the terms which define requirements and other pertinent information.
- Be either licensed or registered with CCR OR be operated and monitored by the United States military services.
- Be paid for transportation costs associated with the child's care, provided the cost does not exceed the maximum rate.
- Collect parent share of cost from families if applicable and report non-payment of parent share of cost by the required timeline.
- Agree to not charge the difference between the provider's published rate and the Board's maximum payment rate
- Document and maintain parent share of cost receipts (if applicable)
- Communicate consecutive excessive absences
- Report any changes in provider status within 10 business 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.
- Agree to not be paid 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 paid 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.
- Agree to not deny a child care referral based on the parent's income status, receipt of public assistance, or the child's protective service status.
- Agree to not charge fees to a parent receiving child care scholarships that are not charged to a parent who is not receiving scholarships;
- Agree that failing to report when a child stops attending or fails to begin attending a child care provider location within five (5) days of the effective date on the authorization notice will result in withholding of payment
- Ensure that the CCS customers have access to their children at the provider’s facilities anytime the child is in care.
- Report incidents that may have the potential for negative media attention within one (1) business day from the date of the incident.

CHILD CARE FACILITY CHANGES TO REPORT TO CCS

Changes in the way a facility runs may mean that a new Provider Agreement may be needed. Depending upon the nature of the changes, CCS will determine whether a new agreement is required. The provider must inform CCS within three (3) business days of a change such as:

- New/change in financial information affecting payments
- Facility name change
- Change in ownership
- Federal Tax ID number
- Change in location
- Change of contact information (email address, phone, or fax)
- Change in Child Care Regulations (CCR) facility/permit type
- CCR revocation of permit to operate
- Hours of the program
- Ages of the children served
- Published rates and/or fees
- Transportation policies
- Debarment from other state or federal programs
- Closure of the facility
- Any other changes to child care services provided

The following facility changes will necessitate a new Agreement to be signed:

- Change in ownership
- Change in location
- Change in CCR facility/permit type

The provider will not be entitled to payment until requirements to be a Provider are met and a new Agreement is signed.

CCS ***may*** initiate a new Agreement in the following circumstances:

- At agreement revision
- When significant changes have occurred in the legal nature of the Provider.
- Social Security number changes to an EIN number (owner's tax status)
- Ownership, governing body, or corporate status of the facility, or
- Conditions of the license or registration are changed by CCR or United States Military and the Provider agreement is affected (i.e., Registration or licensing status of the facility, a new license number is issued or the Provider changes from a registered home to a licensed center)
- When the contractor changes.
- When the maximum payment rate changes
    - A Unilateral Agreement may be used in lieu of initiating a new agreement

<u>Permanent Closure, Sale or Voluntary Withdraw from CCS</u>

The provider must give notice to parents and CCS when a center is sold, closes, or chooses to discontinue providing TWC-subsidized child care services. **CCS prospective payments made**

to a provider who closes or voluntary withdraws from CCS must be recovered as these are considered improper payments.

- **Permanent Closure** - Provider must notify CCS in writing within 30 calendar days prior to closure to avoid interruptions in care and minimize impact on parents and children.
- **Sale** - The new owner will not be entitled to payment until requirements to be a Provider are met and a new Agreement is signed. This includes the application phase after the sale of a facility and before a new permit is issued by CCR.

Changes that cause termination of the Provider Agreement

The Provider understands that the following facility changes will result in automatic termination of this Agreement:

- A change in facility ownership,
- A change in location,
- A change in facility type with Health and Human Services Commission (HHSC) CCR
- Revocation of the permit to operate
- A provider found to be in serious noncompliance with, seriously deficient by, or debarred from another State or Federal Program.

Failure to inform CCS about any of these changes before their occurrence could affect your scholarship payment.

ABSENCE REPORTING AND INFORMATION

The CCS automated attendance system is KinderConnect, a web-based provider portal that collects child attendance data for providers and state or Board / Contractor staff to view. Parents and / or caregivers (sponsors) are able to report child care attendance in an automated manner.

Only a parent and / or caregivers (sponsor) may report a child's attendance. Effective April 1, 2026, for attendance to be recorded, parents (sponsors) are required to check their child(ren) in **AND** out every day. This updated requirement replaces the previous requirement that required only one check-in or check-out each day. Failure to record both a check-in and check-out will result in an unexplained absence.

- In instances where there is not a parent and / or caregiver (sponsor) performing the drop-off or pick-up of the child (transporting the child to or from school) to their program, providers are only allowed to do one (1) check-in OR check-out per day. Providers cannot do both check-in and check-out.

Pursuant to §809.2(11), "excessive unexplained absences" are defined as more than 40 unexplained absences in a 12-month eligibility period.

Providers are required to report within two business days when:

- Five consecutive absences with no parent contact
- A child that is no longer attending
- A child fails to begin attending

The online Cognito Form**:** **CCS Provider Absence Reporting (Cognito Forms)** will be used to report these absences

- Example: A child is absent Thursday and Friday of one week and then Monday, Tuesday, and Wednesday of the next week. This means this child has five consecutive days of absences that must be reported to CCS within two business days

Notification of Absences

Absence notifications will be sent to all families and providers which includes DFPS referred children. These notices will be automatically generated and sent by TX3C when a child has accumulated 15, 30 and 40 unexplained absences.

Attendance reporting using Child Care Management Software (CMS)

Providers using their own CMS for attendance collection may continue to use their current CMS for attendance collection as long as it is supported by a KinderSystems application programming interface (API).

- Only attendance information for children receiving child care scholarships will be uploaded to KinderSystems.
- You are required to upload attendance to TX3C: KinderConnect weekly to remain in compliance with automated attendance requirements.

For a list of approved CMS programs supported by KinderSystems please use this link: **https://tx3c.info/index.php/api-cms-vendor-list/**

Misuse of attendance reporting

Providers cannot have in their possession the parent's KinderConnect log-in and PIN to perform the attendance or absence reporting function on behalf of the parent (sponsor).

However, for providers using a CMS that does not allow parents to report back-dated attendance, providers may correct back-dated attendance on behalf of the parent.

- Provider misuse of attendance reporting including intentionally entering false attendance reports through the providers CMS is grounds for potential fraud determination.

Attendance uploaded to KinderSystems including provider entered back-dated attendance is subject to monitoring for accuracy. Providers may be required to provide documentation from the parent (sponsor) of actual attendance for back-dated entries.

Non-usage of CCS automated attendance system (KinderConnect)

Providers that are not using the attendance system will be placed on a Service Improvement Agreement (SIA). Providers will have one week to demonstrate compliance with attendance recording requirements.

- Failure to comply within one week of the execution of the SIA will result in CCS payment withholding until compliance has been met.

- Continued non-compliance will result in breach of contract resulting in provider agreement termination.

Note: *Providers having technical issues using the attendance system must reach out to the KinderSystems help desk to report the issue and obtain a help desk ticket number. The ticket information must be sent to your assigned Provider Management Child Care Advisor to document your support request with KinderConnect. It is recommended you do this via email, so there is a written record.*

KinderSystems contact info:

📞 Call: 1-888-265-6461 **OR**
📧 Email: supportTX@kindersystems.com
⏱️ Hours: Monday – Friday, 6 AM – 9 PM CST

MAXIMUM PROVIDER PAYMENT RATES

WSA establishes maximum payment rates at or above a level established by TWC for subsidized child care in accordance with federal and state laws and regulations and program state plans. Providers must not charge fees to a CCS parent that is not charged to a private-pay parent.

Providers will be paid for services rendered at the provider's total daily rate or the Boards maximum payment rate, ***whichever is lower***. Maximum rates are based on the following:

- Type of child care facility (Licensed Center, Licensed or Registered Child Care Home)
- Age of the child
- Part or full-time care; and
- Whether additional adult assistance or equipment is required for a child with a disability

Note: *Increase in rates effective 10/01/2026 – new CCS maximum payment rates:* *https://www.twc.texas.gov/sites/default/files/wf/policy-letter/wd/16-26-att1-twc.pdf*

- The increase in rates is not automatic if your rates are lower than the maximum rate. If you want to update your rates with CCS, you must submit a completed Rate Addendum
  - Please send an email to providers@wsalamo.org to request an addendum form
  - Rate changes are entered into the system upon receipt of the completed document and will be effective on the next prospective payment period

Age groups for payment

Providers must enter their published rates charged to the public for the age categories they have a CCR license to care for on the CCS Rate Addendum Form. With the implementation of the new child care case management system, TX3C and TWC implemented revisions to the age ranges as follows:

- Infants 1 (0-11 months)
- Infants 2 (12-17 months)
- Toddlers 1 (18-23 months)

- Toddlers 2 (2 years)
- Preschool (3 years)
- Preschool (4 years)
- Preschool (5 years)
- School age (6 years and older)

Full-time, Part-time Care and Blended Care

- Full-time care is six (6) to twelve (12) hours per day within a 24-hour period
- Part-time care is *less than six (6) hours a day* within a 24-hour period
    - A part-time school age referral is used during the summer months only if a child needs less than 6 hours of care per day.
- Blended care covers part-day after school (under 6 hours) during the school year and full-day (more than 6 hours) during the summer to children enrolled in a school program, such as Pre-K, Head Start, or Early Head Start. This does not cover drop-in care.
    - The blended rate is also paid during Spring Break, Thanksgiving Break, and Christmas Break and any other holidays when school is not in session. Exception: Summer Break will be covered full-time.
    - ***The formula used to calculate the blended rate*** is the lowest rate between the providers daily rate and the CCS maximum payment rate.
        - (part-time rate x 175 days) + (lowest full-time rate x 30 days) / 205 days
    - To calculate the daily blended rate for school age children (attend school all day) ages 3 years and older, a part-time **and** full-time rate must be provided as both rates are required to determine the blended rate paid.

- WSA uses the Northside ISD calendar to determine when the full-time summer care rate will be effective.
    - This will be the school calendar used for referrals of school age children.
    - School age full-time summer care days may only be authorized during the months of June through August and cannot exceed 12 weeks.
        - During summer vacation, providers will be paid for school-age children using the lower of the provider full-time or the CCS full-time rate

Calculating the Provider Daily Rate and Fees

Effective January 13, 2025, CCS no longer calculates provider daily rates and fees. Using the Rate Addendum Form, providers enter the daily rate charged for each age group they hold a child care license to serve. The rates will include daily fees as applicable. Daily fees include enrollment/registration fee, activity fee, supply fee and transportation.

- These fees (registration/enrollment fee, supply fee, and activity fee) will be included in the provider's daily rate and will not be charged to children receiving CCS scholarships
- Fees for field trips or other special activities not part of the provider's normal activity schedule are not included in the CCS rate.
    - These fees can be charged to CCS families

Providers are paid for child care services rendered at the provider's published rate up to the maximum payment rate established by WSA for the Alamo Area CCS.

- If the provider's published rate is less than the maximum payment rate, the provider will be paid the lower rate.

Payment for Transportation
CCS reimburses Providers who offer transportation only for those CCS-referred children authorized to receive transportation service. Providers offering transportation are identified during "new" Provider enrollment, renewal or reported rate change. Payment may be allowed as long as the combined total of the providers published rate, and the transportation rate does not exceed the established maximum payment rate.

Collecting the Difference between Provider Published Rates and CCS Payment Rates
Effective April 1, 2023 – Providers can no longer charge the difference between CCS maximum payment rates and providers' daily published rates

PROVIDER AGREEMENT AND RATE ADDENDUM RENEWAL

Provider Agreement and Rate Addendum
Provider Agreement and Rate Addendum will be renewed annually no later than November 30th each year to ensure that the following information is still current for each provider:

- The providers details
- Provider rates

Failure to submit the annual renewal provider agreement and rate addendum may result in the issuance of a Service Improvement Agreement (SIA) which could affect payment if compliance is not met within thirty (30) days of SIA issuance.

Rate Changes
Providers must report any rate changes during the fiscal year in writing within ten (10) business days of a change in published rates. CCS staff will send the rate addendum form to be completed and returned for data entry. The provider will not be paid for increases in published rates prior to receipt of the signed rate addendum.

- The change in rates will be effective on the next prospective payment once the addendum has been processed.
- If the provider reports a change in rates by telephone or email but does not provide their signed rate addendum within ten (10) business days, their rates will remain the same.

Providers in another managing board must report rate changes to their managing board.

BILLING AND PAYMENT

WSA will pay licensed centers, licensed homes and registered homes prospectively for authorized child care before care is provided (similar to private-paying families that pay tuition beforehand). Payments will cover two-week periods, Monday – Sunday for days that a child has been authorized to attend your program at the beginning of each two-week payment period. The prospective payment will be based on the provider's Board Area, rather than the child's residence.

If you receive an overpayment for a child whose authorization changes or ends during a period for which payment has already been made, CCS may adjust a future payment or require you to repay the overpayment.

Validation of payment

All CCS Providers will receive a bi-weekly prospective payment. The Payment Proof is now available online in KinderConnect. To find this information:

- Go to the Provider tab and click on Payments in the drop-down menu
- Click on Details to view the summary for each payment

If a provider discovers a payment error, the provider must report the error to CCS by email within 3 calendar days from the payment deposit date. The email will include the following information:

- Child first name
- Case number
- Payment discrepancy reporting: child not paid, incorrect number of days paid, incorrect PSOC deducted, incorrect rate paid
- At the report of a payment discrepancy, the assigned Provider Management Finance Specialist will conduct review. Please note that some reviews can be finalized quickly and some may take up to 2-weeks to finalize.

If there are no discrepancies reported within the required timeline, CCS will assume that payment was made correctly, and no further adjustments will be made.

RECOVERY OF IMPROPER PAYMENT

Improper payments for child care services are required to be paid immediately after discovery. Recovery of improper payment from a provider could arise in the following circumstances:

- A provider who goes out of business or withdraws from CCS
- Issues related to Fraud
- Referred children have been moved from one facility to another without authorization from CCS
- the provider did not meet the provider eligibility requirements
  - Operating without a valid CCR License
  - Unreported daycare closure and units were paid out
- the provider was paid for the child care services from another source
- the provider failed to report when a child has not attended, if
  - child never attended after enrollment authorization
  - child stopped attending
- Other instances in which repayment is deemed an appropriate action
  - late/unreported holiday or closure day not listed on the holiday amendment
  - late/unreported denial of child care services due to
    - suspension for any number of days
    - Behavior of the parent or child

        - PSoC not paid
            - Report must be made immediately
- repayment is deemed an appropriate action such as:
        - prospective payment adjustment resulting in a negative balance
        - Non-compliance with program rules and regulations (other than Fraud)

HOLIDAYS, EMERGENCY CLOSURE, SUMMER CLOSURE

Holidays

All Providers with a current CCS Provider Agreement will receive the following nine (9) CCS set standard holidays every year: Thanksgiving Day, Day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, and Labor Day.

- Providers will be paid for the nine (9) CCS set standard holidays plus three (3) "floating" holidays or closure days of their choice. If more than three (3) paid holidays are chosen; only the first three (3) chosen days on the holiday amendment will be paid
- TRS Providers will be paid for the nine (9) CCS set standard holidays plus six (6) "floating" holidays or closure days of their choice. If more than six (6) paid holidays are chosen; only the first six (6) chosen days on the holiday amendment will be paid
- To receive the floating holiday selection of choice, the provider must return the holiday amendment form by due date
- Providers that do not return the holiday amendment to CCS will automatically receive ONLY the CCS set standard holidays.

Holiday closure days or any day that your center is closed not listed on the Holiday Amendment Form must be reported **prior to being closed**.

- These days will be listed as an unbilled holiday or unbilled closure day
- CCS payment will not be received

Payment for CCS set standard holidays that fall on a weekend:

- If the CCS set standard holiday falls on a Saturday, the provider will be paid for the Friday before the holiday.
    - For instance, if Christmas falls on Saturday; CCS will be paid the Friday before the holiday.
- If the CCS set standard holiday falls on a Sunday, the provider will be paid the Monday after the holiday.
    - For instance, if Christmas falls on Sunday; CCS will reimburse for the Monday after the holiday.
- Providers that are open on the weekend (Saturday and/or Sunday), CCS set standard holiday payment will be made for the actual holiday.

Payment for **Provider selected** "floating holidays" or "closure days" that fall on a weekend (this does not apply to CCS set standard holidays):

- If the selected “floating holidays” or “closure days”, the provider chooses falls on a weekend; the provider must indicate on the holiday form if they will observe the holiday on the previous Friday or on the following Monday.

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 payment can be up to five (5) business days per calendar year.
- Providers must notify their assigned Provider Child Care Advisor of the closure within five (5) business days of the closure to receive payment.

Summer Closure

Providers that close for the summer are encouraged to report to CCS in writing 30 calendar days prior to the closure date. Please include the closure timeline.

- This will allow CCS time to contact parents and process transfers to the center of the parent’s choosing.

PARENT SHARE OF COST (PSoC)

To align with the prospective payments that will be based on a two-week payment cycle, PSoC assessments will be aligned to weekly fees which may be paid weekly or biweekly for families.

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

- The Notice of Communication will indicate the assessed PSoC, exempt, or zero ($0) PSoC.

NOTE: Providers can no longer charge the difference between CCS maximum payment rates and providers’ daily published rates effective April 1, 2023.

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 by the third (3rd) business day of each month. Business days will coincide with CCS’ business days of Monday-Friday.

WSA will no longer reimburse Providers when parents fail to pay the PSoC, the following apply:

- Provider reports the non-payment of PSoC by the third 3rd business day of each month
  - Business days will coincide with CCS business days of Monday – Friday
- Provider reports non-payment of PSoC by completing the online Cognito Form
  - The online Cognito Form link to report non-payments: https://www.cognitoforms.com/WSAChildCare/CCSProviderNonPaymentPSOCReporting
  - Failure to report non-payment by the third business day of the month payment is due will result in no action taken by CCS

- On or before the 25th day of each month or the following Monday if the 25th falls on a weekend, CCS Provider staff will follow up with Providers who have not provided notification of paid PSoC
- The parent/ caregiver will be notified by CCS of the requirement to pay the outstanding amount by the 25th day or have services terminated.

Note: *The parent's* PSoC *will be deducted from the provider's payment. It is the provider's responsibility to collect the* PSoC before services are delivered. CCS may terminate child care services if a parent fails to pay the PSoC to the provider and the provider reports the nonpayment. The unpaid amount must be repaid and a mandatory 60-day waiting period applies before reapplication for services.

TRANSFER REQUEST BY PROVIDER AND/OR PARENT

Provider Request

A provider may request in writing an immediate transfer for a child due to:

- Behavior issues
- Parent conflict
- Non-payment of PSoC
- The Provider can no longer meet the needs of the child/family

CCS must be notified in writing informing us 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, non-compliance or SIA being issued.

- CCS will not pay the provider for any days after services are denied

Provider Transfer due to PSoC

A provider may request at any time in writing an immediate transfer for a child due to non-payment of PSOC

- The provider transfer request must include the date the child will no longer be accepted.
- Upon receipt of the notification, CCS provider staff will issue transfer term authorization numbers to the provider.

The parent will be contacted to inform them of:

- The provider's request for transfer due to non-payment of PSoC
- Transfer enroll to new center cannot be processed when PSoC is owed to a provider.
    - Only if the non-payment of PSOC was submitted according to reporting requirements outlined on page 18, non-payment section.

Parent request

Parents are eligible to transfer their child to a different provider of their choice after a 14-calendar day period from when the request has been made and the existing provider has been

notified of the transfer termination, unless there are extenuating circumstances that make the transfer urgent.

- Parents will need to contact CCS at 210-230-6300 to request appointment.

Electronic Communication Agreement (ECA)

When emailing CCS staff about client(s) the only acceptable personal information is the child's first name and Case number or TX3C number.

Any other combination which includes more than one piece of Personally Identifiable Information (PII) will be a violation of the Electronic Communication Agreement (ECA). All violations will be processed following the Technical Assistance, Non-Compliance, Service Improvement Agreement (SIA) procedure of this Handbook. PII information includes but is not limited to, customer/child's first name, middle name, last name, date of birth, social security number, any phone number, and address.

Electronic communication should not be used to solicit or sell products or services that are unrelated to the Company's business, distract, intimidate, or harass WSA/CCS or third parties. In addition, electronic communication is subject to applicable state and federal laws and WSA/CCS policies and procedures on confidentiality. Violations include, but not limited to:

- Requesting WSA/CCS staff purchase or support in fundraising campaigns
- Emailing more than one piece of PII, as described in first paragraph of this section.
- Sending chain letters or participating in the transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate WSA/CCS purposes;
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm WSA/CCS networks or systems;
- Causing congestion, disruption, disablement, alteration, or impairment of WSA/CCS networks or systems;
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages; and/or
- Sending, receiving, or accessing pornographic materials;

Using electronic communication to transmit racist, sexist, threatening, or otherwise objectionable or illegal material, defined as any visual, textual, or auditory entity, file, or data, is strictly prohibited. If you violate any of the above policies, you could be subject to corrective action including the termination of the provider agreement.

TECHNICAL ASSISTANCE, NON-COMPLIANCE, SERVICE IMPROVEMENT AGREEMENT (SIA)

Providers must comply with the requirements of being a CCS provider as outlined in the CCS Provider Agreement, Commission rules, and the policies and procedures in the CCS Provider Handbook. CCS Provider staff will contact the provider at any instance of a violation when

requirements have not been met. The action for each category of violation includes the following progression. See below for a detail of each level of action:

- Technical Assistance (TA),
- Non-Compliance,
- SIA,

Violations for attendance requirements, electronic communication agreement and PII communication requirements include:

- Failure to report when a child has not attended
- Failure to comply with the electronic communication agreement
- Failure to comply with the PII communication

CCS, WSA or TWC may take the following actions if a provider is found to be in progressive non-compliance with the policies and procedures: Suspension, nonrenewal, or termination of 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 must repay all funds owed prior to applying as a CCS provider.
- Temporary withholding of payments to the provider for child care services delivered;
- Recovery of funds from the provider; or
- Any other action consistent with the intent of the governing statutes or regulations to investigate prevents or stop suspected fraud.
    - Any imposed CCS corrective/adverse action must be accompanied by the appeal documentation Forms 2052/1070.

The CCS tracking timeline for issuance of the technical assistance, non-compliance notification or service improvement agreement violations of the CCS Provider Agreement, Commission rules, and the policies and procedures required in the CCS Provider Handbook will be each fiscal year.

- CCS fiscal year timeline is October 1 – September 30

Technical Assistance (TA)

CCS Provider staff will contact the provider by email after each violation. The email will detail the violation and provide a reminder of the requirement not met.
After receiving three (3) technical assistances for the same subject violation providers will progress into receiving non-compliances.

Non-Compliance

The non-compliance notification form will be used to notify the provider of their violation and provide a history of technical assistance and/or non-compliances.

- The provider will begin receiving non-compliances after receiving three (3) technical assistance occurrences for the same subject violation as outlined in the TA section above
    - Example: a provider has four occurrences for failure to report consecutive non-attendance. The first three occurrences will be 1st, 2nd and 3rd TA; the fourth

occurrence will be 1st non-compliance

- A 2nd and 3rd non-compliance will be issued if the provider continues to have a violation for the same subject violation (for example: failure to report consecutive non-attendance).

Providers will start receiving SIA's after receiving three (3) non-compliances for the same subject violation.

Service Improvement Agreement (SIA) for Providers

A SIA form other than failure to use the attendance system will be used to notify the provider of the violations listed below. Please see page 12 for information about attendance system SIA's.

- Continued non-compliance violations as outlined above.
  - After receiving three (3) non-compliances for the same subject violation

The 1st issuance of SIA will serve as notification of corrective adverse action that may be imposed on any future violation.

The 2nd SIA issuance will result in Intake closure (new enrollments will not be authorized during this time) for a period of thirty days to three months based on severity and history of violations.

The 3rd SIA issuance will result in suspension of the Provider Agreement:

- Suspension will be for a period of three (3) months
- Includes transfer of any CCS enrolled child

The 4th occurrence will result in termination of the Provider Agreement

- A wait period of twelve (12) months before re-applying for provider status must be met

Providers have the right to appeal **only** when corrective adverse action is taken for the 2nd or 3rd SIA issued by CCS. The appeal documentation (Forms 2052/1070) will be provided along with the issuance of the SIA.

Technical Assistance, Non-Compliance, Service Improvement Agreement Progression Table

CCS Action	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
	Violations									
Technical Assistance (TA)	X	X	X							
Non-Compliance				X	X	X				
Service Improvement Agreement (SIA)							X	X (Intake closed 30 days – 3 months)	X (3-month suspension)	X (Provider termination)

SUSPECTED FRAUD
Fraud is considered to be wrongful acquisition of any benefit through intentional use of deception or misrepresentation.

- WSA contractors must exercise due diligence in fact-finding, reporting, and collection of overpayments of cases involving fraud.
- No accusation of fraud or dishonesty should be made, even if guilt seems apparent.

A Provider or any other person in a position to commit fraud may be suspected of fraud if the person presents or causes to be presented to the WSA or CCS one or more of the following items:

- A request for payment more than the amount charged by the Provider for the child care; or
- A claim for child care services if evidence indicates that the person may have:
    - known, or should have known, that child care services were not provided as claimed;
    - known, or should have known, that information provided is false or fraudulent;
    - received child care services during a period in which the parent or child was not eligible for services;
    - known, or should have known, that child care scholarships were provided to a person not eligible to be a Provider; or
    - Otherwise indicated that the person knew or should have known that the actions were in violation of Chapter 809 or state or federal statute or regulations relating to child care services**.**
- 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 provider agreement.
- The Commission (TWC), Board (WSA), or CCS may take the following actions if the Commission finds that a **Provider** has committed fraud:
    - Temporary withholding of payments to the Provider for child care services delivered;
    - Nonpayment of child care services delivered;
    - Recoupment of funds from the Provider;
    - Stop authorizing care at the Provider's facility or location; or
    - Any other actions consistent with the intent of the governing statutes or regulations to investigate, prevent, or stop suspected fraud.
    - Special Provisions for when a Child Care Provider is suspected of Fraud.

NOTE: If fraudulent intent is demonstrated, the Provider Agreement may be terminated.

CHILD CARE REGULATION (CCR) CORRECTIVE / ADVERSE ACTION

CCR may place child care providers on corrective or adverse action if the provider has repeated violations of child care licensing standards that do not endanger the health and safety of children.

Licensing staff may place the operation on Corrective Action with one of the following:

- Evaluation status; or
- Probationary status

Adverse actions are steps CCR may take to force an operation to close.

- Adverse actions are taken when an operation has been cited for deficiencies that pose a risk to the health and safety of children, or if there are indications of a continued failure to comply with standards, rules, or child care law.
- Adverse actions include denial of an application, revocation or suspension of a permit or an adverse amendment with conditions on a permit.

Providers are encouraged to report to CCS **within one (1) business day** if the center is placed on adverse or corrective action by CCR.

The following table summarizes the actions to be taken when a child care provider has been placed on corrective or adverse action with CCR.

Status	Required Notification of Parents	Required to Stop New Enrollments	Required to Remove Currently Enrolled Children	Provider Eligible to Receive Enhanced Rates
Evaluation Status	Yes	No	No	No
Probationary Status	Yes	Yes	No	No
Adverse Action	Yes	Yes	Yes	No

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

- A parent may elect to transfer to another provider upon receiving notification.

Providers cannot receive the enhanced payment rate while on evaluation or probationary status with CCR. The enhanced rates will end for providers that are:

- Texas Rising Star certified
- Texas School Ready certified

TWC NOTICE of FREEZE or TAX LIENS on CHILD CARE REIMBURSMENTS

TWC may place a freeze on provider's payment's for unpaid amounts due under the Texas Unemployment Compensation Act. TWC may also place a freeze on a provider payment under the Texas Labor Code for debts owed to a person whose employer is delinquent in the payment of wages.

Providers that are issued a "Notice of Freeze" shall not be pai/d and will have a hold placed on the assets. A Notice of Freeze or Notice of Levy on scholarship payments does not make a provider ineligible to care for children.

- The provider can choose to discontinue providing child care services but must give 30 days' notice to CCS and to parents before the discontinuation of services to avoid interruption in care.

PROVIDER DEBARRMENT

Compliance with other state and federal programs must always be maintained. TWC will send notice if a provider or its staff is found to be debarred from other State or Federal programs.

CCS may terminate the Provider Agreement immediately

- No new referrals are made to the provider
- no payment to Providers that are debarred from other state or federal programs

COMPLAINTS/APPEALS

The Provider can file complaints and/or appeals. Complaints may include objections/grievances regarding the provision of services that do not allege any violation but rather concern dissatisfaction with the treatment by or the behavior of Contractor staff, or other issues which are not subject to an appeal.

With appeals, Providers are given a written determination of any adverse actions against the Provider. If a provider disagrees with the corrective adverse action as listed in the 2nd or 3rd SIA 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 corrective 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 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.

GRIEVANCES

Providers have the right to have grievances heard without the threat of retaliation. Grievances must be made in writing within 180 calendar days of an alleged violation and include the following:

- Name of complainant and current mailing address
    - confidentiality will be granted if requested
- A brief statement identifying facts on which grievance is based

Written grievances must be submitted to Workforce Solutions Alamo (WSA):

Workforce Solutions Alamo, Workforce Board
100 N Santa Rosa, Suite 120
San Antonio, TX 78207

WSA may send grievances to CCS for resolution as deemed appropriate.

CCS will contact the complainant within 5 business days of receipt from WSA to inform you of the next step in the process and/or initiate informal resolution. Any agreement resulting from the informal resolution process will be communicated to the complainant within 15 calendar days of the original filing date of the grievance.

If the informal resolution was unsuccessful, a formal hearing will be conducted by WSA.

PROVIDER ON-SITE VISIT

Visits to Providers

CCS has the right to conduct an on-site visit during operational hours. CCS may, at its discretion, utilize the assistance of other departments, resources, WSA, 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,
- Provider payment proofs, and
- Any other records pertaining to financial claims for a child receiving CCS scholarship.

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

Contact Information

CCS Provider Services / Provider Services Fax #210-277-2718		
Carol Perez *Case Management Team Lead **Cherri Smith - Finance Team Lead**	210-230-6318 **210-230-6330**	cperez@wsalamo.org csmith@wsalamo.org
Estefania Campos Providers #, A, B, D, N **Finance Specialist – Jamie Holcombe**	210-230-6317 **210-230-6305**	ecampos@wsalamo.org jholcombe@wsalamo.org
Sarah Sepeda-Garica Providers C, E, H **Finance Specialist - Stephanie Munoz**	210-230-6386 **210-230-6367**	ssepeda@wsalamo.org smunoz@wsalamo.org
Maria Medina Providers I, K, M **Finance Specialist – Jennifer Valdez**	210-230-6363 **210-230-6315**	Mmedina1@wsalamo.org jcamacho@wsalamo.org
Jennifer Mitchell Providers F, O, P, Y **Finance Specialist - Stephanie Munoz**	210-230-6326 **210-230-6367**	jmitchell@wsalamo.org smunoz@wsalamo.org
Felicia Hill Providers R, T, U, V, Z **Finance Specialist - Jennifer Valdez**	210-230-6314 **210-230-6315**	fhill@wsalamo.org jcamacho@wsalamo.org
Stacey Reyes Providers L, Q, X **Finance Specialist - Jamie Holcombe**	210-230-6379 **210-230-6305**	sreyes1@wsalamo.org jholcombe@wsalamo.org
Martha Alvarado Providers G, J, S, W **Finance Specialist - Jennifer Valdez**	210-230-6309 **210-230-6315**	malvarado@wsalamo.org jcamacho@wsalamo.org

Please **direct parents to call CCS at 210-230-6300** for information on their case or to report changes.

TRS Contact Information

TRS Mentors		
Abigail Garcia **Human Services Administrator**	210-230-6346	Agarcia4@wsalamo.org
Jessica Bracamonte **Social Service Manager**	602-460-8126	jbracamonte@wsalamo.org
Annie Montana **TRS Mentor Manager**	210-508-3403	amontana@wsalamo.org
Anna Vo **TRS Mentor Manager**	210-289-3179	avo@wsalamo.org
Mentor Team		
Barbara Esposito	210-508-3276	besposito@wsalamo.org
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TRS Inclusion Specialist		
Eric Smith	210-709-9422	esmith@wsalamo.org
TRS Business Specialist		
Patricia Alejandro	210-560-9212	palejandro@wsalamo.org
Cecilia Ibarra	210-291-2123	Cibarra1@wsalamo.org
TRS Admin		
Erika Zuniga	210-230-6347	ezuniga@wsalamo.org
Luedd Cotto	210-230-6358	lcotto@wsalamo.org
TRS Fax # 210-432-2193		

Provider Handbook Log of Changes:

Date	Section changed	By
3/15/17	Annual Submittal of Provider Rates	C. Smith
5/18/17	Clarification of daily fees on pg. 13	C. Smith
5/18/17	Failure to report non-attendance timely on pg. 19	C. Smith
5/18/17	Provider floating holiday/closure days that fall on weekend on pg. 20	C. Smith
6/7/17	Technical Assistance on pg. 25	C. Smith
6/7/17	Non-compliance on pg. 25-26	C. Smith
6/27/17	Update to reflect business days and calendar days	L. Elizondo
11/14/17	Removed DFPS License report for being over capacity	C. Smith
11/14/17	Removed TDH Licensed Youth Day Camps	C. Smith
11/14/17	Added Technical Assistance for unreported holiday or closure days	C. Smith
1/8/2018	Non-attendance information	C. Smith
1/8/2018	Added CCAA violations due to misuse of attendance reporting	C. Smith
2/8/2018	Removed DFPS and replaced with Child Care Licensing. Updated non-compliance reasons. Removed 3-day NPC. Providers receiving PSOC reimbursement from CCS cannot charge fees for late PSOC.	C.Smith/L. Elizondo
8/1/2018	Effective August 1, 2018, Workforce Solutions Alamo (WSA) Child Care Services (CCS) may terminate child care services if a parent fails to pay the parent share of cost to the provider and the provider reports the nonpayment according to CCS procedures.	L. Elizondo
8/1/2018	*Increase in rates effective 8/1/2018 – new CCS maximum rates:* *http://www.workforcesolutionsalamo.org/ccs-provider-renewal*	L. Elizondo
8/1/2018	Electronic communication agreement	L. Elizondo
11/26/18	Added electronic communication agreement and personally identifiable information PII as TA violation	C. Smith
11/26/18	Removed provider agreement requirement at rate change and annual submittal of rates	C. Smith
11/26/18	Updated provider holiday section on page 18 - if more than three or six paid holidays are chosen on the holiday amendment; the first three or six chosen days will be paid.	C. Smith
11/13/19	Added provider required to report incidents that may have the potential for negative media attention on page 10	C. Smith
11/13/19	Updated verbiage –failure to report changes may affect scholarship payment on page 11	C. Smith
11/13/19	Added example-timely report on page 18	C. Smith
11/13/19	Added Summer Closure on page 19	C. Smith
11/13/19	Updated verbiage- Technical Assistance on page 22	J.V.

11/13/19	Updated verbiage- Appeals on page 24	C. Smith
11/13/19	Updated complaints/grievances on page 25	C. Smith
11/13/19	Provider staff changes	C. Smith
11/25/19	Update Office address to 9725 DataPoint, Suite 200 78229	C. Smith
10/20/20	*Increase in rates effective 10/1/2020 – new CCS maximum rates:* https://twc.texas.gov/files/policy_letters/attachments/wd-25-20-att.1-wfed.pdf	C. Smith
3/11/21	Removed Lobbying/Debarment from Provider Packet contents and updated verbiage Child Care Licensing (CCL) to Child Care Regulation (CCR)	C. Smith
4/1/21	Removed CCAA and added Manual Absence Tracking	C. Smith
5/1/21	Change in Provider Child Care Advisor , addition of TRS Assessor and Mentor staff	C. Smith
10/1/21	*Page 11 Increase in rates effective 10/1/2021 – new CCs maximum rates:* https://www.twc.texas.gov/files/policy_letters/attachments/24-21-att1-twc.pdf	C. Smith
8/1/2022	Change in Provider Child Care Advisor	C. Smith
9/10/2022	Updated CCS set standard holidays to 9.	M. Leverenz
9/13/2022	Updated links: Cognito form (pg. 3) and Provider packet (pg. 4)	C. Smith
9/13/2022	Updated Page 10 – Changes to report to CCS	C. Smith
9/13/2022	Updated Page 10 – Sale of facility	C. Smith
9/13/2022	Updated Page 11 – termination of provider agreement	C. Smith
9/13/2022	Updated Page 11 - Manual absence tracking	C. Smith
9/13/2022	Updated Page 7 – TSR enhanced rate for infant and toddlers	C. Smith
9/13/2022	Updated Page 16 – Increased CCS Set Holidays	C. Smith
9/13/2022	Updated Page 24 – Moved Appeals to this section and updated complaints	C. Smith

4/7/2023	Updated Page 14 & 17 -Provider can no longer charge the difference	C. Smith
4/7/2023	Updated Page 12 – Blended care for children in school, PreK and Headstart	C. Smith
4/7/2023	Updated Page 13 – providers program year specified	C. Smith
7/1/2023	Provider staff changes	C Smith
7/28/2023	Updated Page 11 – Manual absence Tracking and Page 15 – Attendance	C. Smith
9/13/2023	Updated Page 14 – Annual Rates timeline change to Fiscal Year Oct 1 – September 30	C. Smith
9/13/2023	Updated Page 12 - *Increase in rates effective 10/1/2023 – New CCS maximum rates* https://www.twc.texas.gov/files/policy_letters/attachments/20-23-att1-twc.pdf	C. Smith
11/6/2023	Provider staff changes	C. Smith
2/5/2024	Updated Page 14 – Rate Calculation Worksheet Amendment The change in rates will be effective the first full month after **the amendment has been processed**	C. Smith
5/1/2024	Provider staff changes, added blended rate formula to page 12	C. Smith
3/25/2025	Updated throughout changes due to implementation of TX3C-CCS new automated database system. Includes PSoC and attendance information.	C. Smith
5/5/205	Updated attendance tracking date change to July 2, 2025	C. Smith
6/1/2025	Updated provider services contact listing	C. Smith
7/3/2025	Updated attendance tracking date change to August 4, 2025	C. Smith
10/1/2025	Updated Page 12 - *Increase in rates effective 10/1/2025 – New CCS maximum rates*	C. Smith
10/1/2025	Updated link to complete potential provider packet and billing forms	C. Smith
12/23/2025	Updated provider representatives, TRS mentors, logo, spelling/formatting, CCR website address, TRS information, inclusion email address, and absence information	J. Lockhart
12/30/2025	Updated Provider Services Team information	J. Lockhart
4/3/2026	Updated Page 11 – Absence Reporting Requirements Added Page 12 – Added non-usage attendance system/consequences Updated Page 13 – Blended Care	C. Smith

	Updated Page 26 – Provider Services Team Information	
4/13/2026	Updated Page 15 – Validation of Payment	C. Smith
4/13/2036	Updated Page 11 – Notification of Absences	C. Smith
4/13/2026	Updated Page 12 – Attendance Reporting using CMS	C. Smith
5/4/2026	Provider staff changes effective 5/4/2026	C. Smith
9/28/2026	**Updated Pages:** **10-11 – Permanent Closure or Withdraw from CCS** **12 – Misuse of Attendance** **13 – Increase in rates effective 10/1/2026 and KinderConnect contact info** **14 – Blended rate clarification** **16 – Improper payment** **19 – Transfer due to PSOC clarification** **27 - Provider staff changes effective 10/1/2026**	C. Smith